

Problem determination and troubleshooting

Lenovo

Problem determination and troubleshooting overview

Perform the following actions to determine the cause of problems on the SR950 V3:

- Check the system health status on the XCC2 dashboard
- Check the system event log in XCC2
- Check the event log in UEFI
- Check the LEDs on the system
- If applicable, check the external LCD diagnostics handset

For more information about how to use XCC2, UEFI, or OneCLI to monitor system status and collect logs, refer to the following courses:

- ES51757B – Introducing ThinkSystem tools
<https://lenovoedu.lenovo.com/course/view.php?idnumber=ES51757B>
- ES52374 – ThinkSystem tools for the ThinkSystem V3 platform
<https://lenovoedu.lenovo.com/course/view.php?idnumber=ES52374>
- ES41759C – Introducing ThinkSystem problem determination
<https://lenovoedu.lenovo.com/course/view.php?idnumber=ES41759C>

LED descriptions

Use the LEDs on the front operator panel, power supply, drive, upper and lower processor board, system I/O board, RoT module, and the external diagnostics handset for hardware status monitoring and problem determination. For more information about the SR950 V3 LEDs, refer to the *Troubleshooting by system LEDs and diagnostics display* section of the *ThinkSystem SR950 V3 User Guide* on [Lenovo Docs](#).

▼ Troubleshooting by system LEDs and diagnostics display

- Drive LEDs
- Front operator panel LEDs
- Power supply LEDs
- Upper processor board (CPU BD) LEDs
- System I/O board LEDs
- Lower processor board (MB) LEDs
- Firmware and RoT Security Module LEDs
- XCC system management port LEDs
- External Diagnostics Handset



Troubleshooting by system LEDs and diagnostics display

See the following section for information on available system LEDs and diagnostics display.

Drive LEDs

This topic provides information on drive LEDs.

The following table describes the problems that are indicated by drive activity LED and drive status LED.

