Problem determination and troubleshooting

Problem determination actions and hardware replacement tips

Lenovo

Problem determination and troubleshooting overview

Perform the following actions to determine the cause of problems on the ST250 V3:

- Check the system health status on the XCC dashboard
- Check the system event log in XCC
- Check the event log in UEFI
- Check the LEDs on the system
- If necessary, use XCC to collect service data or use OneCLI to collect FFDC logs for further escalation

For more information about how to use XCC, 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 information panel, the rear side of the server, or the system board for hardware status monitoring and problem determination. For more information about the ST250 V3 LEDs, refer to the Problem determination section of the ThinkSystem ST250 V3 User Guide on Lenovo Docs.

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.

Note: Depending on the configuration, your server might be slightly different from the image.