Problem determination and troubleshooting

How to perform problem determination actions on the ST650 V3

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Problem determination and troubleshooting overview

Perform the following actions to determine the cause of problems on the ST650 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

- ES52374 – ThinkSystem tools for the ThinkSystem V3 platform

- ES41759C – ThinkSystem problem determination

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LED descriptions

Use the LEDs on the front operator panel, the rear side of the server, or the system board for hardware status monitoring and problem determination. For more information about the ST650 V3 LEDs, refer to the Server components section of the ThinkSystem ST650 V3 User Guide on Lenovo Support.
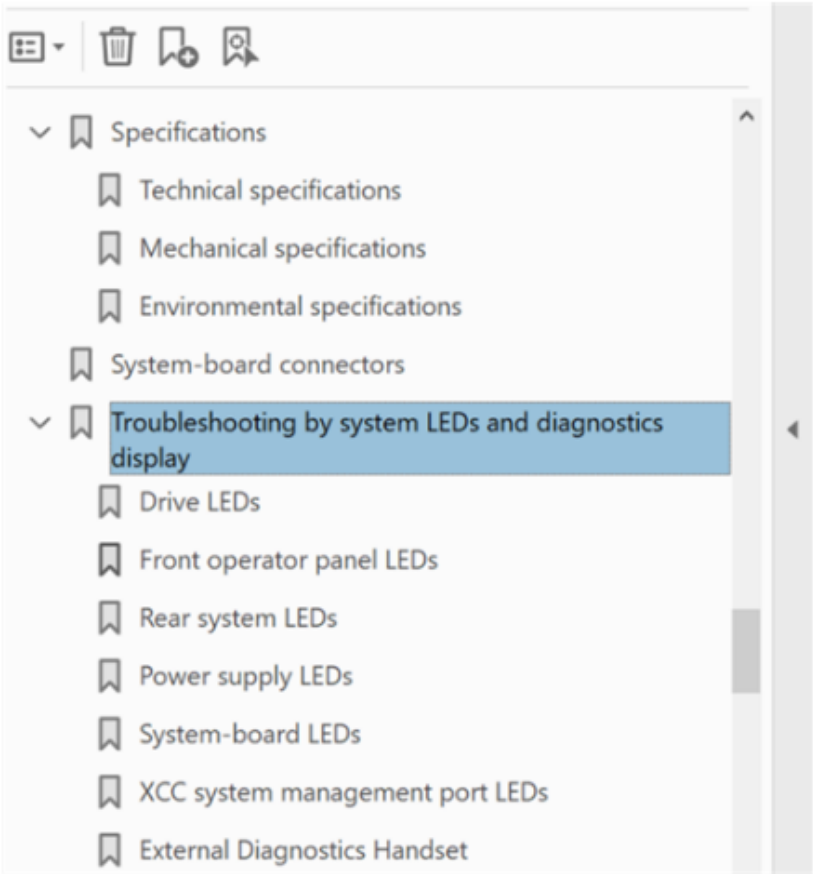
Front operator panel LEDs

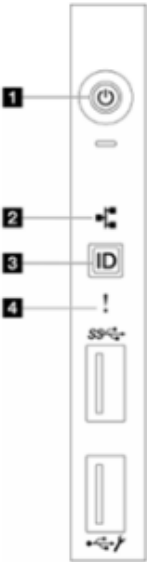This section contains information about the front operator panel LEDs.

Figure 147. Front operator panel LEDs

Table 74. Front operator panel LEDs

1 "Power button with power status LED (green)" on page 252	**3** "System ID button with system ID LED (blue)" on page 253
2 "Network activity LED (green)" on page 253	**4** "System Error LED (yellow)" on page 253

System status LED on the processor board

The ST650 V3 has LEDs on the system board that can be used to indicate system status.

System-board LEDs

The illustration in this section shows the LEDs on the system board.
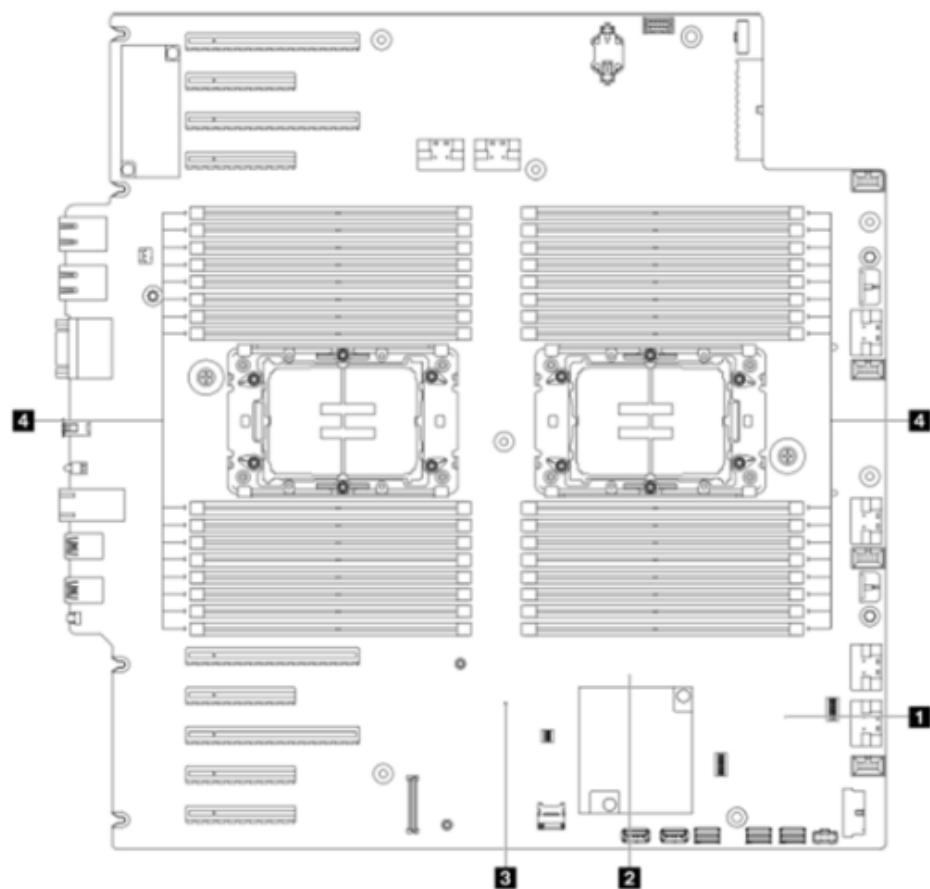
No	LED	Description
1	FPGA heartbeat LED	**Blinking:** FPGA is working normally **On or off:** FPGA is not working
2	ME heartbeat LED	**Blinking:** PCH ME is functioning **On or Off:** PCH ME is malfunctioning
3	XCC heartbeat LED	**Blinking fast :** XCC is in the initial phase **Blinking (about one flash per second):** XCC is working normally **Off or always on:** XCC is malfunctioning or not working
4	DIMM error LEDs	**On:** An error has occurred on the associated DIMM

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