

Problem determination and troubleshooting

Problem determination steps for the SE455 V3

Lenovo

Problem determination and troubleshooting overview

The SE455 V3 uses XCC as the management console, so the problem determination and troubleshooting procedures are the same as those for other ThinkEdge and ThinkSystem platforms. To understand the procedures, go through the following documentation:

- [ES41759C – ThinkSystem problem determination](#)
- [Troubleshooting by symptom | ThinkEdge SE455 V3 | Lenovo Docs](#)

The troubleshooting items listed below are specific to the SE455 V3 and will be covered on the following pages:

- No standby power
- Cannot power on
- System hangs

No standby power

Perform the following checks:

Check the status of the power supply
AC IN LED, DC OUT LED, and the
warning LED.

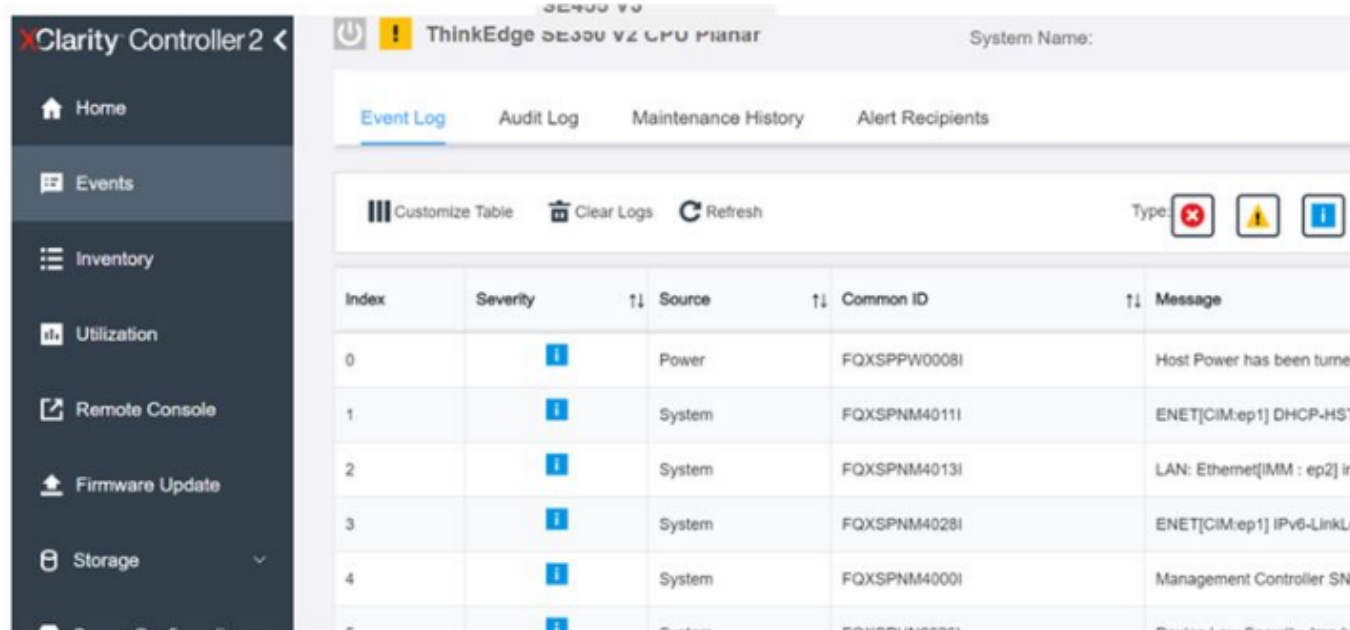
1. If the AC IN and DC OUT LEDs are off, disconnect and reconnect the power cord.
2. If the warning LED is lit, check the power supply to see if it has an OCP or OTP issue.



Cannot power on

Perform the following checks:

1. Check the SEL log to see if there are any failures. If no failures are found in the SEL log, collect the FFDC log for analysis.



Index	Severity	Source	Common ID	Message
0	i	Power	FQXSPPW0008I	Host Power has been turned
1	i	System	FQXSPNM4011I	ENET[CiM:ep1] DHCP-HST
2	i	System	FQXSPNM4013I	LAN: Ethernet[IMM : ep2] in
3	i	System	FQXSPNM4028I	ENET[CiM:ep1] IPv6-LinkLc
4	i	System	FQXSPNM4000I	Management Controller SNr

2. Check to see whether the RoT module and firmware combination is correct. Refer to the SE455 V3 user guide on [Lenovo Docs](#) for detailed steps concerning the firmware and RoT security module.

System hangs

1. Check the SEL log to see if there are any failures. If no failures are found in the SEL log, collect the FFDC log for analysis.
2. Check the status of all the DIMMs and replace any that have failed.
3. Check to see if the RoT module and firmware combination is correct.
4. Remove all the devices to minimally configure the system in order to check for the hang code.

Click each number in turn to see the procedure.

Step



System hangs

1. Check the SEL log to see if there are any failures. If no failures are found in the SEL log, collect the FFDC log for analysis.

XClarity Controller 2 < **ThinkEdge SE350 V2 CPU Planar** System Name:

Event Log Audit Log Maintenance History Alert Recipients

Customize Table Clear Logs Refresh Type: [Error] [Warning] [Info]

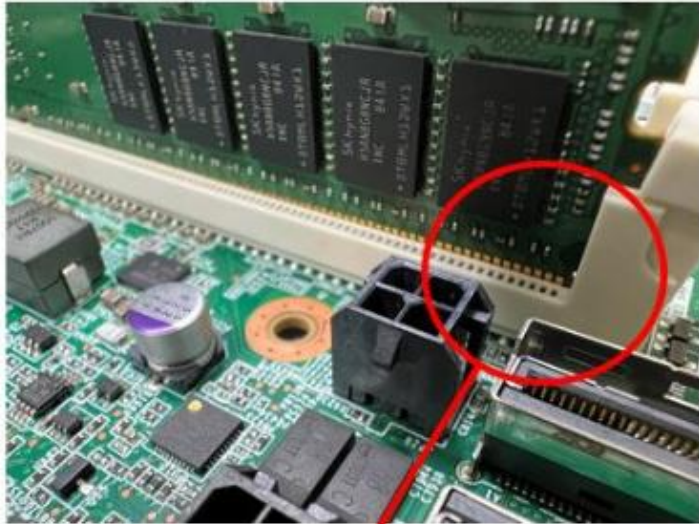
Index	Severity	Source	Common ID	Message
0	Info	Power	FQXSPPW0008I	Host Power has been turned on
1	Info	System	FQXSPNM4011I	ENET[CIM:ep1] DHCP-HST
2	Info	System	FQXSPNM4013I	LAN: Ethernet[iMM : ep2] In
3	Info	System	FQXSPNM4028I	ENET[CIM:ep1] IPv6-LinkLo
4	Info	System	FQXSPNM4000I	Management Controller SNI

Step ①—②—③—④

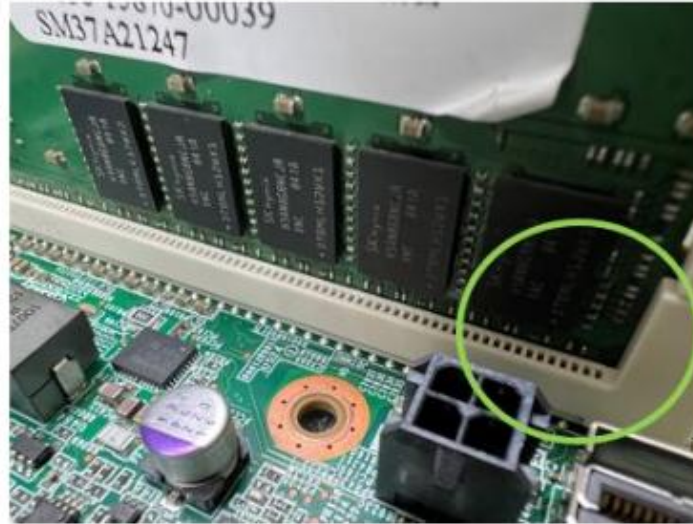


System hangs

2. Check the status of all the DIMMs and replace any that have failed.



Not seated



Fully seated

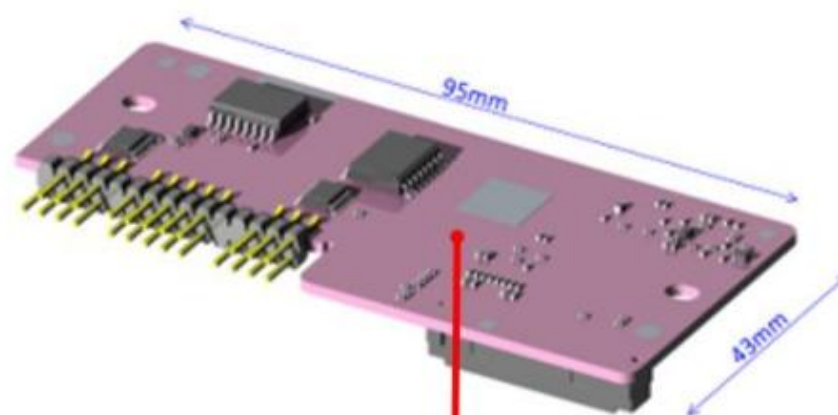
Step **1** — **2** — **3** — **4**



System hangs

3. Check to see if the RoT module and firmware combination is correct. Refer to the SE455 V3 user guide on [Lenovo Docs](#) for detailed steps concerning the firmware and RoT security module.

- Refer to the [Drivers and Software download](#) website for the ThinkEdge SE455 V3 to see the latest firmware and driver updates for your server.
- Refer to the [Update the firmware](#) site for more information on firmware update tools.



Step



System hangs

4. Remove all the devices to minimally configure the system in order to check for the hang code.

For more information, refer to the [General problem determination procedures page](#) on Lenovo Docs.

The minimum configuration required for the server to start is as follows:

- One processor
- One DDR5 DRAM memory module in slot 3
- One power supply unit in PSU bay 1
- One M.2 boot drive if the OS is needed for debugging
- Five system fans

If the hang code no longer triggers with the minimum configuration, check each removed device. If the hang code continues with the minimum configuration, change the system board.

Step **1**—**2**—**3**—**4**



Summary

This course enabled you to:

- Describe the SE455 V3 and its components
- Describe the features and specifications of the SE455 V3
- Describe the different SE455 V3 mounting options and explain how to install them
- Describe the SE455 V3 security mechanism and explain how to activate the server
- Describe the problem determination steps and explain how to troubleshoot issues with the SE455 V3