

Problem determination and troubleshooting

Problem determination steps for the SD665 V3, SD665-N V3, and DW612S enclosure

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Problem determination and troubleshooting overview

Perform the following actions to determine the cause of problems on the SD665 V3 and SD665-N 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
- Check SMM2 for the health status of DW612S air-cooled PSU fans

The SD665 V3 and SD665-N V3 use SMM2 and XCC as the management consoles, so the problem determination and troubleshooting procedures are the same as those for other ThinkSystem platforms. Make sure you have worked thorough the following courses:

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

External LCD diagnostic handset

The SD665 V3 and SD665-N V3 support the optional external LCD diagnostic handset. The panel can be used to quickly access system information, such as active errors, system health status, firmware version, network connection status, and health information. A demo video is available on the course landing page.



External LCD diagnostic handset



LCD diagnostic panel overview
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