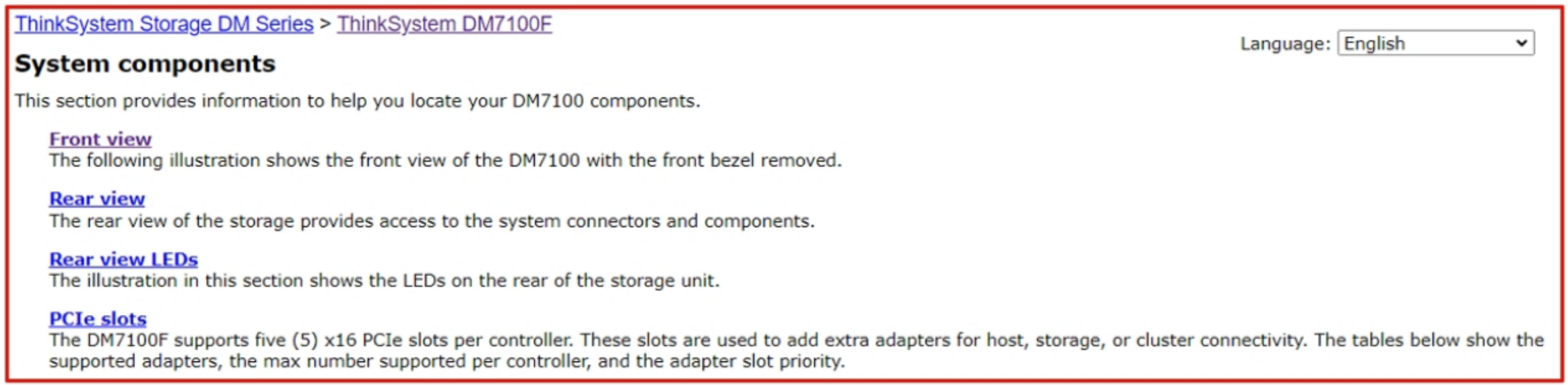
Problem determination and troubleshooting

System LEDs and service information

Lenovo

LED descriptions

Use the LEDs on the front controller module, the rear side of the system, and the system board for hardware status monitoring and problem determination. For more information about DM Series LEDs, refer to the System components section of the Hardware Installation and Maintenance Guide on ThinkSystem Storage Documentation.



ThinkSystem Storage DM Series > ThinkSystem DM7100F

Language: English

System components

This section provides information to help you locate your DM7100 components.

Front view
The following illustration shows the front view of the DM7100 with the front bezel removed.

Rear view
The rear view of the storage provides access to the system connectors and components.

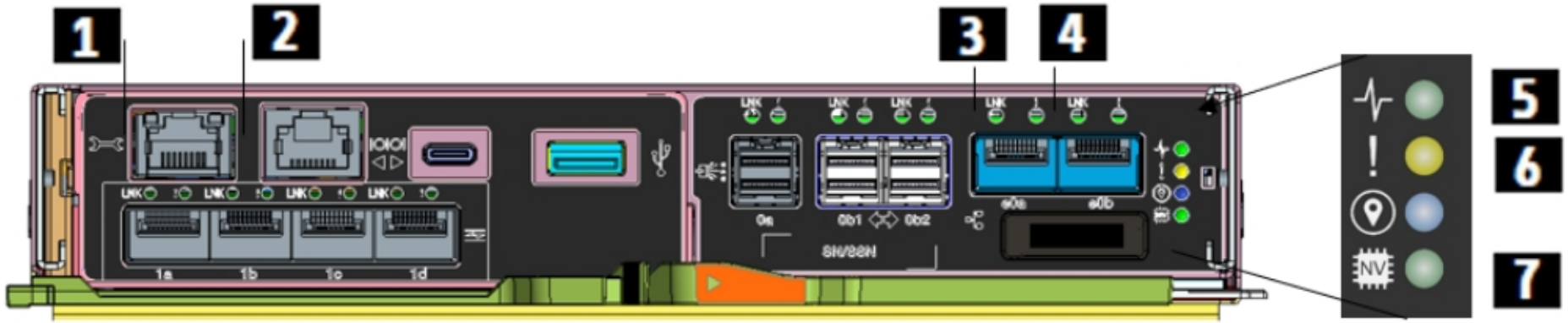
Rear view LEDs
The illustration in this section shows the LEDs on the rear of the storage unit.

PCIe slots
The DM7100F supports five (5) x16 PCIe slots per controller. These slots are used to add extra adapters for host, storage, or cluster connectivity. The tables below show the supported adapters, the max number supported per controller, and the adapter slot priority.

DM3010H LEDs – Front

Components	Status	Description
1 Power LED	Solid green	One or more power supplies are delivering power to the shelf
	Off	No power supply is delivering power to the shelf
2 Attention LED	Solid amber	There is an error with the function of one or more of the following components: shelf, drives, IOMs, power supplies, and fans
	Off	The system is operating normally
3 Location LED	Solid blue or blinking blue	The shelf location LED is manually activated to help with locating the shelf Note: The location LED turns off automatically after 30 minutes
	Off	The location LED is not activated
4 Shelf ID digital display	Number displayed	The digital shelf ID is displayed

DM3010H controller module LEDs – Rear



Connector	Color	Comments
1 2 RJ 45	Green	LED on: Link is up LED off: Link is down
	Blinking	Blinking green indicates activity for the Ethernet port
3 Attention HIC SLOT 1	Amber	On: A condition that requires attention Off: No special conditions
4 Link LED	Green	LED on: Link is up LED off: Link is down
5 Power ON LED	Green	LED on: System up LED off: System down
6 Attention LED	Amber	LED on: Hardware issue LED off: No Issue
7 NV LED	Green	Defaults to on at power on – software turns off this LED during boot On indicates that battery backup has been enabled to support caching activity

Hardware replacement highlights

- The Hardware Installation and Maintenance Guide provides information about the procedure for replacing hardware or swapping controllers.
- When a customer needs to replace a controller, they should submit a request for hardware replacement in LKMS (Lenovo Key Management System) and enter the UID (serial number) of the faulty controller.
- LKMS will determine whether the faulty controller was using IPA license keys. Customers will then need to input the serial number of the new controller, and LKMS will generate a request for a replacement IPA license key bundle.
- During the controller replacement process, make sure you move all the old FRUs to the new controller – this includes the M.2 boot media, memory modules, battery, and NVMEM.
- Other DM3010H hardware replacement procedures are similar to those used on other DM Series systems – the only difference being the change from legacy to IPA license keys.
- Once the controller swap request is submitted, you'll receive a confirmation of its success. It might take up to a day to get the new license key. If you don't receive it within this time, contact Lenovo Support.

Hardware replacement steps

Customers should use LKMS to place a hardware replacement request.