

Problem determination and troubleshooting

SR630 V2 problem determination actions and hardware replacement tips

Problem determination and troubleshooting overview

Perform the following actions to determine the cause of problems on the SR630 V2:

- 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
- Check the LCD diagnostic panel or external diagnostics handset
- 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>
- ES41759B – ThinkSystem problem determination
<https://lenovoedu.lenovo.com/course/view.php?idnumber=ES41759B>

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 SR630 V2 LEDs, refer to the Server components section of the ThinkSystem SR630 V2 Maintenance Manual on the [Lenovo Support Web site](#).

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Figure 5. Diagnostics panel

1 Power button with power status LED

You can press the power button to power on the server when you finish setting up the server. You also can hold the power button for several seconds to power off the server if you cannot shut down the server from the operating system. The power status LED helps you to determine the current power status.

| Status | Color | Description |
|--|-------|---|
| Solid on | Green | The server is on and running. |
| Slow blinking (about one flash per second) | Green | The server is off and is ready to be powered on (standby state). |
| Fast blinking (about four flashes per second) | Green | The server is off, but the XClarity Controller is initializing, and the server is not ready to be powered on. |
| Off | None | There is no ac power applied to the server. |



Hardware replacement tips

- The heat sink replacement procedure requires a Torx #T30 screwdriver. The SR630 V2 heat sink, processor, and system board FRU are shipped with a Torx #T30 bit.
- To replace M.2 drives and the M.2 adapter, you might need to adjust the retainer on the adapter to fit the M.2 drives.
- After replacing the system board, service personnel must update the VPD on the system board. Use the `onecli config set` OneCLI command to update the VPD. For more information, refer to the LXCE OneCLI common task section of course [ES51757B – Introducing ThinkSystem tools](#).

Summary

This course enabled you to:

- Describe the Lenovo ThinkSystem SR630 V2 server and components
- List the SR630 V2 server specifications
- Describe the SR630 V2 server configurations and diagrams
- Describe the SR630 V2 server management tools
- Describe the problem determination steps and explain how to troubleshoot issues with the SR630 V2