

# Problem determination and troubleshooting

How to perform problem determination actions on the SR650 V4 and SR650a V4

The Lenovo logo is a red rectangular box containing the word "Lenovo" in white, oriented vertically from bottom to top.

Lenovo

## Problem determination and troubleshooting overview

Perform the following actions to determine the cause of problems on the SR650 V4 and SR650a V4:

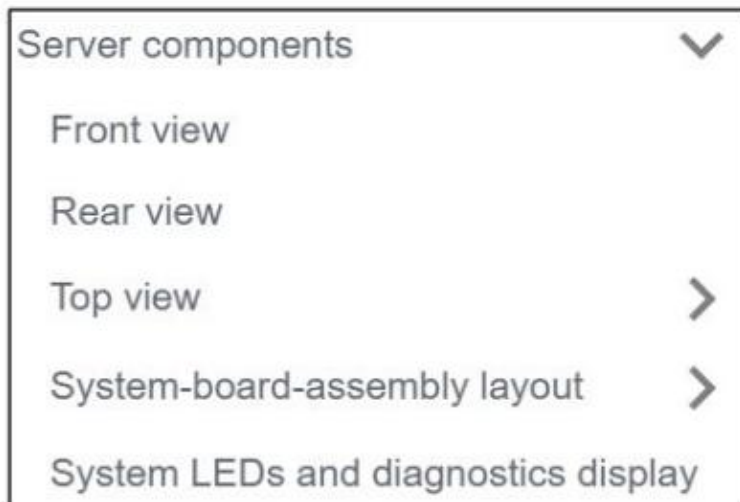
- Check the system health status on the XCC3 dashboard
- Check the system event log in XCC3
- Check the event log in UEFI
- Check the LEDs on the system board
- If applicable, check the external LCD diagnostics handset

For more information about how to use XCC3, UEFI, or OneCLI to monitor system status and collect logs, refer to the following courses:

- [ES51757B – Introducing ThinkSystem tools](#)
- [ES52678 – ThinkSystem tools for the ThinkSystem V4 platform](#)
- [ES41759C – ThinkSystem problem determination](#)

## 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 SR650 V4 and SR650a V4 LEDs, refer to the *Server components* section of the ThinkSystem SR650 V4 and SR650a V4 User Guides on [Lenovo Support](#).



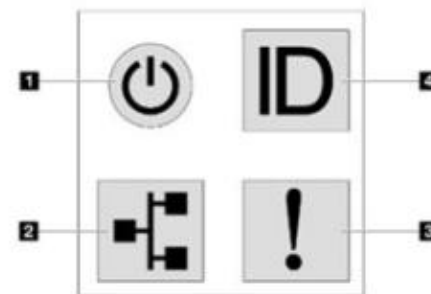
### Front-operator-panel LEDs and buttons

The front operator panel of the server provides controls, connectors, and LEDs.

#### NOTE

Diagnostics panel with an LCD display is available for some models. For details, see [External diagnostics handset](#).

Figure 1. Diagnostics panel



## System status LEDs on the processor board

The SR650 V4 and SR650a V4 have system status LEDs on the system board that can be used to indicate system status. The system status LEDs indicate the working status of the system. The illustration on the right shows the LEDs on the processor board.

**1** System error LED (yellow): When this LED is lit, other LEDs in the server might also be lit to direct you to the error source

**2** System status LED (green): Indicates the working status of the system

**3** FPGA heartbeat LED (green): Identifies the FPGA status – blinking means the FPGA is working normally

**4** DIMM error LEDs (amber): Indicate the corresponding memory module has failed.

