Problem determination and troubleshooting

How to perform problem determination actions on the SR645 V3

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Problem determination and troubleshooting overview

Perform the following actions to determine the cause of problems on the SR645 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

For more information about how to use XCC2, 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
- ES52374 – ThinkSystem tools for the ThinkSystem V3 platform
  https://lenovoedu.lenovo.com/course/view.php?idnumber=ES52374
- ES41759C – Introducing ThinkSystem problem determination
  https://lenovoedu.lenovo.com/course/view.php?idnumber=ES41759C

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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 SR645 V3 LEDs, refer to the Server components section of the ThinkSystem SR645 V3 User Guide on Lenovo Support.

Front operator panel LEDs

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

Figure 102. Front operator 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 determine the current power status.

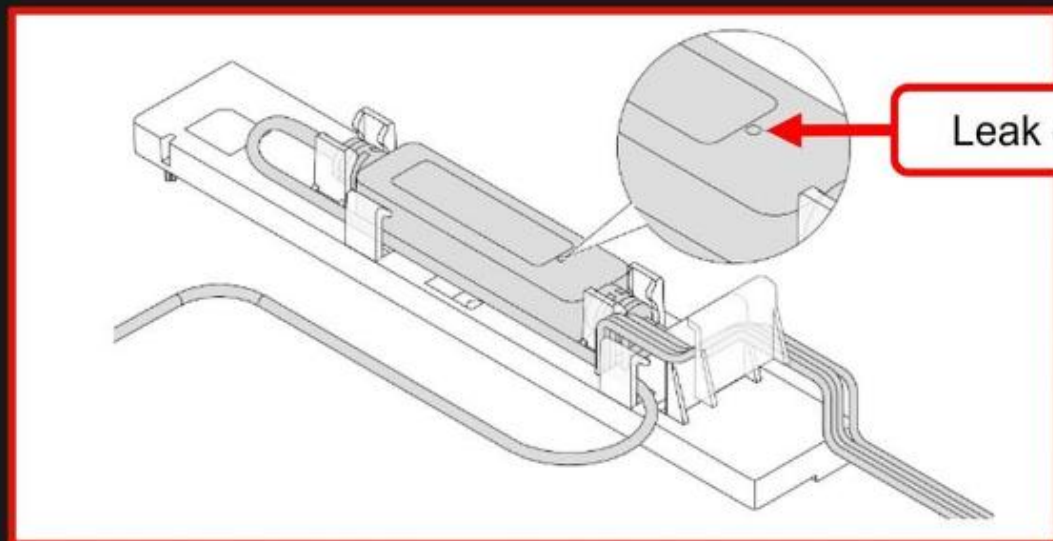| Status	Color	Description
Solid on	Green	The server is on and running.
Slow blinking (about one flash per second)	Green	The server is off and is ready to be powered on (standby state).
Fast blinking (about four flashes per second)	Green	• The server is off, but the XClarity Controller is initializing, and the server is not ready to be powered on. • System-board-assembly power has failed.
Off	None	Power is not present, or the power supply has failed.

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LACM leak detection

The SR645 V3 liquid assisted cooling module (LACM) supports a leak detection module. If there is a leak, the leak detection module LED will start blinking green. Users can also find leak warning messages on the XCC2 Events page.
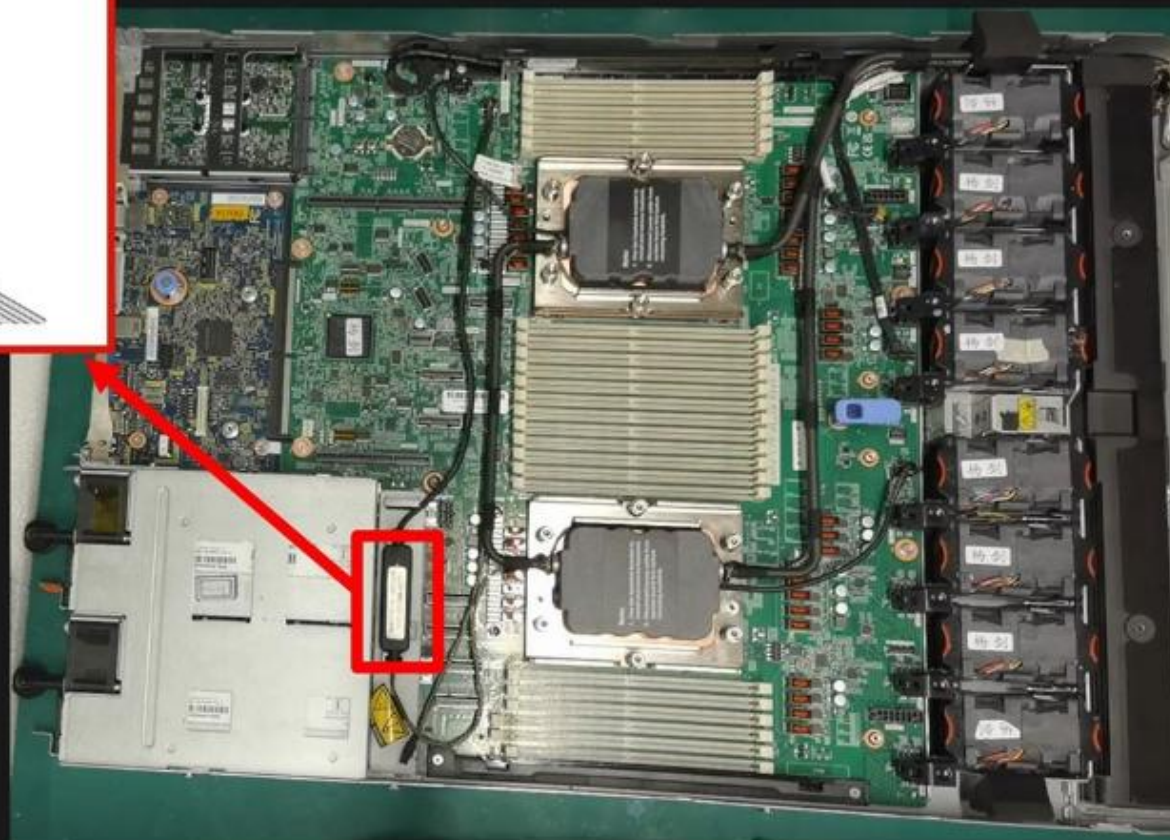
Click HERE to see the location of the LACM leak detection module LED.

For more information about the system error messages, refer to the SR645 V3 messages documentation on the ThinkSystem documentation site.

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LACM leak detection

Leak detection module LED

External LCD diagnostic handset

The SR645 V3 supports the optional integrated LCD diagnostic panel and 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.

Integrated LCD diagnostic panel

External LCD diagnostic handset