Problem determination and troubleshooting

SR650 V2 problem determination actions and hardware replacement tips

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Problem determination and troubleshooting overview

Perform the following actions to determine the cause of problems on the SR650 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
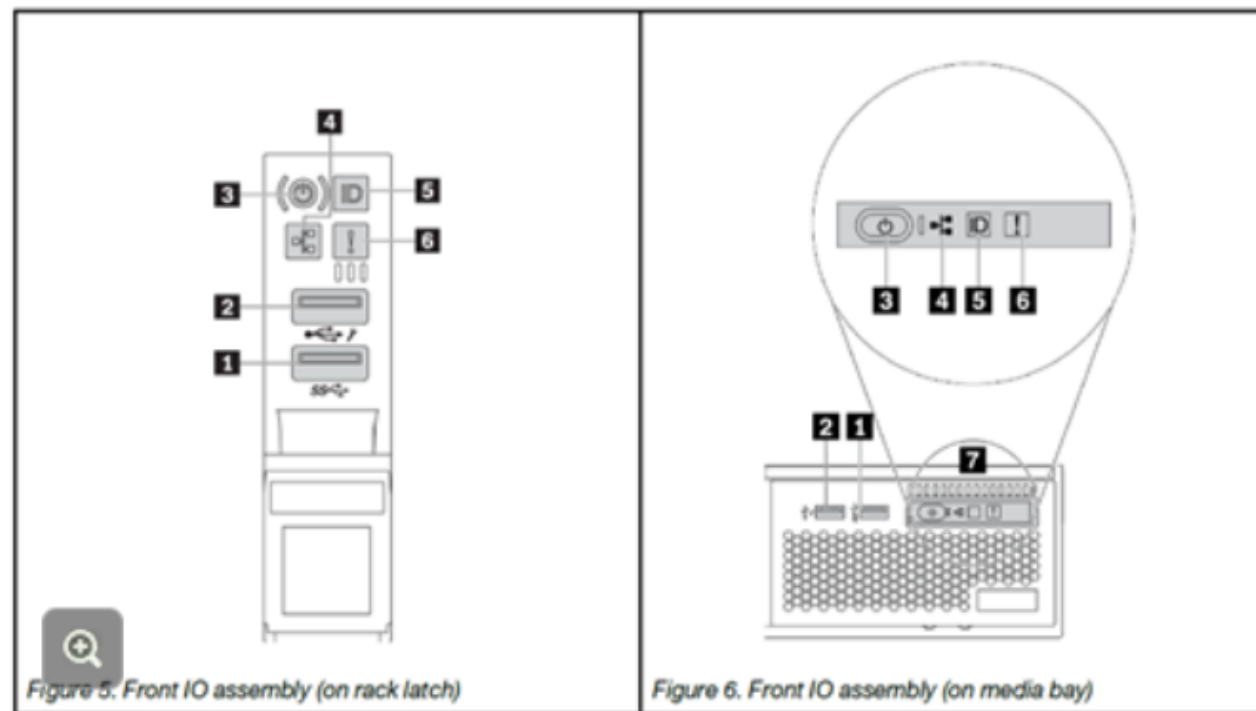
For more information about how to use XCC, UEFI, or OneCLI to monitor system status and collect logs, refer to the following courses:

• 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

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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 SR650 V2 LEDs, refer to the Server components section of the ThinkSystem SR650 V2 Maintenance Manual on the Lenovo Support Web site.

Figure 5. Front IO assembly (on rack latch)

Figure 6. Front IO assembly (on media bay)

Click to enlarge the image

Hardware replacement tips

- The heat sink replacement procedure requires a Torx #T30 screwdriver. The SR650 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

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Summary

This course enabled you to:

- Describe the Lenovo ThinkSystem SR650 V2 server and components
- List the SR650 V2 server specifications
- Describe the SR650 V2 server configurations and diagrams
- Describe the SR650 V2 server management tools
- Describe the problem determination steps and explain how to troubleshoot issues with the SR650 V2