Problem determination and troubleshooting

How to perform problem determination actions on the SR650 V3

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Problem determination and troubleshooting overview

Perform the following actions to determine the cause of problems on the SR650 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 SR650 V3 LEDs, refer to the Server components section of the ThinkSystem SR650 V3 User Guide on Lenovo Support.

Front operator panel LEDs

This topic provides information on the front operator panel LEDs.

The following illustration shows the front operator panel on the media bay. For some server models, the front operator panel is integrated on the rack latch. See "Front I/O module" on page 15.
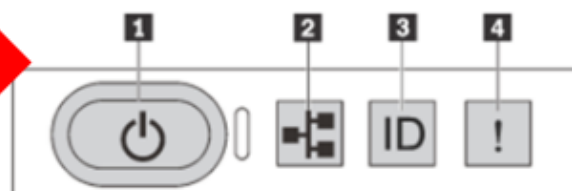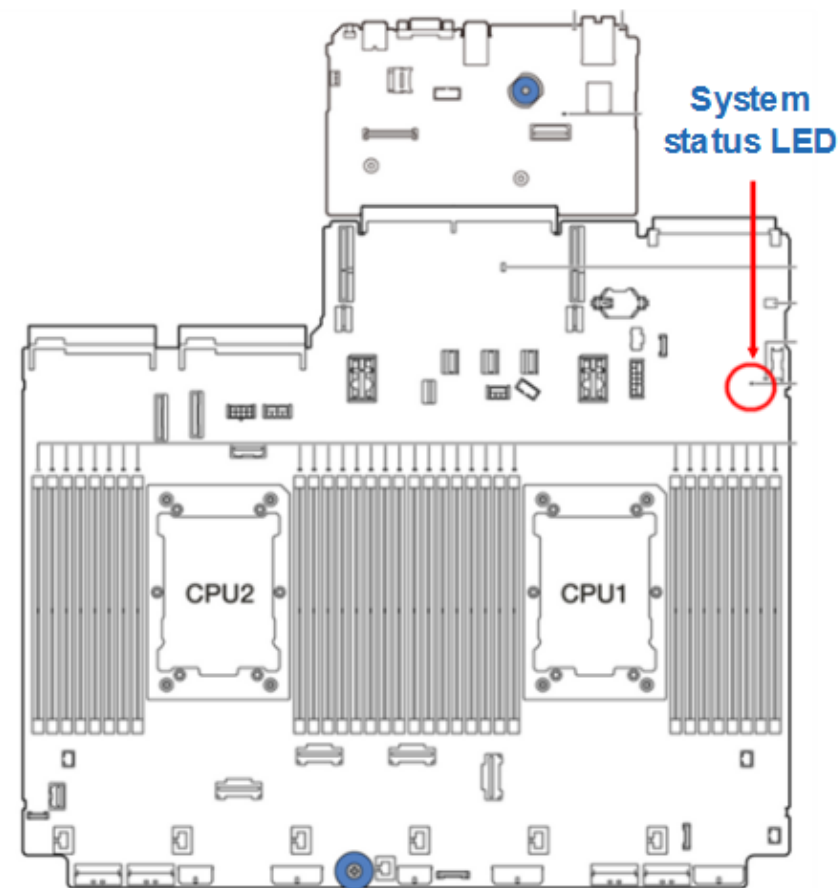

Figure 10. Front operator panel LEDs

1 Power button with power status LED (green)	**2** Network activity LED (green)
3 System ID button with system ID LED (blue)	**4** System error LED (yellow)

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System status LED on the processor board

The SR650 V3 and SR630 V3 have a system status LED on the system board that can be used to indicate system status. The location of the system status LED is different on the SR650 V3 and SR630 V3 processor boards, but the symptoms of a blinking system status LED are the same. There are four system status LED states:

- Blinking (8 Hz): In this situation, the system status LED will continue to blink, and it indicates that the system is waiting for XCC power permission to be ready.
- Blinking (1 Hz): In this situation, the system status LED will blink once per second, and it indicates that the system is in a Power off status.
- Always lit: In this situation, the system status LED will always be lit, and it indicates that the system is in a Power on status.
- Blinking (8 Hz – the same as the frequency if the system is waiting for XCC to be ready): In this situation, if the error LED on the front panel is also on, it indicates that the system is in a Power fault status.

Note: Refer to the **SR630 V3 system status LED – blinking symptoms** video on the course landing page for more information.

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