

Problem determination and troubleshooting

Lenovo

Problem determination and troubleshooting overview

Perform the following actions to determine the cause of problems on the SC750 V4:

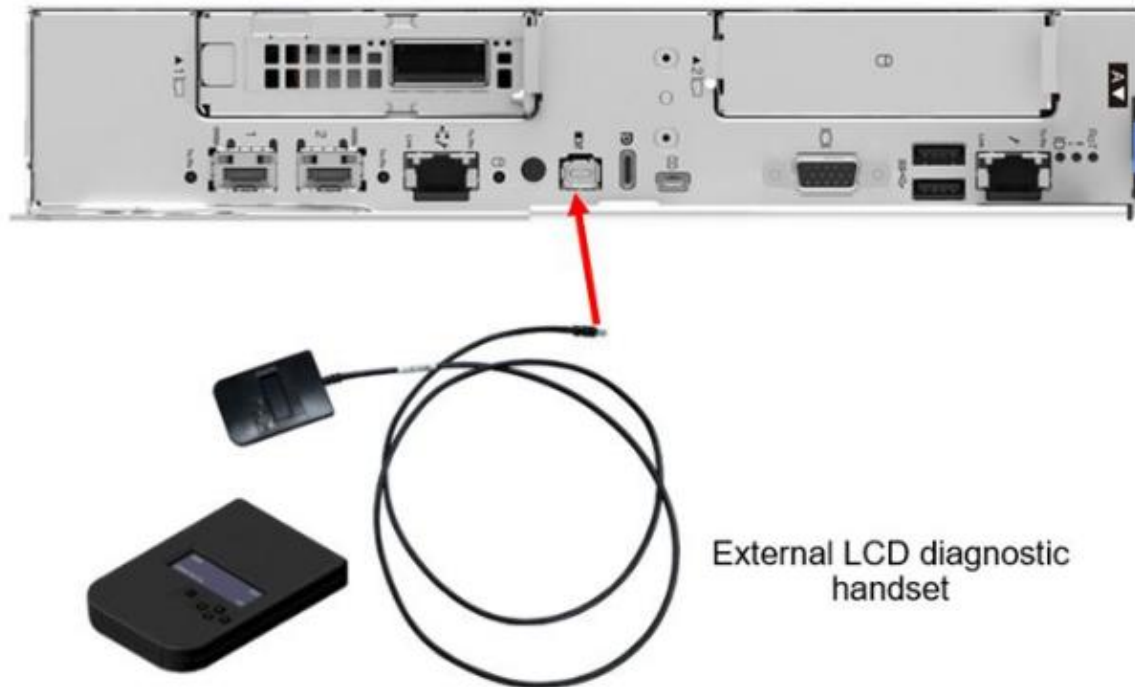
- Check the system health status on the XCC3 dashboard
- Check the system event log in XCC3
- Check the event log in UEFI
- Check the LEDs on the system
 - Go to the [Troubleshooting by system LEDs and diagnostics display](#) section in the N1380 user guide for more information
 - Go to the [Troubleshooting by system LEDs and diagnostics display](#) section in the SC750 V4 user guide for more information
- If applicable, check the external LCD diagnostics handset
- Check the SMM3 for the health status

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

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

External LCD diagnostic handset

The SC750 V4 supports the optional 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.



Summary

This course enabled you to:

- Describe the features and specifications of the ThinkSystem N1380 Neptune enclosure and the SC750 V4 Neptune node
- Identify the components of the ThinkSystem N1380 Neptune enclosure and the SC750 V4 Neptune node
- Describe the features and functions of the SMM3
- Describe the specific problem determination steps and explain how to troubleshoot issues with the ThinkSystem N1380 Neptune enclosure and the SC750 V4 Neptune node