

Problem determination and troubleshooting

System LEDs and service information

Lenovo

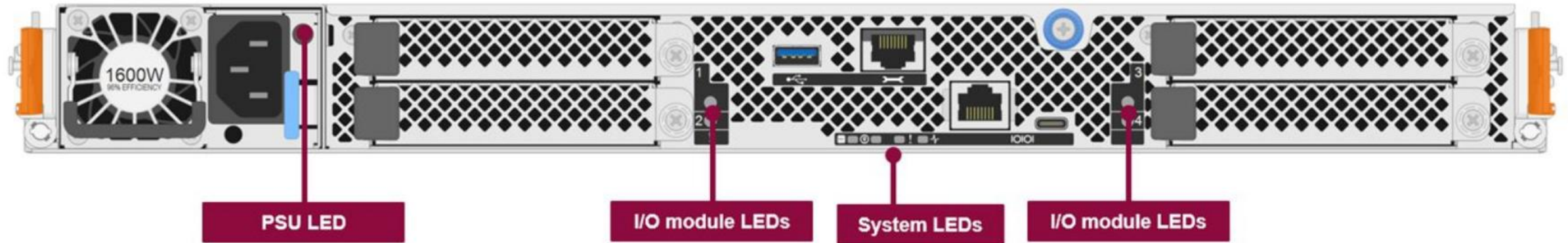
LEDs - Front



LEDs

- Power LED (Green: On)
- Warning LED (Amber: Fault)
- Location LED (Blue: On)
- Shelf ID: Displays the ID number of the shelf
- Drive LED (Solid or blinking green: Activity / Amber: Fault)

LEDs – Rear



LEDs

- Power supply unit LED (Green: On / Amber: Fault)
- I/O module LEDs (Amber: Fault)

System LEDs

- NVMEM destage LED (Blinking green: Destage is in progress / Off: Destage is complete)
- Location LED (Blue: On)
- Attention LED (Amber: Fault)
- Activity LED (Blinking green: The controller is running ONTAP / Off: The controller is not running ONTAP)

Enabling AutoSupport

AutoSupport (ASUP) is an important troubleshooting tool for DG Series storage systems, enabling users to directly send messages to Lenovo technical support.

When AutoSupport is enabled, messages go to technical support by default. To send messages to an internal support team, the cluster administrator has to configure options and enter a valid mail host. Only the cluster administrator can manage AutoSupport.

The screenshot displays the 'AutoSupport' configuration page within the 'Lenovo Storage Manager for DM Series' application. The interface is divided into two main sections: 'Connections' and 'Email'.

Connections Section:

- A toggle switch is set to 'Enabled'.
- A dropdown menu for 'Connections' is set to 'https'.
- A 'PROXY SERVER' text field is present.
- A note states: 'When the proxy server field is updated, it is next to preserve the consistency of the password it is provided along with the proxy server IP.'
- A 'MAIL HOST' text field contains the value 'mailhost'.
- A text field below it contains the IP address '10.10.0.1'.
- A '+ Add' button is located at the bottom of the mail host field.
- 'Save' and 'Cancel' buttons are at the bottom of the section.

Email Section:

- An 'Edit' link is in the top right corner.
- The 'EMAIL SEND FROM' field is set to 'DMS000H@10.10.0.24'.
- The 'EMAIL RECIPIENTS' section contains a table with the following data:

Email Address	Recipient Category
jandrews2@lenovo.com	General
Damon@lenovo.com	General
nnorddin@lenovo.com	General
ewang25@lenovo.com	General

An 'Activate Windows' watermark is visible in the bottom right corner of the interface.

Hardware replacement highlights

- The Hardware Installation and Maintenance Guide provides information about the procedure for replacing hardware or swapping controllers. For more information, refer to the System DOCs on [ThinkSystem Storage Documentation](#).
- When a customer needs to replace a controller, they should submit a request for hardware replacement in LKMS (Lenovo Key Management System) and enter the UID (serial number) of the faulty controller.
- LKMS will determine whether the faulty controller was using IPA license keys. Customers will then need to input the serial number of the new controller, and LKMS will generate a request for a replacement IPA license key bundle.
- During the controller replacement process, make sure you move all the old FRUs to the new controller – this includes the M.2 boot media, memory modules, battery, and NVMEM.
- Confirmation of a successful controller swap request will be sent. If the new license key has not been received after a day, contact Lenovo Support.