

Problem determination and troubleshooting

Problem determination steps for the SE100

Lenovo

Problem determination and troubleshooting overview

The SE100 uses XCC as the management console, so the problem determination and troubleshooting procedures are the same as those for other ThinkEdge and ThinkSystem platforms. To understand the procedures, work through the following courses:

[ES41759C - ThinkSystem problem determination](#)

[ES72507B - Servicing the ThinkEdge SE350 V2 and ThinkEdge SE360 V2](#)

Common problems

Click the following links to see troubleshooting information about common problems with SE100 systems:

- [The system cannot power on when the security LED is blinking](#)
- [Power input LEDs are yellow or off](#)
- [Pressing the locked button does not lock the system](#)
- [How to check host for the COM port output](#)
- [Thermal pad replacement](#)
- [The system is halted or cannot be displayed](#)
- [System display flicker issue](#)
- [XCC remote console limitations](#)

The system cannot power on when the security LED is blinking

Scenario: The system power input LEDs are green, which indicates that the system is working normally. However, the system cannot power on when the security LED is blinking.

Check the system lockdown status by opening XCC and selecting [BMC configuration → Security](#). If the system is locked by ThinkShield, it will need to be unlocked by a local web or portal system.



For more information about the power input LEDs, CLICK [HERE](#).

The system cannot power on when the security LED is blinking



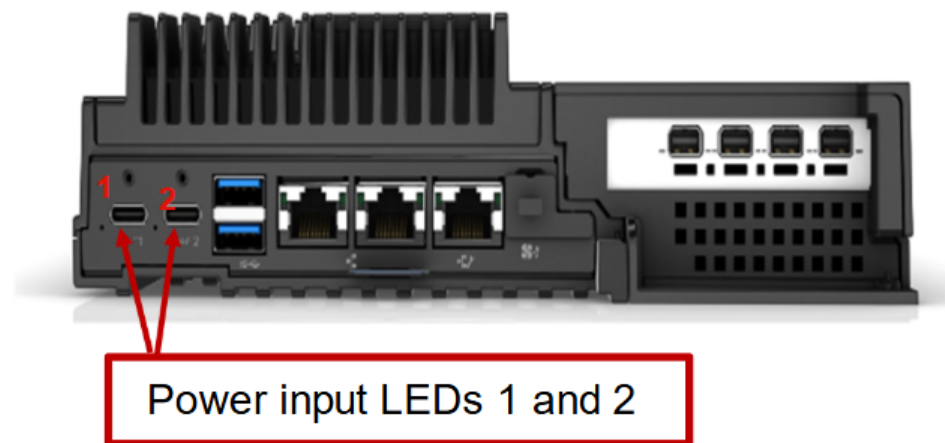
Power input LEDs		
LED	Status	Description
Power input LEDs	Green	The server is connected to the power adapter and working normally.
	Yellow	The server is connected to the power adapter but can not be powered on as the power supply is unable to support the system requirements.
	Off	The power adapter is disconnected, or a power problem has occurred.

Power input LEDs are yellow or off

Scenario: The system cannot power on when the power input LEDs are yellow or not lit.

Work through the following checks:

- Check the AC power cord and USB-C power cable are properly connected to the system
- Check for damage to the external power adapter
- Check the external power adapter is on the *Supported adapters list* section of the [SE100 product guide](#) on Lenovo Press



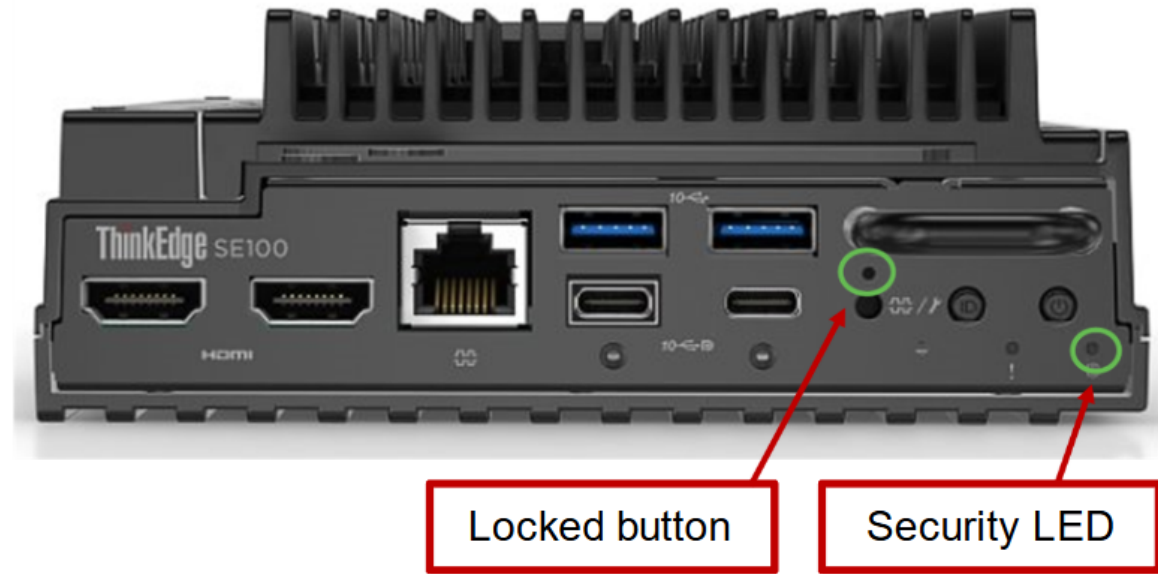
Note: External adapters on the SE100 support list might not provide enough power when the system is fully stressed, so system firmware might block a power on to prevent an unexpected shutdown issue.

Pressing the locked button does not lock the system

The system should enter lockdown mode when the locked button is pressed, and the security LED should start blinking. However, the locked button will not respond under the following conditions:

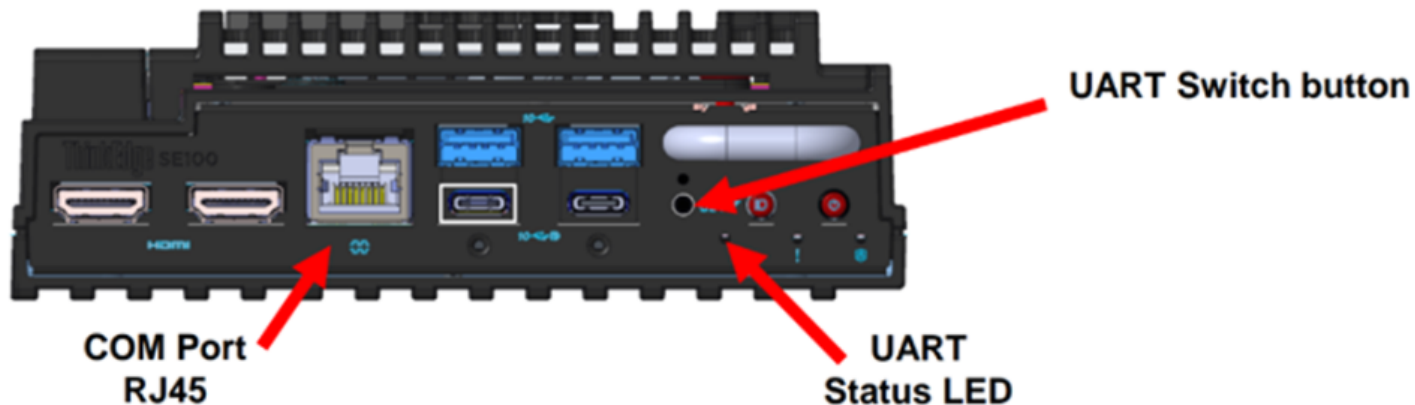
- The system has already entered the BIOS setup menu
- The system has already booted to the OS

Note: For more information about the security LED status, refer to the *Security LED (green)* section of the [SE100 user guide](#) on Lenovo Docs.



How to check the host for the COM port output

- Check the UART status LED
 - LED ON: UART output with XCC log
 - LED OFF: UART output with CPU log
- Turn the UART status LED on or off by pressing the UART switch button
- Note that the recommended baud rate setting of the COM port is 1115200

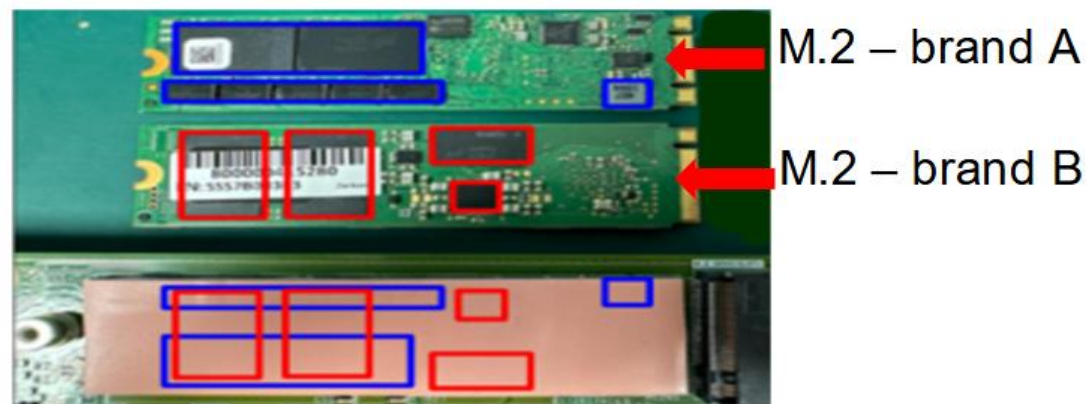
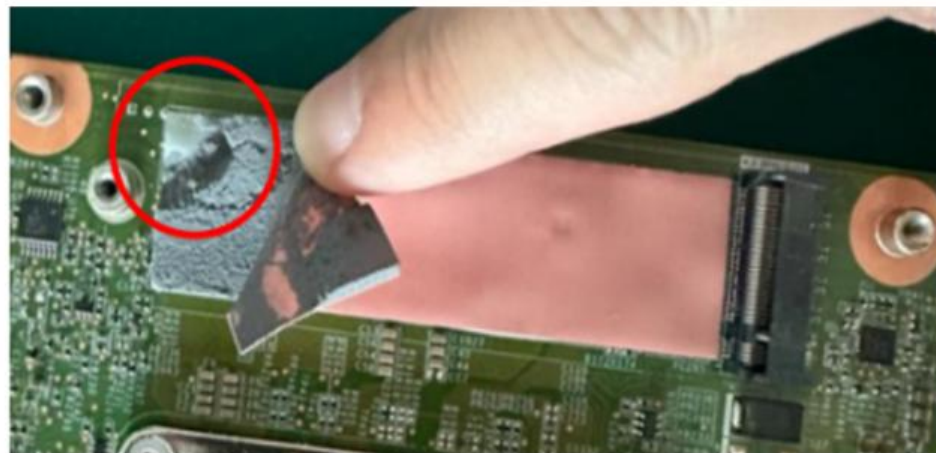


UART status LED		
Status	Color	Description
ON	White	UART output with XCC log
OFF (default)	None	UART output with CPU log

Note: The UART switch at the front of the node is a dust-protection measure which allows PE or service personnel to switch the COM port output without opening the cover.

Thermal pad replacement

- Check the thermal pads on the motherboard and cover and replace any that are damaged or detached.
- Thermal pads located on the inside of the cover should only be replaced with pads from the same brand and with the same form factor. Using a different brand or form factor might result in damage to the thermal pad.

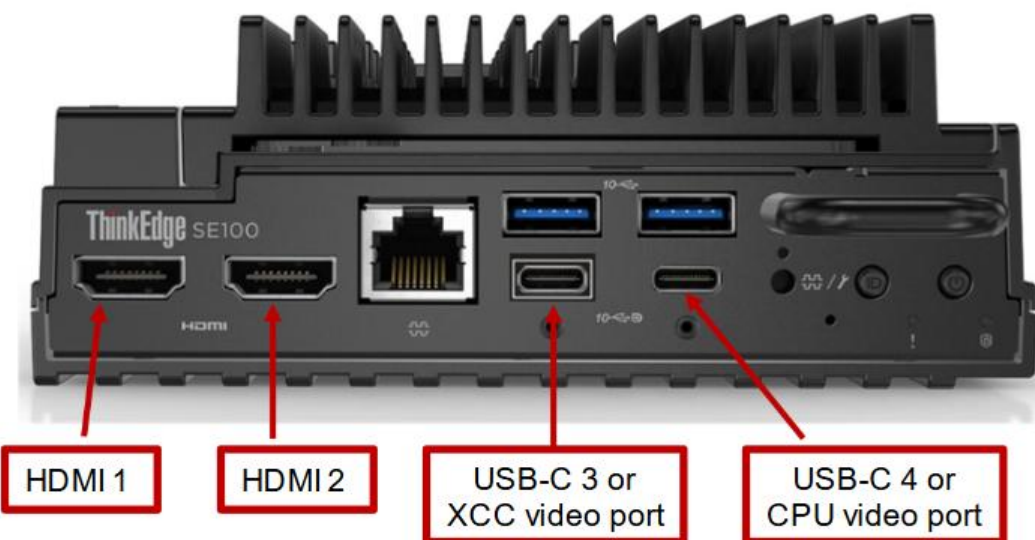


Note: For more information on thermal pad replacement refer, to the [Thermal pad installation guidelines](#) on Lenovo Docs.

The system is halted or cannot be displayed

Perform the following checks:

- Check that the monitor is functioning properly and that the cable is properly connected to the system and monitor.
- Plug the monitor into the USB-C 3 (XCC video) port to check for XCC early video message output.
 - An early video message stating **System halted: No memory could be configured** indicates that DIMMs are missing and UEFI has stopped.



Note: The USB-C #3 (XCC video) port is for XCC output and is similar to a standard server's VGA/DP output port. This port can be used to display early video messages from XCC even before UEFI or the CPU powers on.

System display flicker issue

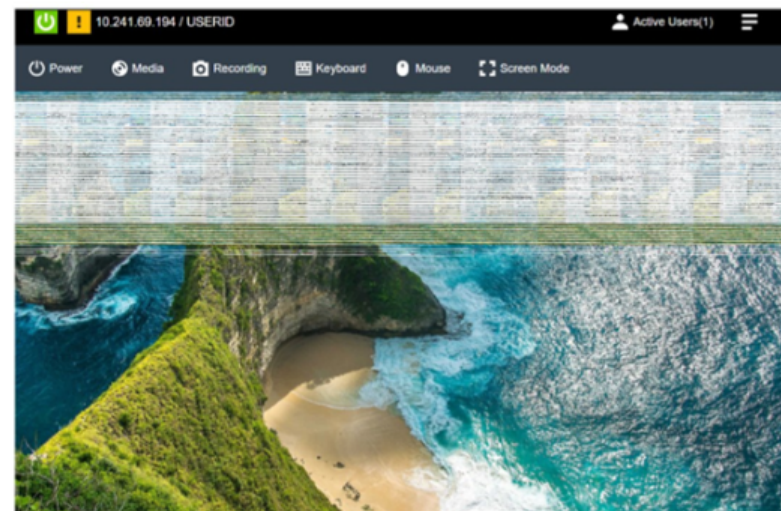
Perform the following checks:

- Check that the monitor is functioning properly and that the cable is properly connected to the system and monitor.
- Check that both the Intel_iGraphic driver for the CPU display controller and the AST2600 driver for the XCC display controller are properly installed.

How to install display drivers:

1. Connect the external monitor to USB-C 4 (CPU-video) or HDMI 1
2. Install the BMC 2600 driver before the Intel_iGraphic driver

Visit the [Drivers & Software](#) page to install or update drivers.

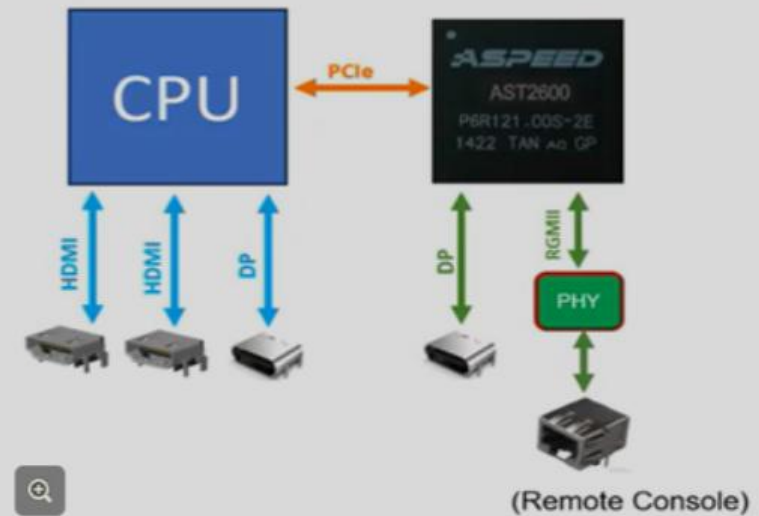
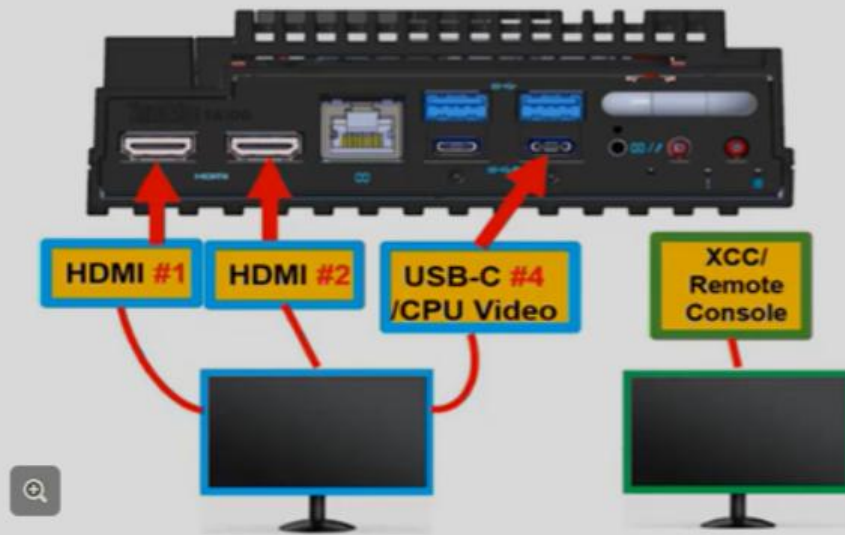


Note: Win11 needs to install out-of-band (OOB) drivers for both display controllers.

Remote console display users must install the BMC display driver before the CPU display driver. If the CPU display driver is installed first, the remote console display will have no output.

XCC remote console limitations

- The XCC remote console display can only show XCC display controller data
- The output from the HDMI 1, HDMI 2, and USB-C 4 ports cannot be detected by XCC
- For remote console usage, always connect the monitor to USB-C 3
- If multiple monitors are needed, use the OS to set the XCC screen as the main display for remote console usage.
- Click [HERE](#) for XCC remote console limitation workaround



Note: There are no remote console limitations with the USB-C 3 (XCC video) port.

Summary

This course enabled you to:

- Describe the ThinkEdge SE100 server and components
- List the SE100 features and specifications
- Describe the SE100 configurations and block diagrams
- Describe the SE100 management tools
- Describe the problem determination steps and explain how to troubleshoot issues with the SE100

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