

# Lenovo Service Utility for ThinkShield

For end users to update the Device key



# Lenovo Service Utility for ThinkShield overview

The Lenovo Service Utility for ThinkShield, also known as the desktop application, enables end users to update the Device key when a device's system board has been replaced or exchanged.

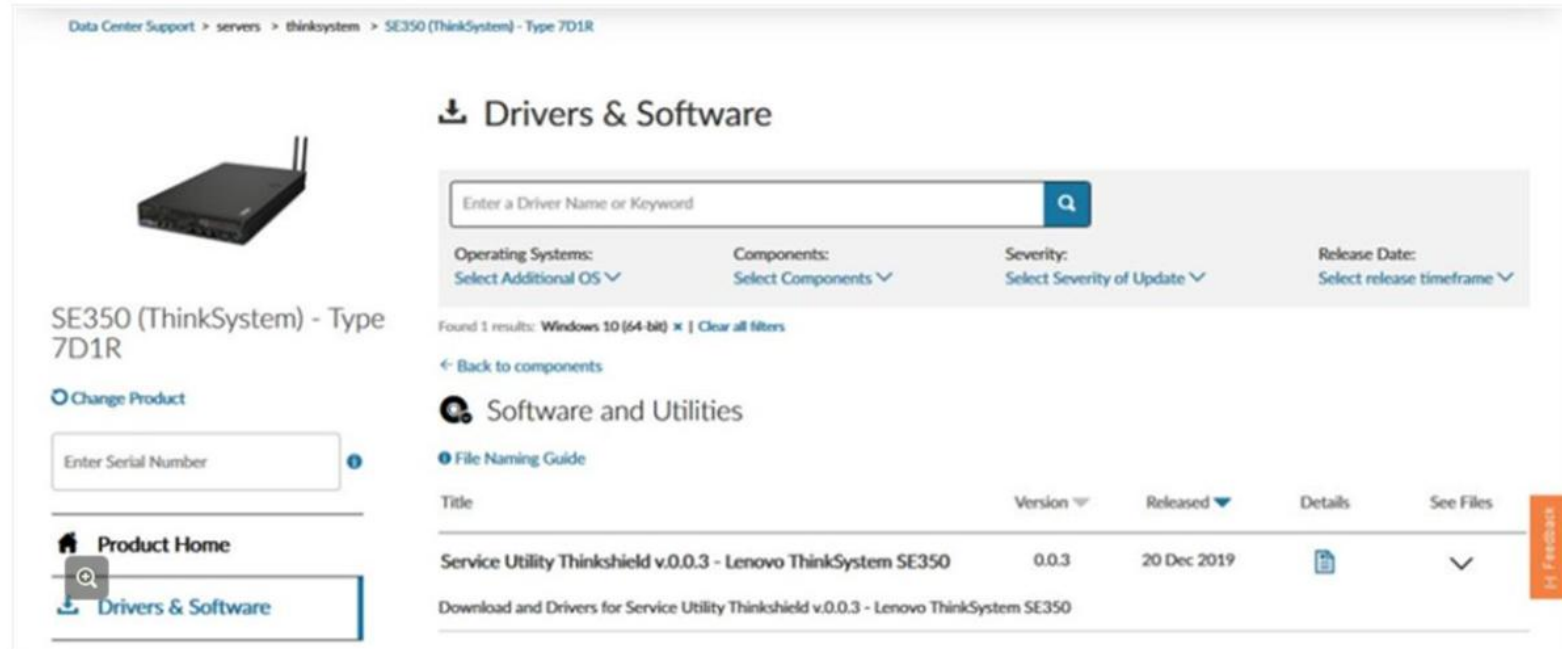
If a system board is exchanged due to failure, the new system board will be programmed at the factory with new public / private key information. When the board is installed in the existing machine, it will have to be associated with the existing device machine type (MT) and serial number (SN). The association of the new Device key to the MT and SN is a highly automated workflow carried out by the Lenovo Service Utility for ThinkShield.

User roles for Lenovo Service Utility for ThinkShield are assigned within the ThinkShield Key Vault Portal by the Organization Admin(s).

Capabilities\Roles	No credentials	Has a Lenovo ID	Base user	Edge user	Maintenance user	Org Admin
Update Key					V	

# Using Lenovo Service Utility for ThinkShield to update the key

Download the Lenovo Service Utility for ThinkShield ZIP file from the SE350 [driver and software](#) Web site, and extract the files.



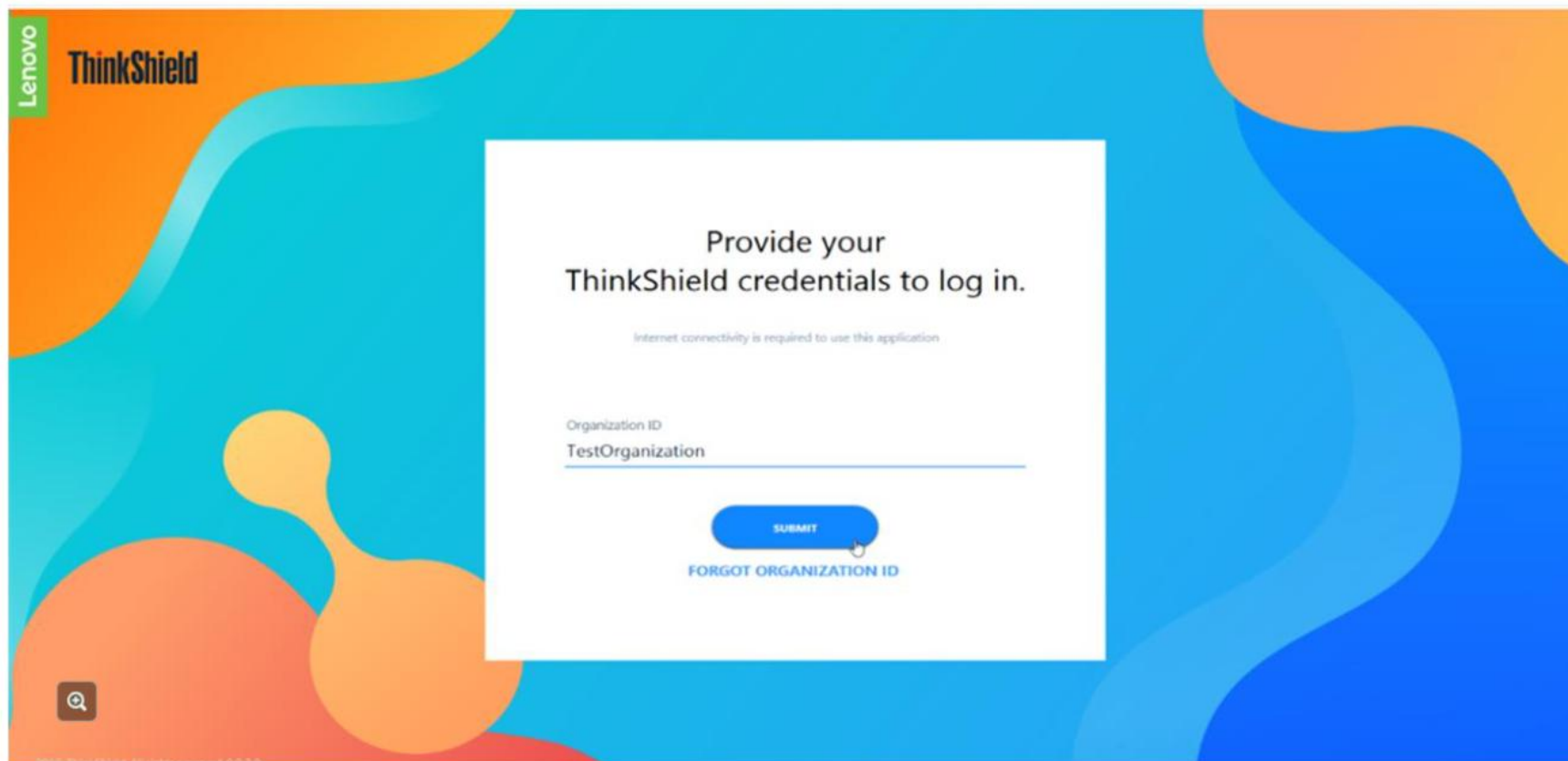
Click each number in turn to see the procedure.

Step

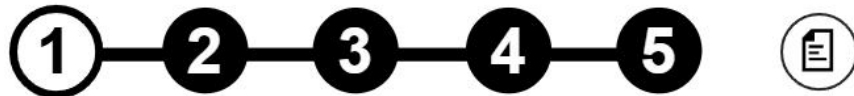


# Using Lenovo Service Utility for ThinkShield to update the key

Launch the application on the workstation or laptop. Enter your Organization ID and click **Submit**.



Step



# Using Lenovo Service Utility for ThinkShield to update the key

Enter your Lenovo Maintenance User credentials, and then click **Log in**.

Step



# Using Lenovo Service Utility for ThinkShield to update the key

Enter the following information, and then click **SUBMIT**.

- Machine Type
- Serial Number
- Defective system board's Activation Code
- Device Key of new system board.

Users can scan the QR code on the new system board to get the Device key, or they can get the information using IPMI commands. For more information, refer to this Knowledge Base [link](#) or click the buttons below to see examples.

QR code

IPMI  
command

Step

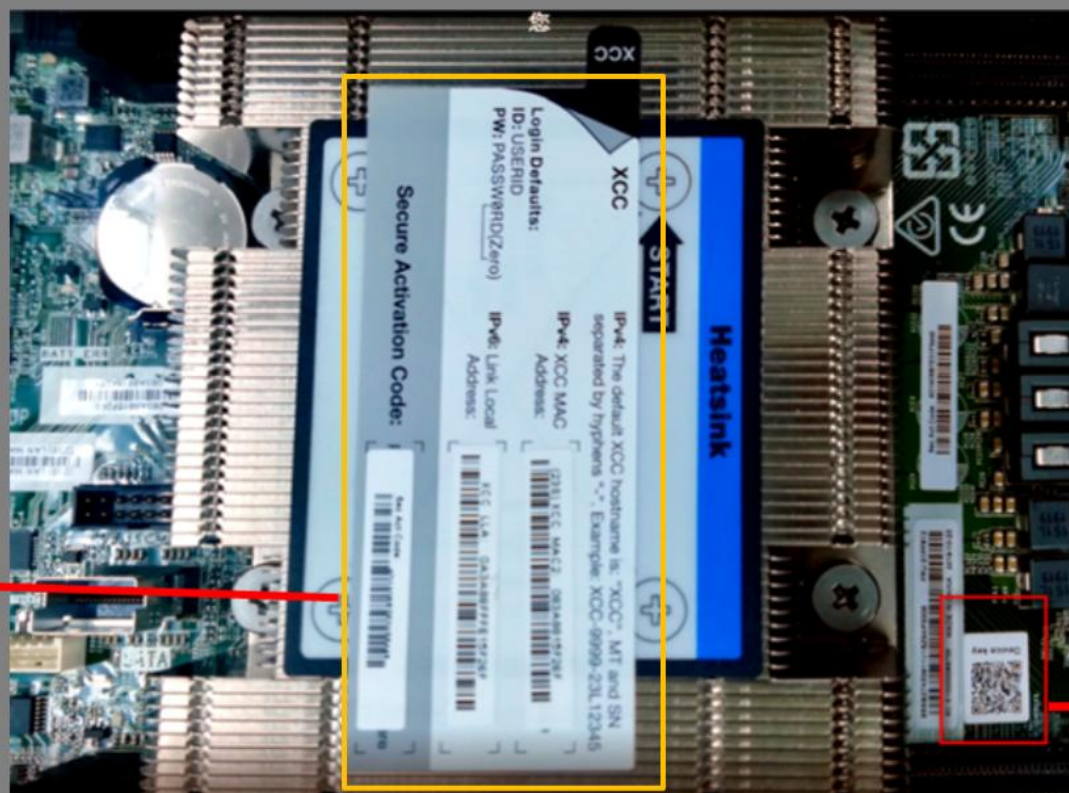






A QR code has been added to the system board. When you replace a system board, scan the QR code to get the Device key.

A Secure Activation Code sticker will be attached to the heat sink on the new system board. When you replace the system board, peel off the sticker and attach it to the pull-out asset tag.



Secure Activation  
Code sticker



SE350 Device key  
QR code

# Using IPMI to get a Device key

Enable IPMI in XCC:

- Select **BMC Configuration** → **Network**, and then scroll down to the **Service Enablement and Port Assignment** section.
- Configure the state of the **IPMI over LAN** to **Enabled**.



Connect the laptop to the XCC port that has IPMITool installed, and then run the following command to get the Device key:

```
>ipmitool -I lanplus -U USERID -P PASSWORD -H 192.168.70.125 raw 0x3a 0xf2 0x6
```

Sample output:

```
54 41 8b d7 76 4f 1b 57 bf 63 0e 6b 31 ea 27 98
0b a4 29 e1 b2 12 86 c2 42 70 aa 2d 17 f7 26 ce
88 0c a8 a8 cb e9 0c cd 72 d2 74 05 f7 8b 7d a0
4f f9 3f 9e da 95 8f 1e a8 85 25 10 9a bd fe 9e
```

The SE350 Device key will be (64 bytes, 128 hex chars long):

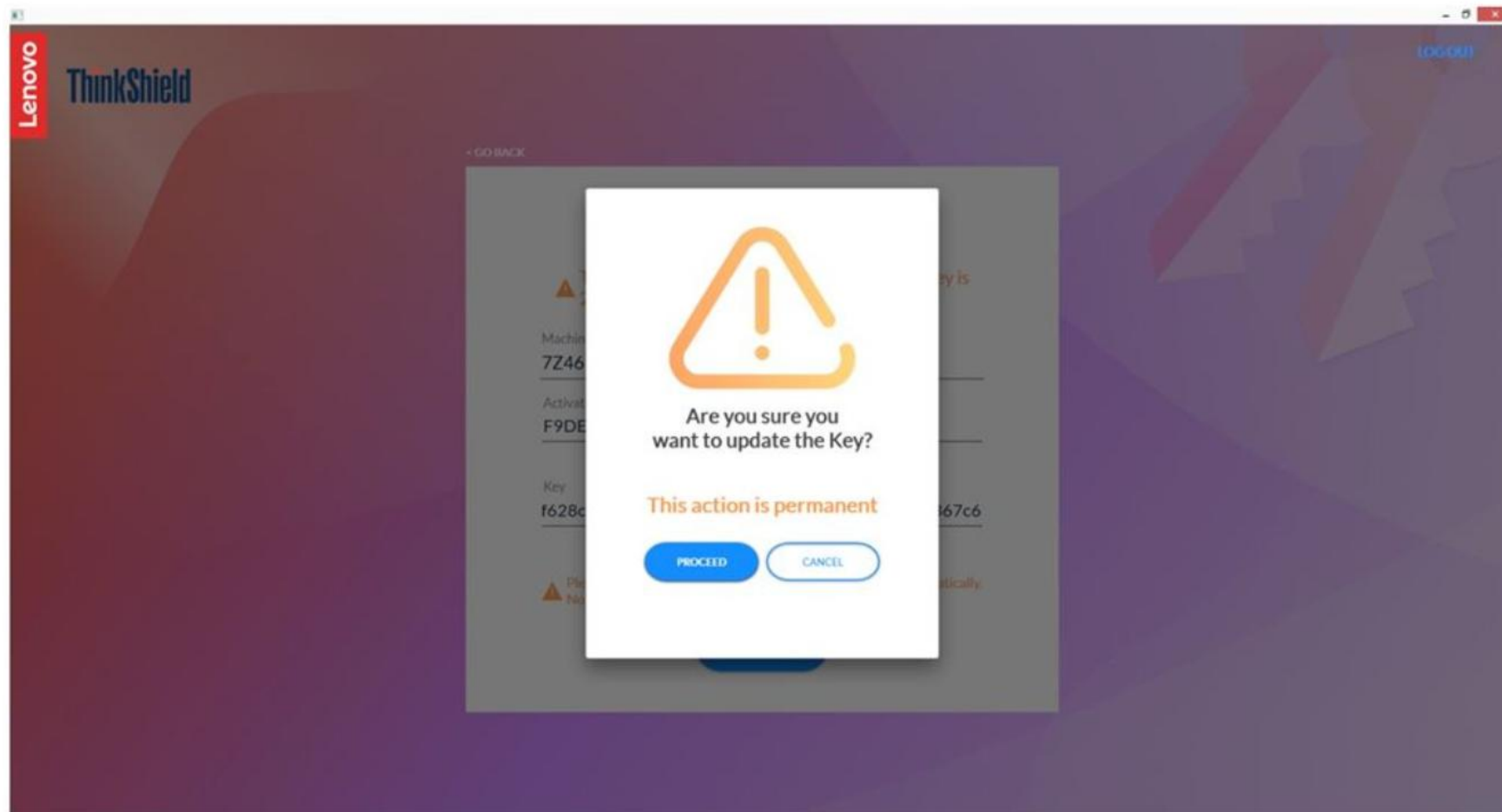
```
54418bd7764f1b57bf630e6b31ea27980ba429e1b21286c24270aa2d17f726ce880ca8a8cbe90ccd72d27405
f78b7da04ff93f9eda958f1ea88525109abdfef9e
```

**Note:** In this example, the XCC IP address is 192.168.70.125, the user ID is USERID, and the password is PASSWORD (zero, not capital o)



# Using Lenovo Service Utility for ThinkShield to update the key

Confirm the action by clicking **PROCEED**.



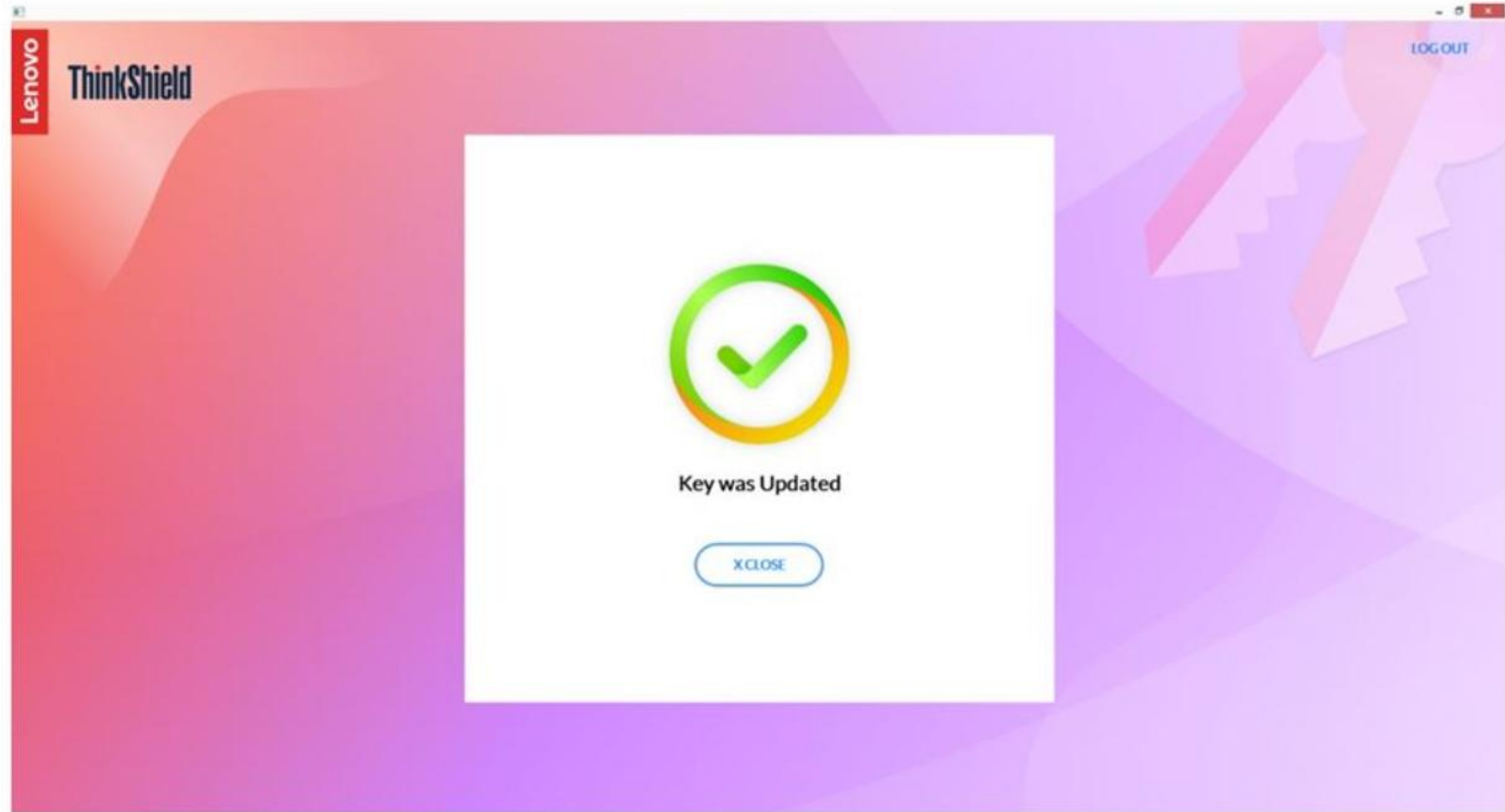
Step



# Using Lenovo Service Utility for ThinkShield to update the key

A **Key was Updated** message will be displayed.

- **Note:** You cannot attempt to update the Key more than 20 times every 24 hours.



Step **1**—**2**—**3**—**4**—**5** 

# Updating the Device key from different user roles

- ThinkShield Service Support (SSR) can only use the mobile app to update the Device key.
- Maintenance Users can use any application to update the Device key.
- SSR can update the Device key for any device, but Maintenance Users can only update the Device key for devices which belong to their organization.

User role \ Tool to update the key	Mobile application	Web Application	Lenovo Service Utility for ThinkShield
ThinkShield Service Support (SSR)	Yes	No	No
Maintenance User (customer)	Yes	Yes	Yes