Activation process (SE350 with Security Pack only)

Mobile app, Internet, and Web manual activation

SE350 activation overview

The ThinkSystem SE350 with Security Pack is shipped in a locked state, and the system will not boot unless Lenovo XClarity Controller is accessible. Edge server activation will register your ThinkSystem SE350 in the Lenovo ThinkShield Portal, and from there, you can unlock your ThinkSystem SE350 for operation and manage its security. Follow the steps set out below to activate the SE350.

- Initial login
  - Register a Lenovo ID
  - Log in to the ThinkShield Key Vault Portal to create an organization
- Claim the device
  - Log in to the ThinkShield Key Vault Portal
  - Claim the device
- Activation methods:
  - Mobile app
    - Requires a dedicated user who is signed in to the mobile app. (Refer to the **ThinkShield Mobile Application** section of this course for more information.)
  - Internet connection (online activation)
    - Always requires IT admin approval
  - Web manual activation
- Reactivation

Note: The Secure Activation Code is only required for the claiming process, not the activation process.

Lenovo

# User roles for ThinkShield Key Vault Portal

- Has a Lenovo ID
    - This user has a Lenovo ID account but does not have role permissions to any portal organizations.
- Base User
    - This user role is primarily used to add users from an external authentication service – for example, ADFS.
        - This user role will be assigned to users the first time they sign in to the Portal using ADFS.
    - This user can log in to organizations but has no access to any capabilities.
    - This user can also log in to the ThinkShield Mobile application within the same organizations.
- Edge User
    - This user can log in to organizations.
    - This user can also log in to the ThinkShield Mobile application within the same organizations.
    - This user role is primarily used to give permissions to users who will physically activate the SE350. This type of user does not have the ability to conduct user or grouping functions.

User roles for ThinkShield Key Vault Portal – continued

- Maintenance User
  - This user can log in to organizations.
  - This user can also log in to the ThinkShield mobile application within the same organizations.
  - This user role is primarily used to perform device actions (for example, claim and activate) and device grouping.
  - This user role is the only one with the ability to update the Device key in the event of a system board failure which requires a Device key exchange.
- Org Admin
  - This user can log in to organizations.
  - This user can also log in to the ThinkShield mobile application within the same organizations.
  - This user has top-level permissions within an organization.
  - However, this user role cannot update the Device key in the event of a system board failure which requires a Device key exchange.
- ThinkShield Service Support account
  - For Lenovo authorized service providers only (also known as SSRs)
  - Use the ThinkShield Edge Mobile Mgmt application (ThinkShield Mobile app) to update the Device key after replacing the system board

Lenovo

Initial login

To set up a Lenovo ID and create an organization in the ThinkShield Key Vault Portal, complete the following steps.

Click each number in turn to see the procedure.

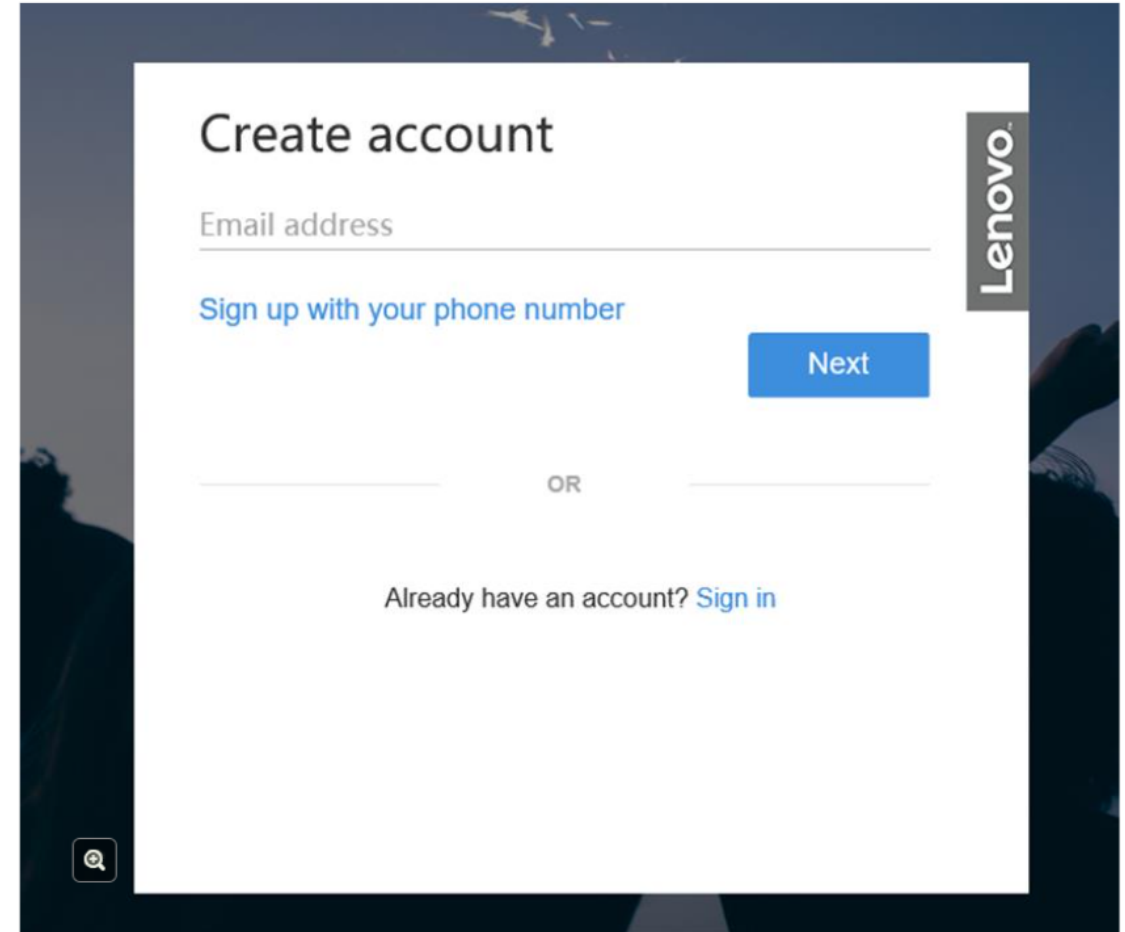Step **1**—**2**—**3**—**4**—**5**—**6**—**7**—**8**
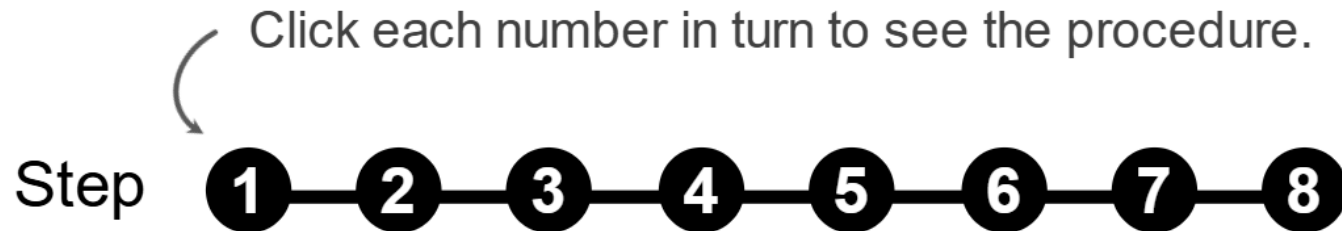
Initial login

Lenovo ID setup
Go to the <u>Lenovo ID signup Web page</u>
to set up a Lenovo ID.
You can skip this step if you already
have a Lenovo ID.

Note: It is suggested that users enter an
email address to set up a Lenovo ID as
the ThinkShield Key Vault Portal requires
an email address for logging in.

Create account

Email address

Sign up with your phone number

Next

OR

Already have an account? Sign in

Step ① ② ③ ④ ⑤ ⑥ ⑦ ⑧

Initial login

Logging in to the ThinkShield Key Vault Portal
Go to the ThinkShield Key Vault Portal Web page and select **Create an Organization**. Then, log in with a Lenovo ID.
To create an organization in the Portal, the customer has to assign an IT administrator, who will own the organization.
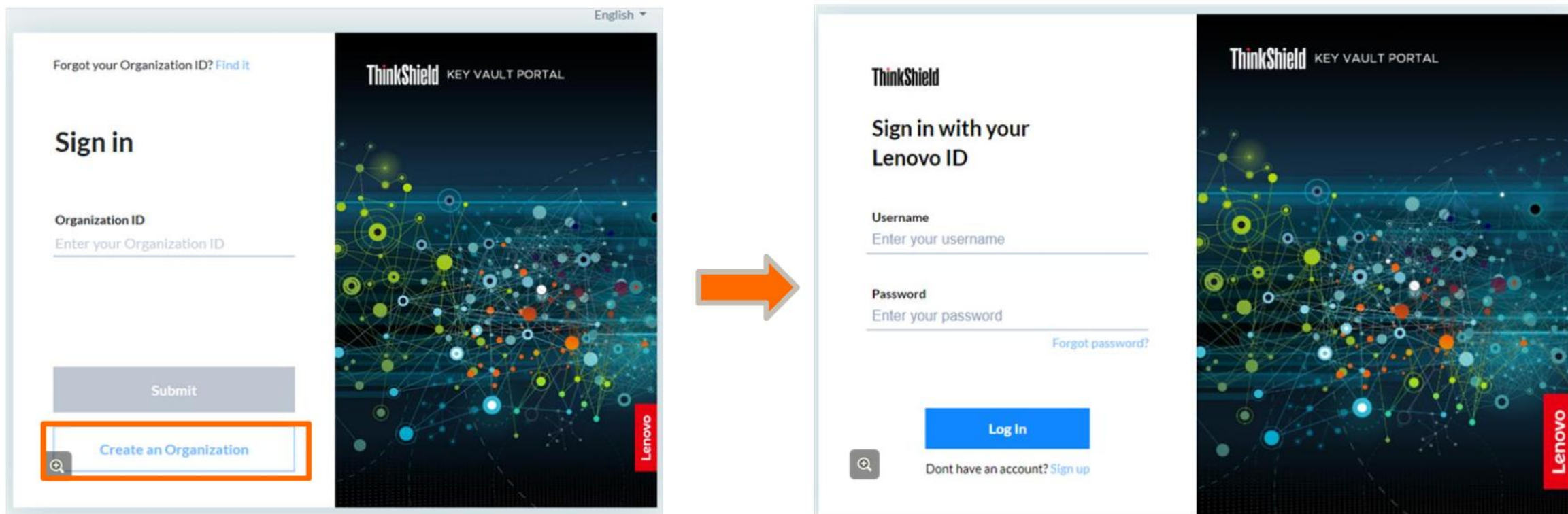
Step ①②③④⑤⑥⑦⑧

Initial login

Enter an Organization ID in the required field, and then click **Submit**. If there are no errors, the **Create organization** page will be displayed. Note that the Organization ID must contain only numbers and lower case characters with no spaces.

Step ① ② ③ ④ ⑤ ⑥ ⑦ ⑧

Initial login

Enter the required information, and then click **Submit**. A page with a message stating that the organization was successfully created will be displayed. Click **Go to Portal**, and you will be taken back to the ThinkShield Login page.

Step ① ② ③ ④ ⑤ ⑥ ⑦ ⑧

Initial login

Log in to your organization with the Organization ID, and then log in with your Lenovo ID on the following page.

Step ①—②—③—④—⑤—⑥—⑦—⑧ 🗐

Initial login

In order to use the application, you need to accept the Terms and Conditions and Privacy Policy.

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Lenovo Privacy Statement
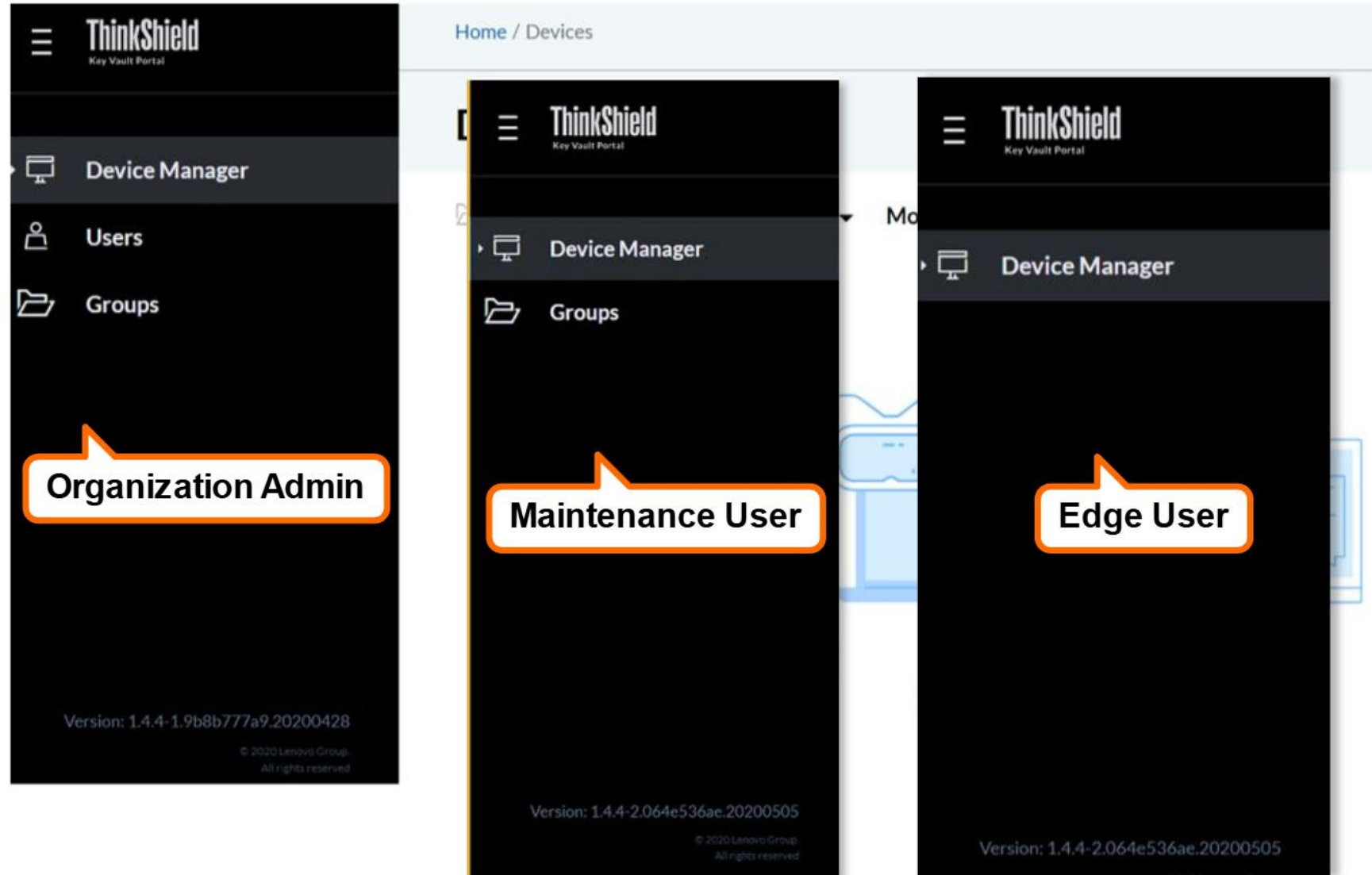
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Cancel　　Continue

Step ❶ ❷ ❸ ❹ ❺ ⑥ ❼ ❽

Initial login

After logging in, users will be redirected to the **Devices** page. The menu on the left will be different for the three different user roles.


Home / Devices

ThinkShield
Key Vault Portal

- Device Manager
- Users
- Groups

Organization Admin

Version: 1.4.4-1.9b8b777a9.20200428
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ThinkShield
Key Vault Portal

- Device Manager
- Groups

Maintenance User

Version: 1.4.4-2.064e536ae.20200505
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ThinkShield
Key Vault Portal

- Device Manager

Edge User

Version: 1.4.4-2.064e536ae.20200505

Step ① ② ③ ④ ⑤ ⑥ ⑦ ⑧ 📄

Lenovo

Initial login

A notification email will be sent from no-reply@uds.lenovo.com to inform you that you have been added to an organization.

Organization ID

Step **1** ── **2** ── **3** ── **4** ── **5** ── **6** ── **7** ── **8**
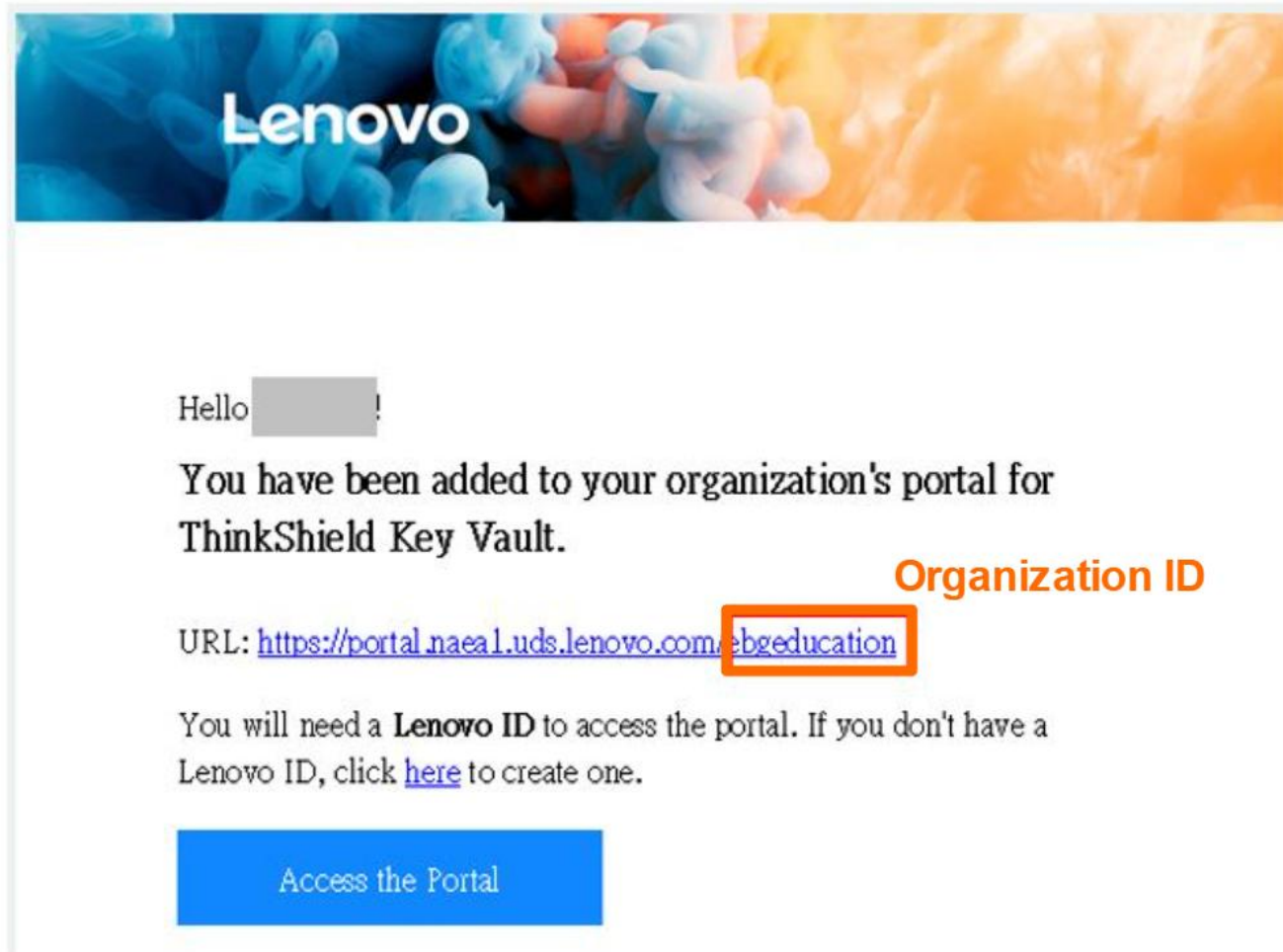
Claiming the device

To claim a device for an organization, complete the following steps. These steps should be performed by organization's IT department .

Note: You don't need to claim the device if using the mobile app activation process. The mobile app will automatically claim the device and then complete the activation process.

Click each number in turn to see the procedure.

Step **1**—**2**—**3**—**4**
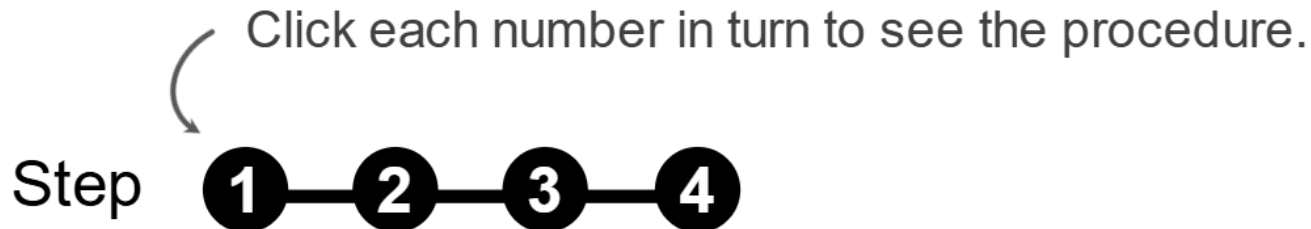
Claiming the device

Log in to the ThinkShield Portal, accept the Terms and Conditions, and then accept the Privacy Policy.

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Lenovo Privacy Statement

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Cancel   Continue

Step ① ❷ ❸ ❹

Claiming the device

- Click **+ Claim device** to start the claiming process.
- Input the server's Serial Number, Machine Type, and Secure Activation Code. These three columns are required.
    - Device name is optional. The ThinkSystem Key Vault Portal will generate a unique device name if no information is entered.
    - Each device name must be unique within the organization.
- Click **Claim** to complete the process.
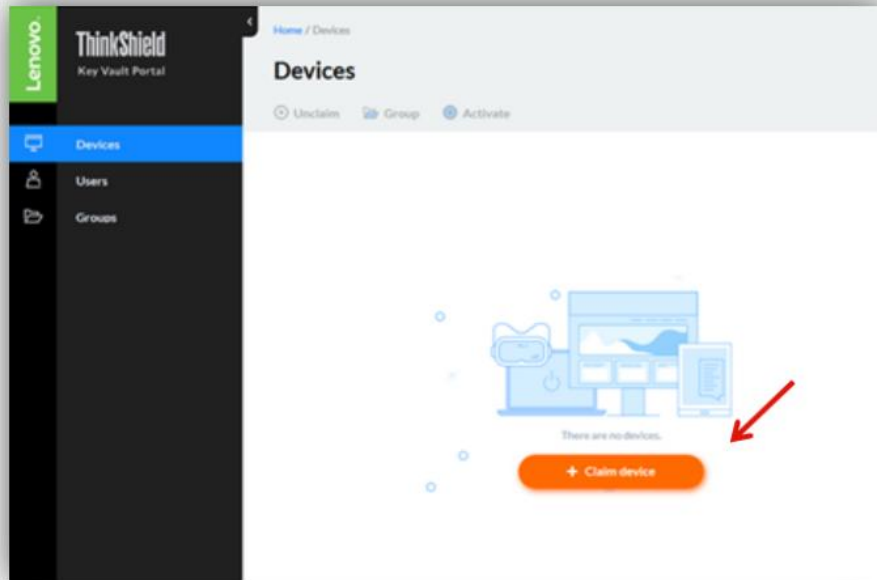
Step ①—②—③—④ 📄
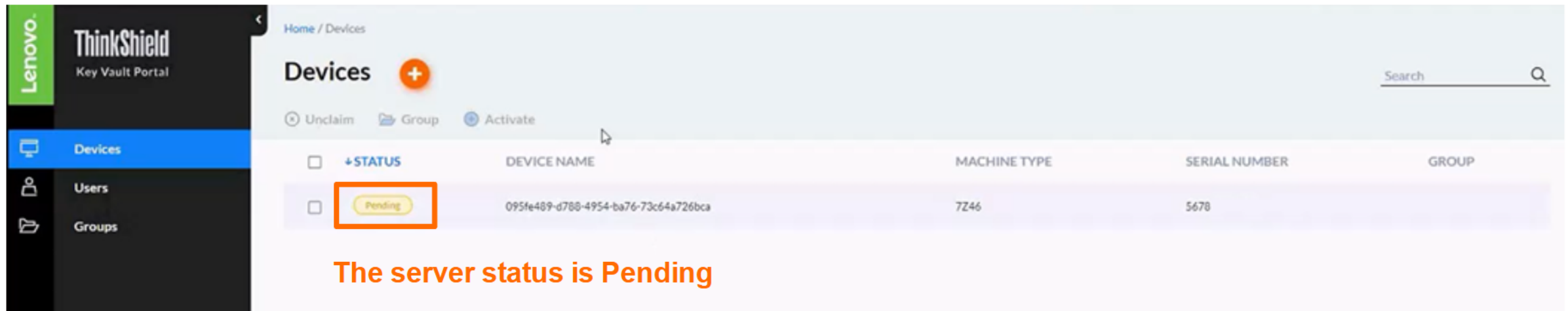
Note: The Secure Activation Code will be printed on the asset tag and on the flyer that was shipped with the server. Users can also retrieve an Activation Code from the mobile app. The Activation Code is required only for claiming.

Claiming the device

- The server will be displayed on the device list page.
- Note that the status of the server will be **Pending** until it is activated.

The server status is Pending

Step **1**—**2**—③—**4** 📄

Claiming the device

You can unclaim a server from the organization
- Check the device(s) you want to unclaim from the organization.
- Click **Unclaim** at the top of the page to unclaim the device(s).
- Click **Yes** to confirm the action.
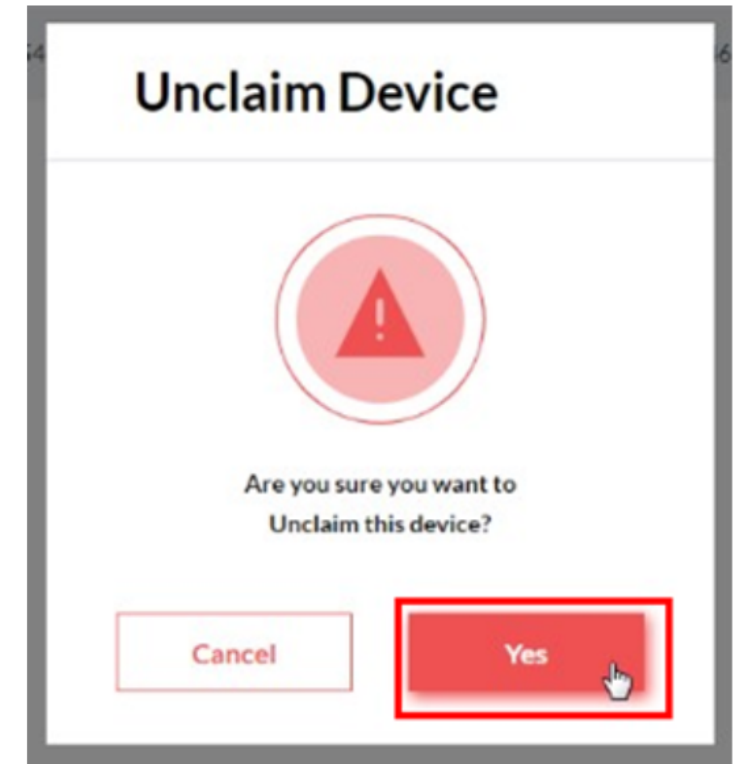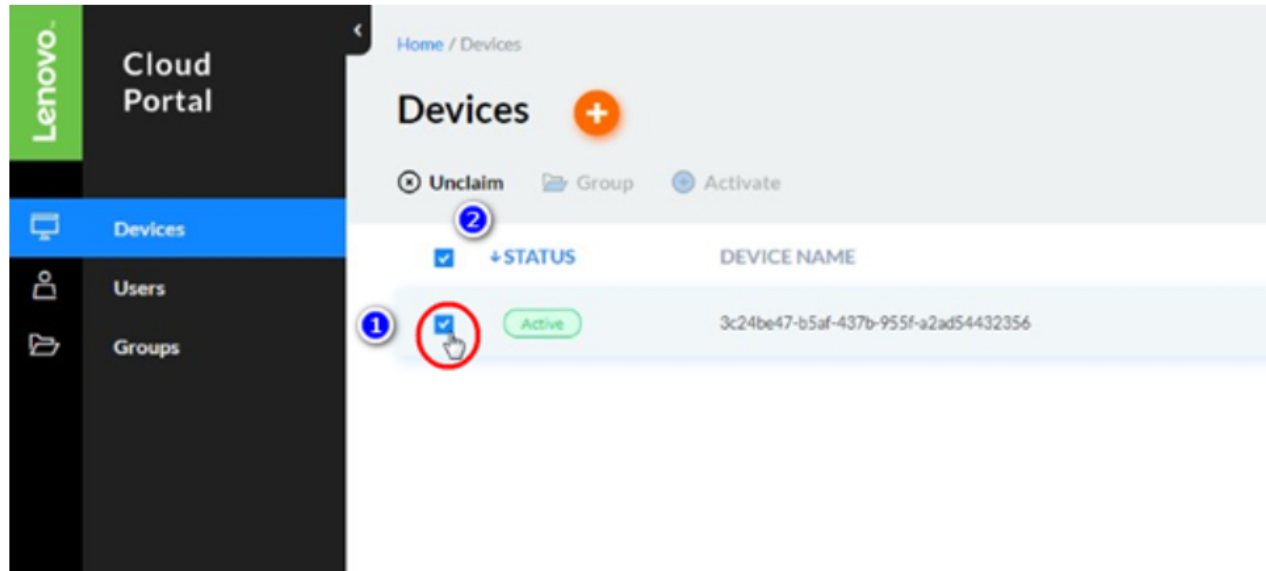
Step ①—②—③—④

Creating users for the mobile connection feature

If a customer wants to use mobile activation, the IT administrator will need to create users who can activate the SE350 with the mobile app.

Note: The procedure set out here is for customers. SSRs should request a ThinkShield Service Support user role for mobile connection. To get a ThinkShield Service Support account, send an email with your Lenovo ID to thinkshield@lenovo.com. Refer to the Initial service step for the ThinkSystem SE350 section in this course for details.

Click each number in turn to see the procedure.

Step   **1** — **2** — **3**

Creating users for the mobile connection feature

Select **Users** in the left field, and then click **Invite a user**.
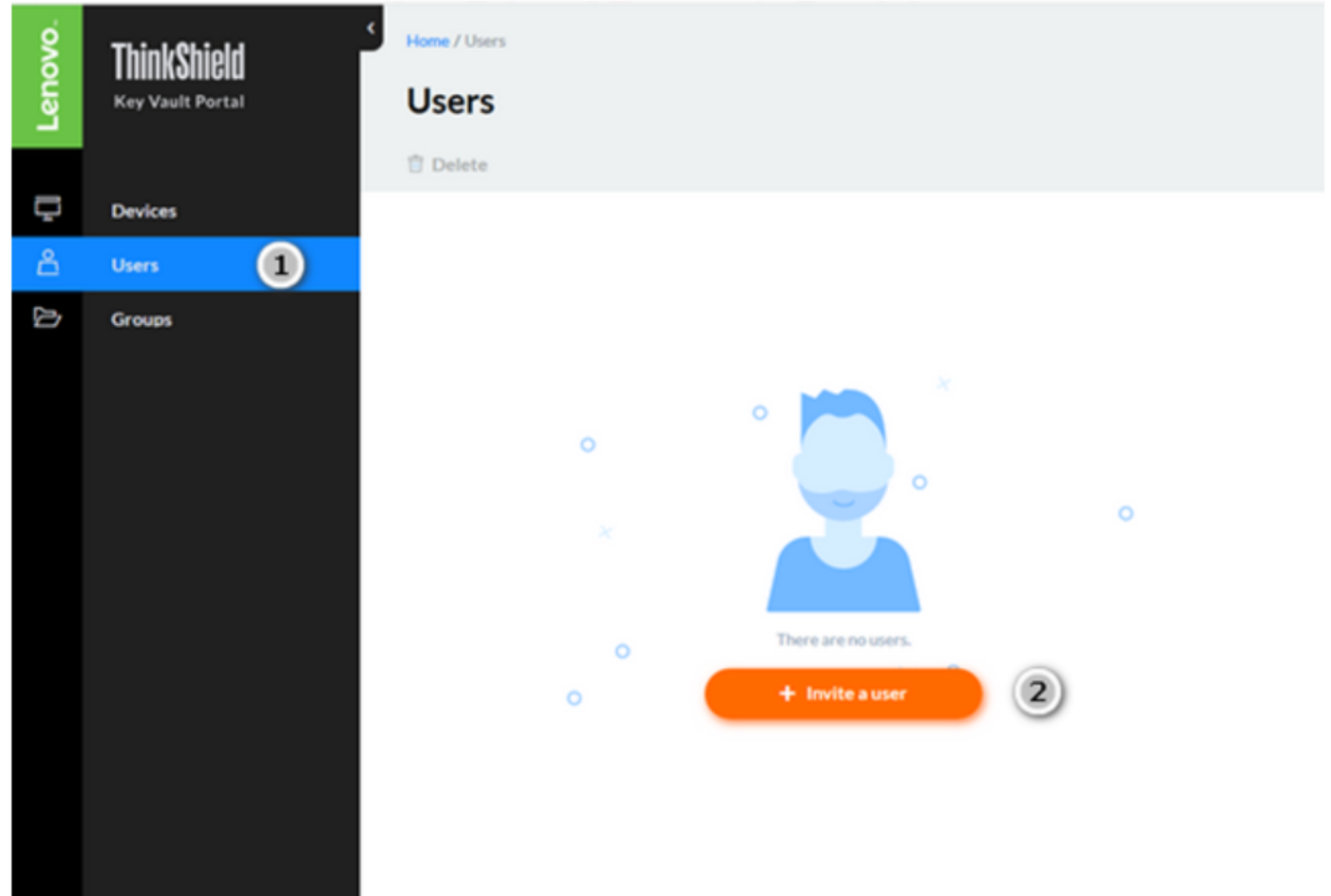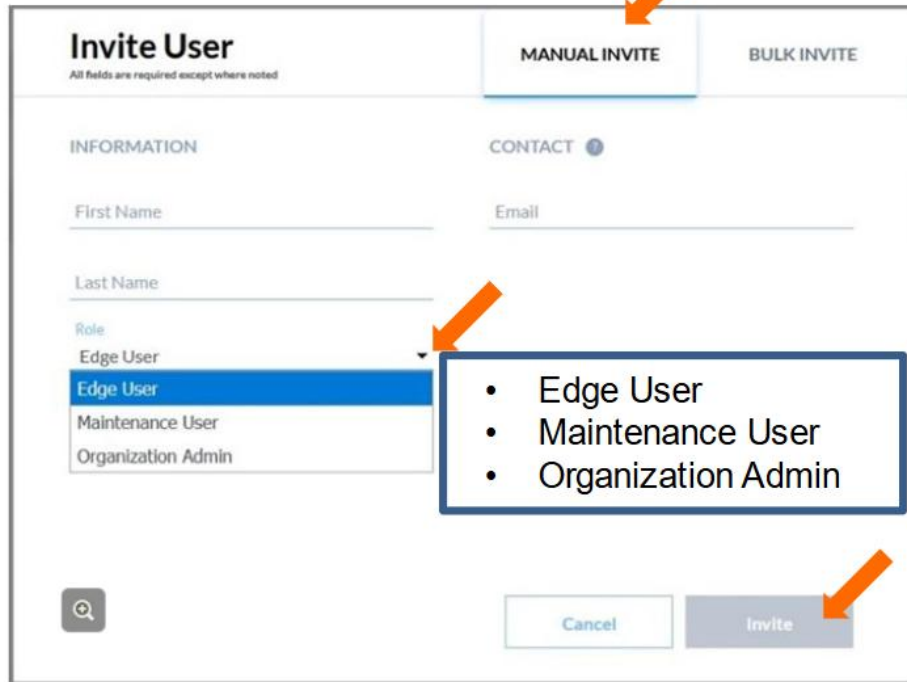
Step ①—**2**—**3** 📄

Creating users for the mobile connection feature

Manual invite:
- Fill in the required information.
- Assign the job role to the user.
- Click **Invite**.
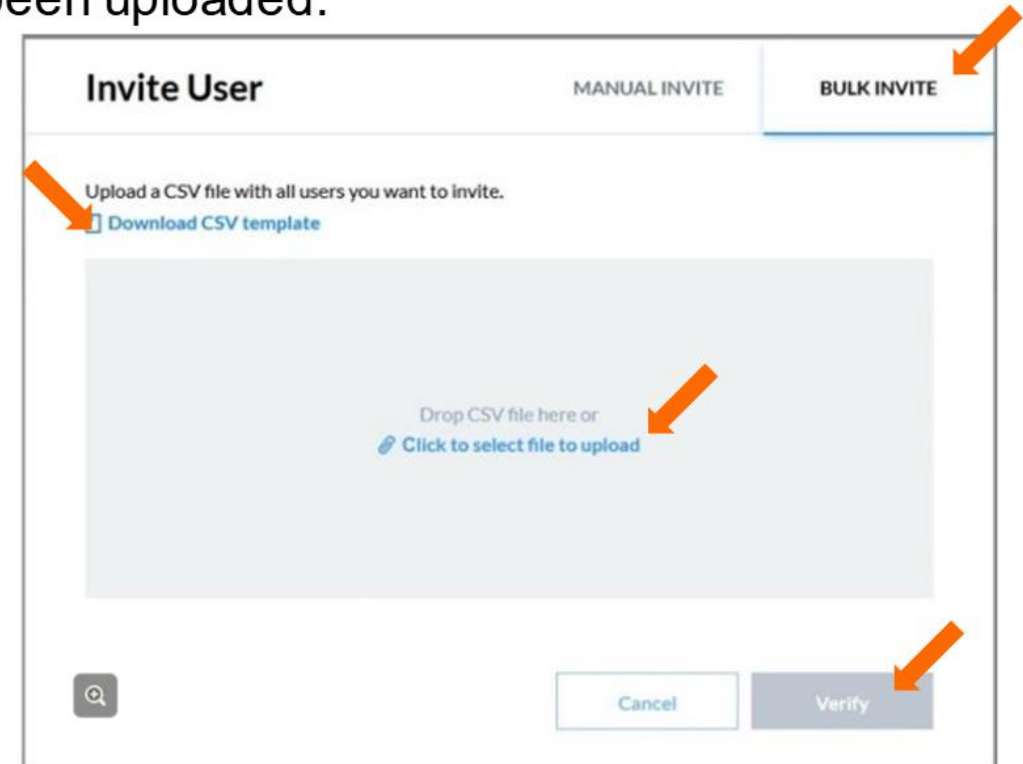
Step ①—②—③ 📄

Bulk invite:
- Click **Download CSV template.**
- Fill in all the required data and save the CSV file.
  - The required fields are: First Name, Last Name, Role, and Email.
- Upload the CSV file to the Portal. Click **Verify** after the file has been uploaded.
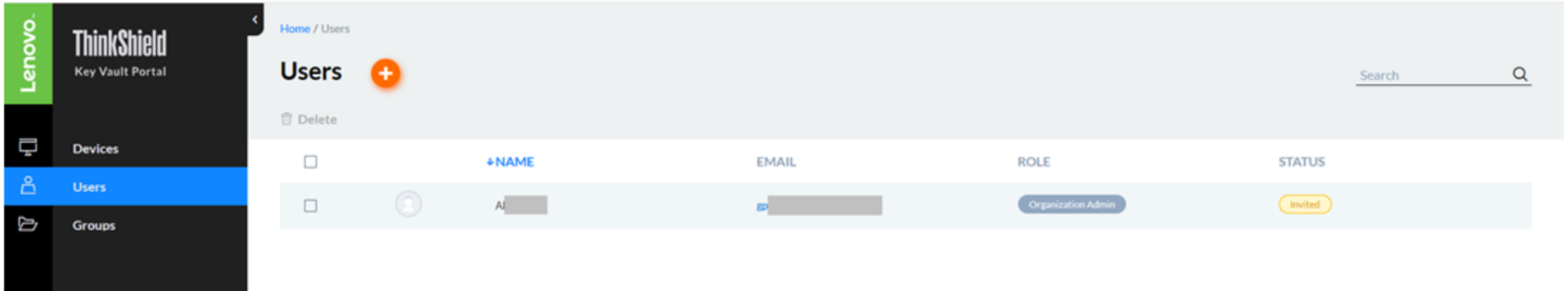
Creating users for the mobile connection feature

The user has been created.
Press the ➕ icon to invite more users.

Step ①—②—③ 📄

Internet connection (online activation)

Activation of the SE350 can also be done through an Internet connection, also known as online activation.

This process consists of two steps: claiming and activation. The process should run as follows:

- The onsite user talks with the customer IT admin, who is using the ThinkShield Key Vault Portal.
- The onsite user passes on the MT/SN/Activation Code, and the IT admin enters it into the ThinkShield Key Vault Portal
  - This is claiming
- The IT person clicks **Activate** on the ThinkShield Key Vault Portal.
- The onsite user connects the SE350 to the Internet.
- The SE350 connects to the ThinkShield Key Vault Portal and runs the activation process.
  - This is activation

Click each number in turn to see the procedure.

Step **1**—**2**—**3**

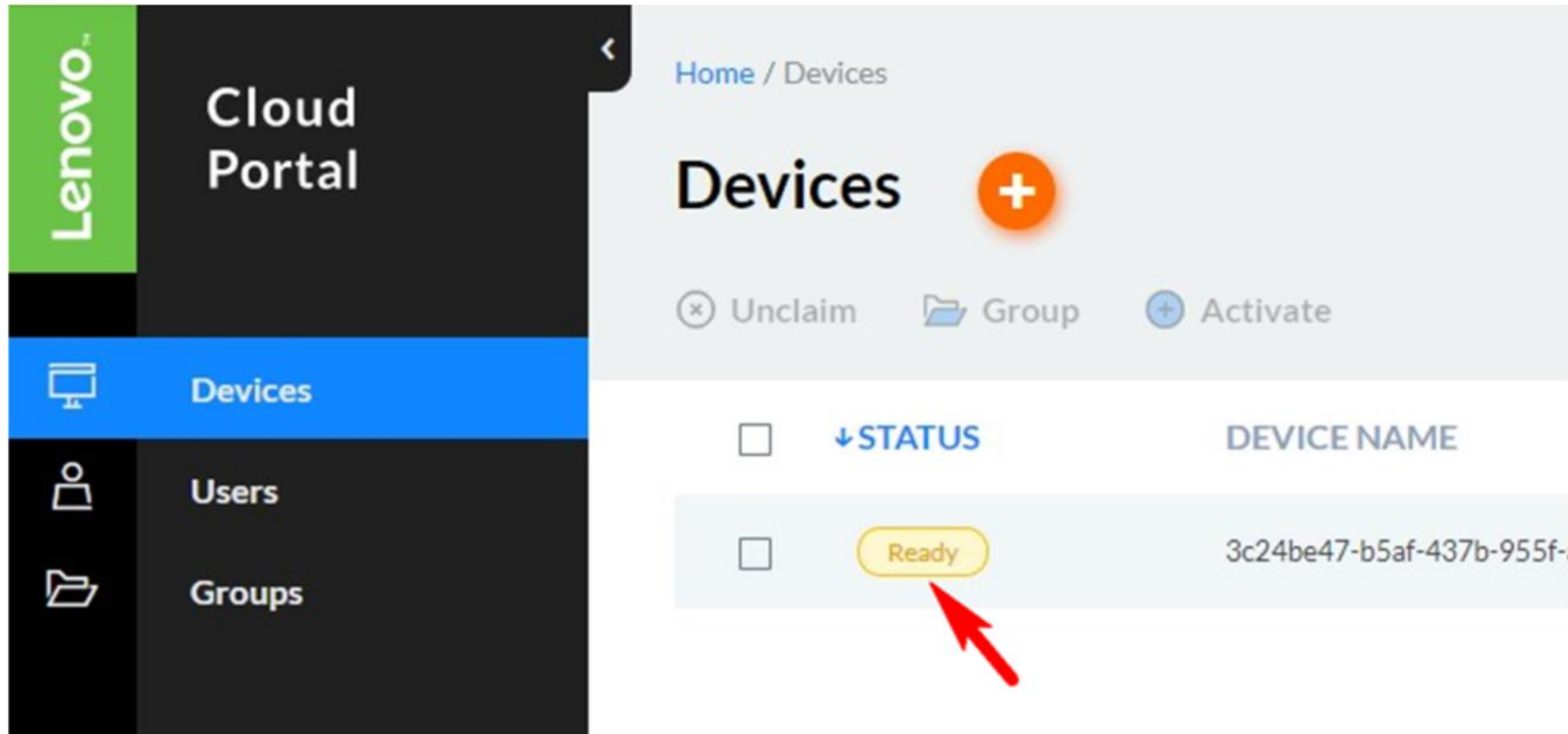Lenovo
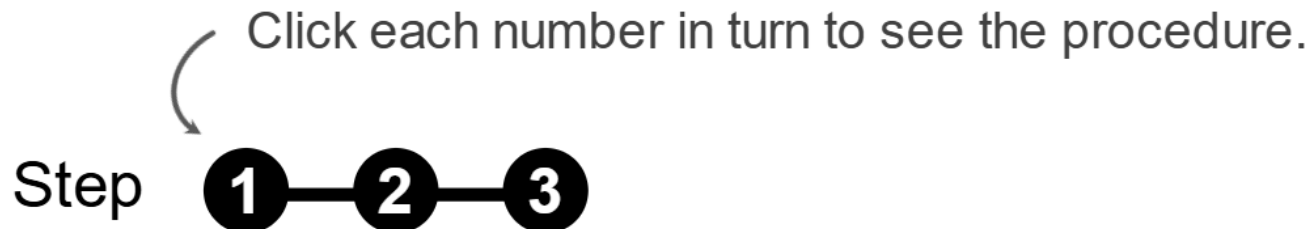
Internet connection (online activation)

Check the device(s) that need to be activated, and then click **Activate**.

Step ①─❷─❸ 📄
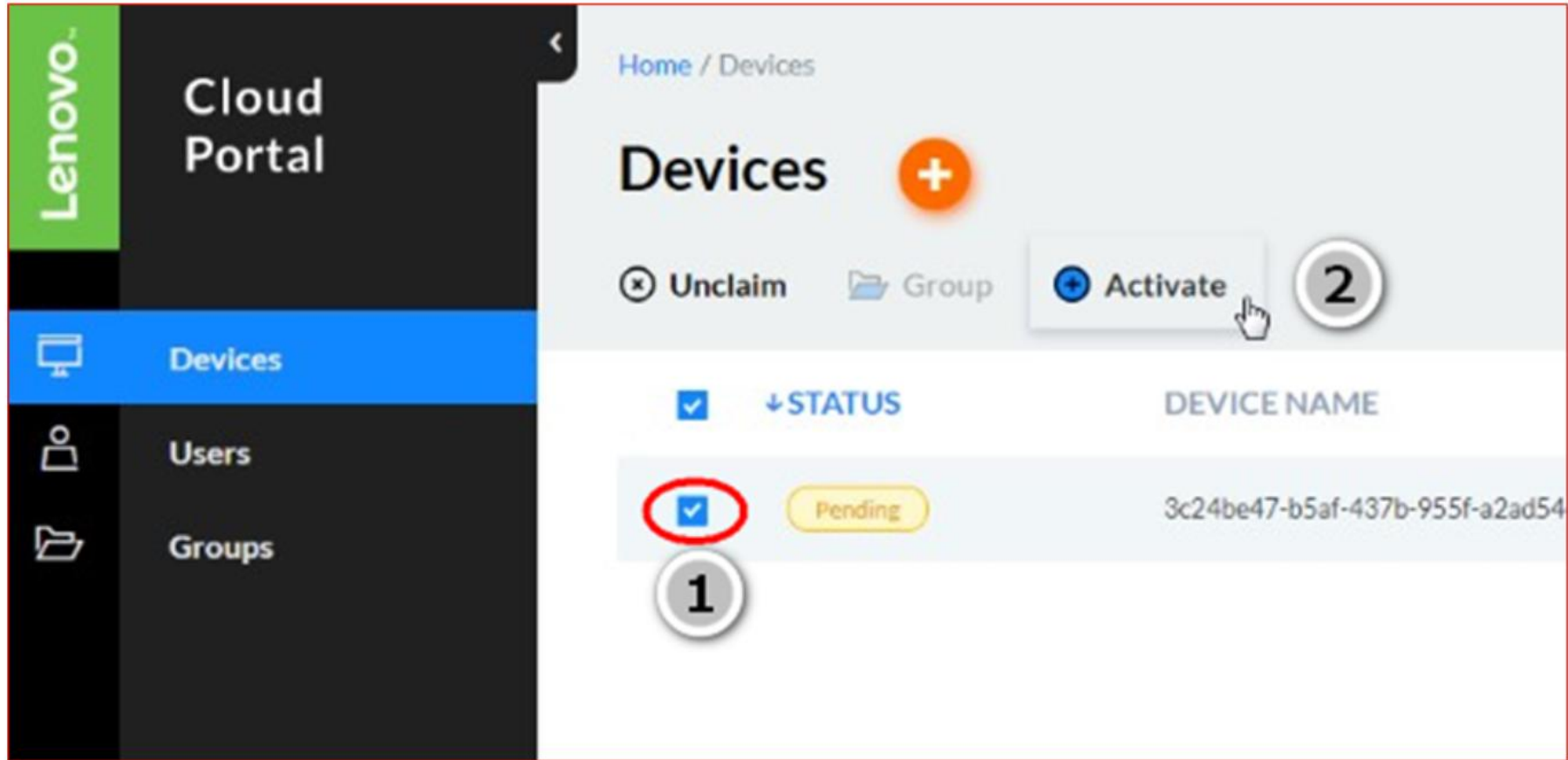
Internet connection (online activation)

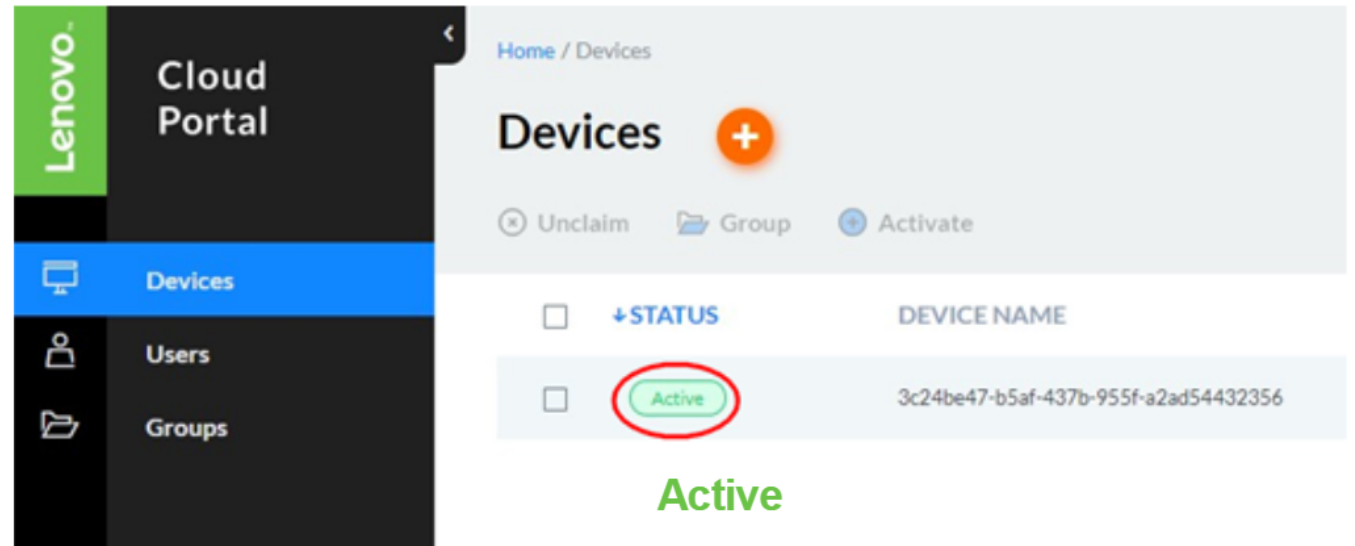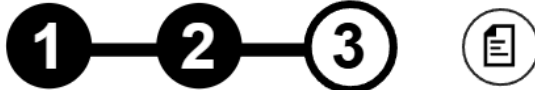The status of the server will change to **Ready**.

Step ①─②─③ 📄

Internet connection (online activation)

- Perform an ac cycle and turn on the server.
- Connect the server XCC port 1 to the Internet.
  - **Attention**: Do not connect to RJ45 Ethernet ports 3 or 4, or the activation process will fail.
- The server will connect with the ThinkShield Key Vault Portal and automatically perform the activation process. (This can take up to 15 minutes).
- After activation, the server will unlock.
- The status of the server will change to **Active** on the ThinkShield Key Vault Portal.


Internet

Step ①—②—③

Home / Devices

Devices ➕

⊘ Unclaim   📂 Group   ⊕ Activate

	↓STATUS	DEVICE NAME
☐		
☐	(Active)	3c24be47-b5af-437b-955f-a2ad54432356

Active

Lenovo

Web manual activation

When the Internet or the mobile app cannot be accessed, the SE350 will need to be activated manually.

The process requires switching between two Web sites (Lenovo XClarity Controller and ThinkShield Key Vault Portal) for information input and exchange.

Click each number in turn to see the procedure.

Step **1**—**2**—**3**—**4**—**5**—**6**
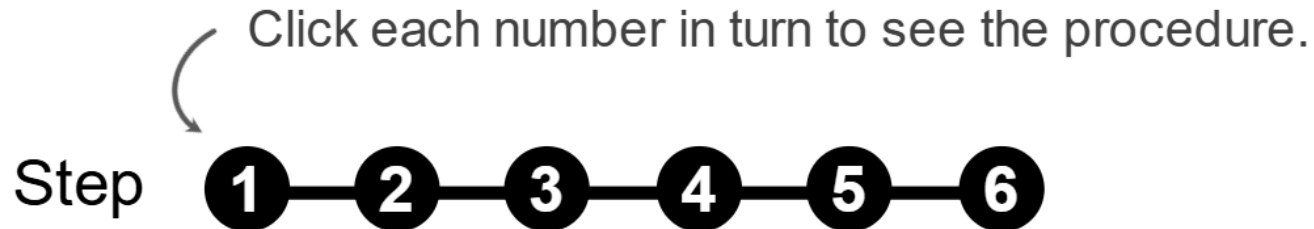
Web manual activation

Perform an ac cycle and turn on the server. Log in to the XCC portal on the Web browser.
- Select **BMC configuration** > **Security** > **System Lockdown Mode**
- Configure the state of the server from **Asserted** to **De-asserted**.

Step ① ② ③ ④ ⑤ ⑥

Web manual activation

Challenge Text will be displayed on the **Key Vault Activation** pop-up window.

Step ❶—②—❸—④—❺—❻   📄
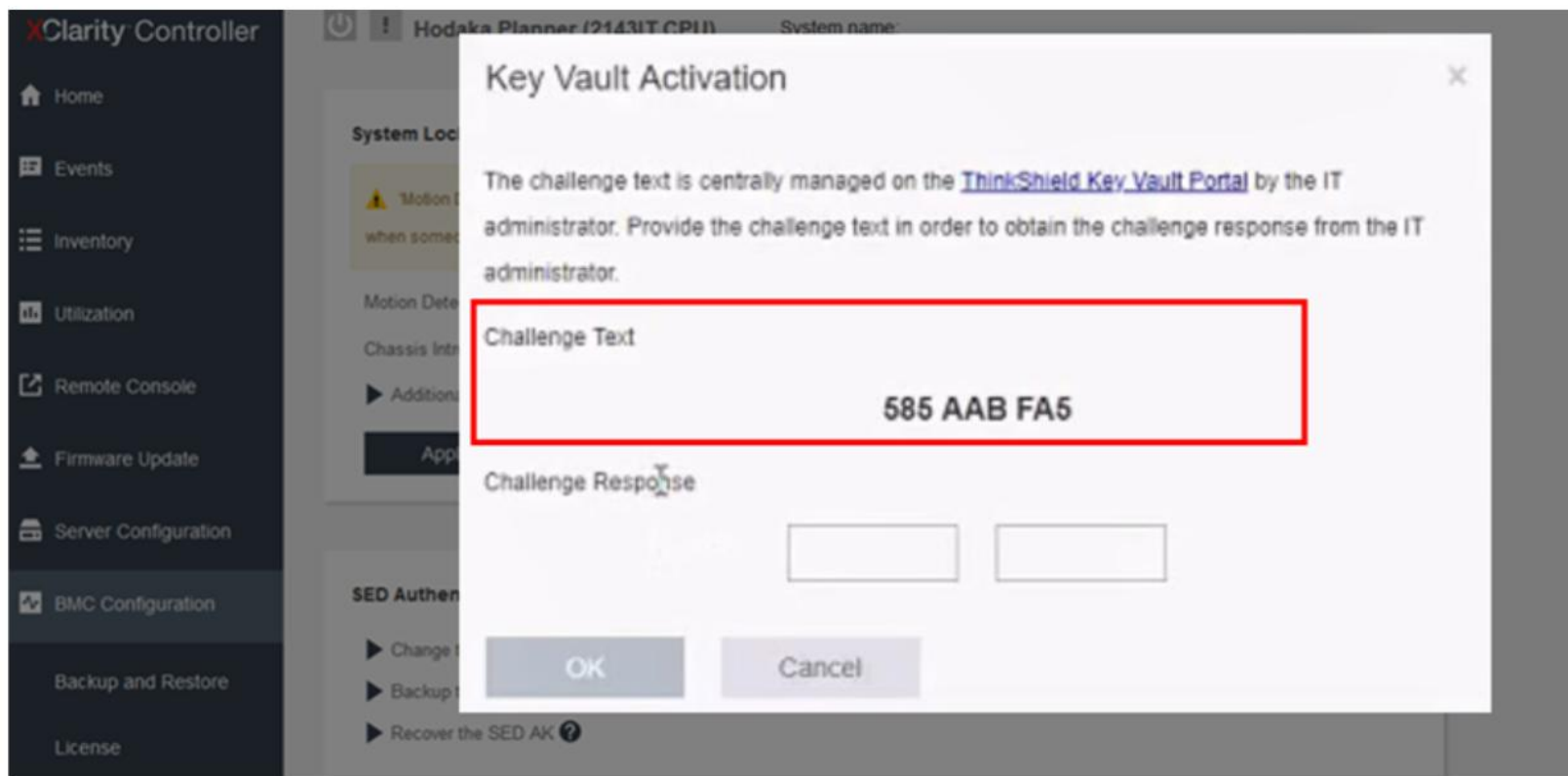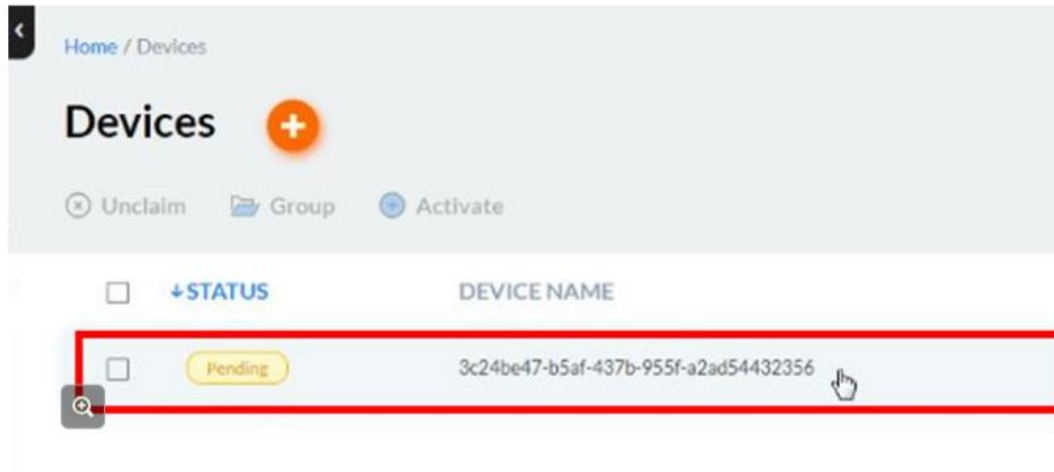
Web manual activation

- Log in to the ThinkShield Key Vault Portal.
- Click on the server you plan to activate. A pop-up window will be displayed; click **Manually Activate**.

Step ① ② ③ ④ ⑤ ⑥

Lenovo
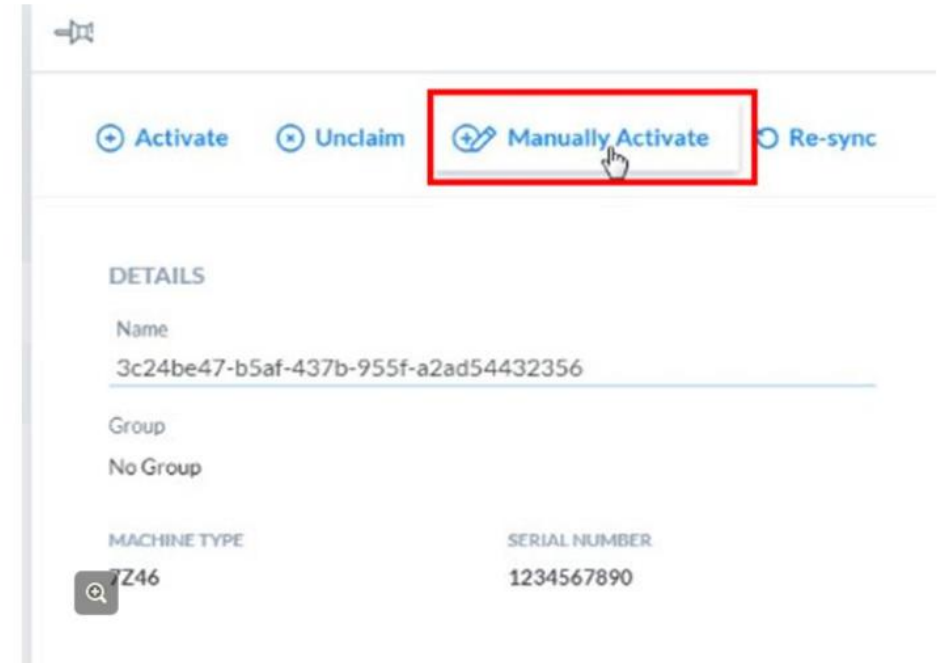
Web manual activation

- Input the **Challenge Text** generated in the XCC portal and click **Generate Response**. The portal will display the **Challenge Response**.
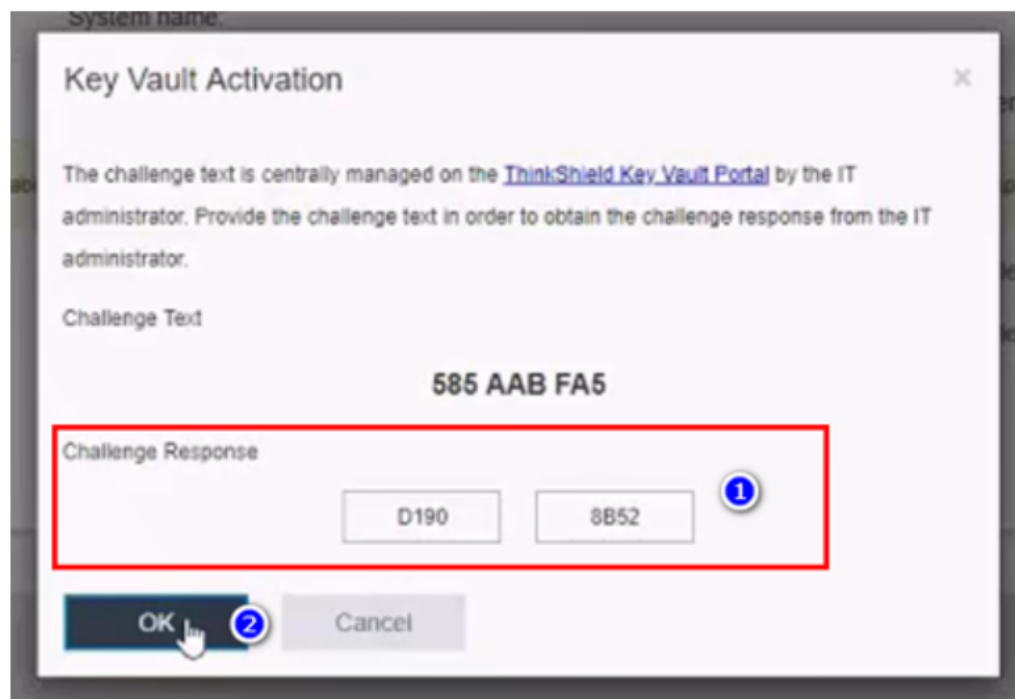

Step ①—②—③—④—⑤—⑥

Web manual activation

- Switch to the XCC portal Web page and input the **Challenge Response** on the **Key Vault Activation** pop-up window.
- Click **OK**.
- **System Lockdown Mode** will change to the **De-asserted** state.

Step ①—②—③—④—⑤—⑥

Lenovo

Web manual activation

Go back to the ThinkShield Key Vault Portal and click **Activate**. The sever status will be changed to **Manually Activated**.

Step ①—②—③—④—⑤—⑥

Reactivation

Depending on the system configuration, the system will lock if it detects a tamper event. As part of this lock, SED AK access from processor will be disabled. The SE350 will need to be reactivated after the customer has confirmed its safety. The activation process will then need to be performed.

- When the onsite user starts the activation process, the ThinkShield Key Vault Portal will only change the status of the device from **Active** (Active) to **Deactivated** (Deactivated) if the device is connected to the Internet on the XCC port.
- The Customer IT administrator needs to activate the device from the ThinkShield Key Vault Portal (using online activation) or the onsite user needs to begin mobile app activation (or manual activation).
- After successful activation, the ThinkShield Key Vault Portal status will be updated to **Active**.

Attention: A CMOS battery failure will also lock the system. The reactivation process is required after replacing the CMOS battery.