Download Software & Utilities – Support Site

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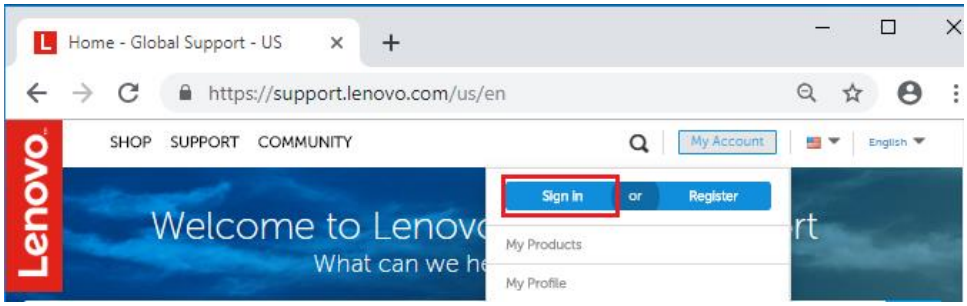
Downloading the Golden Key U1 BIOS for Lenovo Notebook, Desktop and Think Product 9

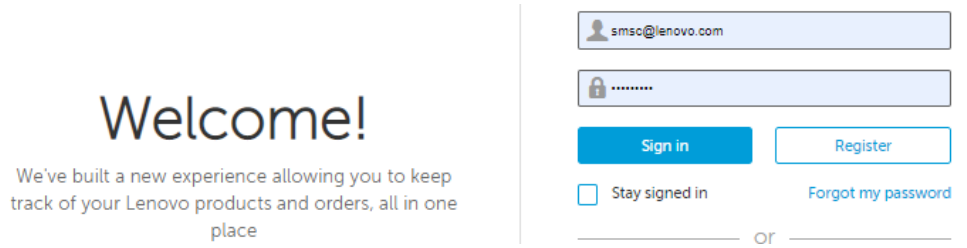
Service Management Support Center 9

Logging in to Lenovo Support Site as a Service Provider

As an Authorized Service Provider you have access to servicer confidential tools. To access them, please go to Lenovo Support Site and sign in with the following credentials:

- URL: **http://support.lenovo.com**
- User ID: smsc@lenovo.com
- Password: Lenovo123





ⓘ *This is a Global ID shared among all NA Service Providers. Please do not edit profile information, attempt to change password or purchase parts while logged in with this user.*

ⓘ *Access to Forums with our user ID is blocked. Please create your own personal Community account to access it.*

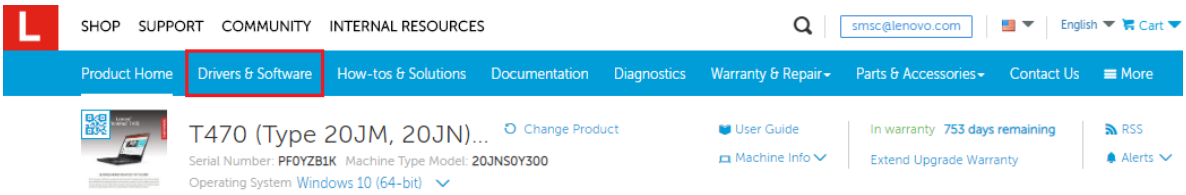
Selecting the appropriate tool for your product

In order to find the correct tool for the unit you are repairing, we recommend looking up the unit by entering its serial number on the search bar on the home page. Product type or machine type may also be used.



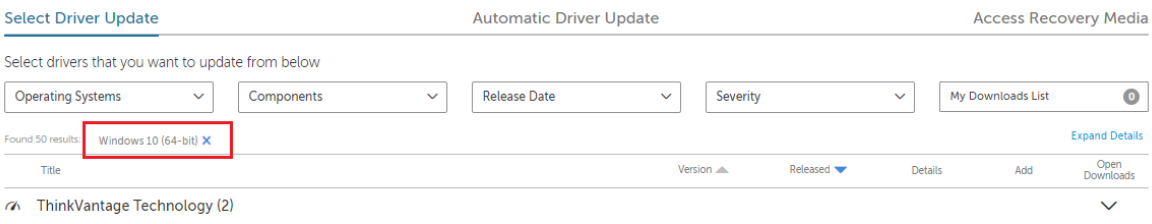
Once you have selected your product, you will be taken to the Product Home page.

Please go to ‘Drivers & Software’ on the option menu to find all available tools



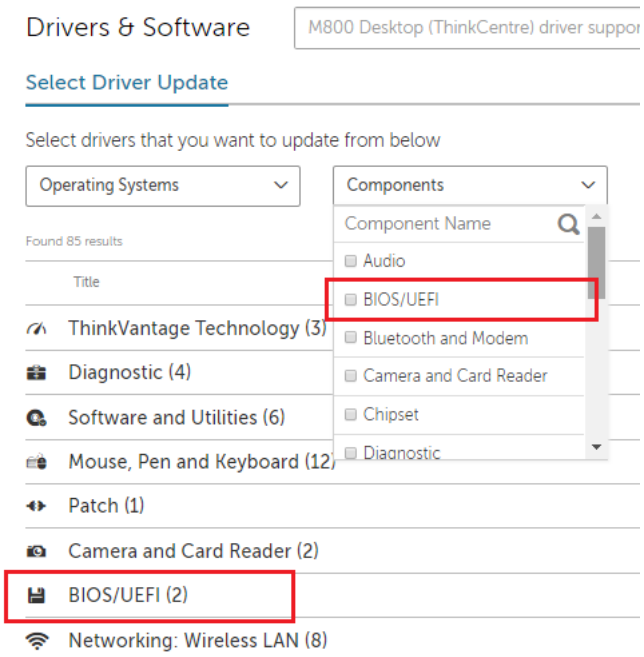
ⓘ *If you have not logged in, some tools may not be available.*

ⓘ *Unselect Operating System selected by default to see a complete list of available tools.*

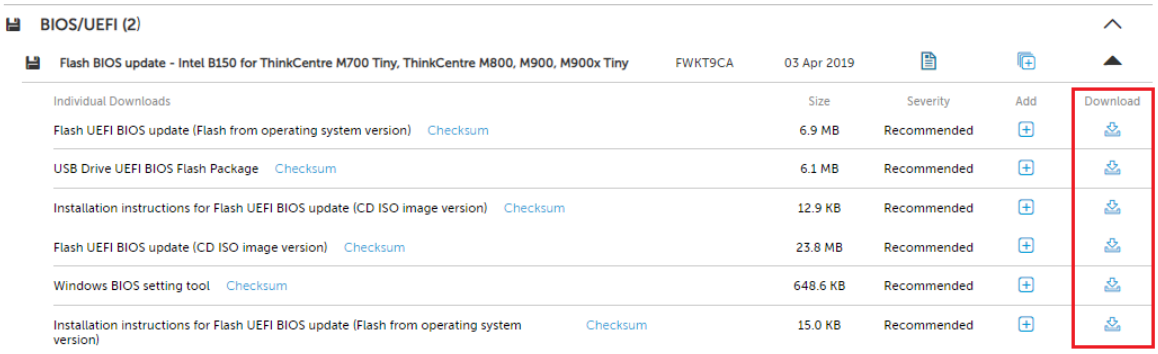


Downloading BIOS tool for ThinkPads, ThinkCentres, Ideacentres and Lenovo Desktops/All-in-Ones

Select the ‘BIOS/UEFI’ option from the ‘Components’ drop-down menu or directly by clicking on the ‘BIOS/UEFI’ option on the Drivers & Software main page.

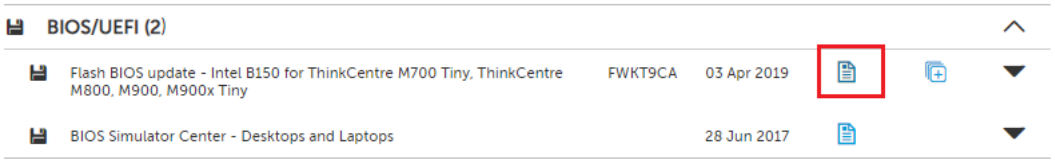


You may now select and download the correct tool by clicking on the 'Download' icon. Make sure you always choose the latest tool and follow the installation instructions.



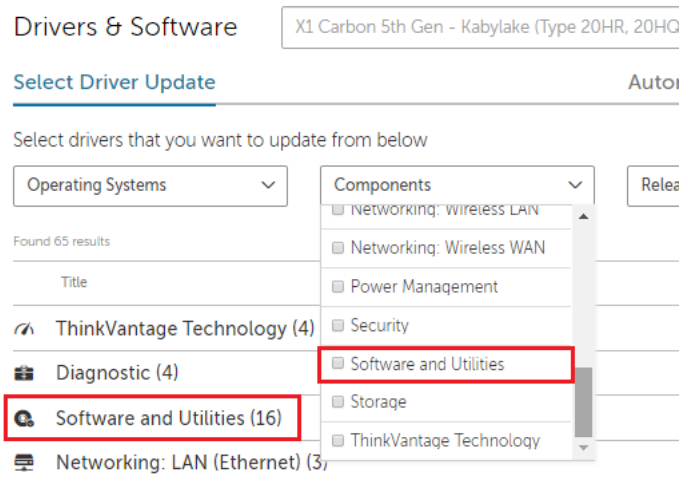
ⓘ *Above picture is provided as an example only. Tools available will vary depending on the product being serviced.*

You can obtain further tool information and instructions by clicking on the 'Details' Icon.



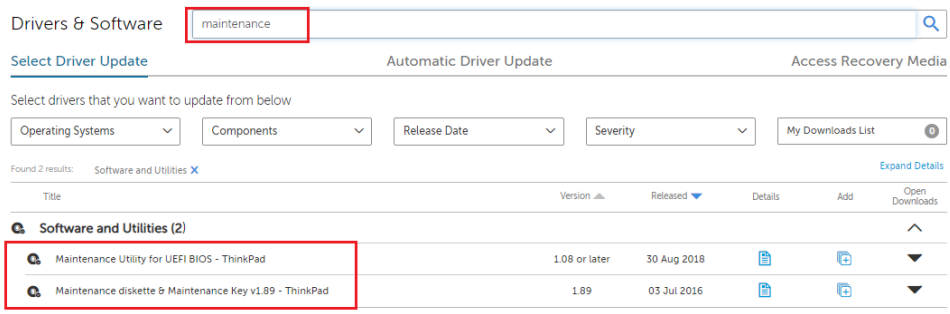
Downloading Hardware Maintenance Utility for ThinkPads

Select the 'Software and Utilities' option from the 'Components' drop-down menu or directly by clicking on the 'Software and Utilities' option on the Drivers & Software main page.



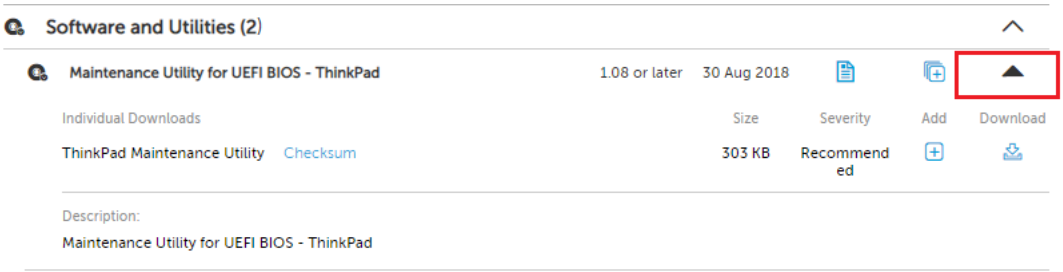
ⓘ *Make sure you have unselected the Operating System selected by default to see the complete list of available tools.*

If there are multiple tools available, you may use the search box and type in "maintenance" to find the correct tool rapidly.

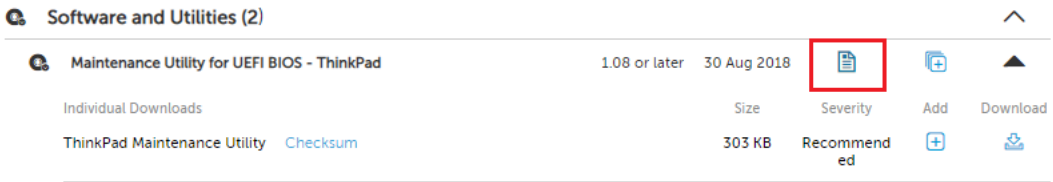


ⓘ *Number of total tools available will vary depending on the product being serviced.*

To download the tool, please click on the black arrow to display the Download icon.



You can obtain further tool information and instructions by clicking on the 'Details' Icon. Make sure to follow the installation instructions there provided.



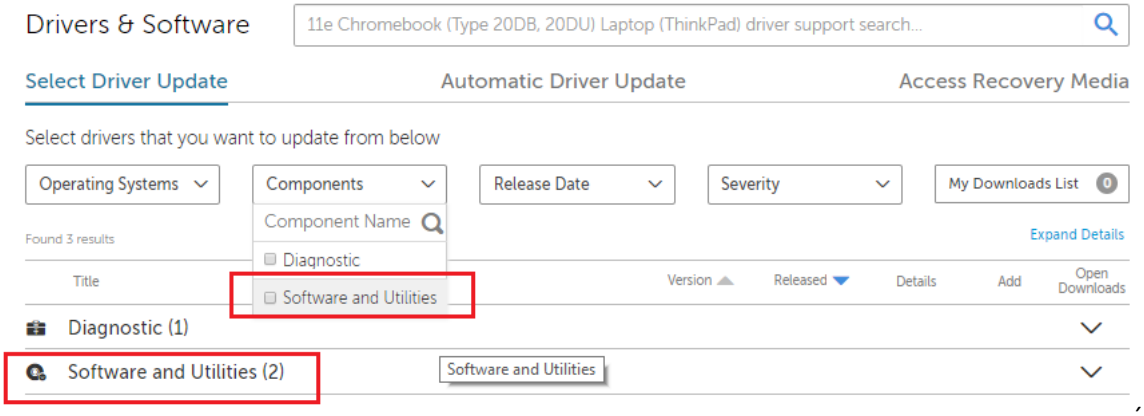
Determining maintenance tool for ThinkPads

For ThinkPad notebook computers that are in Legacy mode use Maintenance Diskette version 1.89. Make sure to format key to FAT32.

For ThinkPad notebook and tablet computers in UEFI mode, use Maintenance Utility 1.08 or later. Make sure to format key to FAT16.

Downloading SHIM tool for Chromebooks

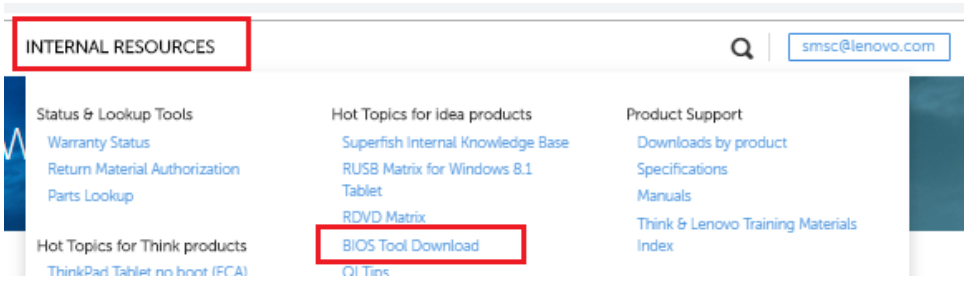
Select the 'Software and Utilities' option from the 'Components' drop-down menu or directly by clicking on the 'Software and Utilities' option on the Drivers & Software main page.



Instructions on how to run the SHIM tool vary depending on product being serviced. Make sure to read all readme files as well as SOPs, when available, to ensure all necessary steps are being followed.

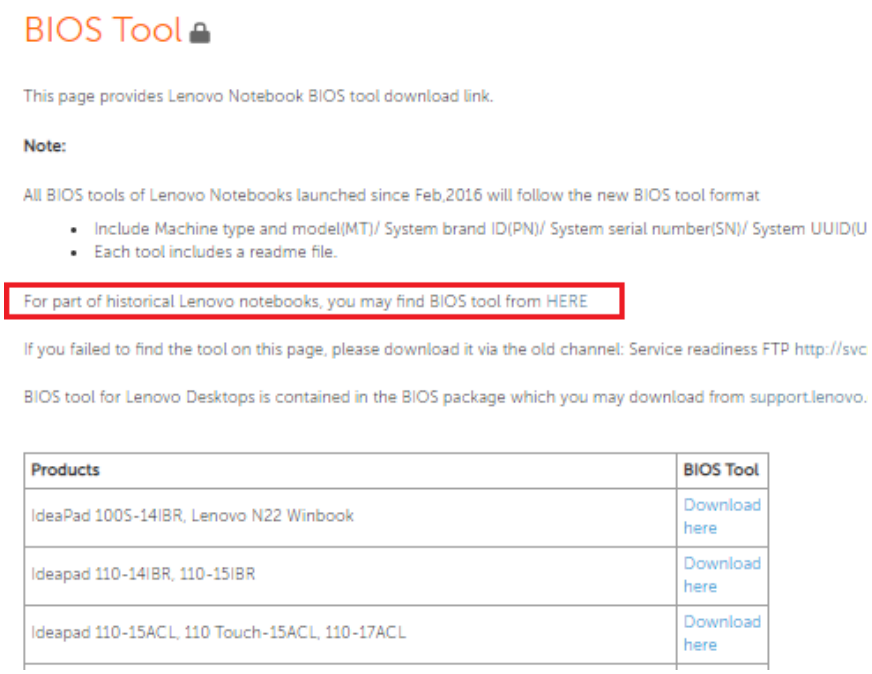
Downloading BIOS tool for Ideapads and Lenovo notebooks

Unlike the abovementioned tools, for Lenovo Notebooks launched since February 2016 you will not need to search each product by its serial number. Instead, you will need to go the 'Internal Resources' option on the upper menu and click on 'Bios Tool Download'



A list of all BIOS tools will be displayed. Search for your products name and you will find the applicable tool.

There is a link available for historical Lenovo notebooks on this section as well.



BIOS Tool

This page provides Lenovo Notebook BIOS tool download link.

Note:

All BIOS tools of Lenovo Notebooks launched since Feb,2016 will follow the new BIOS tool format

- Include Machine type and model(MT)/ System brand ID(PN)/ System serial number(SN)/ System UUID(U
- Each tool includes a readme file.

For part of historical Lenovo notebooks, you may find BIOS tool from HERE

If you failed to find the tool on this page, please download it via the old channel: Service readiness FTP http://svc

BIOS tool for Lenovo Desktops is contained in the BIOS package which you may download from support.lenovo.

Products	BIOS Tool
IdeaPad 100S-14IBR, Lenovo N22 Winbook	Download here
Ideapad 110-14IBR, 110-15IBR	Download here
Ideapad 110-15ACL, 110 Touch-15ACL, 110-17ACL	Download here

Once you have found your product, click on the 'Download here' option. Installation instructions are found below the list of products.

Downloading the Golden Key U1 BIOS for Lenovo Notebook, Desktop and Think Product

Lenovo's latest tool can be used to flash SN (serial number) / MT (machine type) / PN (product name) to system board on Lenovo and Think products launched since 2016.

ⓘ *This tool cannot be run on Chromebooks and can only be run on systems configured with UEFI.*

ⓘ *Training: "ThinkPad System Board Branding" on the main page and "Golden key C1- Crisis Bios" . Link: https://learning.lenovo.com/pages/69/lenovo-learning-for-service-engineers*

You can download this tool by accessing link below. Make sure you are logged in to access this confidential information and follow all the instructions provided.

https://support.lenovo.com/us/en/solutions/ht507251

Service Management Support Center

The SMSC is available from 9 A.M. to 5 P.M. Eastern Time, Monday through Friday. You may find listed below the SMSC contact channels:

- E-mail: **smsc@lenovo.com**
- Chat: **smsc.lenovo.com** *User: ASP / Password: smsc123*
- Phone: 800-426-3391