ThinkSmart Edition Tiny (M920q) and Core for Logitech: Recovery Instructions

Revisions

Date	Changes
11/20/2023	Initial Creation using new format
1/24/2024	Update for New Images
9/3/2024	Update for LCD 3.1

Contents

1. Introduction

This document describes how to restore an operating system using the Lenovo Cloud Deploy system from Lenovo®.

The three high level steps are as follows:

- Download and install the Media Creation tool.

- Create a USB key to boot the failing machine.

- Restore the machine image from Lenovo Cloud Deploy.

The process is performed on a healthy PC with a valid internet connection.

2. Technical requirements

- Microsoft® Windows® 10 or higher

- .NET Framework 4.8 or higher must be installed

- Local Ports 5555, 55819

- Internet connection (a wired internet connection is required when using online USB media)

    o Quick Image Capture – 9 Mb/s upload

    o Quick Image Restore, Restore System Wizard, Package Transfer – 1 Mb/s download

- 32 GB USB key (2.0 or 3.0) or greater if caching the image to the key

- Machine that has access to the internet

- Machine has a wired connection

- Default BIOS settings.

3. Quick start steps

1. Launch a web browser and go to the following site: https://lenovoclouddeploy.com/

2. Click the **Sign in** button.

3. Enter Logitechrecovery@logitechrecovery.com as the email address.

4. Click **Lookup**.

5. Enter the password: **LogiRecovery920Q** and then click **Submit.**

6. Once you have logged on to the website, scroll down the page. Under Lenovo Cloud Deploy, click on the **Download** button.

7. When the download finishes, run `SetupLCMT_x64.msi`

8. Click **INSTALL** on the Welcome window.

9. Click **FINISH** button after the installation is complete.

   Lenovo Cloud Deploy will launch.

10. Lenovo Cloud Deploy launches
    Enter the UserID: **Logitechrecovery@logitechrecovery.com** and then click **Lookup**

11. Then Enter the password **LogiRecovery920Q**

12. Click Restore another computer

13. Click Lenovo systems licensed for Windows

14. Click Intel or AMD processor

15. Insert your USB device (must be 32 gig or greater)

16. Click **Next** when the USB device shows in Select your USB

17. On the next screen, choose the image you want to restore by clicking the **On Media** button. Then click **Next**.

18. **Check** the I want this USB media erased and created into Lenovo Cloud Deploy boot media. Then click **Create**. The key is created when you see the screen title **Follow these steps to begin the Lenovo Deployment**. Click **Finish**.

    a. This step may take a few minutes based on the speed of your network and the size of the image.

    b. Ensure that the USB key you are using is larger than the size of the image you wish to restore.

19. Connect the Lenovo Cloud Deploy USB Media to the target computer.

20. Temporarily disconnect the target computer from the network by unplugging the network cable.

21. Turn on or reboot the computer.

22. For a Lenovo computer, press **Enter** to interrupt normal startup and select the option to choose a temporary startup device.

23. Select the appropriate boot entry that references your USB boot media.

24. The computer boots from the USB device and launches Lenovo Cloud Deploy.

25. Follow the prompts to recover the system.

    a. You receive a prompt that "You are not connected to the internet". Click **Continue**.

    b. Restore a computer using Lenovo Cloud Deploy. Click **Next**.

    c. Choose your deployment, then click **Next**.

    d. Check I understand my internal hard drie will be erased and I am ready to restore my system now.

    e. Click Restore

26. The system is recovered when prompted to remove the USB key and click reboot.

27. Reconnect the system to the network and reboot.
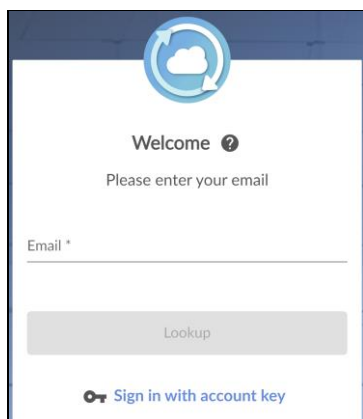
4. Guided walkthrough

Downloading and installing the Media Creation tool

1. Launch a web browser and go to the following site:

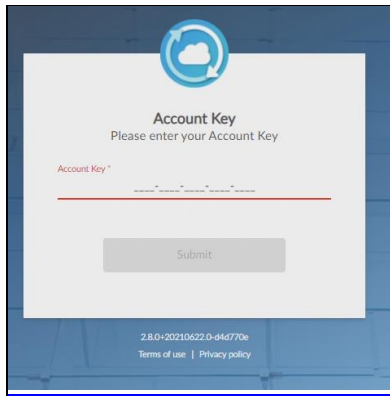   https://lenovoclouddeploy.com/
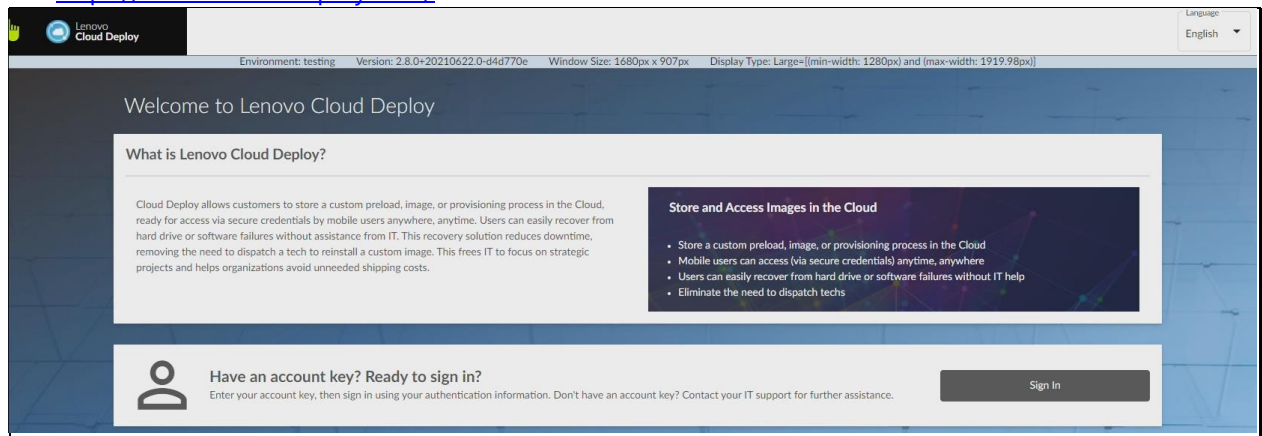
2. Click **Sign in**.

3. Enter: Logitechrecovery@logitechrecovery.com

4. Then, click **Lookup**.

5. Enter your password: **LogiRecovery920Q** and click **Submit**.

6. Alternatively, click on **Sign in with account key**

7. Enter in the key: **WEAJ-3H9N-YEVM-HLXH-TAFW,** then click the **Submit** button.

ⓘ If the password or email does not allow you to login, please check to ensure you are typing the information correctly. Make sure the Language selection in the upper right hander corner of the screen matches your keyboard. The application defaults to the windows OS language and keyboard. This is also critical when restoring the system from the USB key. The languages and keyboard on the USB key default to the language and keyboard of the system that you created the recovery key on.

ⓘ The "forgot password" and "not registered yet" buttons are not supported on this recovery account. If the account becomes locked, please wait 10 minutes before proceeding.

ⓘ The process no longer requires the use of a customer key. If you use the user Logitechrecovery@logitechrecovery.com, you do not need the key.

8. Click on the **Download** button under Lenovo Cloud Deploy
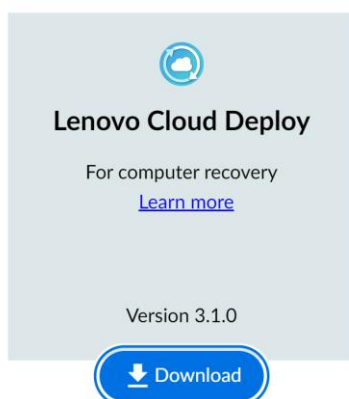
9. When the download finishes, click SetupLCMT_x64.msi

10. When the installation program launches, you see the welcome screen.
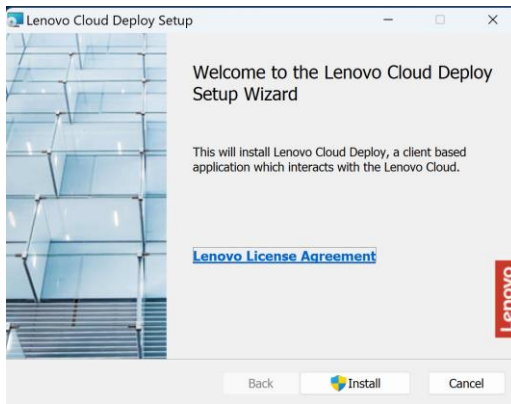
Follow the onscreen instructions to install the Lenovo Cloud Deploy Application.

11. When the installation is complete, ensure the **Launch** button is checked (It is by default).
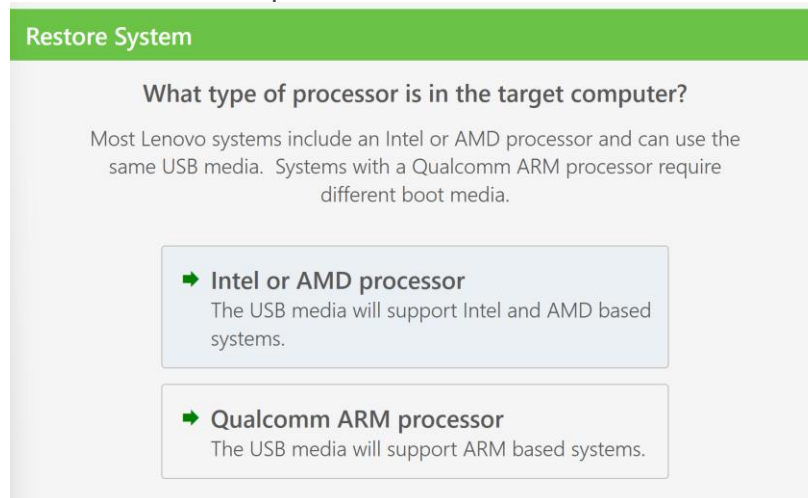
Creating the USB recovery key

1. Launch Lenovo Cloud Deploy

2. Enter the email address: Logitechrecovery@logitechrecovery.com and then click **LOOK UP**

3. Enter in the Password: LogiRecovery920Q and click **SIGN IN**

4. Click Restore another computer.
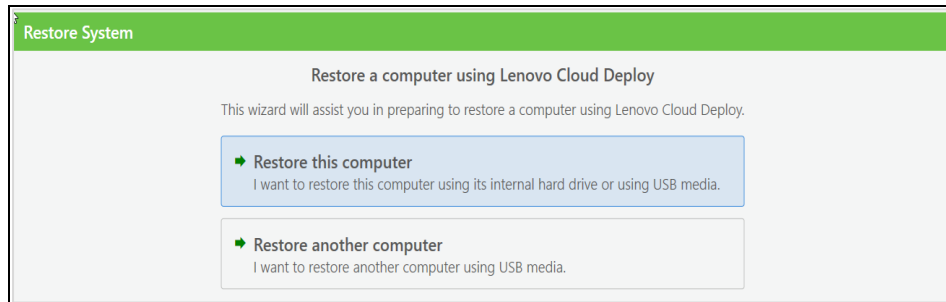
5. Select Lenovo systems that are licensed by Windows® .
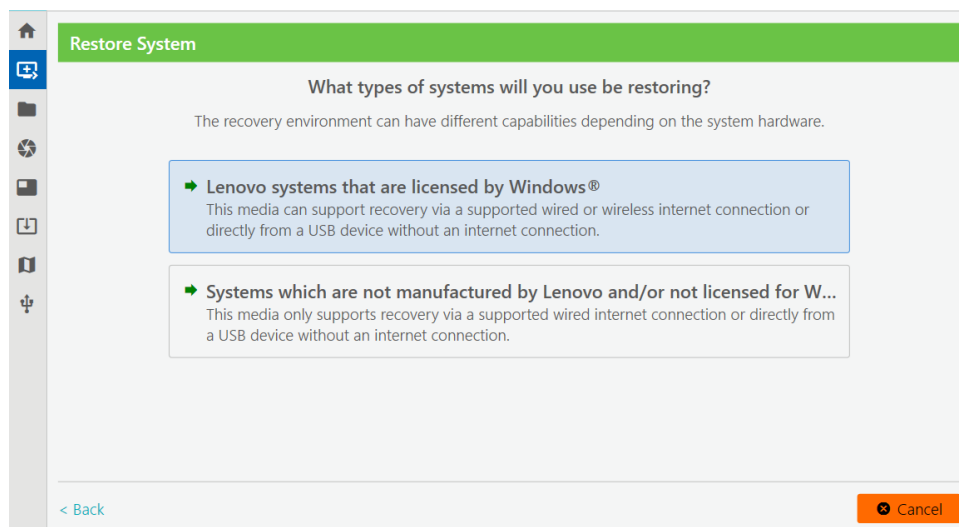
6. Select Intel or AMD processor

7. The next screen shows **Let's create bootable USB media for online deployments**. Insert a USB key of 32GB or greater.
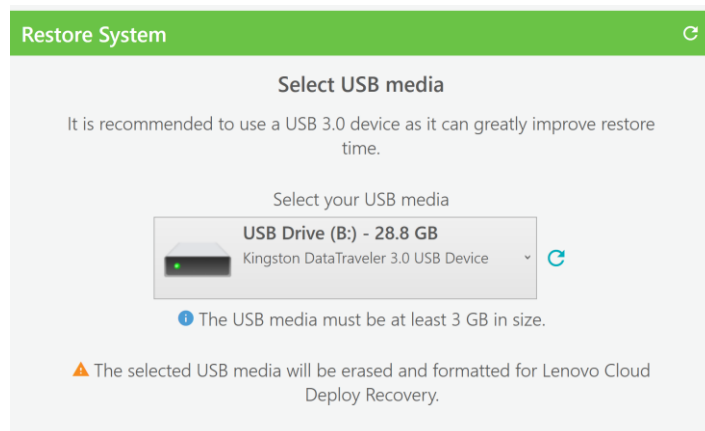
8. The page should refresh, identifying the USB key. Click **Next.**

> ⓘ Note that the description for Select your USB Media may differ as it depends on the key.
>
> ⓘ Due to security measures, the key is only valid for 180 days.
>
> ⓘ You can have multiple images on the USB key

9. The following screen appears. Click **On Media** to switch it on. Then click **Next.**

On Media	Description	Production Status	Date Modified ⌄	Size
●	ThinkSmart Edition CORE Windows 10 Zoom Recovery Image For Logitech - US English Language Support	☑ Production	1/24/2024 10:43:04 AM	7.73 GB
●	ThinkSmart Edition CORE Windows 10 Zoom Recovery Image for Logitech - WW Language Support	☑ Production	1/24/2024 10:41:54 AM	14.9 GB
●	ThinkSmart Edition CORE Windows 11 Zoom Recovery Image For Logitech - WW Language Support	☑ Production	1/24/2024 10:39:47 AM	15.1 GB
●	ThinkSmart Edition CORE Windows 11 Zoom Recovery Image For Logitech - US English Language Support	☑ Production	1/24/2024 10:39:35 AM	9.05 GB
●	ThinkSmart Edition CORE and M920q Windows 11 MTR Recovery Image for Logitech - WW Language Supp...	☑ Production	1/24/2024 10:19:10 AM	16.6 GB
●	ThinkSmart Edition CORE and M920q Windows 11 MTR Recovery Image for Logitech - US English Languag...	☑ Production	1/24/2024 10:19:02 AM	10.5 GB

There are 6 images contained in the Logitech Recovery Portal:

There are 6 Different image to select. The images are NOT INTERCHANGABLE.
You are only legally allowed to deploy the OS version that was shipped with the system.
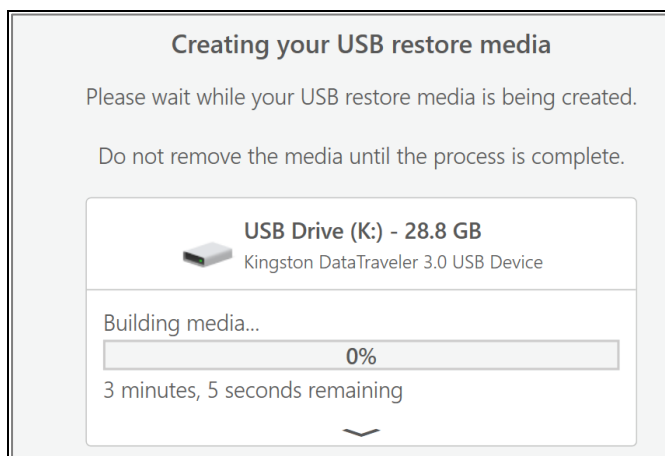This decision is enforced by MICROSOFT and not Lenovo.

If your system shipped with Windows 10 **MTR**, then you are legally allowed to use the Windows 11 MTR Recovery.

If your system shipped with Windows 10 Zoom, then you are required to restore the Windows 10 Zoom Image
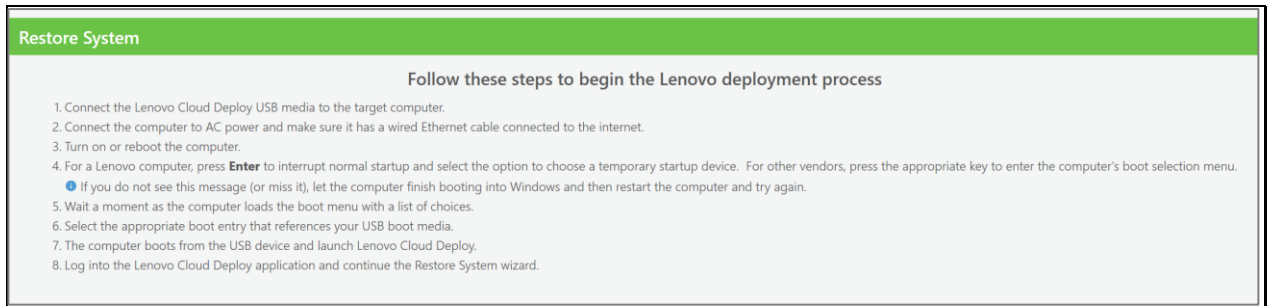
If your system shipped with Windows 11 Zoom, then you are required to restore the Windows 11 Zoom Image

ⓘ   Ensure that you choose the correct image for your system as these images are not interchangeable.

ⓘ   If you choose the wrong image, you can restore the correct image, but you need to recreate your key.

10. The following screen appears while the USB key is created. Note that the process can take up to or more than 45 minutes.

Creating your USB restore media

Please wait while your USB restore media is being created.

Do not remove the media until the process is complete.

USB Drive (K:) - 28.8 GB
Kingston DataTraveler 3.0 USB Device

Building media...

| 0% |

3 minutes, 5 seconds remaining

⌄

11. When the USB key creation is complete, the following screen appears:

Restore System

Follow these steps to begin the Lenovo deployment process

1. Connect the Lenovo Cloud Deploy USB media to the target computer.
2. Connect the computer to AC power and make sure it has a wired Ethernet cable connected to the internet.
3. Turn on or reboot the computer.
4. For a Lenovo computer, press **Enter** to interrupt normal startup and select the option to choose a temporary startup device. For other vendors, press the appropriate key to enter the computer's boot selection menu.
   - ℹ If you do not see this message (or miss it), let the computer finish booting into Windows and then restart the computer and try again.
5. Wait a moment as the computer loads the boot menu with a list of choices.
6. Select the appropriate boot entry that references your USB boot media.
7. The computer boots from the USB device and launch Lenovo Cloud Deploy.
8. Log into the Lenovo Cloud Deploy application and continue the Restore System wizard.
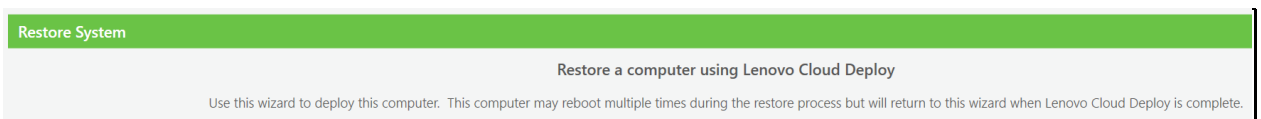
Restoring your machine (Media Restore)

ⓘ Note that before you begin, you need to confirm the machine's BIOS settings are set to default. Refer to the system documentation for instructions.

1. Insert the Lenovo Cloud Deploy USB Media into the target computer.

2. Connect the computer to the AC power and temporally remove the systems from the network i.e. unplug the ethernet cable.

3. Turn on or reboot the computer.

4. For a Lenovo computer, press **Enter** to interrupt normal startup and select the option to choose a temporary startup device.

ⓘ Note that if you do not see/make this selection, let the computer finish booting into Windows and then restart the computer and then try again.

5. Wait a moment as the computer loads the boot menu with a list of choices.

6. Select the appropriate boot entry that references your USB device.

7. The computer boots from the USB device and launches Lenovo Cloud Deploy.

8. The message appears: "You are not connected to the Internet". Click **Continue**.
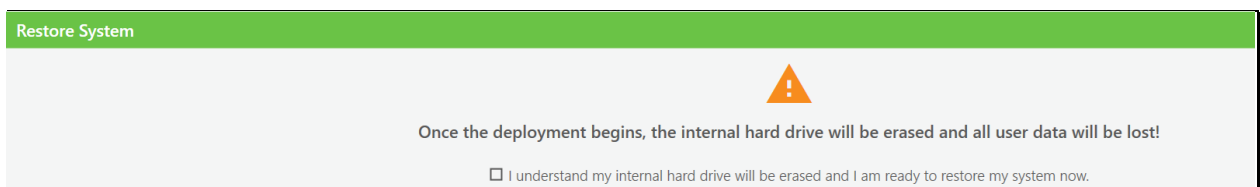
9. The **Restore System** screen opens. Click **Next.**

Restore System
Restore a computer using Lenovo Cloud Deploy
Use this wizard to deploy this computer. This computer may reboot multiple times during the restore process but will return to this wizard when Lenovo Cloud Deploy is complete.

10. The **Choose Deployment** screen appears. Ensure the box for the image is checked and click **Next.**

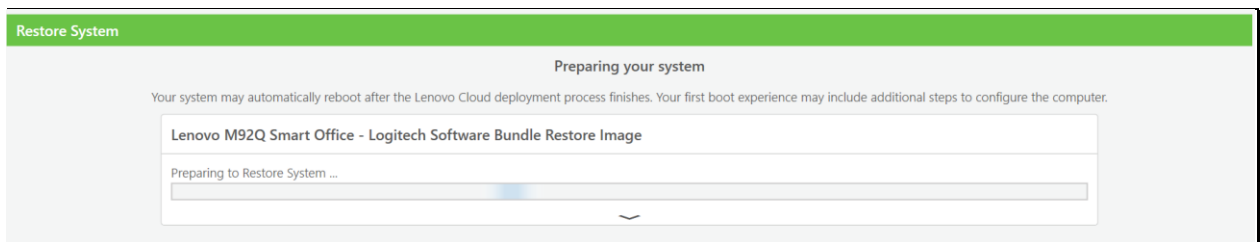|	
☁	ThinkSmart Edition CORE Zoom for Logitech - Multi Language Support
☁	ThinkSmart Edition CORE Zoom for Logitech - US English Language Only Support
☁	ThinkSmart Edition CORE and M920q MTR Recovery Image for Logi - Multi Language Support (21H2)
☁	ThinkSmart Edition CORE and M920q MTR Recovery Image for Logi - US English Language Support (21H2)

ⓘ Ensure that you choose the correct image for your system as these images are not interchangeable.

ⓘ If you choose the wrong image, you can restore the correct image, but you need to recreate your key.

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11. On the next screen, check the box for I understand my internal hard drive will be erased. Then click Restore.

Restore System

⚠

Once the deployment begins, the internal hard drive will be erased and all user data will be lost!

☐ I understand my internal hard drive will be erased and I am ready to restore my system now.

12. The restore process begins. The process requires several reboots.

13. During the image restore process, you see the following:

Restore System

Preparing your system

Your system may automatically reboot after the Lenovo Cloud deployment process finishes. Your first boot experience may include additional steps to configure the computer.

Lenovo M92Q Smart Office - Logitech Software Bundle Restore Image

Preparing to Restore System ...

⌄

ⓘ You can use the drop down to see how many steps are left to restore the image.

ⓘ After the image is restored from the cloud, the machine boots into the image to run the MTR configuration process. Leave the USB key in the device until you are told to remove it.

ⓘ The machine reboots several times.

ⓘ The duration of this step depends on your Internet connection. Average times can range from 20 to 30 minutes.

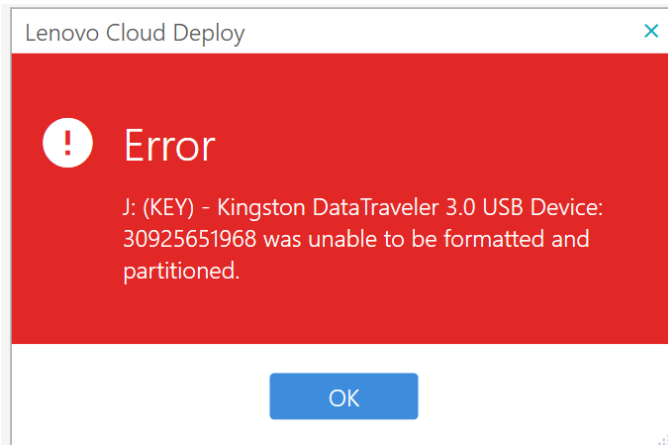14. The following screen is displayed:

15. When the process is complete, the following screen appears. Click **Reboot.**
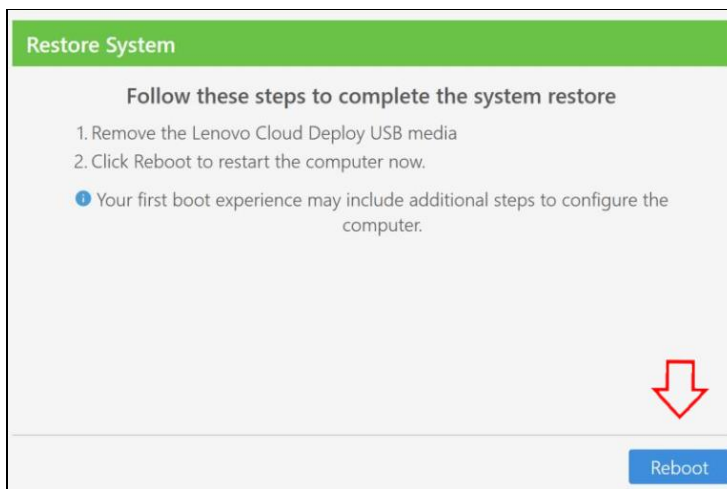
5. Troubleshooting

USB key issues

When the following error appears, it could be due to an IO error or a bad key:


- Try clicking **OK**, and then try running the process again.

- If this does not work, try:

    o Using DiskPart

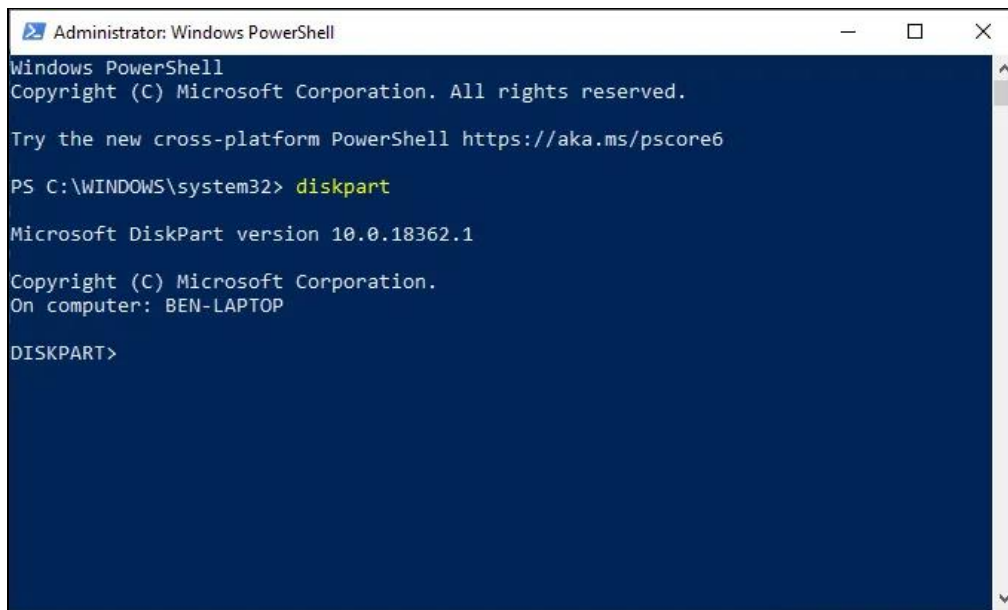   o Using Lenovo Cloud Deploy again to generate a new USB key.

DiskPart instructions

ⓘ Caution: DiskPart is a destructive tool, requires administrative privileges, and must be used with care. If you are not comfortable with doing this, obtain a new key.

ⓘ Note that your disk number and drive letters may vary.

1. Open a Windows command line or PowerShell terminal. (To do this, right-click your Windows Start menu button and then click Windows PowerShell [Admin].)
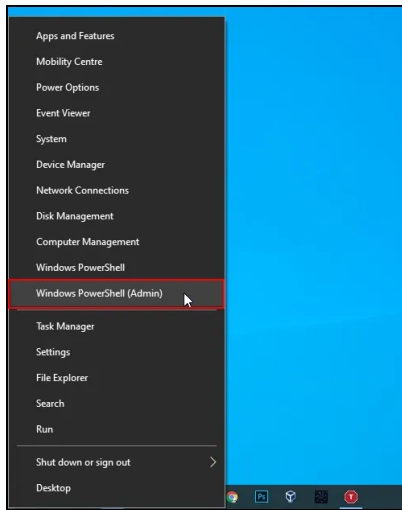
2. Type **diskpart** and then press **Enter**. The DISKPART prompt appears.

3. At the **DISKPART>** prompt, type **list disk** and press **Enter**. Starting with the number zero, DiskPart lists any detected disks. You must remember the disk number (for instance, **0** for your Windows hard drive) to use with future DiskPart commands.

In this instance the USB drive in question is disk 6.

ⓘ   Note that you can also ask DiskPart for a list of detected volumes. At the DISKPART> prompt, type **list volume**.

---

4. Type **sel disk 6** and press **Enter**. Disk 6 is now the selected disk.

5. Type **clean**. You should see the following:

```
DiskPart succeeded in cleaning the disk
Create part prim
Diskpart succeeded in creating the specified partition
Assign
DiskPart successfully assigned the drive letter or mount point
```

6. The following pop-up box appears. Click **Format disk.**
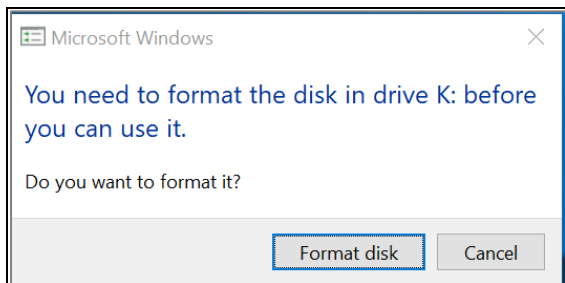
7. At the next pop-up box, click **Start.**
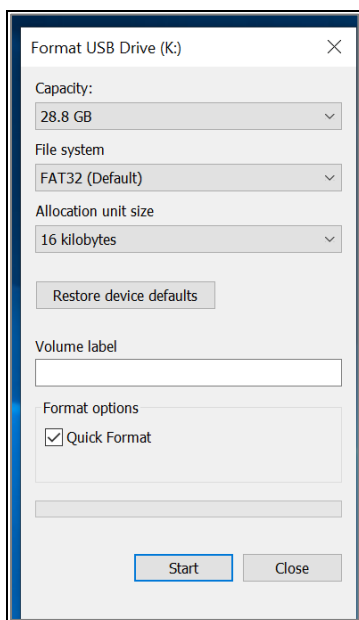
8. Click **OK.**
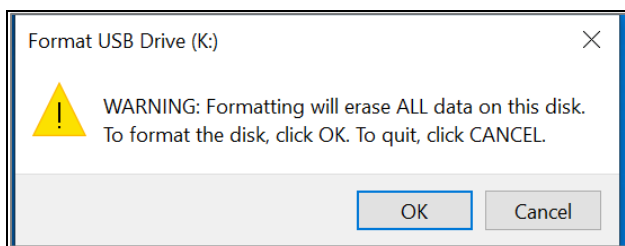
9. The system returns a message that formatting is complete. Click **OK,** and then click **Close.**

Formatting USB Drive (K:) ✕

ⓘ Format Complete.

OK
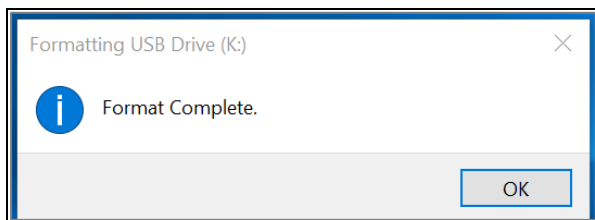
10. Return to the command prompt and type **exit.**

11. Type **exit** again to exit PowerShell.

12. Type **exit** again to exit the command prompt.

13. When you have completed using DiskPart, go back into the LCD tool and try recreating your key.

Unauthorized System

If your system is not authorized, you see the following error:
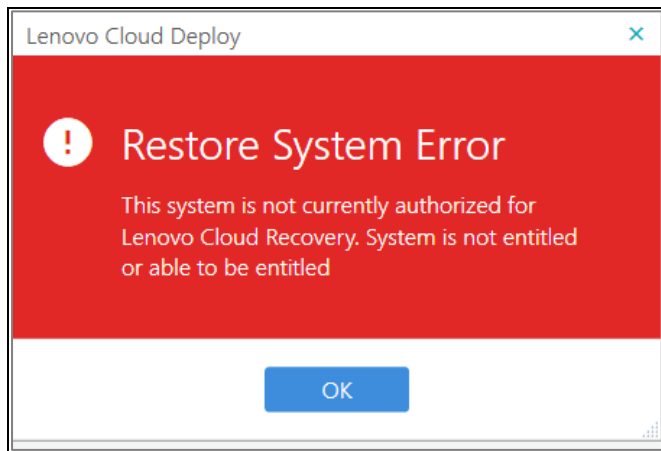
- This occurs if the machine was not registered in manufacturing.

- If the machine was serviced, you need to ensure that the serial and model numbers match the unit purchased from manufacturing.

- If the serial number and model number match the unit purchased, please contact Premier support, and ask for an escalation path.

Wrong Digital Product Key

The following error appears when the wrong digital product key was entered:
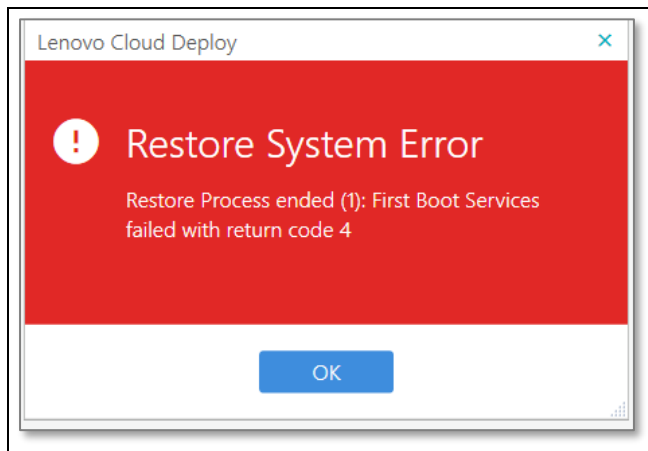
You may need the system board replacing with the correct digital product key.

Log Files

Whenever there is an issue using Lenovo Cloud Deploy, logs are required to help identify and resolve it.

Windows Applications

Log files are in the `%PROGRAMDATA%` folder. When submitting issues:

1. Navigate to C:\ProgramData\Lenovo\Lenovo Cloud Deploy

2. Right-click on Logs and choose **Send to compressed folder**.

3. Attach the Logs.zip file to your email.

USB Media

Log files are in the USB media's logs folder. When submitting issues:

1. Navigate to the USB key.

2. Right-click on **Logs** and choose **Send to compressed folder**.

3. Attach the Logs.zip file to your email.

Network Drop Errors

The following error appears if the network connection has failed:
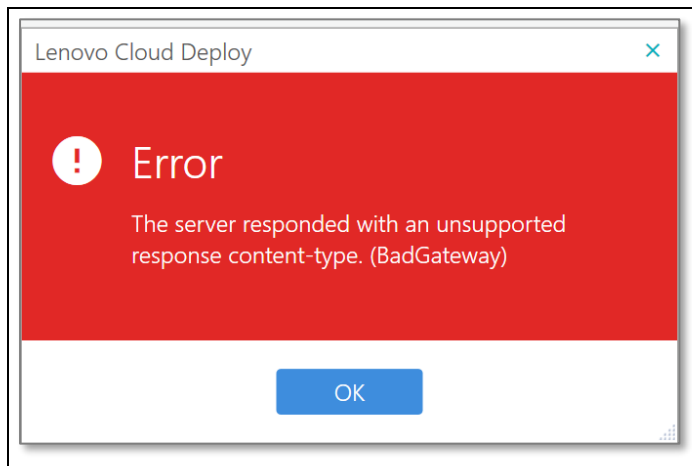
Click **OK** and try again. If network issues keep happening, send your log files to Premier Support.

Lenovo Cloud Deploy Updates

From time to time, Lenovo Cloud Deploy is updated. Some updates require the user to update their installation and keys. The user is be prompted to update when launching the Lenovo Cloud Deploy application. If the customer is booting from an older key, they also receive a warning that they need to refresh the key.

Firewall Requirements

The Lenovo Cloud Deploy application uses the standard https port 443 and Transport Layer Security (TLS) version 1.2 to communicate with the cloud back-end environment. Corporate firewalls may need additional rules set up to allow communication with the Lenovo Cloud Deploy infrastructure.

Firewall Wild Cards

The following domains need to be whitelisted:

- **lenovoclouddeploy.com –** maintains all the customer, user, and content metadata.

- ***.lenovoclouddeploy.com –** delivers content.

- ***.s3.amazonaws.com –** receives uploaded content.

Firewall Wild Cards Unsupported

If your firewall does not support wildcards, then please use the following values:

- **www.lenovoclouddeploy**.com **–** This site maintains all the customer, user, and content metadata.

- **diav4v6bggwod.lenovoclouddeploy.com –** This site delivers the content.

Depending on your Customer S3 Region, its associated domain may need to be whitelisted to support uploading content, e.g.:

- **lcd-production-us-east-1.s3.amazonaws.com**

Proxy Requirements

Proxy servers must support Transport Layer Security (TLS) version 1.2. The API end points use request headers to identify and authorize the client application. An example request header may appear as follows:

```
LN-API-VERSION: 1.0
 Authorization: Bearer
eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJzdWIiOiIxMjM0NTY3ODkwIiwibmFtZSI6
IkpvaG4gRG9lIiwiYWRta
W4iOnRydWV9.TJVA95OrM7E2cBab30RMHrHDcEfxjoYZgeFONFh7HgQ
 Ln-Auth-Cid: FKLAERADFE9898A
 x-ln-product-name: Thinkpad T490
 x-ln-serial-number: 89AD23D
 x-ln-bios-version: ABC
 x-ln-bios-vendor: Lenovo.com
 x-ln-manufacturer: Lenovo.com
 x-ln-version: 01
 x-ln-enclosure-type: Notebook
 user-agent-language: en-us
```