Smarter technology for all

Microsoft Dynamics PD Guide Features (v3)

Lenovo Global Product Education

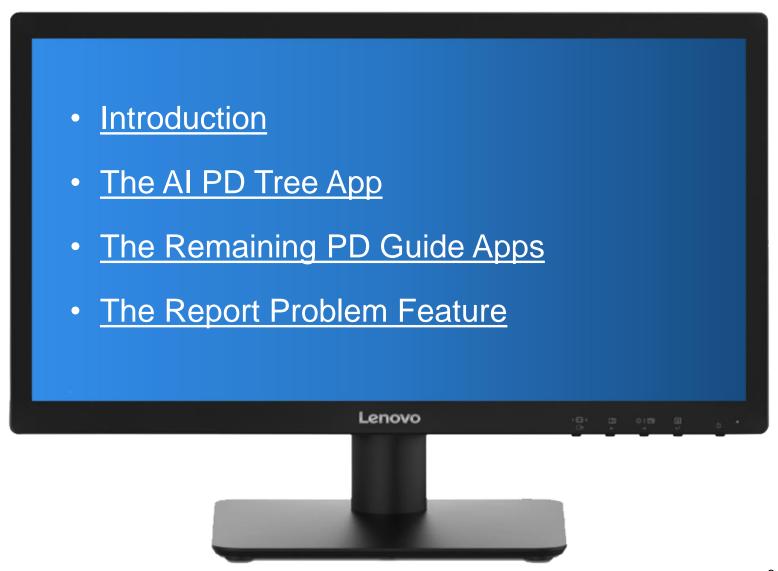Latest Update: 04/16/2024 | training version 1.8

Lenovo

CPRW127

What's Ahead

Welcome to an introduction to the eleven apps (also called *tools*) available in the **PD Guide** tab of the Microsoft Dynamics 365 system.

This learning summarizes all eleven applications with an entire chapter on the default (and most used) app called the **AI PD Tree**.

To use a hyperlink in normal view, hold down CTRL as you click:

- Introduction

- The AI PD Tree App

- The Remaining PD Guide Apps

- The Report Problem Feature

Introduction

Eleven separate application tools in one place

PD Guide Tab
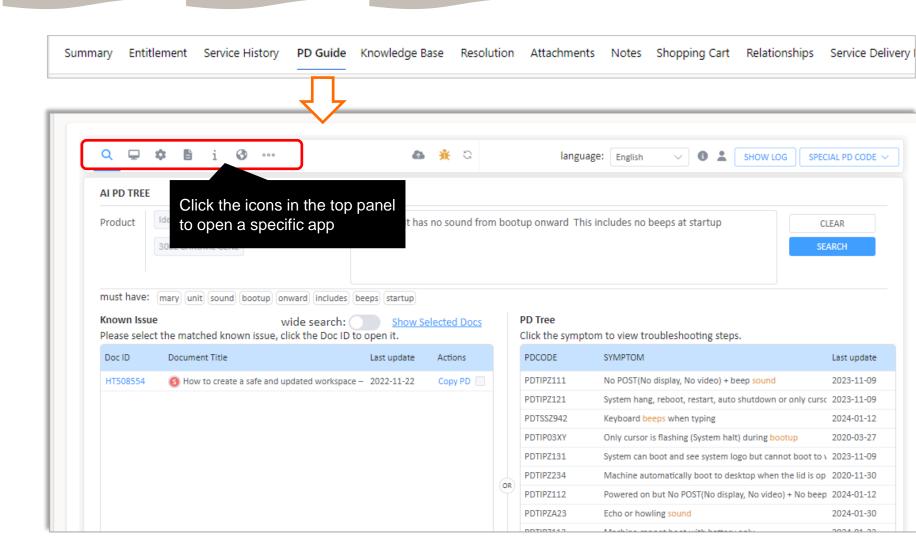
The **PD Guide** tab, found in Cases and Work Orders, is a suite of applications that:

- Help you troubleshoot the customer's issue and determine its Problem Description (PD) code.

- Narrow down the replacement parts needing to be ordered.

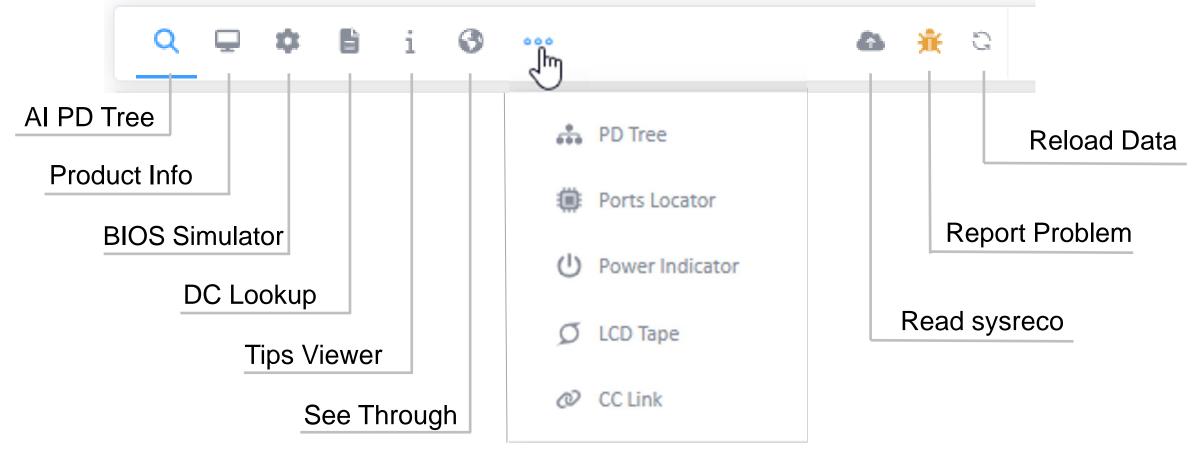- Provide guidance on how to diagnose and repair an issue.

Summary   Entitlement   Service History   **PD Guide**   Knowledge Base   Resolution   Attachments   Notes   Shopping Cart   Relationships   Service Delivery

Click the icons in the top panel to open a specific app

language: English   SHOW LOG   SPECIAL PD CODE

AI PD TREE

Product   ...t has no sound from bootup onward This includes no beeps at startup   CLEAR   SEARCH

must have: mary unit sound bootup onward includes beeps startup

Known Issue   wide search: Show Selected Docs
Please select the matched known issue, click the Doc ID to open it.

Doc ID	Document Title	Last update	Actions
HT508554	How to create a safe and updated workspace –	2022-11-22	Copy PD

PD Tree
Click the symptom to view troubleshooting steps.

PDCODE	SYMPTOM	Last update
PDTIPZ111	No POST(No display, No video) + beep sound	2023-11-09
PDTIPZ121	System hang, reboot, restart, auto shutdown or only curso	2023-11-09
PDTSSZ942	Keyboard beeps when typing	2024-01-12
PDTIP03XY	Only cursor is flashing (System halt) during bootup	2020-03-27
PDTIPZ131	System can boot and see system logo but cannot boot to v	2023-11-09
PDTIPZ234	Machine automatically boot to desktop when the lid is op	2020-11-30
PDTIPZ112	Powered on but No POST(No display, No video) + No beep	2024-01-12
PDTIPZA23	Echo or howling sound	2024-01-30

PD Guide Apps

Eleven apps help you diagnose and determine replacement parts:

Three icons in the middle of the row extend the tab's feature set:

AI PD Tree

Product Info

BIOS Simulator

DC Lookup

Tips Viewer

See Through

PD Tree

Ports Locator

Power Indicator

LCD Tape

CC Link

Reload Data

Report Problem

Read sysreco

If you happen to see **MT Table**, that app is not used in the CEC

PD Guide Apps in the Row of Tabs
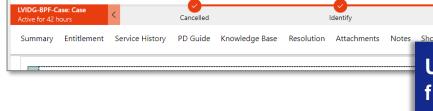
The MSD offers an alternate way to open four of the apps *outside* of the PD Guide tab.

In a Case or Work Order's row of tabs, click the ellipsis (…) and use the drop-down menu to access:

- LCD Tape

- BIOS Simulator Center

- Product Info

- PD Tree

Use the ellipsis (…) to find apps in the menu
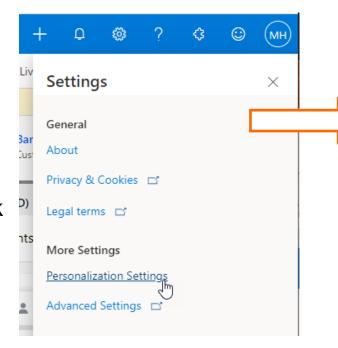
LVIDG-BPF-Case: Case
Active for 42 hours

Cancelled — Identify — In Progress (42 Hrs) — Solution Provided — Resolved

Summary Entitlement Service History PD Guide Knowledge Base Resolution Attachments Notes Shopping Cart Relationships Service Delivery Indicator APOS BIOS Simulator Center …

Queues / Escalat
Time Tracking
Admin
LISS Entitlement
LCD Tape
BIOS Simulator Center
Product Info
PD Tree
Hidden
CX
SLA message
RSC Search Log
Outbound Call Scheduling
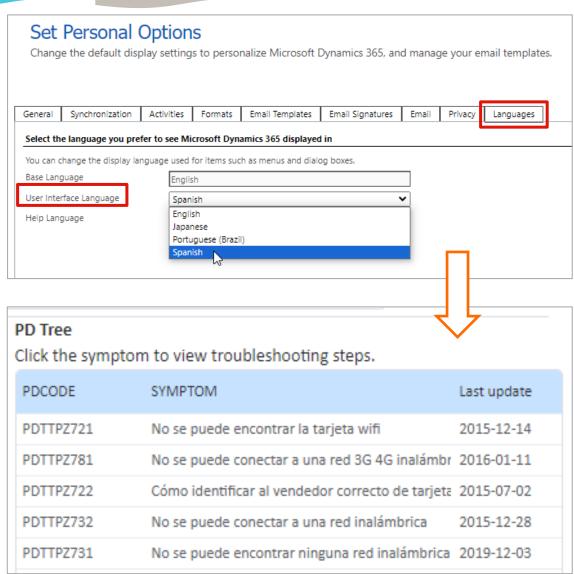
The only fully supported language is English. All other languages do not change field labels, buttons, or table headers, and only work in a few apps. But you can try a different language to see if the few changes suit you.

There are two ways to change the language. One way is to click the settings icon in the Navigation Bar and select **Personalization Settings**. Then, in the **Languages** tab select your preferred language from the **User Interface Language** drop-down menu. Then click **OK** at the bottom.
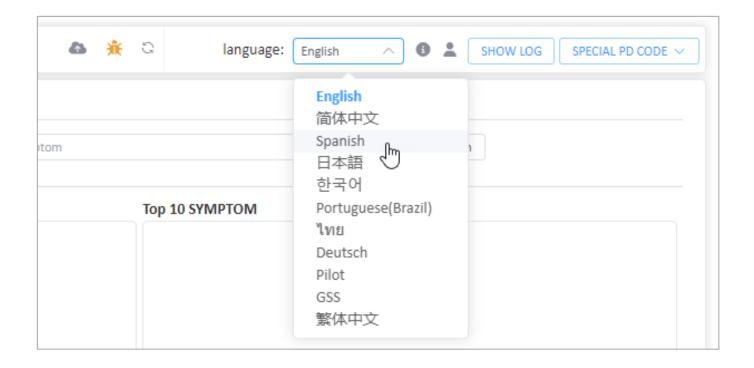
Another way you can change the language is by opening the **AI PD Tree** app (the default) and, near the top-right, click the **language** field. Then select your preferred language from the drop-down menu.

Changing a language switches you to a different database. That means all your unsaved edits will be lost, so Save before you enable a different language.

Before we begin, please be mindful of these details in the PD Guide tab:

- ✓ <u>The apps do *not* support all Lenovo products</u>, but the list continuously grows.

  - ✓ Artificial Intelligence is still in its beginning stages, so it *can* make mistakes, such as listing some PD Codes that do not pertain to the customer's issue. Always use your best judgment when using AI-assisted features.

    - ✓ When using PD Guide apps, ThinkBook products are classified as IdeaPad products and *do not* share PD processes with ThinkPad.

      - ✓ The PD Guide is still being improved and enhanced frequently, so be alert to training notifications as new releases roll out.

AI PD Tree App

The default and most used application

Here is a linked list of the contents of this chapter:

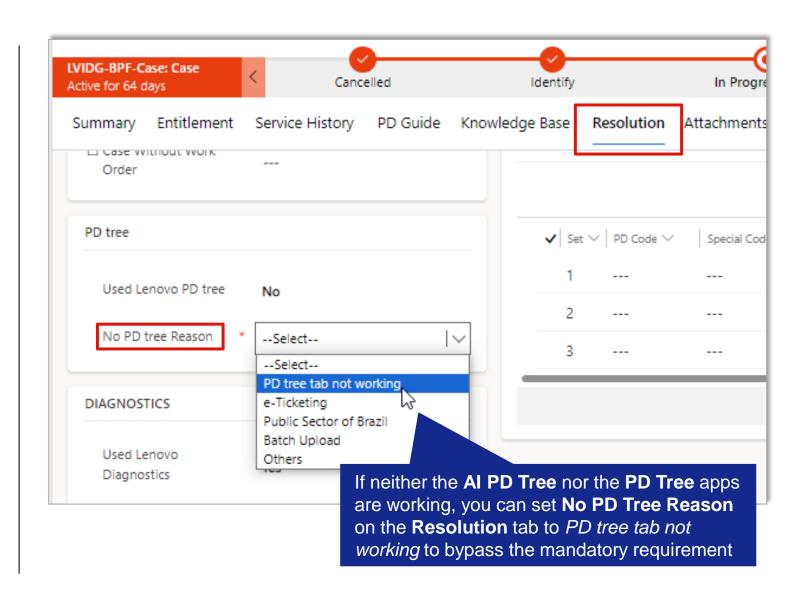*In Normal view, be sure to hold down Ctrl as you click a link*

If a PD Code is Mandatory

If a PD Code is mandatory and at least one code has *not* been assigned to the Case, then the following error appears when you try to move to the next stage in the BPF:

To assign a PD Code, you can use either the **AI PD Tree** (much preferred) or the **PD Tree** app (use only as backup if the AI PD Tree happens to be down).

If neither the **AI PD Tree** nor the **PD Tree** apps are working, you can set **No PD Tree Reason** on the **Resolution** tab to *PD tree tab not working* to bypass the mandatory requirement
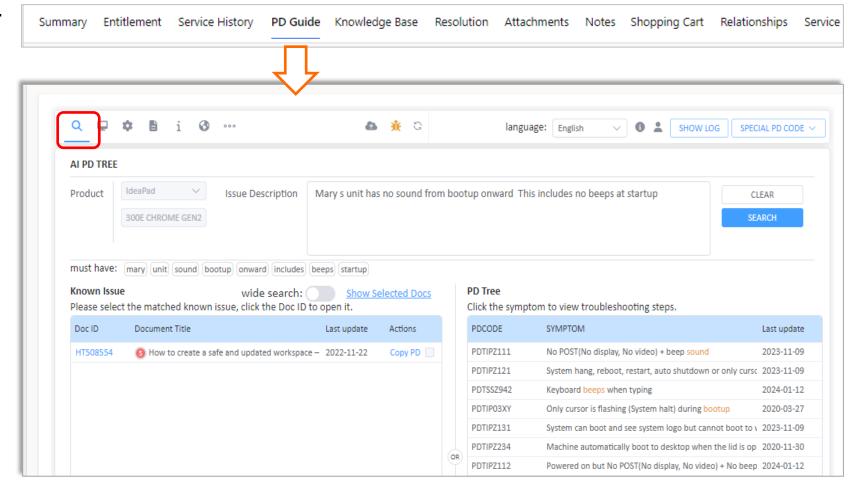
Open the AI PD Tree

Always use the AI PD Tree to diagnose the customer's issue and determine the PD Code.

First, open the pertinent Case or Work Order. Then, on the row of tabs, click **PD Guide**. The tab opens automatically to the **AI PD Tree**, the default app.

Or, if you *are* already in the **PD Guide** tab, but in a different app, go to the row of icons and click the first one, the magnifying glass. The **AI PD Tree** opens.
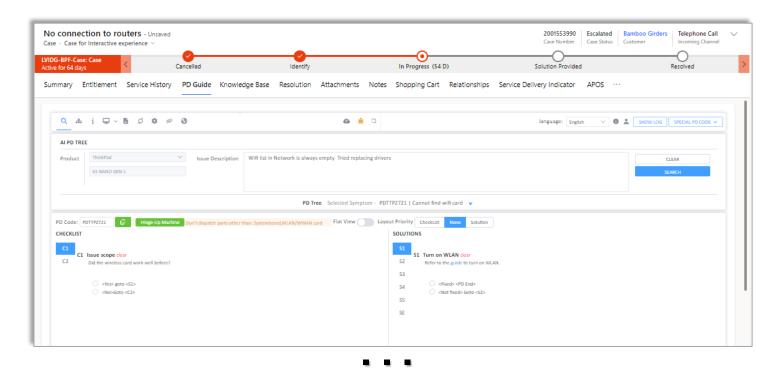
First Look: AI PD Tree Tab
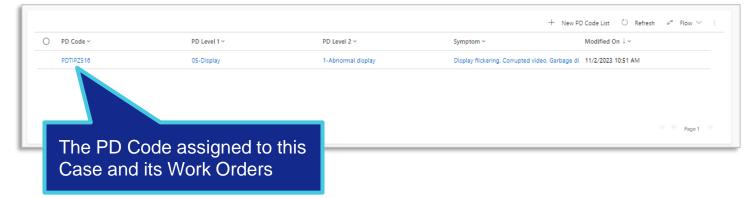
This AI-assisted app divides into two parts:

1. The upper section helps you determine the PD code for the customer issue and walks you through an initial checklist of troubleshooting steps.

2. The bottom section lists from one (customary) to as many as five PD codes you have determined pertain to the customer's issues.

You begin in the top section. From here you derive the PD code(s) that will appear in the bottom section.

Note: You must be in edit mode to save PD codes.
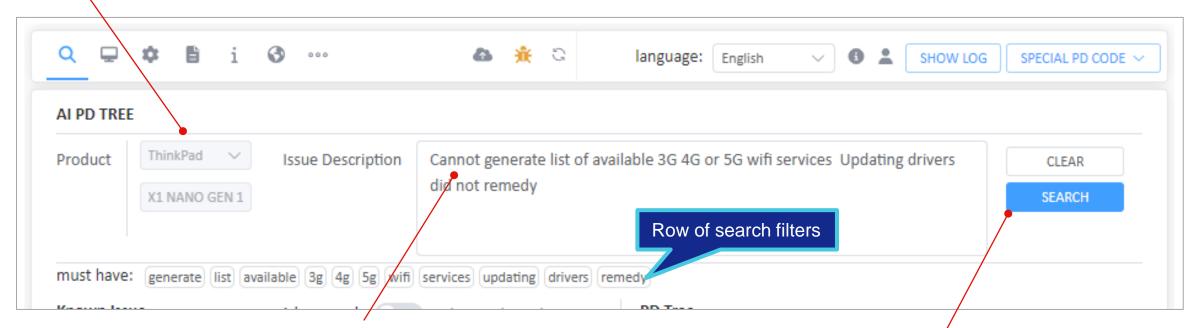
The PD Code assigned to this Case and its Work Orders

The first two fields identify the **Product**. These are taken from the Entitlement and cannot be changed here. If you need to check out a different product, use the PD Tree or Tips Viewer.

Row of search filters

The text that appears in the **Issue Description** field is copied from the **Problem Description** field on the **Summary** tab. This can be edited. Words you enter here form the basis for search filters (see callout).

If you do edit the **Issue Description** field, filters will be automatically added. But to update the contents of both the **Known Issue** and **PD Tree** lists (see next slide), you must click the **Search** button.

About the two lists:

Next appear two lists: **Known Issues** and **PD Tree**.

The left list, **Known Issues**, provides links to knowledge articles, videos, and documents about issues already known about the model. The next list, **PD Tree**, contains possible PD Codes. You select one of these to troubleshoot the problem.

You do *not* have to look at a known issue before you select a PD code.

About the **Wide Search** field:

In its default position (off), the **Wide Search** field limits the options listed in the **Known Issues** and **PD Tree** lists to only the model identified in the app's first two fields (**Product**). This is the preferred setting.

If you work through the PD Guide and you cannot find the issue or PD Code you are looking for, then you have the option of activating a wider search (blue shows in the toggle). The two lists expand to include information pertaining to the whole product line.

Tip: Always work with the toggle off first before enabling the wide search, which produces numerous results that might not pertain to the immediate situation.
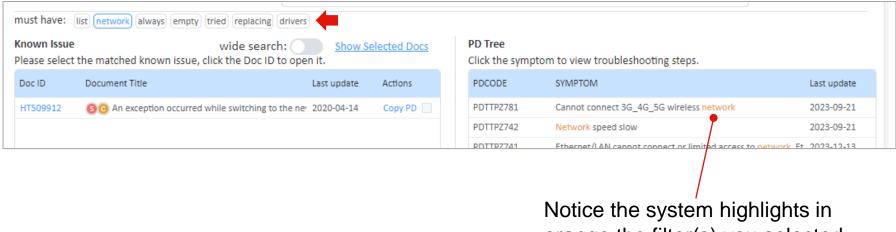
Ensure you are in edit mode

About the filters for the two lists:

Right above the **Known Issues** list appears a row of filters for both lists. The system creates these filters based on keywords in the **Issue Description** field and updates these filters automatically as you add or remove words in the Issue Description field.

Notice the row of filters has the label of **must have**, reminding you that you can select one or more filters (so they are blue) to have them be *exclusive* search criteria for the issue or PD code you want. In the example below, we clicked the *network* filter

so only items whose title includes the word *network* appears on either list. If you do not select one or more filters, then the system searches on *all* the filters listed.

Notice the system highlights in orange the filter(s) you selected at **must have**

The links in the **Known Issue** list opens web pages, videos, and documents provide details about known Issues with the model.

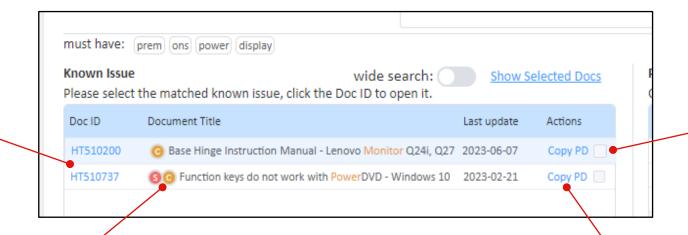If you see an article that interests you, click on its link under the **Doc Id** column. The information opens in another browser tab.

In the past you were able to email the URLs of selected knowledgebase articles to customers. At the time of publication, this was not fully operational. For now, you can ignore the checkboxes at the end of each row and the **Show Selected Docs** link above.

must have: prem ons power display

Known Issue
Please select the matched known issue, click the Doc ID to open it.

wide search: ⬤

Show Selected Docs

Doc ID	Document Title	Last update	Actions
HT510200	🅒 Base Hinge Instruction Manual - Lenovo Monitor Q24i, Q27	2023-06-07	Copy PD ☐
HT510737	🆂 🅒 Function keys do not work with PowerDVD - Windows 10	2023-02-21	Copy PD ☐

At the time of publication, every article had at the start of its title one or more colored circles:

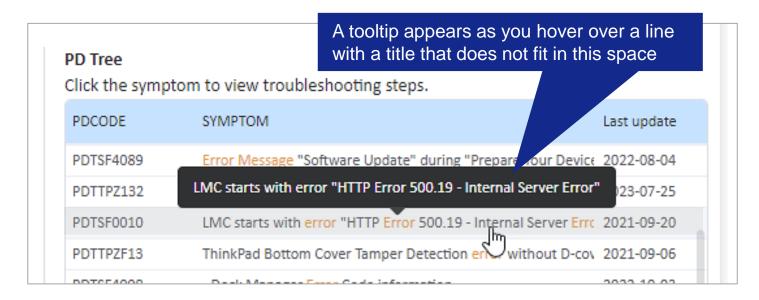Legend: 🅗 High Confidence 🆂 Servicer Confidential 🅒 Servicer Critical

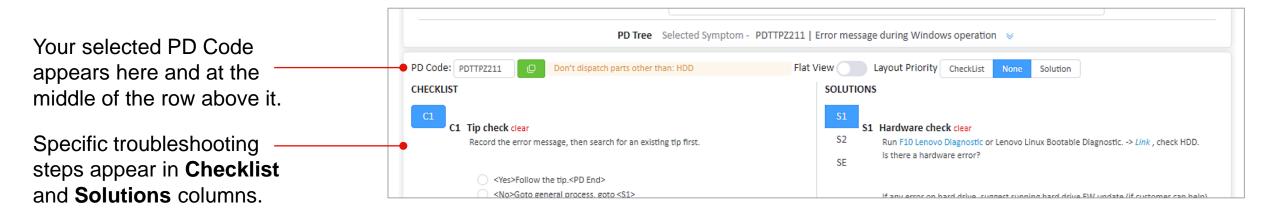Be careful not to reveal proprietary information to customers.

For labor-only (no parts) customer issues, you can click **Copy PD** to use the *issue* in the document as the PD Code. You then do *not* need to select a PD Code from the PD Tree list (next slide).

In the **AI PD Tree** list you select the PD Code that most closely describes the situation. Click anywhere on the row of the code you want.

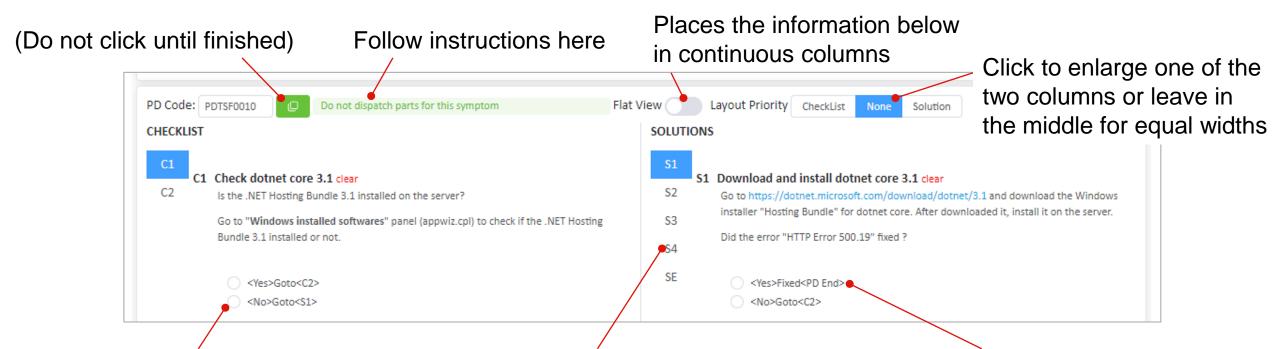The user interface changes. The two lists are *replaced* with the view below.

A tooltip appears as you hover over a line with a title that does not fit in this space

PD Tree
Click the symptom to view troubleshooting steps.

PDCODE	SYMPTOM	Last update
PDTSF4089	Error Message "Software Update" during "Prepare Your Device	2022-08-04
PDTTPZ132	LMC starts with error "HTTP Error 500.19 - Internal Server Error"	23-07-25
PDTSF0010	LMC starts with error "HTTP Error 500.19 - Internal Server Err	2021-09-20
PDTTPZF13	ThinkPad Bottom Cover Tamper Detection err without D-co	2021-09-06

Your selected PD Code appears here and at the middle of the row above it.

Specific troubleshooting steps appear in **Checklist** and **Solutions** columns.

PD Tree   Selected Symptom - PDTTPZ211 | Error message during Windows operation

PD Code: PDTTPZ211   Don't dispatch parts other than: HDD   Flat View   Layout Priority   CheckList None Solution

CHECKLIST

C1

C1 **Tip check** clear
Record the error message, then search for an existing tip first.

○ <Yes>Follow the tip.<PD End>
○ <No>Goto general process, goto <S1>

SOLUTIONS

S1

S1 **Hardware check** clear
S2   Run F10 Lenovo Diagnostic or Lenovo Linux Bootable Diagnostic. -> *Link* , check HDD.
SE   Is there a hardware error?

If any error on hard drive, suggest running hard drive FW update (if customer can help)

Use this area to diagnose the problem and verify you selected the correct PD Code.

(Do not click until finished)

Follow instructions here

Places the information below in continuous columns

Click to enlarge one of the two columns or leave in the middle for equal widths

PD Code: PDTSF0010 | Do not dispatch parts for this symptom | Flat View | Layout Priority | CheckList | None | Solution

CHECKLIST

C1
C2

C1 **Check dotnet core 3.1** clear

Is the .NET Hosting Bundle 3.1 installed on the server?

Go to **"Windows installed softwares"** panel (appwiz.cpl) to check if the .NET Hosting Bundle 3.1 installed or not.

○ <Yes>Goto<C2>
○ <No>Goto<S1>

SOLUTIONS

S1
S2
S3
S4
SE

S1 **Download and install dotnet core 3.1** clear

Go to https://dotnet.microsoft.com/download/dotnet/3.1 and download the Windows installer "Hosting Bundle" for dotnet core. After downloaded it, install it on the server.

Did the error "HTTP Error 500.19" fixed ?

○ <Yes>Fixed<PD End>
○ <No>Goto<C2>

For troubleshooting, you click an answer and the system takes you to the destination labelled here

As you answer a question, the column moves forward automatically, but you can click in this column to manually jump to another question

Continue moving through the steps, one after another, until you reach <PD End>. You have come to the end of the diagnosis.

If you are satisfied that you have selected the correct PD Code, then you click the unlabelled green button in the upper left.
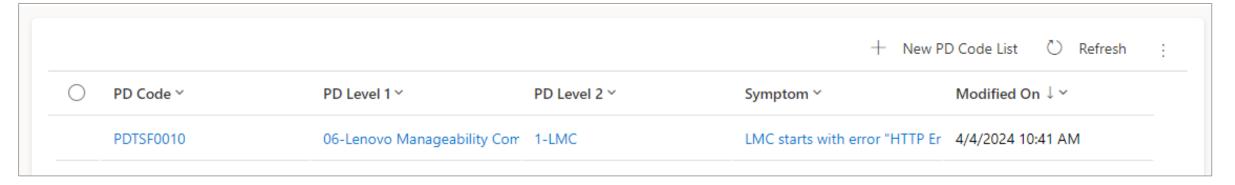

For a few seconds you see at the top center area:

If Solutions has a Dispatch Assistant selected ([More>](#)), you see:

To verify the MSD received the PD Code, scroll down to the bottom of the tab. The PD Code you selected should be in this list. You can assign (one at a time) as many as five PD Codes here if the customer has multiple issues covered under the same Case.

PD Code	PD Level 1	PD Level 2	Symptom	Modified On
PDTSF0010	06-Lenovo Manageability Com	1-LMC	LMC starts with error "HTTP Er	4/4/2024 10:41 AM

If you try to add a PD Code that already exists on the list at the bottom of the tab, you receive this message. The duplicate code is not added to the list.

lenovo-plrs-uat.crm5.dynamics.com says

This PDCode already exists

OK

➢ What if, *during troubleshooting*, you decided you did not select the best PD Code?

| PD Tree Selected Symptom - PDTSF0010 \| BSOD issue ⌄ |

Clicking this blue down-arrow chevron opens the **Known Issues/PD Tree** lists again and places the Checklist/Solutions underneath.

Now that you have access to the **PD Tree** list again, simply select a different code. The old Checklist/Solutions steps are automatically deleted and you are ready to follow the troubleshooting steps of the new PD Code.
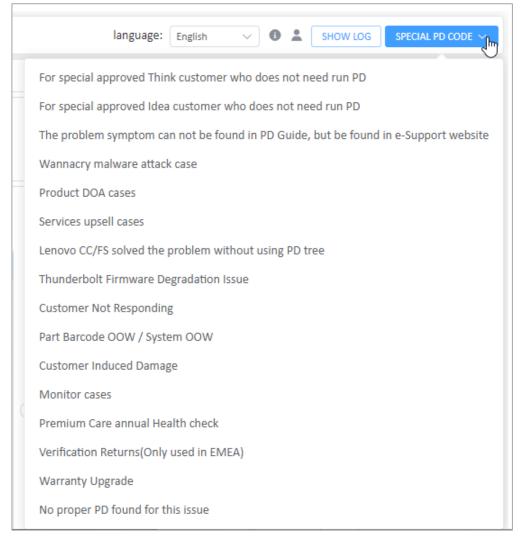
⮞ What happens if you do not find an appropriate PD Code?

Try re-wording the **Issue Description** (the first field) Or, you might have a special situation that might be solved with the **Special PD Codes** button.

This button is in the upper right corner at the top of the tab. Clicking this opens a drop-down menu with some 16 options. Clicking one of these automatically adds its PD Code directly to the bottom of the page (you will not have to work through any **Checklist/Solutions** steps).

language: English   SHOW LOG   SPECIAL PD CODE ⌄

For special approved Think customer who does not need run PD

For special approved Idea customer who does not need run PD

The problem symptom can not be found in PD Guide, but be found in e-Support website

Wannacry malware attack case

Product DOA cases

Services upsell cases

Lenovo CC/FS solved the problem without using PD tree

Thunderbolt Firmware Degradation Issue

Customer Not Responding

Part Barcode OOW / System OOW

Customer Induced Damage

Monitor cases

Premium Care annual Health check

Verification Returns(Only used in EMEA)

Warranty Upgrade

No proper PD found for this issue

Exceptions: Delete a PD Code
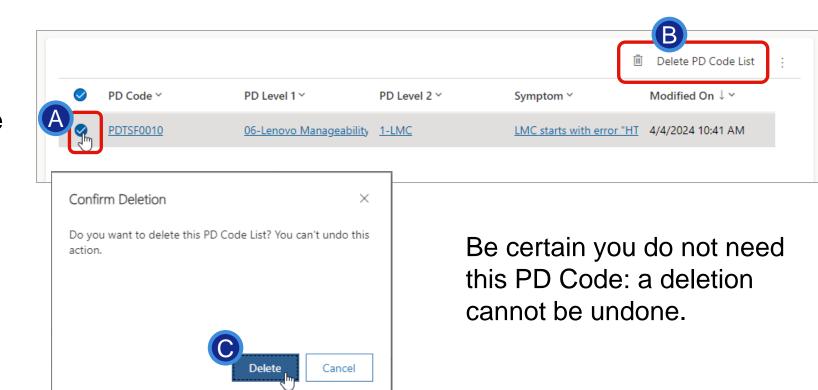
⮞ What if you decide you should not have selected a PD Code that the MSD now has?

First, scroll to the bottom of the tab.

A. Click the first column (so the circle turns blue with a checkmark) of each PD Code you want to delete.

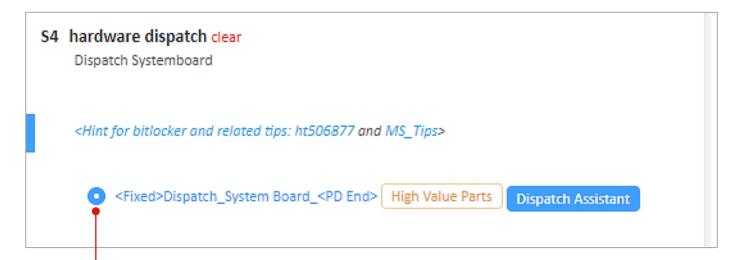The commands on the right (above the list) change.

B. Click **Delete PD Code List**.

A confirmation dialog opens.

C. Click **Delete**.

Be certain you do not need this PD Code: a deletion cannot be undone.

While troubleshooting, you might see *High Value Parts* or *Dispatch Assistant* notifications. The **High Value Parts** designation warns you that a recommended part should be ordered judiciously (e.g., expensive to make). The blue **Dispatch Assistant** notification helps streamline ordering a field replaceable unit (FRU) part.

As long as you have the row with the blue Dispatch Assistant notification selected, the FRU is automatically added to the **Shopping Cart** tab when you assign the PD Code (click the unlabelled green button). For a few seconds a message appears at the top that says:
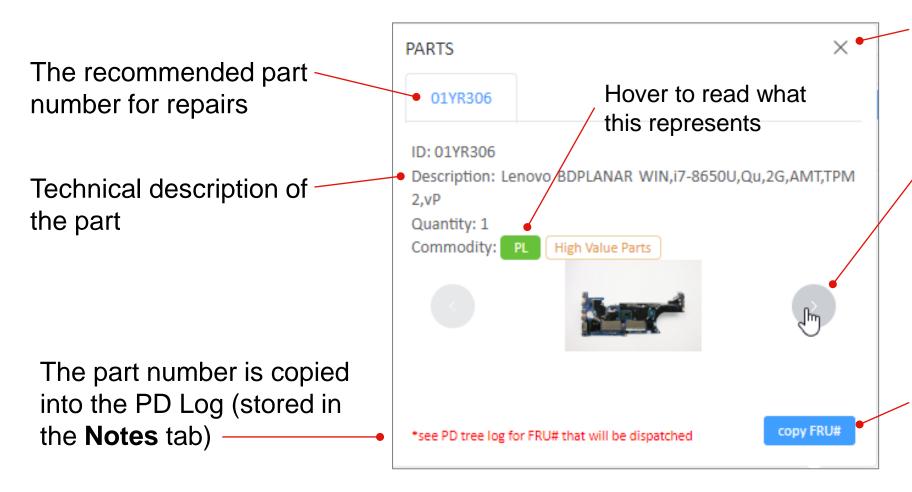
Optional: If you are curious to have information about the part associated with the Dispatch Assistant, hover over or click that blue button. The **Parts** dialog opens.

The recommended part number for repairs

Technical description of the part

The part number is copied into the PD Log (stored in the **Notes** tab)

PARTS ✕

01YR306

ID: 01YR306
Description: Lenovo BDPLANAR WIN,i7-8650U,Qu,2G,AMT,TPM 2,vP
Quantity: 1
Commodity: PL High Value Parts

*see PD tree log for FRU# that will be dispatched

copy FRU#

To close the dialog

Hover to read what this represents

Hovering your mouse in this area has an arrow appear you can click to see other pictures of the part. Notice a similar arrow appears on the opposite side to see previous ones
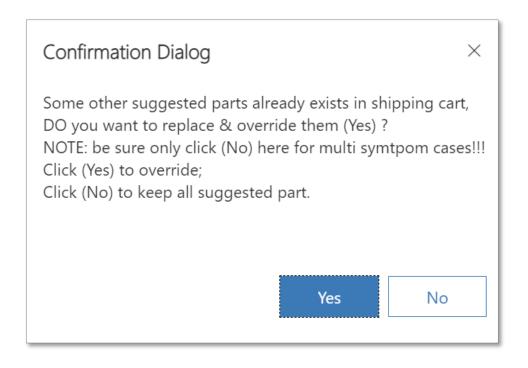
If you want, you can click this **Copy FRU#** button to place the number onto your computer's clipboard so you can paste it anywhere
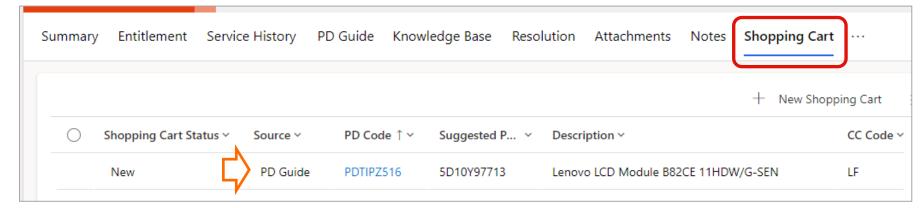
Here is a notification you might receive if you have a Dispatch Assistant row selected when you assign a PD Code.

As you know, you can have multiple PD Codes. If a code added earlier placed any part into the Shopping Cart, a confirmation message appears for you to specify if you want to simply add a new part to the tab or want to override what is already there. For multiple PD Codes you click *No*.

Confirmation Dialog ✕

Some other suggested parts already exists in shipping cart,
DO you want to replace & override them (Yes) ?
NOTE: be sure only click (No) here for multi symtpom cases!!!
Click (Yes) to override;
Click (No) to keep all suggested part.

[Yes] [No]

Here is a typical layout of a part already in the **Shopping Cart** tab. Notice the **Source** column credits the **PD Guide** tab.

| Summary | Entitlement | Service History | PD Guide | Knowledge Base | Resolution | Attachments | Notes | Shopping Cart | ⋯ |

+ New Shopping Cart

○	Shopping Cart Status ⌄	Source ⌄	PD Code ↑ ⌄	Suggested P... ⌄	Description ⌄	CC Code ⌄
	New	PD Guide	PDTIPZ516	5D10Y97713	Lenovo LCD Module B82CE 11HDW/G-SEN	LF
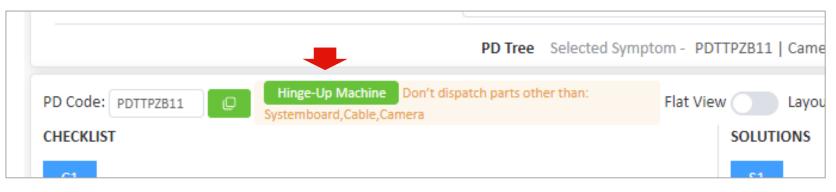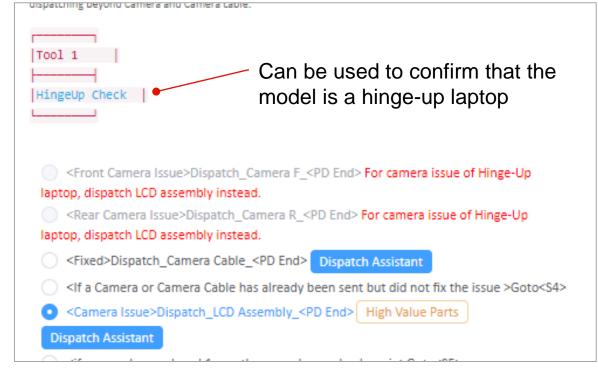
In some situations, a hinge-up laptop might require a different FRU than the one usually associated with a Dispatch Assistant. A green **Hinge-Up Machine** notification to the right of the PD Code alerts you to a possible substitution.

In the flow of the Solution column, you will likely read verbiage that warns you to order a different part than what non-hinge-up laptops order. Follow the instructions in the red font (notice in this example the two standard camera entries are grayed out).
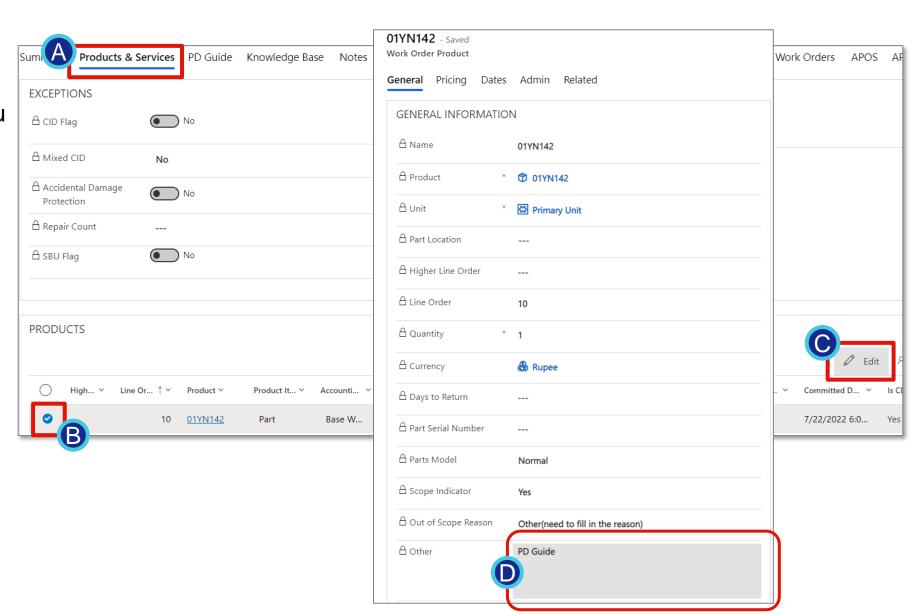
Can be used to confirm that the model is a hinge-up laptop

Identify Parts Suggested by PD Guide

If you are in a Work Order and you want to know if a part was suggested by the PD Guide, you can:

A. Click the **Products & Services** tab in the Work Order.

B. Select the Product in the **Products** section.

C. Click the **Edit** button.

D. In the **General** tab, find the **Other** field at the bottom. If the part was suggested, *PD Guide* appears here.

The Remaining PD Guide Apps

Here we summarize each of the remaining PD Guide applications

Here is a linked list of the contents of this chapter:

⮑ The Other PD Guide Apps

⮑ Product Info

⮑ BIOS Simulator

⮑ DC Lookup

⮑ Tips Viewer

⮑ See Through

⮑ PD Tree

⮑ Ports Locator

⮑ Power Indicator

⮑ LCD Tape

⮑ CC Link

Note: If you happen to see **MT Table**, that app is not for CEC use and can be ignored

The icons across the top of the PD Guide are arranged left-to-right roughly in order of use/importance with an eye to future developments.

AI PD Tree

❶ Product Info
❷ BIOS Simulator
❸ DC Lookup
❹ Tips Viewer
❺ See Through
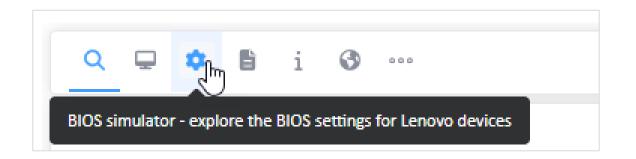
❻ In the drop-down menu:
- PD Tree
- Ports Locator
- Power Indicator
- LCD Tape
- CC Link

If you widen your browser, the drop-down menu disappears and the apps listed in the menu then appear as icons in the same row with the first six icons.

When you hover over an app to the left of the ellipsis, a tooltip appears identifying the app by name and summarizing its use.
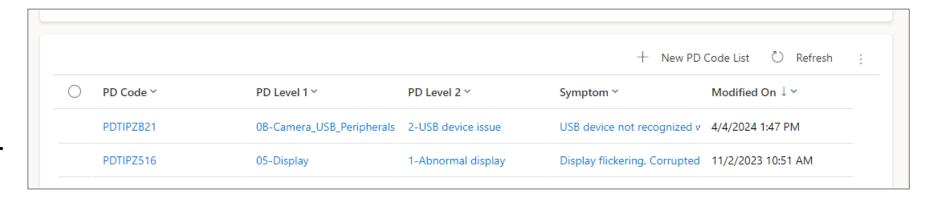
BIOS simulator - explore the BIOS settings for Lenovo devices

33

More apps will be added to the row of icons as new capabilities become available.

At the bottom of *each* app you will find the PD Code list for this customer issue.

When finished with an app, you can simply open another app to take its place.

As the name implies, this app provides basic information through images and tables on specific hw series.

To open, click the second icon (the monitor).

The first three fields are pre-filled based on the Entitlement Check. Or, to search manually:

Enter the **MT** and press Enter. *Or*
Select a **Model** and select the **Series** from drop-down menus.

To use, click an option under **Items** and information appears in the second column. You might need to scroll down to see all that is available.

PRODUCT INFO

MT	Search MT or Model
Model	ThinkPad / L Series
Series	L13 Clamshell Gen 3 AMD (21B9,21BA,21BD)

items

1. Appearance
2. Basic Information
3. Building Blocks
4. OS and Software
5. Gen to Gen Changes
6. New, Unique, Different, Difficult
7. Hardware
BIOS Simulator
Sub-card

Product Appearance - Clamshell

Click in this area to open the image or table in a full-page view in another browser tab

This app provides simulators of the BIOS interface by model series.
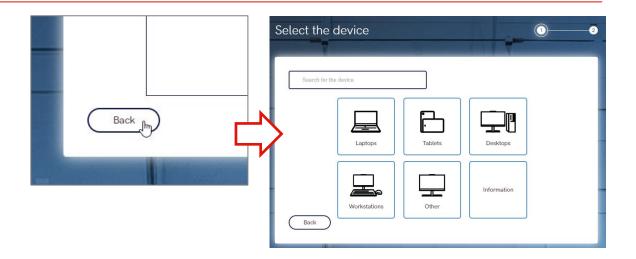
A. To open, click the third icon (the cog).

B. Specify the device by Machine Type and series (pre-filled based on Entitlement).

Once you click the pertinent series, the mode selection dialog opens (see next slide).
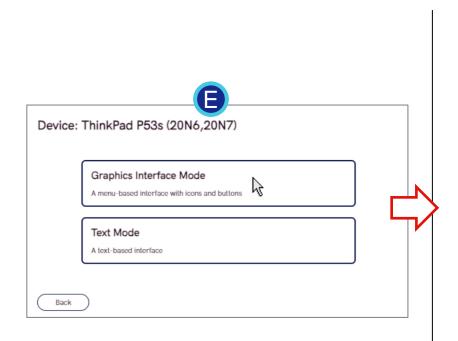

If you do not want the BIOS for this model, there is a back button on the lower left of the **Select the device** page. Clicking that takes you a page where you can select the asset type and proceed from there.
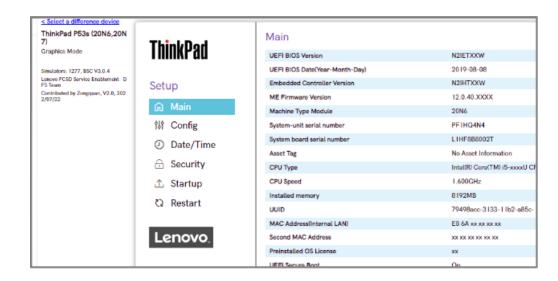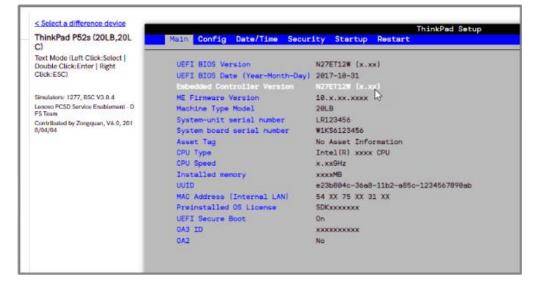
Graphical Mode example

Text Mode example

E. Decide which format you want to use: graphical (not available in all options) or text mode.

With the **Diagnostics Code History Lookup**, you can view the hardware health scans and decoded scan results from runs of Lenovo Diagnostics on the customer asset. This app assumes that the results were sent to the PD Guide server at some point (as with the EracApp).
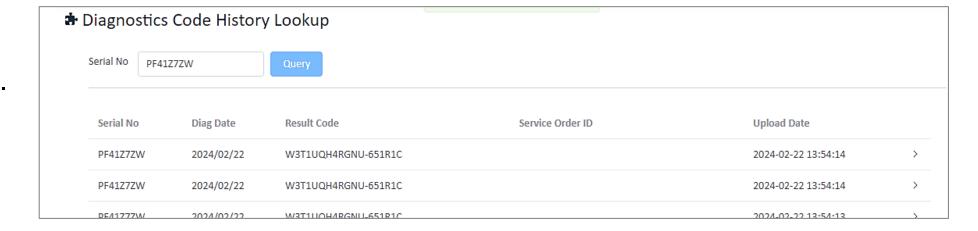
A. To open, click the fourth icon (the document).

Immediately the system looks for diagnostics data for the issue's serial number. For a few seconds, the results of the scan appear at the top center area of the tab.

success, returned 13 records

The main area of the page lists out the scans it found.

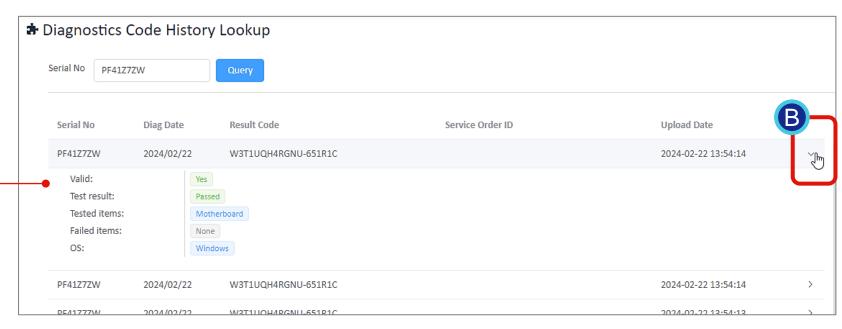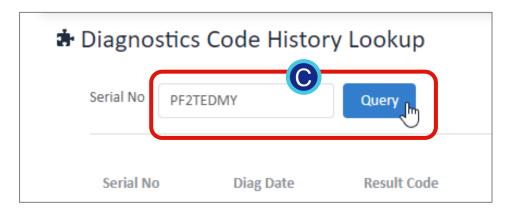| Serial No	Diag Date	Result Code	Service Order ID	Upload Date	
PF41Z7ZW	2024/02/22	W3T1UQH4RGNU-651R1C		2024-02-22 13:54:14	>
PF41Z7ZW	2024/02/22	W3T1UQH4RGNU-651R1C		2024-02-22 13:54:14	>
PF41Z7ZW	2024/02/22	W3T1UQH4RGNU-651R1C		2024-02-22 13:54:13	>

B. To see details, you click the right facing arrow at the far-right end of the row that interests you.

The test result, tested items, failed items, and more appear underneath the row you clicked.

C. The search for the diagnostic scans of the Serial Number in the record is automatic. But you *can* manually retrieve the results for any serial number, if available. Just enter the full **Serial No**. Then, click the **Query** button.
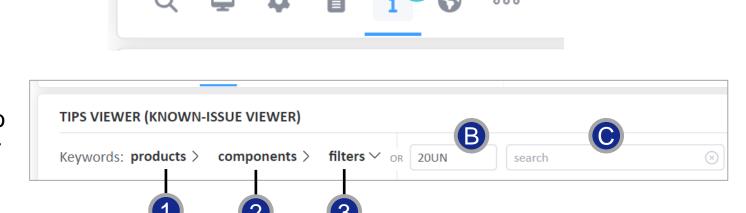
You can use the **Tips Viewer** to access knowledgebase information in a variety of media about known issues with the customer asset. Currently, these are available in English, Japanese, and Korean.

A. In Edit mode, click the fifth icon (the information symbol). The app opens.

➢ You can complete any mix of the following:

- The system inserts the four-digit machine type (from the Entitlement) into the MT box (B). You can change this, or add a filter from **filters** (3), or enter a filter into the search box (C).

Or

- Select an asset in **products** (1)
  Select **components** (2), to narrow the list
  Select **filters** (3), to narrow the list more

Or

- You can enter a keyword into the search box (C). This is especially handy when you can't find the word you want under **filters** (3).

Note: keywords you select from **filters** (3) appear as tags above the search results

There are two lists on this app: The **Known Issue** list on top and the **Related Info** list underneath.
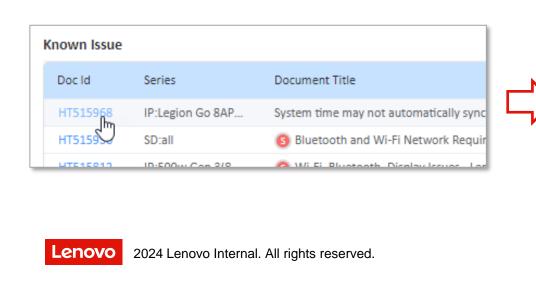
Notice there are three links in the upper right area of each list. To see only Service Confidential tips,
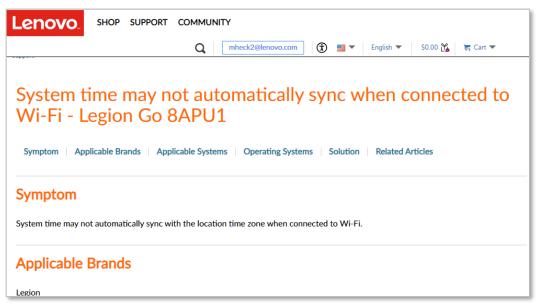
click the **confidential** checkbox (shown). To see only Service Critical tips, click the **critical** checkbox.

To read a Knowledge Article, click its link in the **Doc Id** column. The information opens in a separate browser tab.
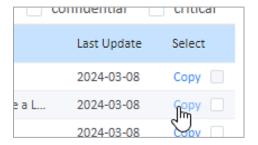
The **Copy** link can be used to assign the issue discussed in the article as a PD Code for the customer issue. This is only valid with a labor-only situation (no replacement parts). If you scroll down to the bottom section of the app, you should see the KB Tip added as a PD Code to the PD Code list:

At the time of publication, Hide all, Show Selected Documents, the checkbox at the end of each row, and Send Documents (in the overlay panel) were not fully operational. As mentioned earlier in this training, only English is the *fully* supported language in the PD Guide apps.

See Through
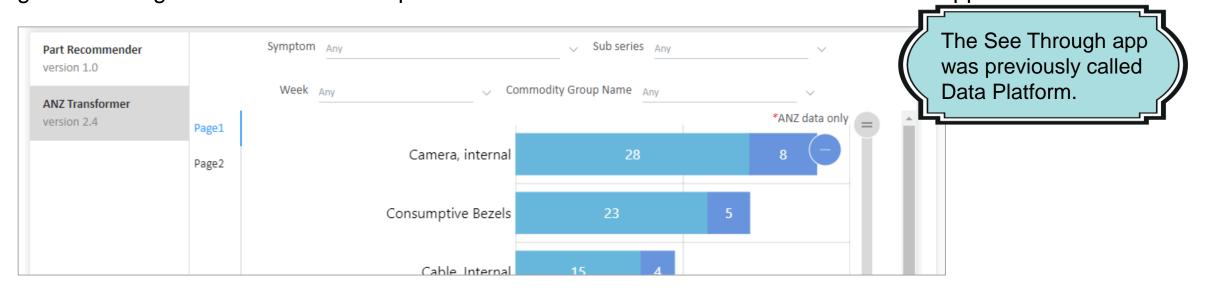
The two tabs available in this app are strictly for use in a few specified locations. Its purpose is to help reduce RRR and PPSN by helping agents to more easily dispatch the correct service. It provides details such as SO counts and high value/low value parts information.

To open, click the 6th icon (the world).
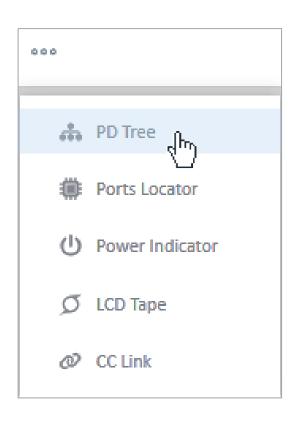
Since this app, at the time of publication, is only for a few specific locations, we do not detail it here in this global training. Please refer to local procedures for instructions on how to best use this app.

The See Through app was previously called Data Platform.

To open, go to the row of icons and click the ellipsis. On the drop-down menu select **PD Tree**.
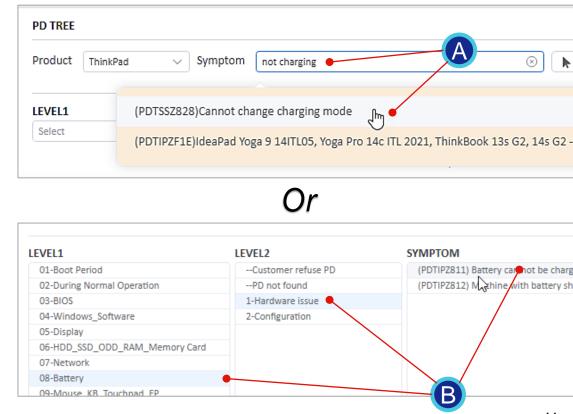
For years, the **PD Tree** was the app Agents used to select PD Codes, so the name has "stuck" in many locations (such as the **PD Tree** section on the **Resolution** tab). It has been completely superseded by the **AI PD Tree** and should *only* be used when the AI PD Tree is not working or unavailable.

Ensure you are in Edit Mode. Complete one of the following:

A. In the **Symptom** field enter the symptom the customer is experiencing.

   A drop-down with possible matches appears. Select the symptom that best describes the situation.

Or

B. Pick the **Level 1**, **Level 2**, and **Symptom** that best describe the issue.
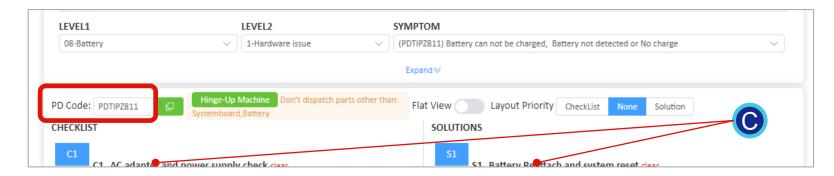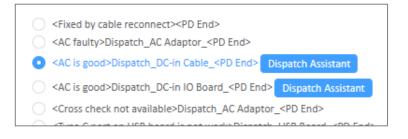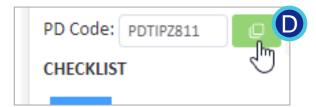
With the **Full text search** *cleared* (the default), the system searches for the symptom in both the PD title and in the PD content (the search will usually take longer). When *selected*, the system searches in the PD title only (the search will usually take a shorter amount of time).

When the search is complete, the pertinent PD Code for that problem appears in the **PD Code** field. Also, the familiar Checklist and Solutions columns appear.

C. Step through the troubleshooting steps (just as you do on the AI PD Tree).

You have gone as far as you can when you encounter <PD End>. Take note if that row has a Dispatch Assistant button. More>

D. If you are satisfied you have the correct PD Code, go back to the **PD Code** field and click the unlabelled green button to the right of it.
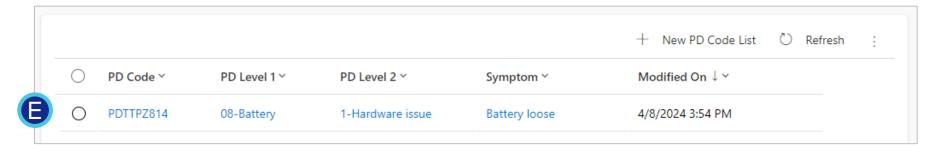
E. To ensure the MSD now has the PD Code, scroll to the bottom to see if the code is on the PD Code list.
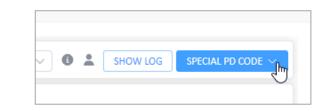
If you need to delete an existing PD code from a Case or WO, begin at the bottom of the **PD Tree** tab.

a. Click the select area to the left of each PD Code you want to delete.

b. Then, click the **Delete PD code List** command.
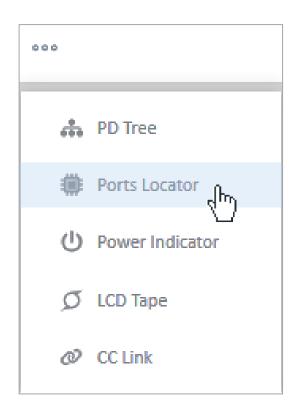
(*Optional*) *If* you had difficulty finding a PD Code, remember that special-case codes are available under the blue **Special PD Code** button in the upper right corner.

To open, go to the row of icons and click the ellipsis. On the drop-down menu select **Ports Locator**.

With the Parts Locator you can find replacement parts for specific ports by machine. The three fields on the left are pre-filled based on the Entitlement.
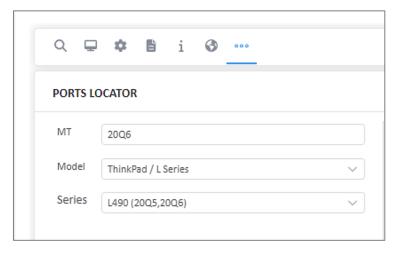
To enter a different model, either:

- Enter the **MT** and press Enter. Possible matches appear in a callout. Select the one you want.

Or

- Select the **Model** and **Series**.

The main part of the app lists the part to order for each specific port on that model. The FRU order number is included, where available.

1. USB Ports Sub board guide
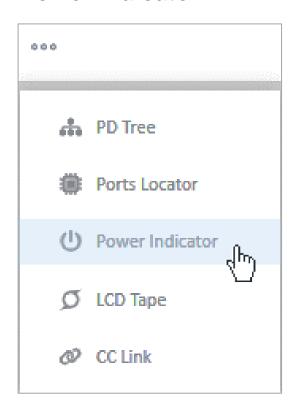
Model	Port	Location	Part to dispatch	FRU	Remark
L490	USB	Right	Sub board	01LW333	USB 3.1 connector Gen 1
L490	USB	Left	MB		Always On USB 3.1 connector Gen 1
L490	USB-C	Left back	MB		USB-C connector(USB 3.1 Gen 1) / power connector
L490	USB-C	Left front	MB		USB-C connector(USB 3.1 Gen 2)
L490	RJ45	Left	MB		
L490	Audio	Right	Sub board	01LW333	
L490	microSD Card reader	Left	MB		
L490	HDMI	Left	MB		
L490	ODD	None	None	None	None
L490	Fingerprint reader	Palmrest	Sub board		
L490	DC-in	Left	MB		

To open, go to the row of icons and click the ellipsis. On the drop-down menu select **Power Indicator**.
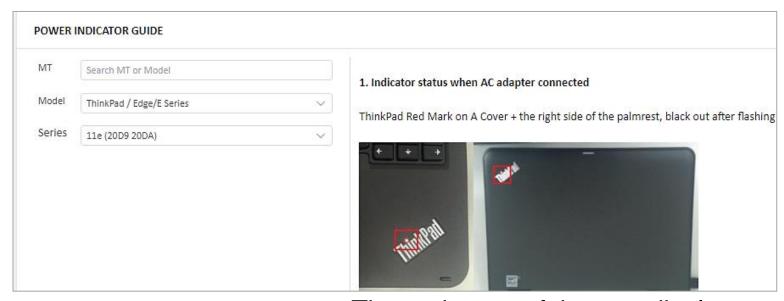
The location for the power indicator differs by machine. This app guides you to the indicator by pictures. The three fields on the left are pre-filled based on the Entitlement. To enter a different model, either:

- Enter the **MT** and press Enter. Possible matches appear in a callout. Select the one you want.

Or

- Select the **Model** and **Series** from drop-down menus.
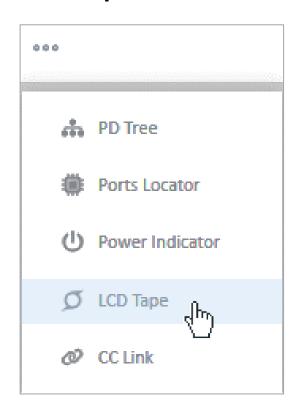
The main part of the app displays images identifying the location of the power indicator(s) on this model.
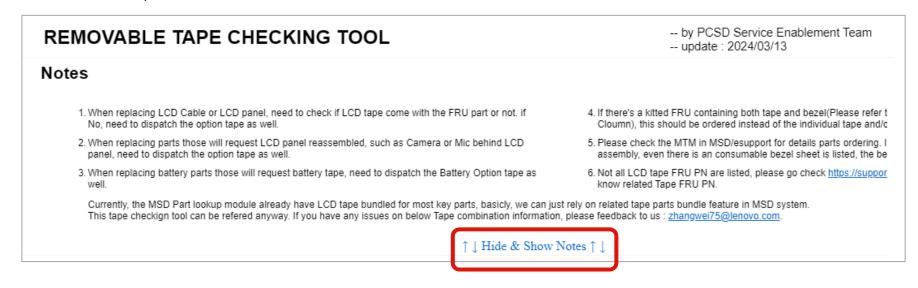
To open, go to the row of icons and click the ellipsis. On the drop-down menu select **LCD Tape**.

Search by PN or MT to identify which LCD Tape should be dispatched for a particular model. By default, the app opens with six notes that you should know. To hide this, click the **Hide & Show Notes** link.

REMOVABLE TAPE CHECKING TOOL
-- by PCSD Service Enablement Team
-- update : 2024/03/13

Notes

1. When replacing LCD Cable or LCD panel, need to check if LCD tape come with the FRU part or not. if No, need to dispatch the option tape as well.

2. When replacing parts those will request LCD panel reassembled, such as Camera or Mic behind LCD panel, need to dispatch the option tape as well.

3. When replacing battery parts those will request battery tape, need to dispatch the Battery Option tape as well.

4. If there's a kitted FRU containing both tape and bezel(Please refer t Cloumn), this should be ordered instead of the individual tape and/c

5. Please check the MTM in MSD/esupport for details parts ordering. I assembly, even there is an consumable bezel sheet is listed, the be

6. Not all LCD tape FRU PN are listed, please go check https://suppor know related Tape FRU PN.

Currently, the MSD Part lookup module already have LCD tape bundled for most key parts, basicly, we can just rely on related tape parts bundle feature in MSD system. This tape checkign tool can be refered anyway. If you have any issues on below Tape combination information, please feedback to us : zhangwei75@lenovo.com.

↑ ↓ Hide & Show Notes ↑ ↓

The system supplies the four-character MT from the Entitlement. But you *can* enter a different MT (whole or part) or Part Number.

REMOVABLE TAPE CHECKING TOOL
-- by PCSD Service Enablement Team
-- update : 2024/03/13

Notes

↑ ↓ Hide & Show Notes ↑ ↓

Search by PN or MT: 20RB

No = LCD Tape not come with that FRU
Yes= LCD Tape come with that FRU
N/A= LCD Tape not come with that FRU, No individual LCD cable FRU, LCD cable come with A cover
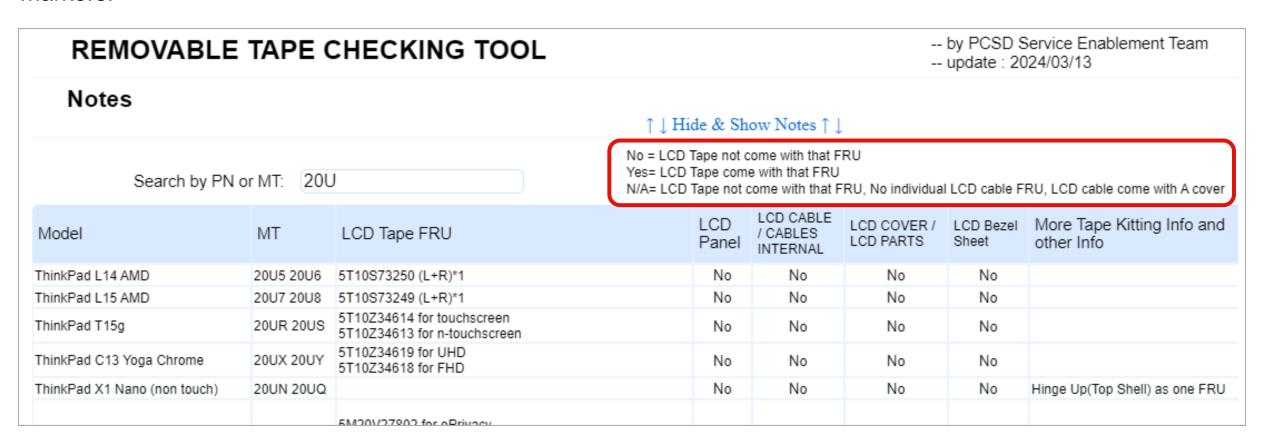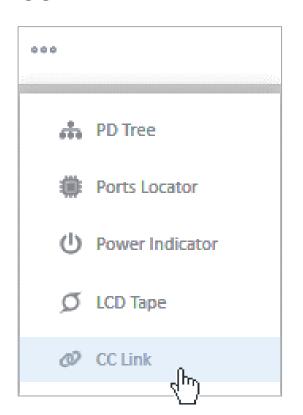
In this example, we entered a partial MT. The system shows results as you type: you do not have to click Enter or any click any button. Four of the columns show No, Yes, or N/A. Notice there is a legend that explains these markers.

REMOVABLE TAPE CHECKING TOOL

-- by PCSD Service Enablement Team
-- update : 2024/03/13

Notes

↑↓ Hide & Show Notes ↑↓

No = LCD Tape not come with that FRU
Yes= LCD Tape come with that FRU
N/A= LCD Tape not come with that FRU, No individual LCD cable FRU, LCD cable come with A cover

Search by PN or MT: 20U

Model	MT	LCD Tape FRU	LCD Panel	LCD CABLE / CABLES INTERNAL	LCD COVER / LCD PARTS	LCD Bezel Sheet	More Tape Kitting Info and other Info
ThinkPad L14 AMD	20U5 20U6	5T10S73250 (L+R)*1	No	No	No	No	
ThinkPad L15 AMD	20U7 20U8	5T10S73249 (L+R)*1	No	No	No	No	
ThinkPad T15g	20UR 20US	5T10Z34614 for touchscreen 5T10Z34613 for n-touchscreen	No	No	No	No	
ThinkPad C13 Yoga Chrome	20UX 20UY	5T10Z34619 for UHD 5T10Z34618 for FHD	No	No	No	No	
ThinkPad X1 Nano (non touch)	20UN 20UQ		No	No	No	No	Hinge Up(Top Shell) as one FRU
		5M20V27802 for ePrivacy					

Other Apps: CC Link

To open, go to the row of icons and click the ellipsis. On the drop-down menu select **CC Link**.

The CC link is a large library of informational links. On first view, an overlay panel on the right, called the **Alert Tab**, lists important service developments. Read these before proceeding.

Click a link to view available options listed in the main part of the page.

When done reading the alerts, hide the overlay panel so you can view more of the app's options

Authorized users can click this to access more

In each view, topics are divided by category in large letters

Click any topic that interests you and details appear in a new browser window.(not all users are authorized to view)

Links open knowledgebase articles in other browser tabs

The Report Problem Feature
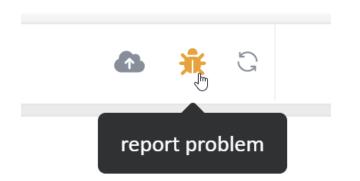
Enhanced feedback and trouble reporting

Report Problem, an enhanced feedback feature, is strictly for reporting troubles on the PD Guide tab alone (not any other tab or entity of the MSD).

To access, go to the top row where the app icons are. In the middle are three feature icons. Click the middle one (the icon of a gold bug). A lightbox dialog opens for you to fill out:

Complete this one-page form. Some fields are already filled-in for you. Notice you can find and upload one jpg or png image file (up to 500KB). The **Comment** field is mandatory. When done, click **Submit**.

FeedBack

New Feedback   Feedback History

Thanks for your contributions to the PD Guide tool, let us m

* Geo   Please select or input your geo.

User ID   Matt Heck

* Email   we will contact you through this e-mail

Tracking NO.   2001561972

* PDCODE   Which PD do you feel need to be improved?

Screenshot   +

limit 1 file, jpg/png files with a size less than 500KB.

* Comment   What is the problem you found and what is your suggestion to modify it?

submit

Note: you can drag this window

Like the rest of MSD, any field with a red asterisk is mandatory

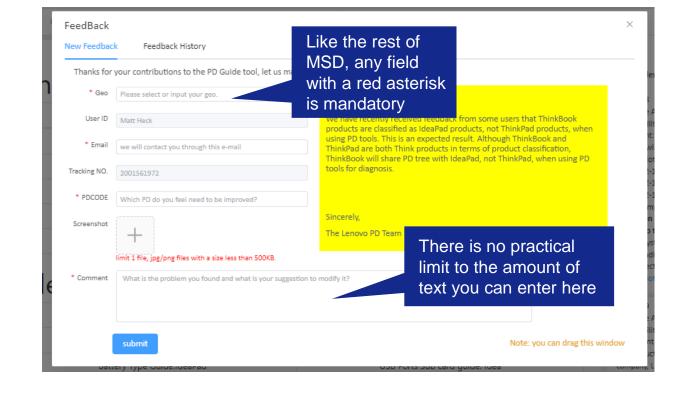We have recently received feedback from some users that ThinkBook products are classified as IdeaPad products, not ThinkPad products, when using PD tools. This is an expected result. Although ThinkBook and ThinkPad are both Think products in terms of product classification, ThinkBook will share PD tree with IdeaPad, not ThinkPad, when using PD tools for diagnosis.

Sincerely,

The Lenovo PD Team

There is no practical limit to the amount of text you can enter here

To check the progress of the issues you sent, you click the **Feedback history** tab

Notice near the middle of the table is the **Status** column with color-coded markers

To expand one of your issues, click the > symbol at the start of its row

To remove an issue from IT's consideration, click its blue **withdraw** button

FeedBack

	New Feedback	Feedback History					
	ID	Geo	User ID	PDCODE	Status	Owner	Date of Creation	Operations
∨	1468	AP	Zhirong Xie	PDTTP1234	done	James	2024-02-22 10:38:46	withdraw

Email: xiezr1@lenovo.com

Tracking Number: 2001504060

Comment: TEST

Images:

Reply: TEST

>	1476	AP	Zhirong Xie	PD213456	in progress	James	2024-02-27 17:13:52	withdraw
>	1480	AP	Zhirong Xie	PDTTPZ551	new		2024-03-01 14:10:59	withdraw
>	1509	AP	Zhirong Xie	PD123456	new		2024-03-13 15:48:56	withdraw

To pass this course, you must complete the Assessment with a score of 80% or higher

Smarter technology for all

Lenovo

thanks.