

Lenovo L580 Repair: Diagnostic Summary and Troubleshooting Steps

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Observed Issues

1. The machine boots but remains stuck on the Lenovo logo screen.
 - Pressing **Enter** to interrupt normal boot has no effect.
 - Disconnecting the charger causes the system to continue booting.
 2. Internal keyboard is non-functional.
 - Trackpad works normally.
 - External keyboard functions correctly.
 3. TrackPoint cursor control behaves abnormally.
 - Moves the page up and down instead of controlling the mouse cursor.
 4. Device Manager (**Win + R** → `devmgmt.msc`) shows:
 - Internal keyboard as “**Standard PS/2 Keyboard.**”
 - External keyboard as “**HID Keyboard Device.**”
 5. Event Viewer logs do not indicate any errors related to the keyboard.
 6. Keyboard drivers are already up-to-date.
 7. Physical inspection revealed:
 - The keyboard and connectors appear clean.
 - The internal keyboard ribbon was slightly torn near the connector lock.
 - Reseating the keyboard did not resolve the issue.
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Troubleshooting Steps Taken

1. BIOS Configuration Check

- Accessed the BIOS using the **F1** key during startup.
- Reset BIOS settings to default using the **Load Defaults** option.
- Verified that the internal keyboard and trackpad were enabled under the input device settings.

2. Hardware Inspection

- Opened the laptop to inspect internal components.
- Verified that the internal keyboard's ribbon cable was properly resealed.
- Discovered the ribbon cable was slightly torn near the connector lock, which likely caused the keyboard failure.
- Checked the TrackPoint hardware and resealed its connection; no improvement was observed.

3. Driver Reinstallation

- Uninstalled keyboard drivers via Device Manager:
 - **Standard PS/2 Keyboard**: Uninstalled.
 - **HID Keyboard Device** (for the external keyboard): Left untouched.
- Restarted the system, allowing Windows to reinstall default drivers.
- Downloaded and installed the latest Lenovo-specific keyboard and touchpad drivers from the Lenovo support website.

4. Accessibility Settings Review

- Navigated to **Control Panel** → **Ease of Access** → **Keyboard Settings**.
 - Verified that Sticky Keys, Filter Keys, and other accessibility options were disabled to ensure no software-related input issues.
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Resolution

After completing the above steps, the issue persisted due to the physical damage to the keyboard ribbon cable. A **physical replacement of the internal keyboard** was performed. Following the replacement:

- The internal keyboard became fully functional.
 - TrackPoint cursor control returned to normal behavior.
 - Boot interruptions and abnormal input issues were resolved.
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Pictures for reference:





