

# Lenovo ThinkCentre M73 (10B7) BIOS Remediation Guide

## Service Delivery & Support

### 1. Introduction

An integral BIOS update has been identified for the Lenovo ThinkCentre M73 (10B7) desktop currently used in schools. This desktop model was available for purchase and T4L allocation as the Desktop PC - Base Model in 2013 and 2014.

The BIOS update addresses blue screen error messages which are persistently affecting some Lenovo ThinkCentre M73 (10B7) desktops. An optional installer has been made available for eT4L schools which can be run by any school staff member to upgrade the BIOS version and configurations. The method for accessing this installer will vary depending on your school:

- eT4L Primary Schools
- eT4L Secondary Schools
- Non-eT4L Schools

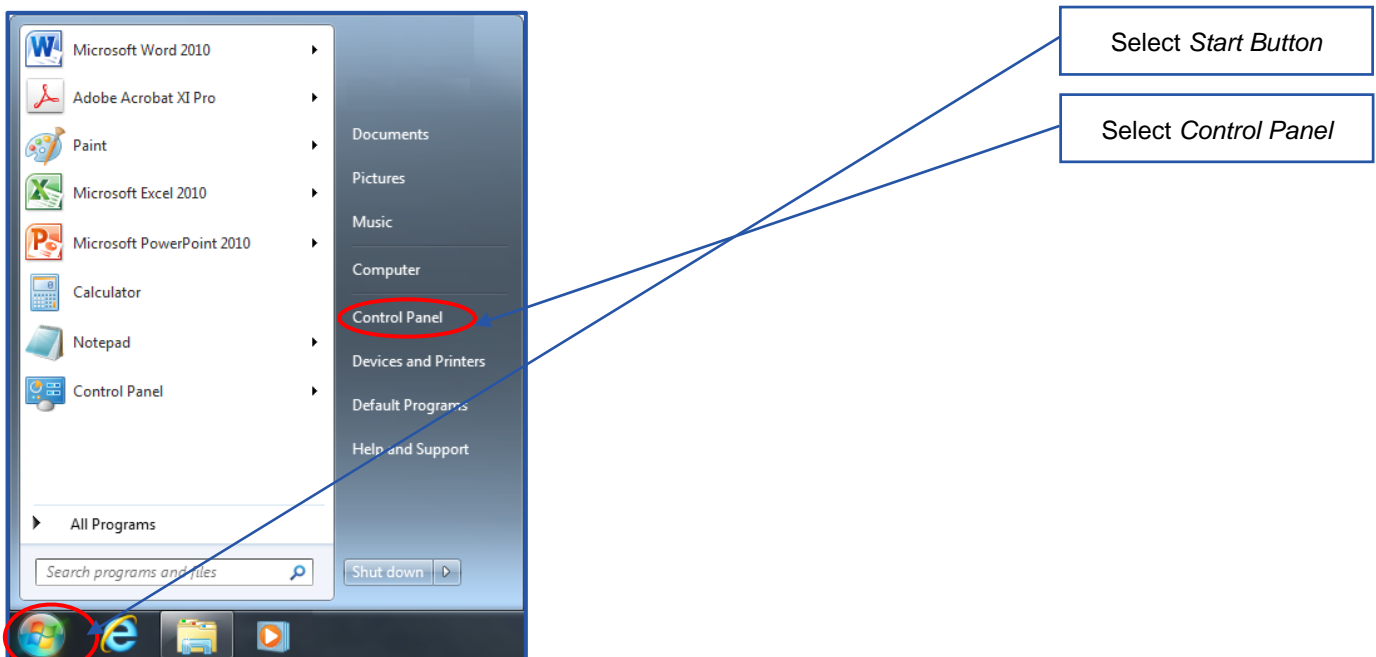
If you are unsure about which of the above methods apply to your school, please contact the ICT Service Desk on 1800 DET ITD / 1800 338 483.

### 2. eT4L Primary Schools

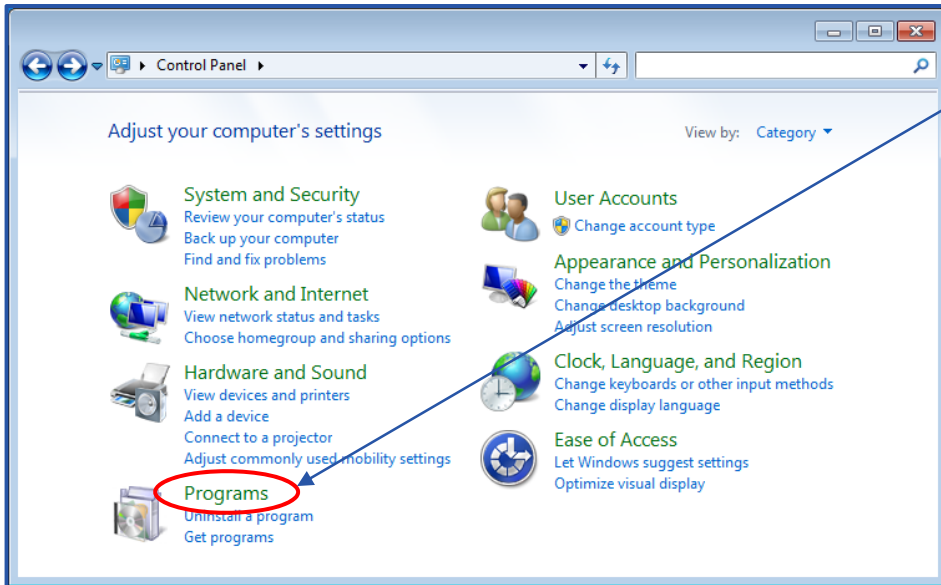
Please use the following method to run the BIOS upgrade on affected Lenovo ThinkCentre M73 (10B7) desktops. Affected desktops are those which exhibit sporadic and persistent blue screen error messages. If you are unable to successfully start up the affected desktop, please refer to section **5. Safe Mode**.

**Important note:** Please save any open work and close all programs before proceeding.

1. Start up the Lenovo ThinkCentre M73 (10B7) and log in using your username and password.
2. From the *Start Menu*, select *Control Panel*.

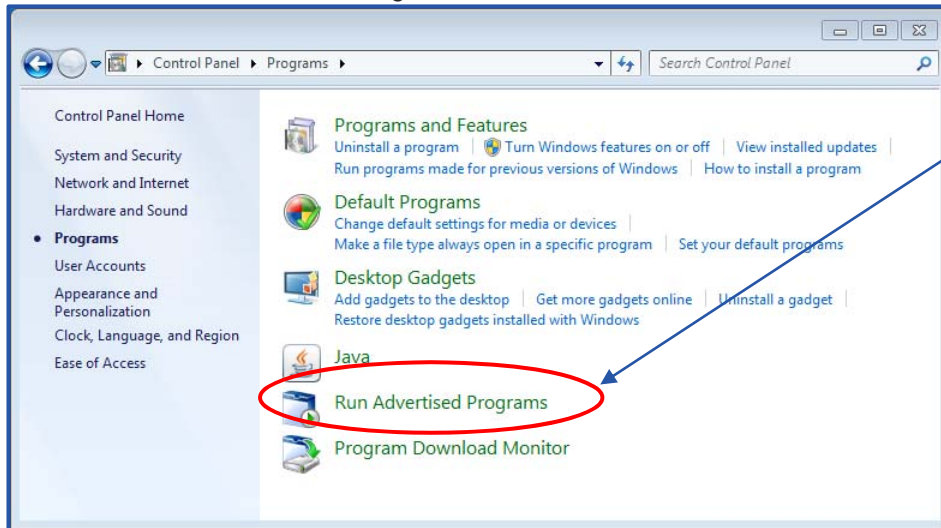


3. Select the *Programs* link.



Select *Programs*

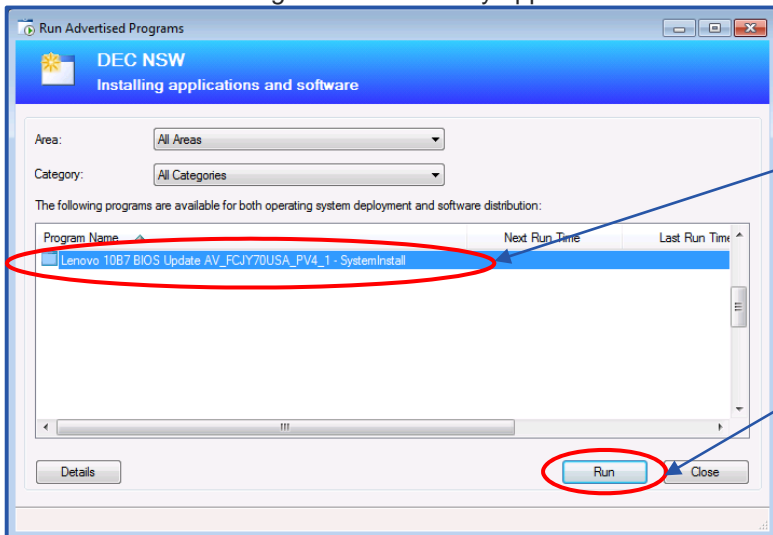
4. Select the *Run Advertised Programs* link.



Select *Run Advertised Programs*

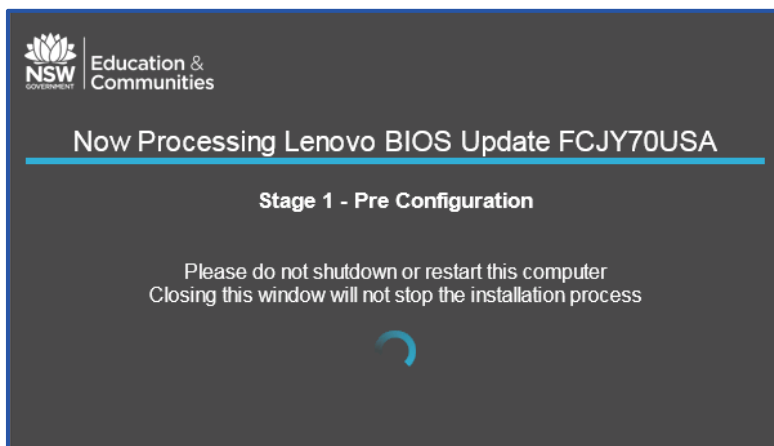
5. Select *Lenovo 10B7 BIOS Update AV\_FCJY70USA\_PV4\_1 – SystemInstall* then select *Run*.

6. The *Now Processing* window will briefly appear on screen and then the desktop will restart.



Select *Lenovo 10B7 BIOS Update AV\_FCJY70USA\_PV4\_1 – SystemInstall*

Select *Run*



7. When the desktop restarts, the BIOS update will be performed. This may take up to 2 minutes to complete. Please do not power off or restart the desktop during the update as this will happen automatically when complete.
8. The desktop will automatically return to the log in screen and normal use can be resumed.

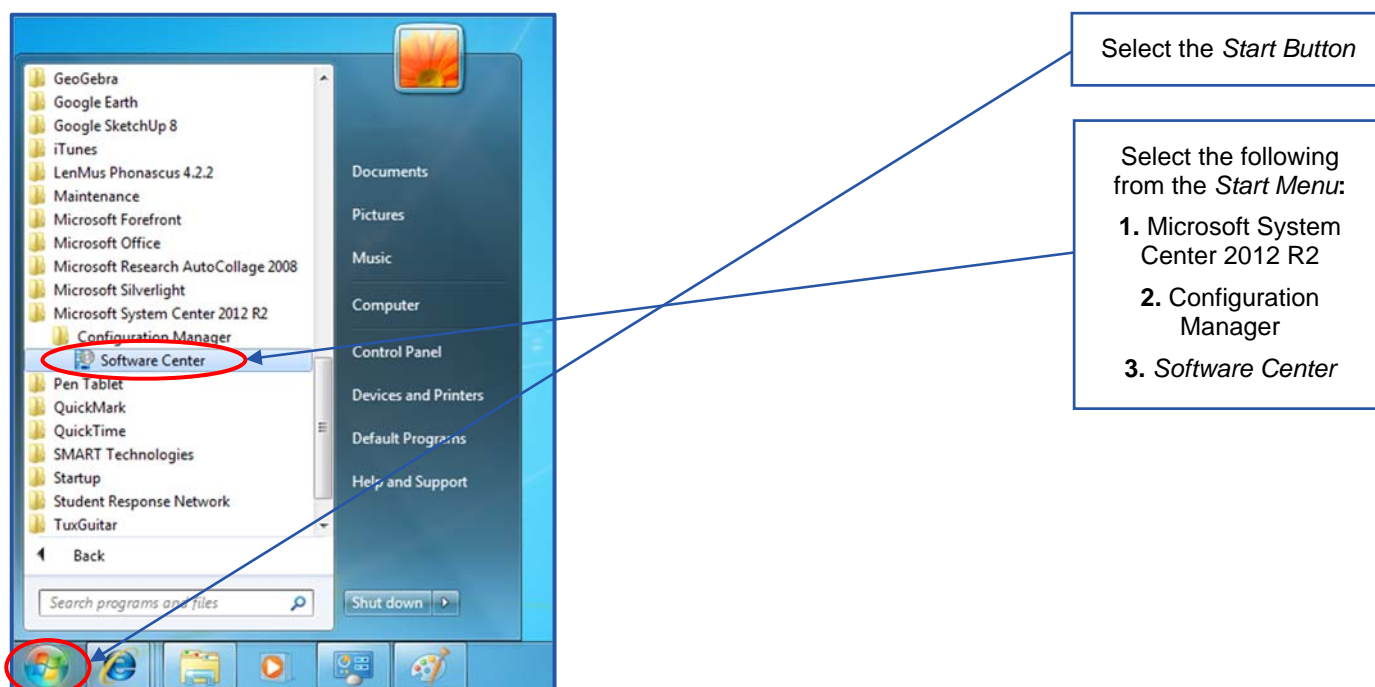
If your experience deviates from the method above or the bluescreen error messages persist, please note the desktop serial number details and contact the ICT Service Desk on 1800 DET ITD / 1800 338 483.

### 3. eT4L Secondary Schools

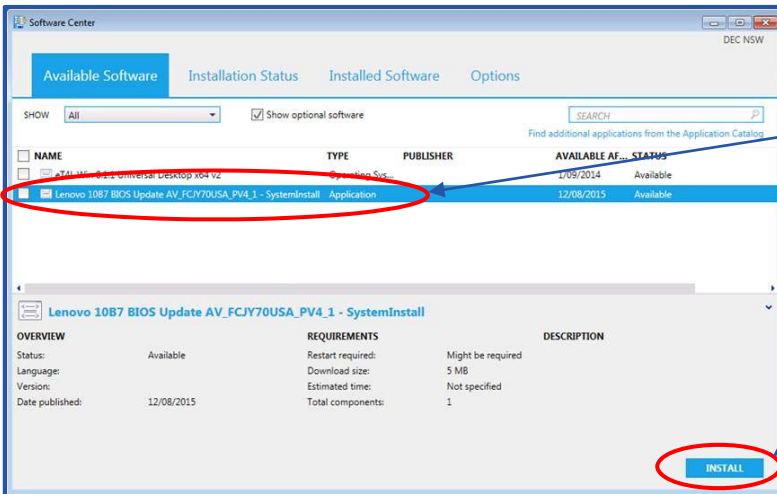
Please use the following method to run the BIOS upgrade on affected Lenovo ThinkCentre M73 (10B7) desktops. Affected desktops are those which exhibit sporadic and persistent blue screen error messages. If you are unable to successfully start up the affected desktop, please refer to section **5. Safe Mode**.

**Important note:** Please save any open work and close all programs before proceeding.

1. Start up the Lenovo ThinkCentre M73 (10B7) and log in using your username and password.
2. From the Start Menu, locate and select *Software Center*.



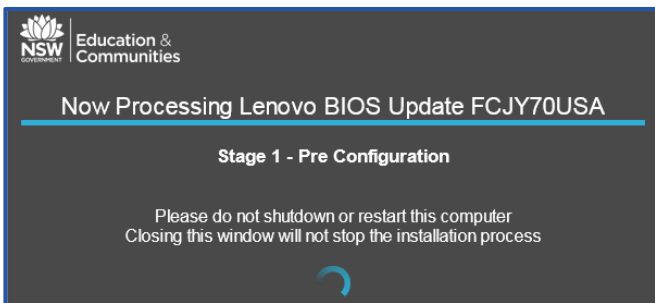
3. Select *Lenovo 10B7 BIOS Update AV\_FCJY70USA\_PV4\_1 – SystemInstall* then select *Install*.



Select *Lenovo 10B7 BIOS Update AV\_FCJY70USA\_PV4\_1 – SystemInstall*

Select *Install*

4. The Now Processing window will briefly appear on screen and then the desktop will restart.



5. When the desktop restarts, the BIOS update will be performed. This may take up to 2 minutes to complete. Please do not power off or restart the desktop during the update as this will happen automatically when complete.

6. The desktop will automatically return to the log in screen and normal use can be resumed.

If your experience deviates from the method above or the bluescreen error messages persist, please note the desktop serial number details and contact the ICT Service Desk on 1800 DET ITD / 1800 338 483.

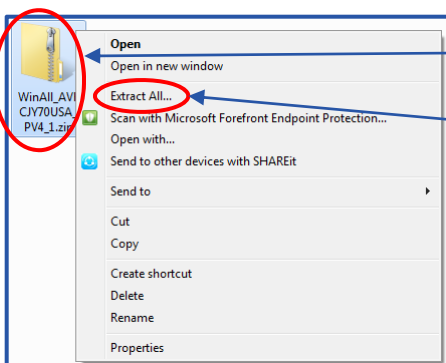
## 4. Non-eT4L Schools

### 4.1 ACCESSING THE INSTALLER

1. Download a local copy of the installer from this URL (copy/paste into your browser):

[https://detwww.det.nsw.edu.au/it/t4l/t4l\\_projects/news/WinAll\\_AVFCJY70USA\\_PV4\\_1.zip](https://detwww.det.nsw.edu.au/it/t4l/t4l_projects/news/WinAll_AVFCJY70USA_PV4_1.zip)

2. Extract the install files from *WinAll\_AVFCJY70USA\_PV4\_1.zip* by right clicking on the file and selecting *Extract All...* and following the prompts.



Right click on the file

Select *Extract All...* and follow the prompts

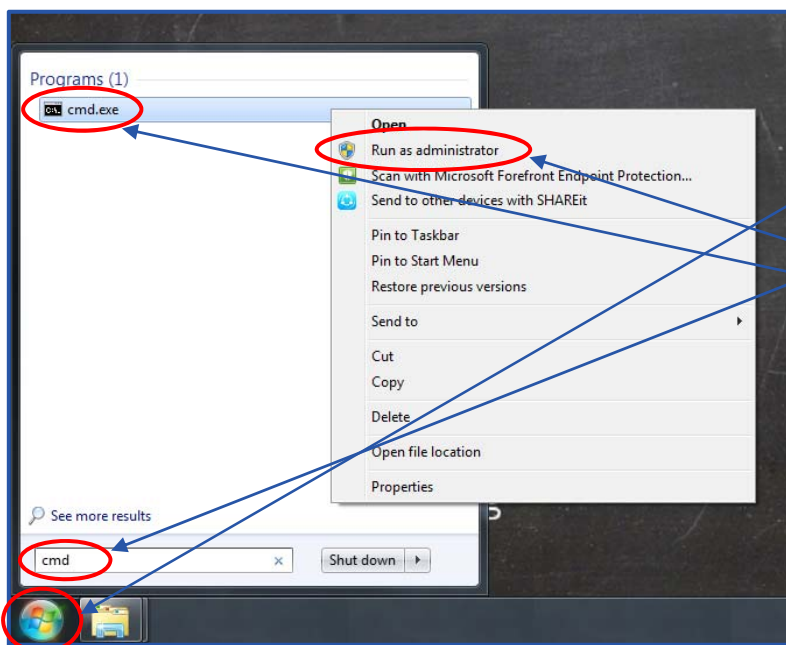
## 4.1 LAUNCHING THE INSTALLER

Please use the following method to run the BIOS upgrade on affected Lenovo ThinkCentre M73 (10B7) desktops. Affected desktops are those which exhibit sporadic and persistent blue screen error messages. If you are unable to successfully start up the affected desktop, please refer to section 5. Safe Mode.

The following instructions are based upon the T4L build. If you manage a locally developed Windows 7 standard operating environment (SOE), the experience may vary.

**Important note:** Please save any open work and close all programs before proceeding.

1. Start up the Lenovo ThinkCentre M73 (10B7) and log in using your username and password. The account must have local administrative access.
2. From the Start Menu, enter *cmd* in the *Search programs and files* field. Right click on *cmd.exe* under Programs and select *Run as administrator*.



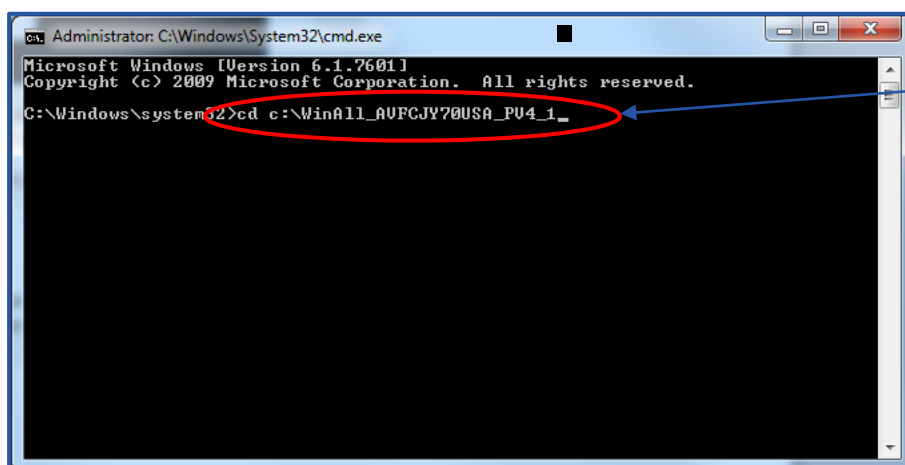
Select the *Start Button*

Enter *cmd* in the *Search programs and files* field

Right click on *cmd.exe* and select *Run as administrator*

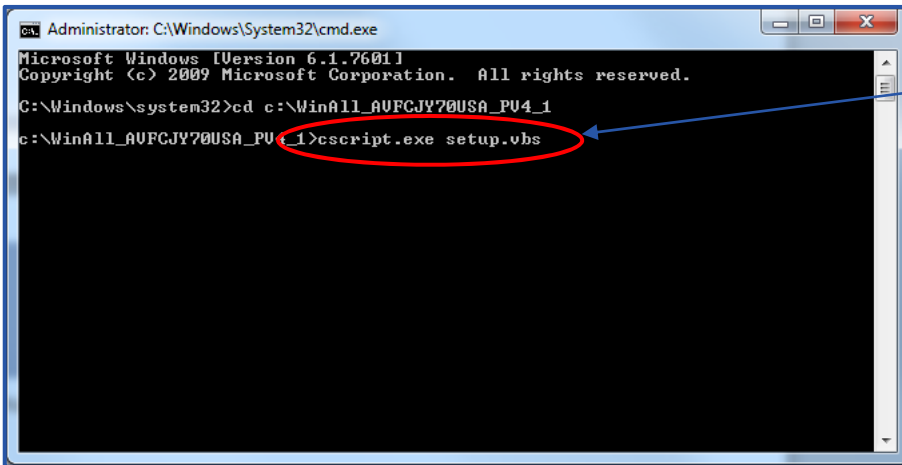
3. Enter the command *cd <local directory>* and press *Enter* to browse to the directory of the installer which was extracted in **4.1 Accessing the Installer**. For example: *cd c:\WinAll\_AVFCJY70USA\_PV4\_1*

**Important note:** Do not run the installer from a network location.



Enter the command *cd <local directory>* and press *Enter*.

4. Enter the command `cscript.exe setup.vbs` and press *Enter*.



Enter the command `cscript.exe setup.vbs` and press *Enter*.

5. A few dialogue boxes may flash on screen and the desktop will restart. When the desktop restarts, the BIOS update will be performed. This may take up to 2 minutes to complete. Please do not power off or restart the desktop during the update as this will happen automatically when complete.
6. The desktop will automatically return to the log in screen and normal use can be resumed.

If your experience deviates from the method above on a T4L build or the bluescreen error messages persist, please note the desktop serial number details and contact the ICT Service Desk on 1800 DET ITD / 1800 338 483.

## 5. Safe Mode

Where a Lenovo ThinkCentre M73 (10B7) desktop may be unable to start up or run for sufficient time to complete the BIOS upgrade, it may be necessary to start up the desktop in Safe Mode. Safe Mode can be accessed by pressing the F8 key between starting the desktop and the windows loading screen.

Pressing the F8 will open the *Advanced Boot Options* menu. From this menu, select the *Safe Mode* option. The desktop will then display the names of files being loaded and progress to the log in page. From this point, please refer to the appropriate method:

- eT4L Primary Schools
- eT4L Secondary Schools
- Non-eT4L Schools

If you are still unable to complete the method from Safe Mode, please note the desktop serial number details and contact the ICT Service Desk on 1800 DET ITD / 1800 338 483.

## 6. Frequently Asked Questions

**Q. Do I need to run the BIOS update on all of my Lenovo ThinkCentre M73 (10B7) desktops?**

**A.** No. The BIOS update only needs to be run on Lenovo ThinkCentre M73 (10B7) desktops which are presenting the persistent and sporadic bluescreen error messages.

**Q. Can I run or schedule the BIOS update from UDM?**

**A.** No. The BIOS update must be run using the methods advised the Lenovo ThinkCentre M73 (10B7) BIOS Remediation Guide.

**Q. I have encountered an error message during the BIOS update. What should I do?**

**A.** If you encounter an error message or issue during the BIOS update, please contact the ICT Service Desk on 1800 DET ITD / 1800 338 483. Please be sure to include details of the desktop serial number and the error message or issue.



**Q. I have attempted to run the BIOS update but I keep getting bluescreen error messages before it completes. What should I do?**

**A.** Please refer to section **5. Safe Mode**. If the issue persists using Safe Mode, please contact the ICT Service Desk on 1800 DET ITD / 1800 338 483 with details of the desktop serial number.

**Q. I have successfully run the BIOS update but the bluescreen error messages continue. What should I do?**

**A.** ICT Service Desk on 1800 DET ITD / 1800 338 483 with details of the desktop serial number.

**Q. I have a different computer which is not a Lenovo ThinkCentre M73 (10B7) desktop but it is exhibiting bluescreen error messages. Can I use this BIOS update to fix the issue?**

**A.** No. This BIOS update is specific only to the Lenovo ThinkCentre M73 (10B7) desktop. If you are experiencing bluescreen error messages on a different computer which is not a Lenovo ThinkCentre M73 (10B7), please contact the ICT Service Desk on 1800 DET ITD / 1800 338 483 with details of the desktop serial number and the bluescreen error message.

**Q. I am an eT4L Primary school but my instructions do not work. What should I do?**

**A.** Some eT4L Primary Schools have recently been updated and will need to use the instructions for eT4L Secondary. If you have any questions or concerns, please contact the ICT Service Desk on 1800 DET ITD / 1800 338 483.

**Q. How can identify if I have an affected model?**

**A.** The model is identified on the wallpaper. The first 4 characters will be "10B7" the last 6 characters may vary.

**DEPARTMENT OF EDUCATION  
AND COMMUNITIES**

Device Name:	1157E00758A8P
MTM:	10B7S01900
Serial Number:	PB00RVN3
Memory:	4009 MB
Free Space:	C:\ 429.50 GB NTFS
OS Type:	x64-based PC
OS Version:	Windows 7
Service Pack:	Service Pack 1

