

SERVICE FACTS

SB-M-21003

INFORMATION ABOUT SMBIOS TOOL IN WINDOWS-BASED MAINTENANCE SUITE

Affected Product(s):	LIFEBOOKs, STYLISTICs and CELSIUS Mobile
Affected Operating System(s):	N/A
Affected Version(s):	Maintenance Suite V5.xx
Attachment(s):	N/A
Reference:	N/A
Related Support Bulletin(s):	SB-M-17002
Document History:	N/A
Document Target Audience and Security Classification:	

Target Audience: Service Partner & Fujitsu - Document Classification: Fujitsu Restricted

PROBLEM / QUESTION

A updated version of the “Maintenance Suite” V5.xx with new special settings for the SMBIOS tool is now available.

Partner Portal Corporate Partner Portal Channel Partner Portal Support Portal Teams Collaboration

Maintenance Suite (DIFS, C&V)

Name	Modified	Description
Download Maintenance Suite V4.xx (DOS based)	November 2, 2018	Download area for Maintenance Suite V4.xx (former DIFS and Check&View) images
Download Maintenance Suite V5.xx (WINDOWS based)	December 10, 2020	Download area for Maintenance Suite V5.xx. The tool supports systems with INTEL Kaby Lake and upcoming generations.

Partner Portal Corporate Partner Portal Channel Partner Portal Support Portal Teams Collaboration

Maintenance Suite (DIFS, C&V)

Name	Modified	Description
MS_5_15_INSTALLER	April 26	Tool to set up Maintenance Suite V5.xx (WINDOWS based) on a memorystick (min. 2GB, max. 32GB)! Please note that the software contains Open Source components!
SB-M 21003 -INFORMATION ABOUT NEW SMBIOS TOOL	May 28, 2021	Please see this SB-M for detailed information regarding Maintenance Suite.
SMBIOSConfiguration	April 27	Updated serial number and SMBIOS settings for Fujitsu Client Devices. Copy the ZIP file into the folder /Files on the USB Stick with the installed Maintenance Suite.

*1 The latest version of the Maintenance Suite is available in the Service Partner Portal, download area at:

<https://partners.ts.fujitsu.com/com/service/general/difs/Pages/default.aspx?CurrentFolder=9a4c5d9f-34bb-4557-a1ec-17861aca8e19>

The installer will create a bootable Windows PE USB stick.

*2 Download of current SB-M-21003 version.

*2a Notice the information for the Update File “SMBIOSConfiguration”.

ADDITIONAL INFORMATION

Limitations and known issues:

1. Long-lasting download and installation time (USB image creation) please be patient.
2. The USB installer image is larger due to new Win10 PE and additional drivers for TigerLake (LIFEBOOK and STYLISTIC).
3. The Fujitsu Logo on the boot screen of some PCs/LIFEBOOKs/STYLISTICs (e.g. STYLISTIC Q7310) might be scrambled.



4. Memory modules won't be detected on STYLISTIC Q5010 and Q7310 (Tool must be adapted to TigerLake chipsets).
5. Screen is rotated left on STYLISTIC Q5010 when WinPE comes up (and might be on other SYTLISTICs also). Please wait until the main GUI is shown and then press the "Rotate" button.
6. Boot stick is not detected on STYLISTIC Q5010 when a USB extension cable is used between boot stick and rear USB port on the cradle. There is no problem when the boot stick is plugged in directly.

When booting from the USB stick – please **be patient, as this will take several minutes depending on the system** –, please wait until the following “Welcome screen” is available. The different options are self-explanatory. For further details, please click the Documentation button.

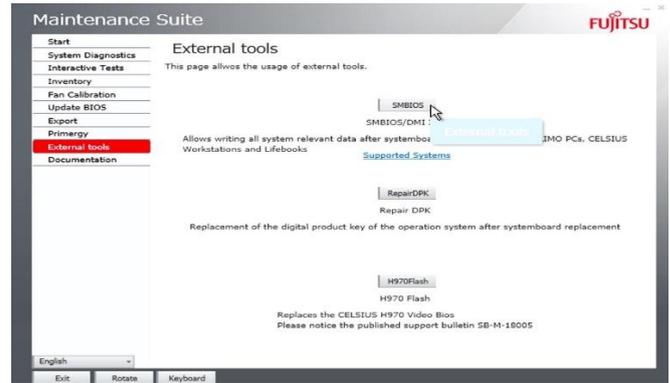


The tool scans the SMBIOS settings / entries and allows the user to change the Serial Number, customer specific information and in some cases activation of components.

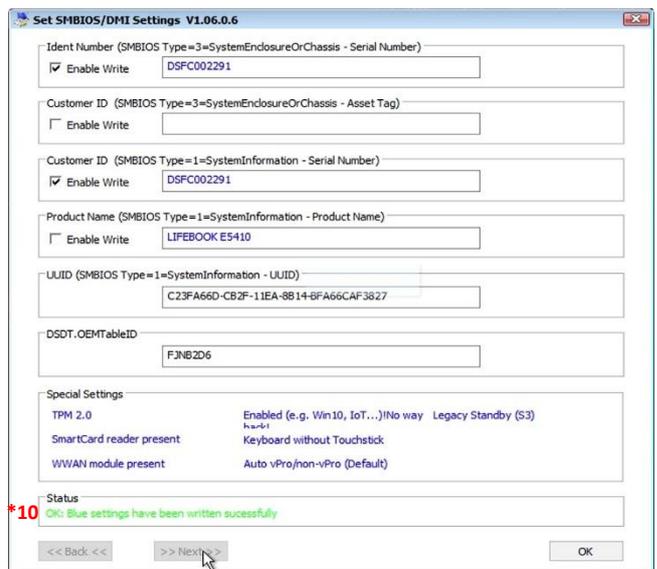
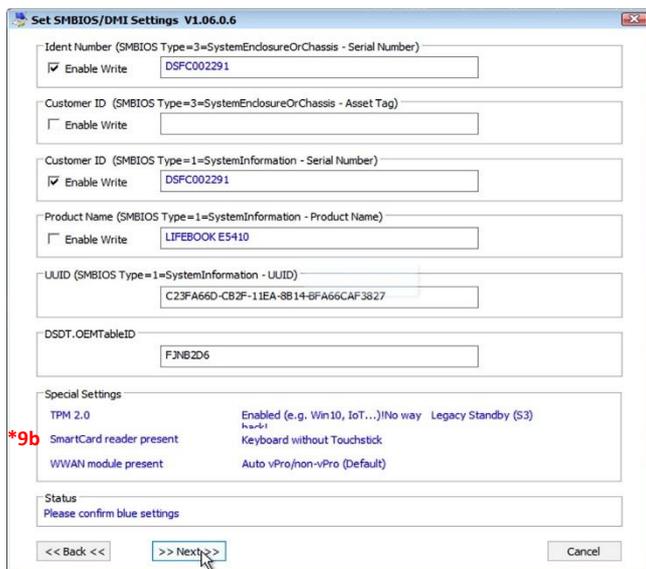
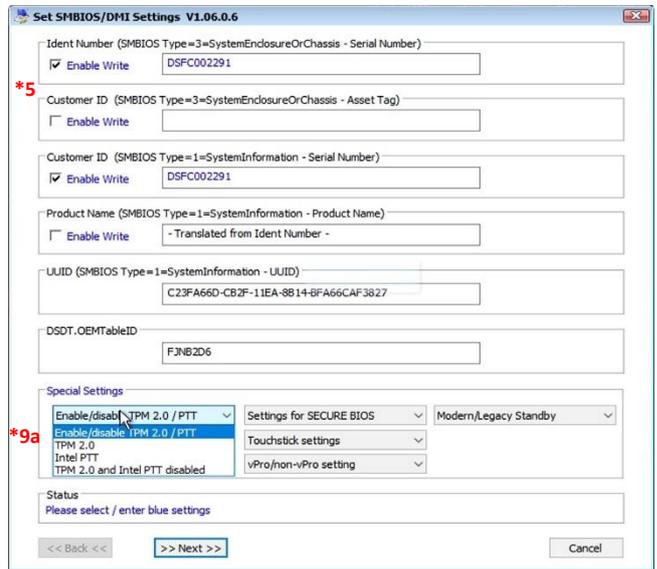
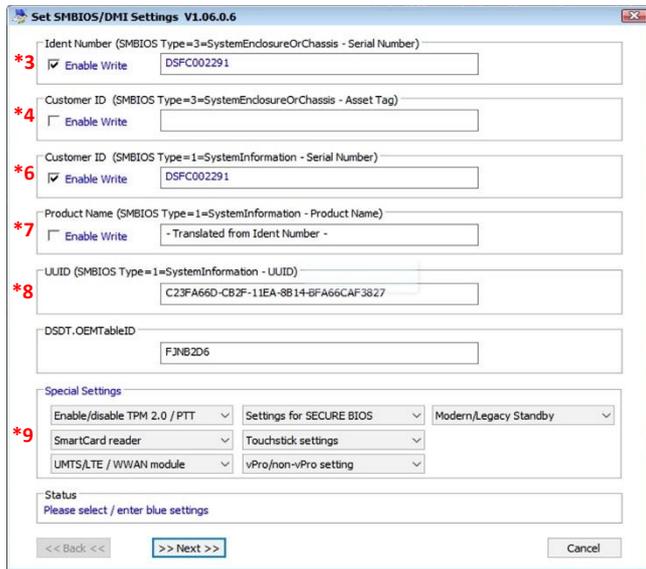
1st step: select "External tools"



2nd step: select "SMBIOS"



3rd step: select the required settings



Description:

Note: What you have to choose at "special settings" can be found in the ADLER database (warranty database) information, which is extremely helpful.

- *3 Field for Serial Number. It is important that the first four characters are written correctly. In some cases, there are some deviations. (E.g. STYLISTIC R726 and STYLISTIC R727. For both you have to write 9 characters)
- *4 Field for Customer Asset Tag.
- *5 To be able to write the "Serial Number" and / or the "Owner specific Information", you have to select "Enable Write" checkbox. Do not enable the check box for LIFEBOOK, STYLISTIC and CELSIUS Mobile, the text is set automatically.
- *6 The "Customer ID - Serial Number" matches the Fujitsu serial number by default, but can be modified optionally according to customer requirements.
- *7 Scan of Product Name (from other SMBIOS point). Do **NOT** mark the "Enable Write" check-box for those line.
- *8 UUID. In some cases, the UUID is empty. In this case the UUID will get written by the tool itself.
- *9 The corresponding installed components under "Special Settings" have to be select here. This component selection is optional and different from system to system.
- *9a Select for all "Special Settings" the corresponding value from the drop-down menu. Otherwise the flash procedure stopped.
- *9b When all settings are right, the flash procedure can start. Klick on the "Next" button and notice the status line information.
- *10 The flash process was successful and can now be confirmed with the "OK" button.

Overview of the special settings:

Special Settings	Options	Remark
Enable/disable TPM / Intel PTT	- TPM 2.0 enabled - Intel PTT enabled - TPM 2.0 and Intel PTT disabled	See parts list in ADLER database (warranty database).
SmartCard reader	- SmartCard reader present - No SmartCard reader	see parts list in ADLER database (warranty database)
UMTS/LTE / WWAN module	- WWAN module present - No WWAN module	Original configuration: See parts list in ADLER database (warranty database). If an LTE module is retrofitted, the special setting must be set to "WWAN module present".
Settings for SECURE BIOS, For Windows 10 use Enabled	- Disabled (e.g. No OS, eLUX...) - Enabled (e.g. Win10, IoT...)!No way back!	see parts list in ADLER database (warranty database)
Touchstick settings	- Keyboard with Touchstick - Keyboard without Touchstick	Keyboard black w/ TS 10key DE (with Touchstick) Keyboard black w/o TS 10key DE (without Touchstick) see parts list in ADLER database (warranty database)
vPro/non-vPro setting	- Auto vPro/non-vPro (Default) - vPro disabled	see parts list in ADLER database (warranty database)
Modern/Legacy Standby	- Legacy Standby (S3) - Modern Standby - Modern Standby & Secured-Core - Modern Standby & System Guard	see parts list in ADLER database (warranty database)
Secured-Core/System Guard	- Secured-Core or System Guard enabled - Secured-Core or System Guard disabled	see parts list in ADLER database (warranty database)

ADLER database e.g. “special settings” Modern/Legacy Standby:

1	CP789519-01	CP789519-01	WLAN HARRISONPE
1	CP790271-01	CP790271-01	ACA ADAPTER
1	CP790917-01	CP790917-01	BTP 4CELL 50WH
1	CP791491-01	CP791491-01	S3

The information for “Legacy Standby” is listed in the part list as “S3”.

part list: S26391-K496-V200

qty.	material number	part number	description
1	000000010601736746	000000010601736746	WIN10
1	000000010601914957	000000010601914957	DPK WIN10 PRO
1	CA49600-1110	CA49600-1110	FAN
1	CP735644-02	CP735644-02	CAM 5M
1	CP742865-01	CP742865-01	vPro configuration
1	CP761613-XX	CP761613-XX	PTU SC-A
1	CP764057-01	CP764057-01	LTE EM7455 FTS/
1	CP764979-51	CP764979-51	TOUCHPANEL 13.3
1	CP766928-01	CP766928-01	Keyboard black w/ backlit DE
1	CP778100-10	CP778100-10	FINGERPRINT
1	CP783456-01	CP783456-01	TETON GLACIER 3
1	CP785073-XX	CP785073-XX	PTU MAIN-CD
1	CP785105-XX	CP785105-XX	PTU LED2-A
1	CP785120-XX	CP785120-XX	PTU SIM2-A
1	CP785125-XX	CP785125-XX	PTU SENSOR-A
1	CP787322-51	CP787322-51	LCD 13.3 FHD
1	CP787695-04	CP787695-04	PTP TOUCHPAD
1	CP788304-02	CP788304-02	BTP 4CELL 50WH
1	CP789519-01	CP789519-01	WLAN HARRISONPE
1	CP789778-01	CP789778-01	TBT3 Port Replicator + AC Adapter (3-pin) 170W/19V grounded w/o AC cable w/TBT3 Cable
1	CP789804-02	CP789804-02	CAM URBAN HELLO
1	CP790261-01	CP790261-01	ACA ADAPTER
1	CP791490-01	CP791490-01	Modern Standby
1	CP793388-01	CP793388-01	13.3` FHD(1920x1080), Touch w/cover glass, Anti-Glare, IR Camera , Rear Camera, AES Pen
1	CP796151-01	CP796151-01	TPM 2.0 module
1	CP798510-01	CP798510-01	ACA ADAPTER

The information for “Modern Standby” is listed in the part list.

ADDITIONAL INFORMATION

This Support Bulletin version will replace the SB-M-17002.

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