



# ThinkShield Mobile Application Troubleshooting Guide



Contents

- Login ..... 3
- Connection to USB ..... 5
- Tethering..... 6
- Connection to Device ..... 8
- Connection to Cloud..... 10
- Network Configuration ..... 11
- Show Activation Code..... 12
- Device Activation..... 13
- Lockdown..... 15
- Re-sync..... 16
- Mobile Profile..... 17

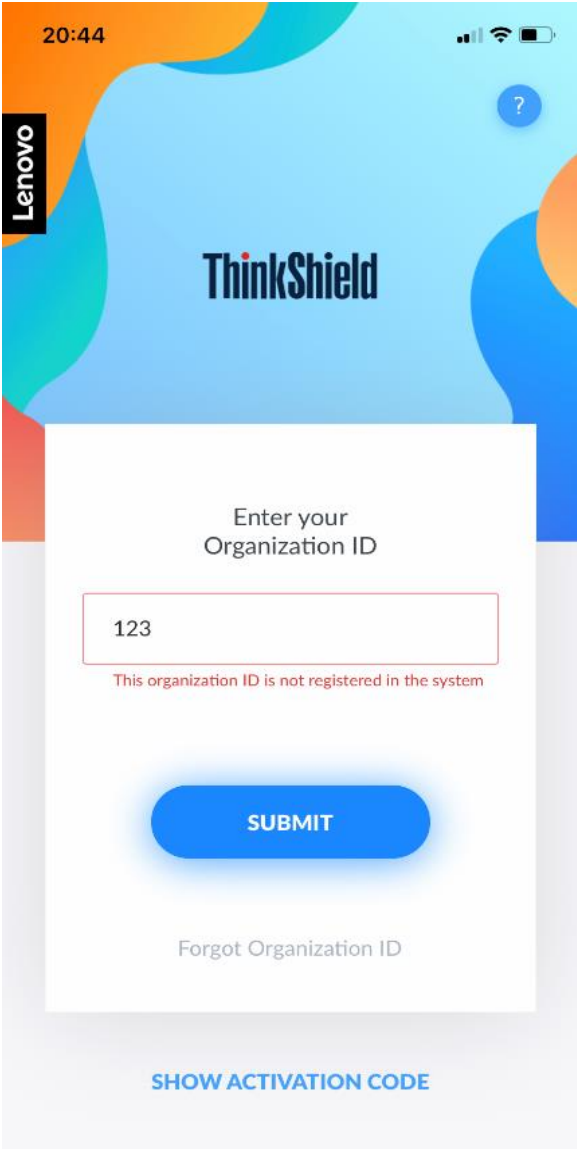
## Login

**Problem 1:** 'This organization ID is not registered in the system' error.

**Solution 1:** Make sure that the organization ID provided is correct. Re-type your organization ID and click 'Submit'.

**Solution 2:** Click 'Forgot Organization ID' to get your Organization ID details to the email address associated with your profile.

**Solution 3:** In case an organization doesn't exist go to <https://portal.thinkshield.lenovo.com> to create a new organization.

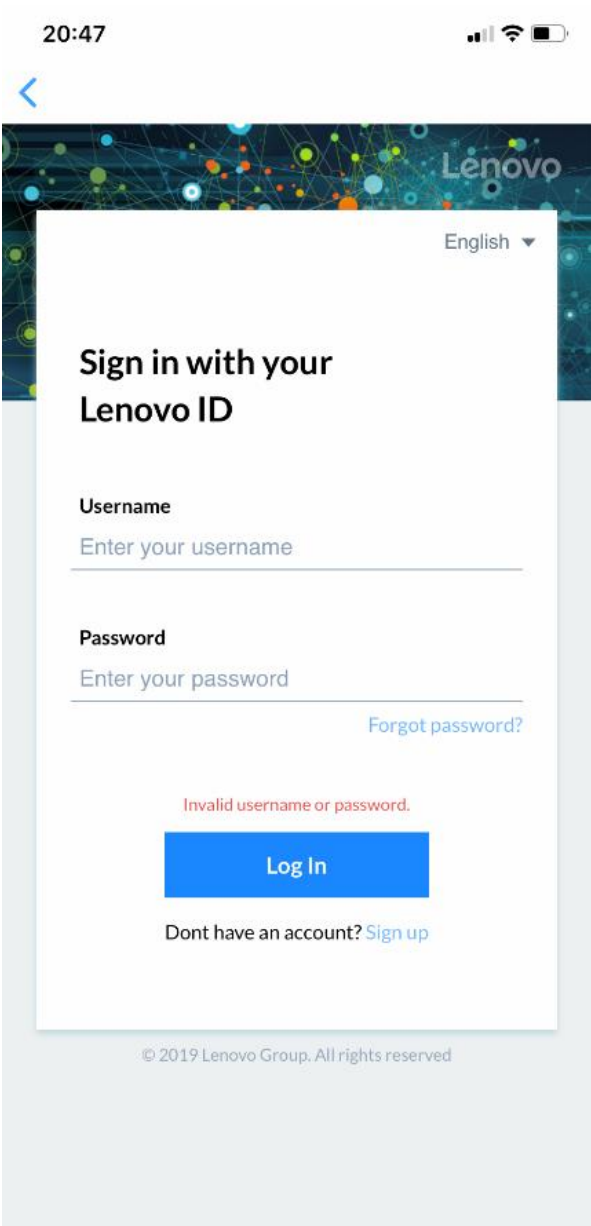




**Problem 2:** 'Invalid username or password' error.

**Solution 1:** Try to re-type Username and Password and try again.

**Solution 2:** Click 'Forgot password' to get password reset instructions.

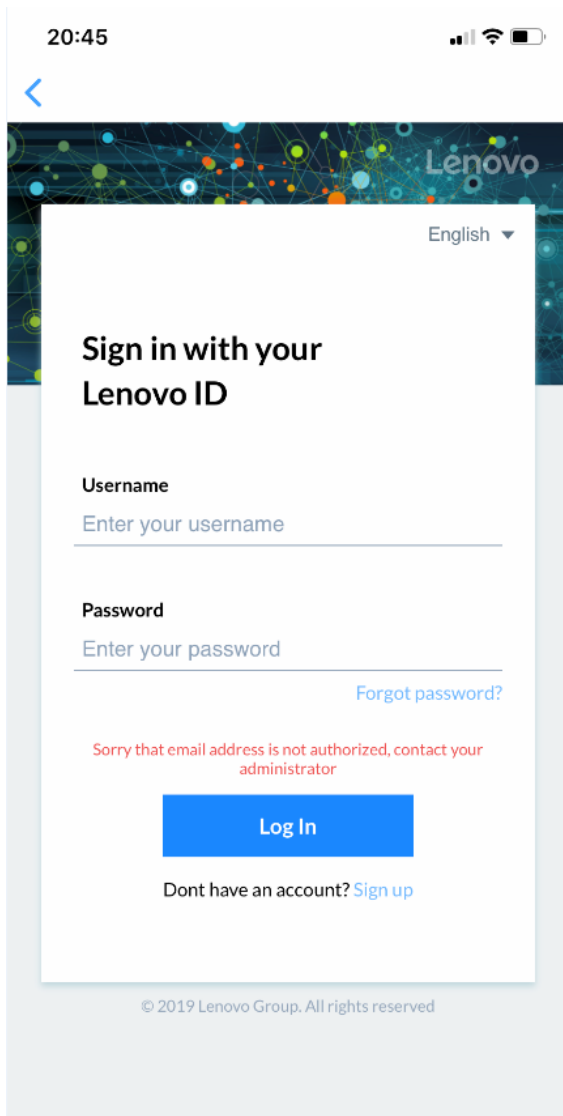


**Problem 3:** 'Sorry that email address is not authorized, contact your administrator' error.

**Solution 1:** Make sure that appropriate Organization ID is provided and try again.

**Solution 2:** Make sure that user is assigned to the specified Organization and try again.

**Solution 3:** In case an organization doesn't exist go to <https://portal.thinkshield.lenovo.com> to create a new organization.



20:45

English ▾

## Sign in with your Lenovo ID

**Username**  
Enter your username

**Password**  
Enter your password

[Forgot password?](#)

Sorry that email address is not authorized, contact your administrator

[Log In](#)

Dont have an account? [Sign up](#)

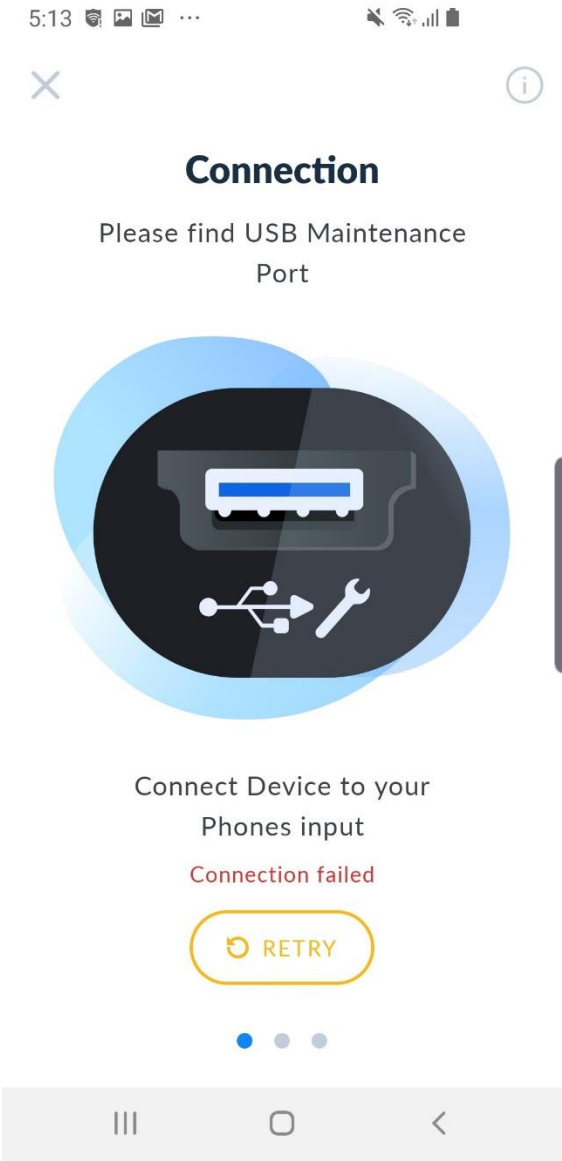
© 2019 Lenovo Group. All rights reserved

## Connection to USB

**Problem:** 'Connection failed' error.

**Solution 1:** Double-check that UBS cable is connected to your phones input and make sure it is plugged into USB Maintenance port of the Device.

**Solution 2:** Check if USB cable is functional by connecting it to other devices.



## Tethering

### Android application

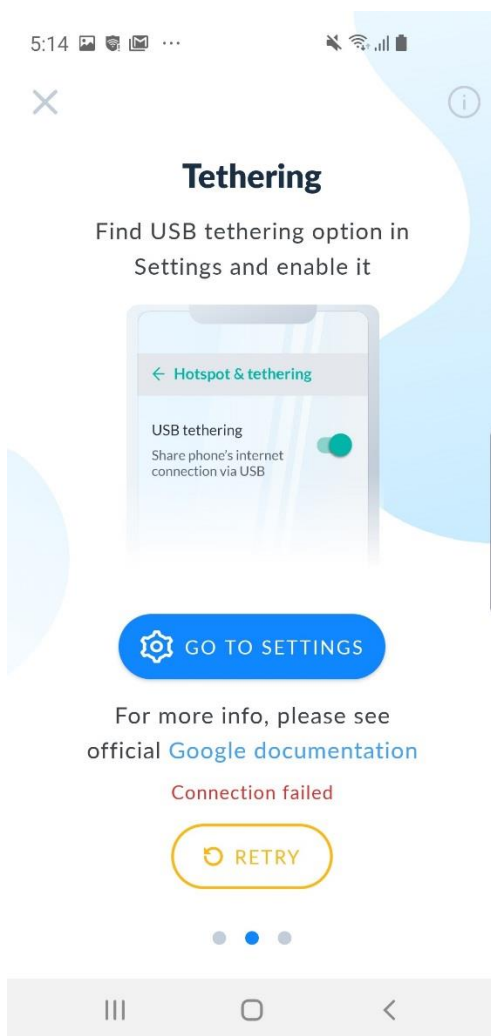
**Problem:** 'Connection failed' error.

**Solution:** Make sure you enabled Tethering on your phone and tap on 'RETRY'.

Android Tethering Screen: there is a direct link to Settings screen where tethering can be enabled.

Information regarding tethering option can be found at

<https://support.google.com/android/answer/9059108?hl=en>



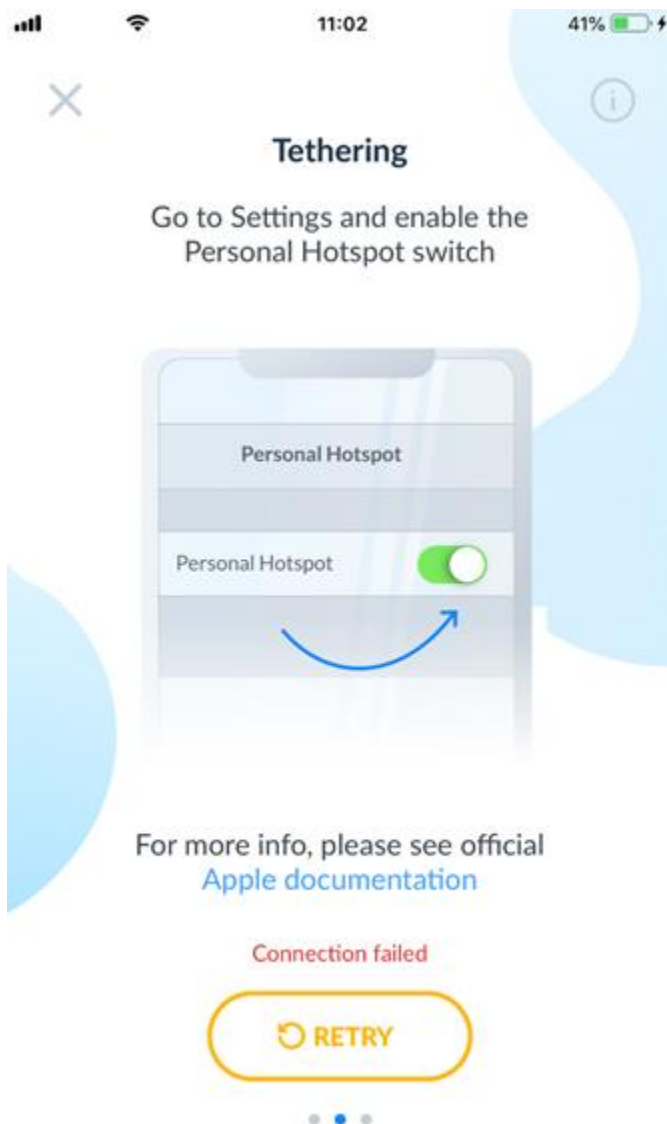
## iOS application

**Problem:** 'Connection failed' error.

**Solution:** Make sure you enabled Personal Hotspot on your phone and tap on 'RETRY'.

iOS Personal Hotspot: there is NO direct link to Settings screen where tethering can be enabled due to platform constrains.

Information regarding tethering option can be found at <https://support.apple.com/en-us/HT204023>

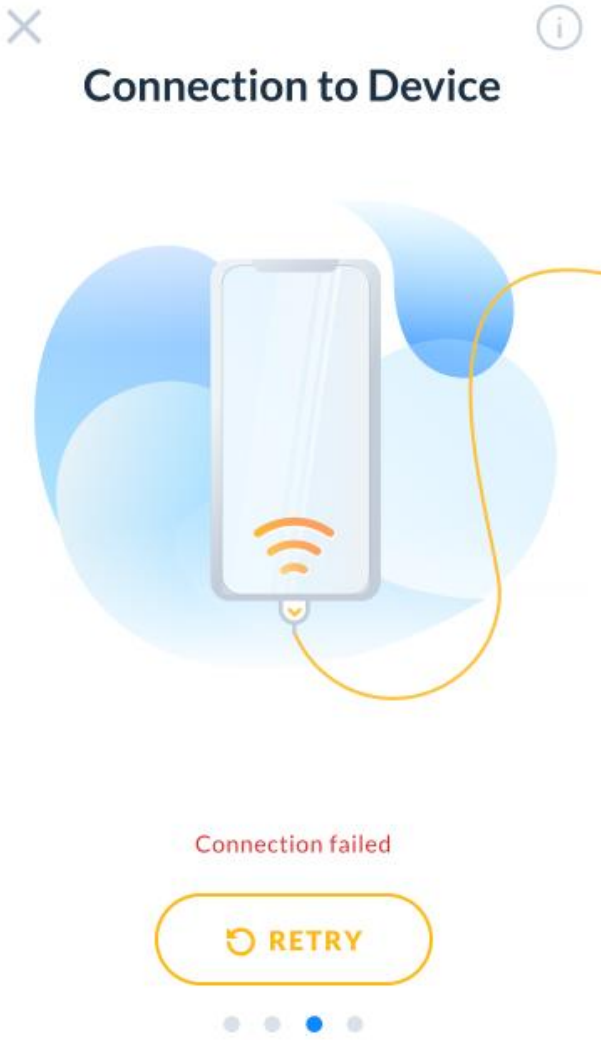




### Connection to Device

**Problem:** 'Connection failed' error.

**Solution:** Make sure USB is plugged into USB Maintenance port of the Device and tap 'RETRY'.



**Problem (iOS specific):** 'Connection failed' error if retry process does not help.

**Solution:**

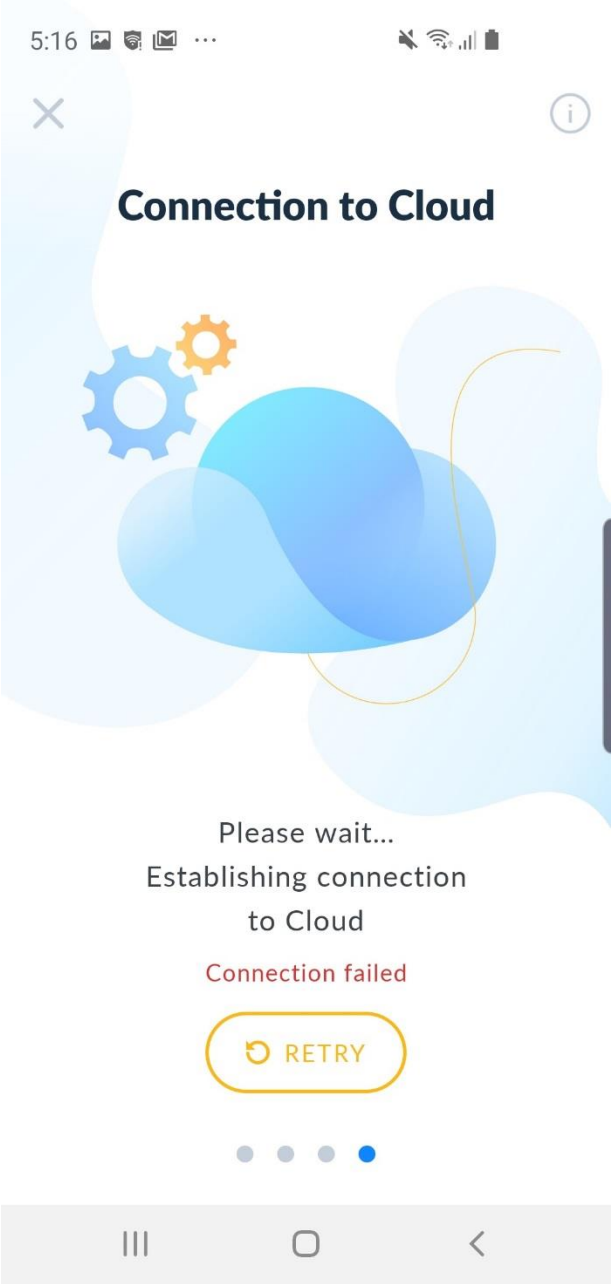
1. Disconnect the cable between iPhone and SE350
2. Uninstall the application
3. Disable personal hotspot
4. Turn Wi-Fi on (personal hotspot might disable it)
5. Lock the device by power button
6. Re-install the application
7. Launch application and follow on screen instructions
  - a. Do not connect cable until app instructs you to do so



## Connection to Cloud

**Problem:** 'Connection failed' error.

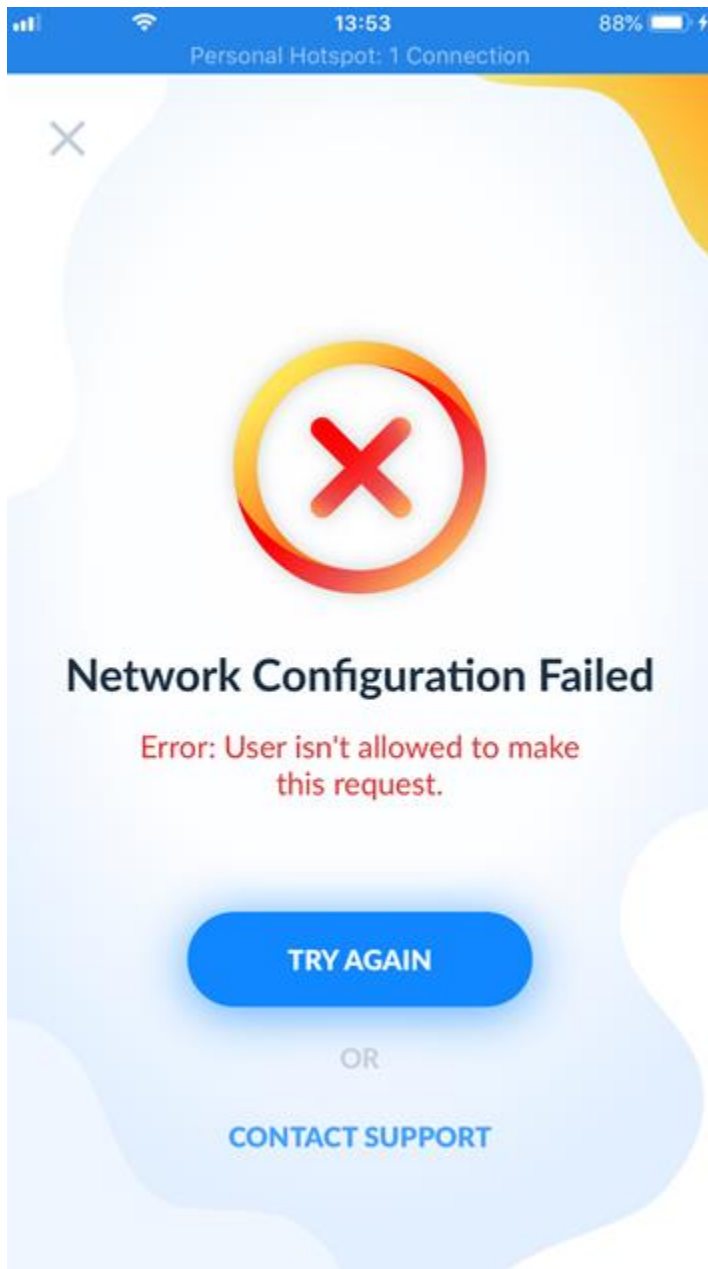
**Solution:** Connection to Cloud fails in case of low Internet speed or if Cloud is unavailable for some reason. Make sure that there are no problems with mobile Internet and tap on 'RETRY'.



## Network Configuration

**Problem:** 'Network Configuration Failed' – 'User isn't allowed to make this request' error.

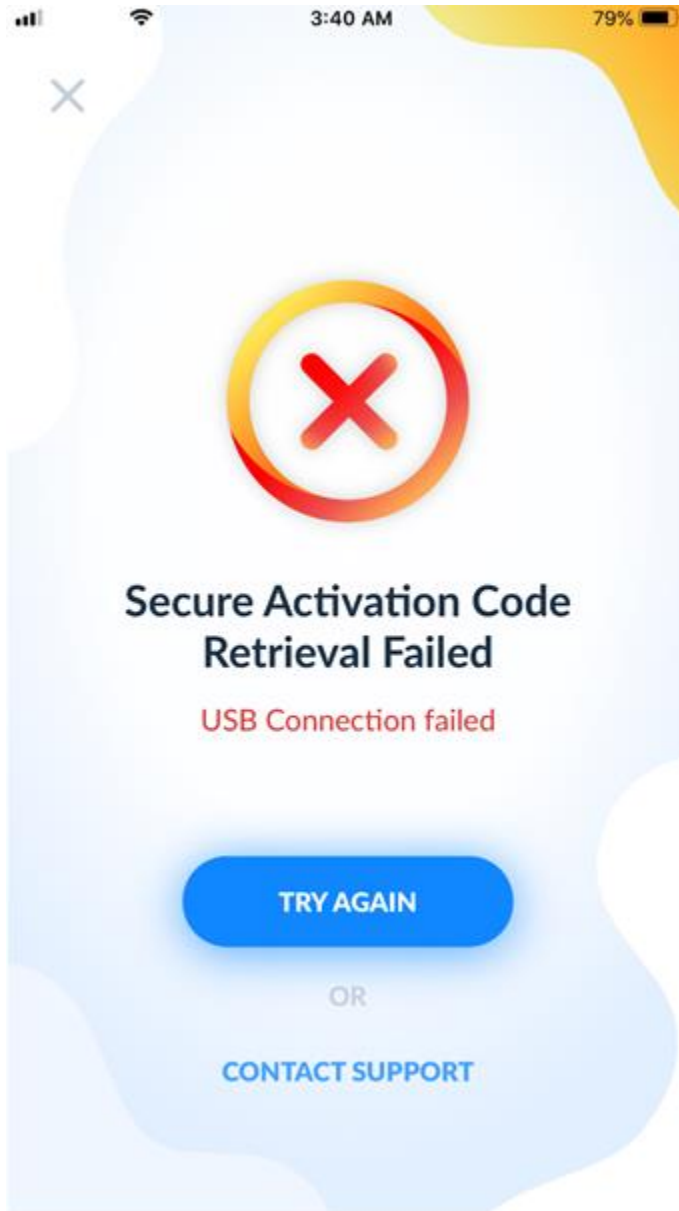
**Solution:** Network Configuration can fail in case if Device is assigned to another Organization. If you are assigned to several Organizations, re-login and make sure you are acting on behalf of the appropriate Organization and tap on 'TRY AGAIN'.



## Show Activation Code

**Problem:** 'Secure Activation Code Retrieval Failed' error.

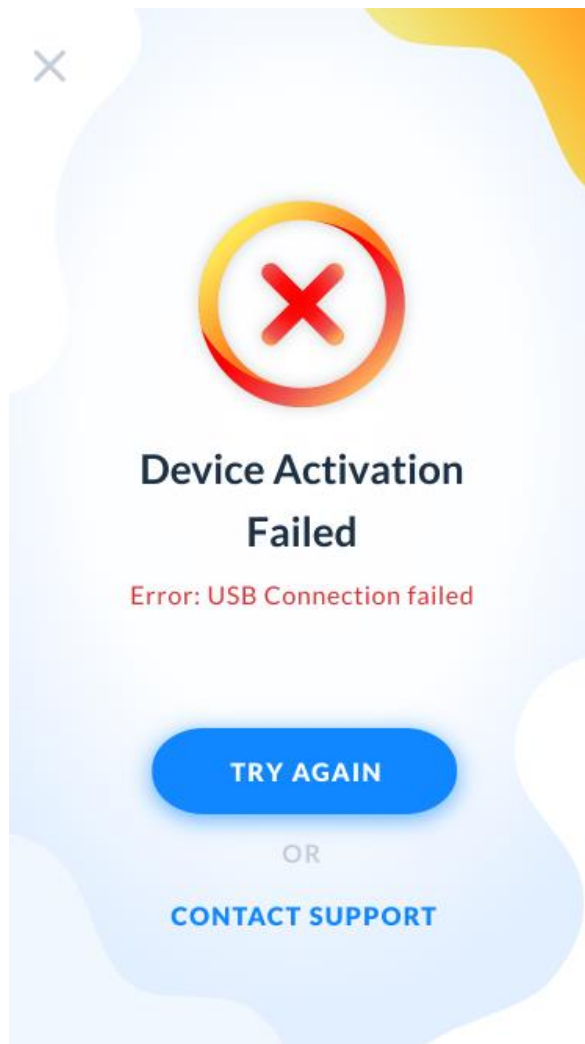
**Solution:** Activation Code Retrieval can fail in case if UBS connection failed or Tethering turned off. Check that USB cable is connected appropriately, and Tethering is turned on and tap on 'TRY AGAIN'.



## Device Activation

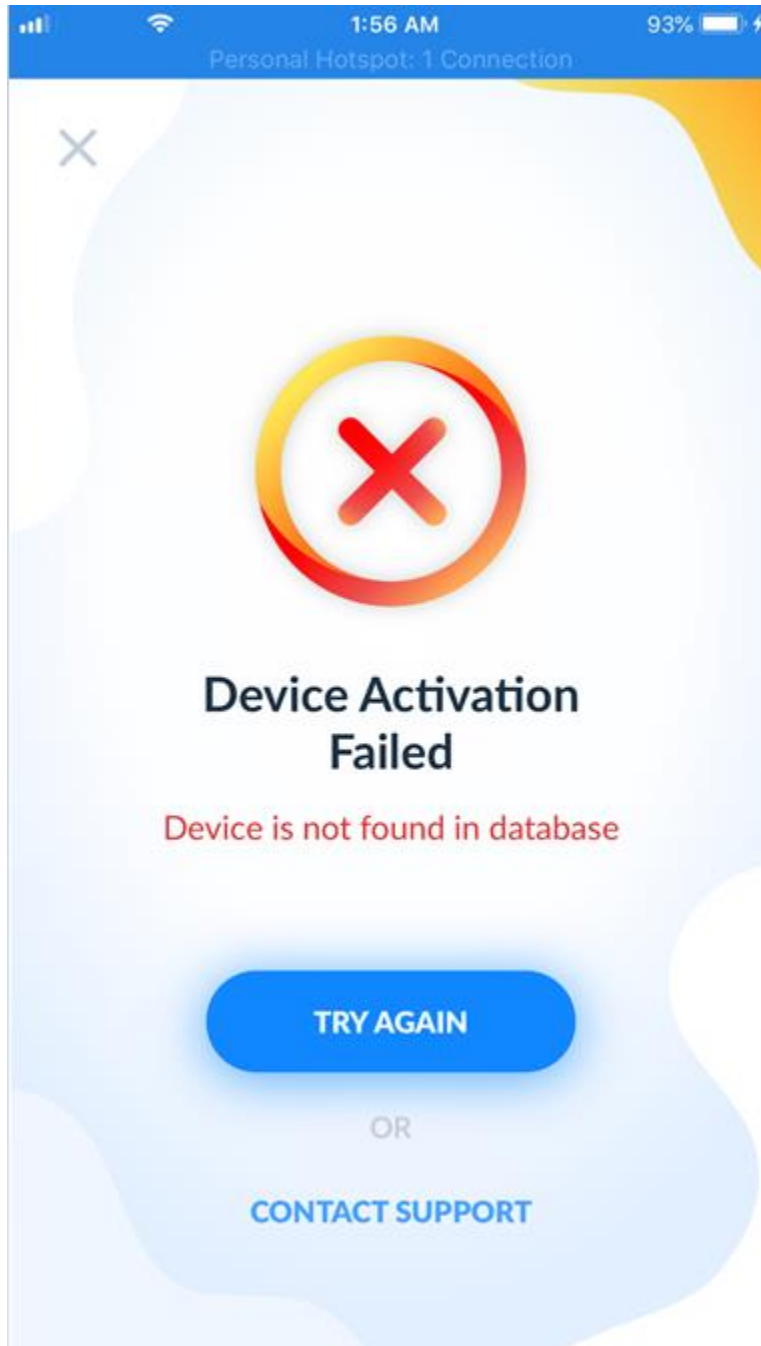
**Problem 1:** 'Device Activation Failed' – 'USB Connection failed' error.

**Solution:** Device activation can fail in case if UBS connection was interrupted or Tethering turned off. Check that USB cable is connected appropriately, and Tethering is turned on and tap on 'TRY AGAIN'.



**Problem 2:** 'Device Activation Failed' – 'Device is not found in database' or 'User isn't allowed to make this request' error.

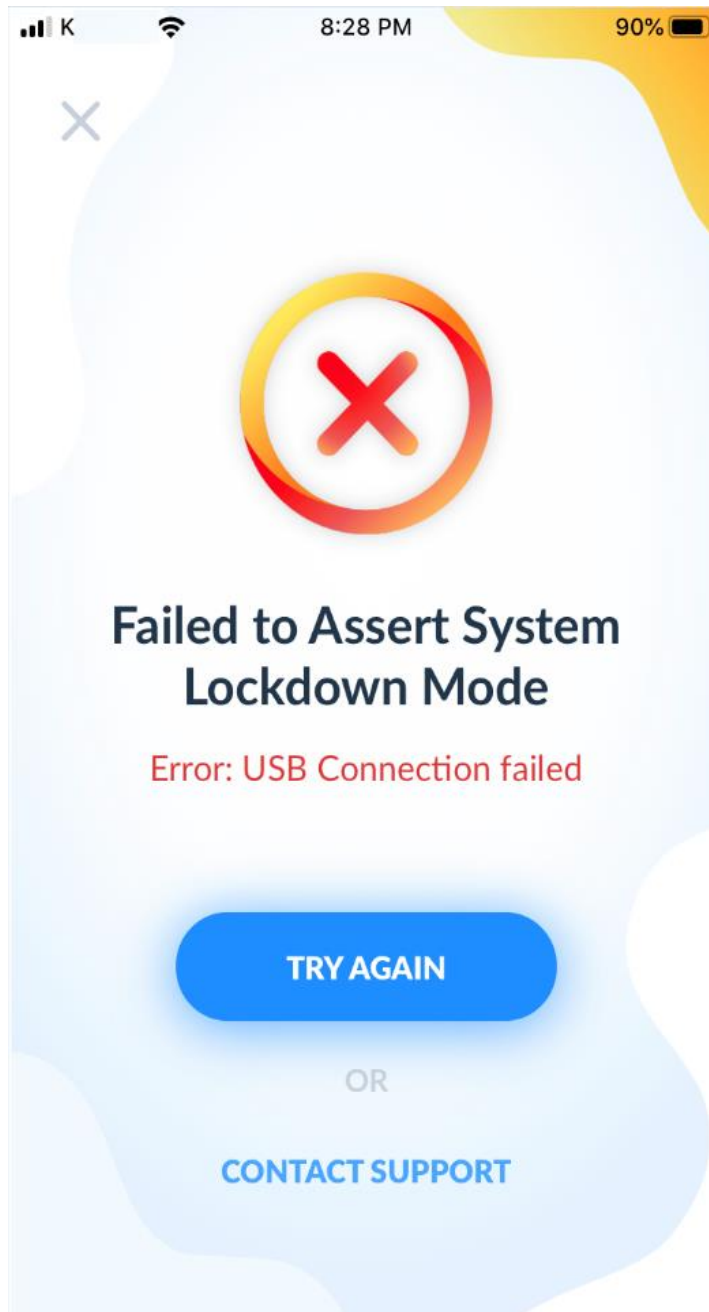
**Solution:** Device activation can fail in case if Device is assigned to another Organization. If you are assigned to several Organizations, re-login and make sure you are acting on behalf of the appropriate Organization and tap on 'TRY AGAIN'.



## Lockdown

**Problem 1:** 'Failed to Assert System Lockdown Mode' – 'USB Connection failed' error.

**Solution:** Asserting a Device to lockdown down can fail in case if UBS connection was interrupted or Tethering turned off. Check that USB cable is connected appropriately, and Tethering is turned on and tap on 'TRY AGAIN'.

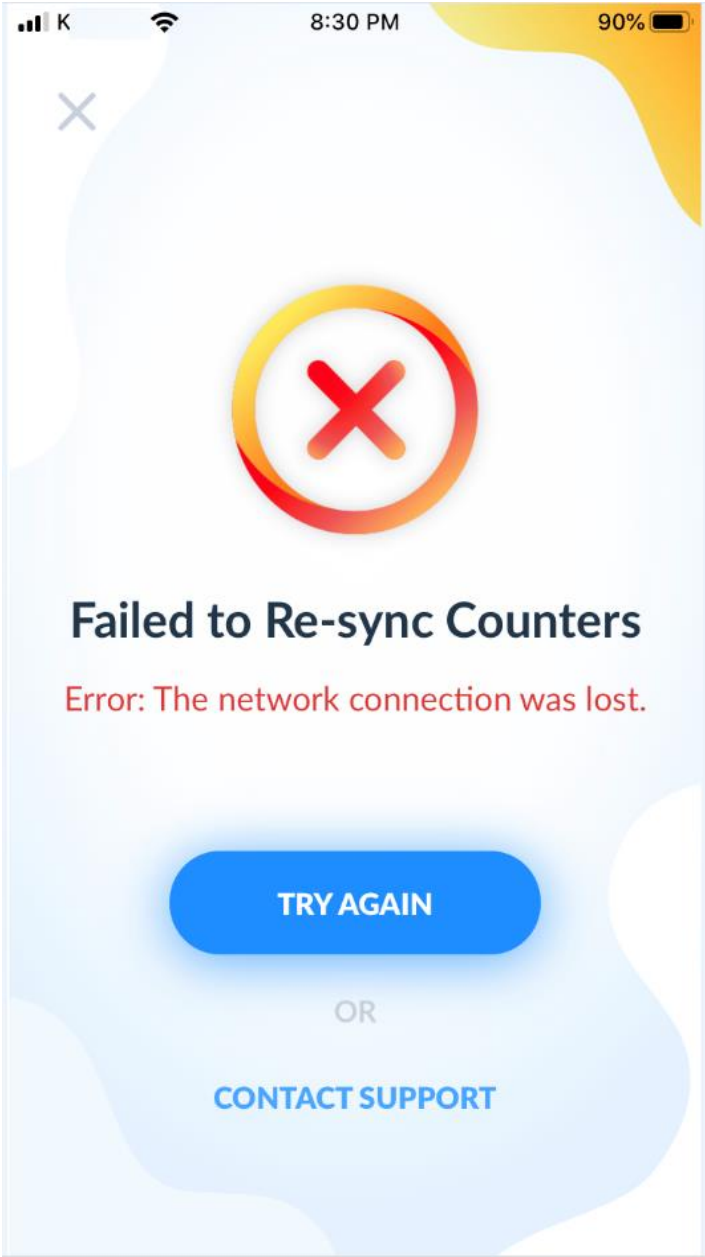




Re-sync

**Problem 1:** 'Failed to Re-sync Counters' – 'Error: The network connection was lost'.

**Solution:** Device activation can fail in case if UBS connection was interrupted or Tethering turned off. Check that USB cable is connected appropriately and Tethering is turned on and tap on 'TRY AGAIN'.





## Mobile Profile

**Problem 1:** 'Connection failed' error while trying to retrieve information from Cloud.

**Solution:** Connection to Cloud fails in case of low Internet speed or if Cloud is unavailable for some reason. Make sure that there are no problems with mobile Internet and tap on 'RETRY'.



LOG OUT

## Mobile Profile

Oh, no...

Connection failed



**Problem 2:** 'Connection failed' error while sending updated information to Cloud.

**Solution:** Connection to Cloud fails in case of low Internet speed or if Cloud is unavailable for some reason. Make sure that there are no problems with mobile Internet and try to resubmit information.

