

ID: 56

P2 2026-01-07 Ahmed laptop issues (ID:56)

7/1/26 Ahmed advised he is still having issues with his laptop. Need to organise a spare.

Active: True Status: WIP

Ticket No.: 2030297283 (Refer notes 8/1/26 re orig ticket)

Purchase Order No.:

Flags (1on1, Exch, ITP):

Email: russell.thomas@cohdawireless.com

cohda-56.txt - P2 2026-01-07 Ahmed laptop issues (ID:56)

18/12/25

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22:56 Email from Ahmed advising he has an issue with his docking station where his monitors restart every few minutes. Wants to ret a replacement docking station.

23/12/25

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02:01 Email to Ahmed asking his delivery address.

09:47 Ahmed provided his home address for the docking station to be delivered and advised he suspects a chargin issue with the chRGING PORT ON HIS LAPTOP.

7/1/26

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00:39 Ahmed email advising he is still having an issue with his laptop. The replacement docking station I sent hasn't resolved the issue. Suggested he log a tiket with Lenovo & he consider disabeling bitlocker if the replace the motherboard.

8/1/26

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03:58 Email from Ahmed advising he had logged a ticket - 2028990838. It will take 5 to 10 working days.

12:21 Email to Ahmed asking him to log a ticket direct with Lenoo.

12:36 Email from Ahmed advising machine was still in warranty.

10:51 Email from Ahmed confirming the macine is CW0204.

16:48 Replied to Ahmed advising I will send him a temporary spare machine. (CW0208 - A Dell) Asked him to confirm the CWxxxx of the machine that is causing him issues.

22:51 Ahmed advised it was CW0204 - Lenovo X1 Carbon (L1HF33E002S) FAM000515.

12/1/26

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CW0200 Was rebuilt 1/5/25

CW0242 was allocated as IT Spare.

17:21 Email to Malik asking if he knows location of CW0200. Trying to track it down for Ahmed.

13/1/26

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07:01 Reply from Malik - He doesnt have CW0200.

14/1/26

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09:37 Email from Lei advising machine CW0200 may have been sent to Ohban. June or July 2025.

20/1/26

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12:17 Email to Ahmed advising the spare X1 carbon was unavilable. (It was onsite at Ohahn) and offered the spare Dell 3450. Asked him to provide delivery address.

22/1/26

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07:12 Email from Ahmed confirming the Dell would be fine. He only needs it for a few days and if his emails could be preloaded.

21:18 Email from Ahmed asking if he can install his email client on his private computer. I replied saying this was OK.

27/1/26

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11:08 email fom Hao to Ahmed asking for deliver address.

14:29 Replied to Ahmed email from the 22/1/26 21:18 advising it is OK to install Office365 on his own machine. Asked Hao not to send CW0208 for now.

28/1/26

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CW0200 was returned to Cohda.

20:16 Email from Ahmed with delivery address. I guess he didnt want to install Outlook?

29/1/26

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14:23 Reply Email fom Hao to Ahmed, with Fedex tracking number.

10/2/26

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00:41 WhatsApp msg from Ahmed (15:11 his time) advising he cant login - Presumably on the CW0208

07:32 Replied on WhatsApp (22:02 his time) suggesting he login using his full email address.

15:09 WhatsApp msg from Ahmed (05:38 his time) advising he will try Thursday.

17/2/26

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18:31 WhatsApp msg from Ahmed asking if I'm available. I said no. He will ping me tomorrow

26/3/26 (Approx)

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Received CW0204 back. Confirmed it is locked. Attempting to rebuild the machine but unable to boot from an ISO image. Will need to look at doing a complete rebuild/log ticket with Lenovo.

31/3/26

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19:38 WhatApp msg from Ahmed asking for an update.

1/4/26

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09:48 Emialed Ahmed this ticket.

11:57 Attempt another rebuild of CW0294

-F1 -> BIOS -> Security -> Secure Boot -> Turn off Secure Boot & reboot.

-F12 -> Boot Menu -> USB HDD: TOSIBA TOSHIBA USB DRV. The W11 (NO CHECK) 26/3/22 USB

-Windows Setup. Language=English (US), Time & currency=English (US), Keyboard=US

-Select the OS= Windows 11 Pro

-Accept license terms

-Custom install - Install Windows only (advanced)

-Delete all the partitions. Unallocated space=953.9GB

-Installing Windows - Copying files - 100%

-Getting files ready - 100%

-Rebooted - Getting devices ready. Hung at 33% - "your device ran into a problem and needs to restart" -

Refer photo taken 1/4/26. Then rebooted.

-"Install Windows" dialog. Refer photo taken 1/4/26

-Will download more recent version of the W11 ISO from Microsoft.

-Downloaded Win11_25H2_english_x64_v2.iso.

-Used Rufus to create bootable USB.

17:00 Called Lenovo Suppoort 1800 043 849. They identified the machine as being purcased in Germany but has my detials on file. Need to confirm this with Mel. This explains why I dont have the bit locker key.

-Case 2030297283

- Hold power 45 sec
- F1 BIOS -> F9 factory default -> F10 save and exit
- F9 -> HW Diagnostics - Full unattended. Leave to run over night.

Expect email from Lenovo support re next step.

18:30 Email received from ANZ_Cons_Svc with details on creating and using a recover USB. Needs a 32GB USB. Will get tomorrow from Officeworks after morning coffee.

2/4/26

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- Diagnostics on CW0204 completed without error. Was unable to use QR code at end of report. It was saying it as corrupt.
- Got 32GB USB & built the Lenovo Recovery Media as per instructions in Email received 1/4/26

Ticket UPDATED: 2026-02-18 12:07 (TODO.EXE v2026.4.1.1049)