PSA update Bitlocker issue on a Conference Room Device

This is a PSA to make you aware of a recently identified issue affecting Lenovo Microsoft Teams Room (MTR) devices that were shipped with an incorrect Secure Boot certificate. Affected devices with Secure Boot and BitLocker enabled may cause BitLocker to lock the system when upgrading from Windows 23H2 to 24H2. When the system is in this locked state, the only resolution is to manually enter BitLocker recovery keys on each system.

BitLocker & OS Upgrade Block:

- *Windows has blocked upgrades from 23H2 to 24H2 for Lenovo devices if these features are enabled:*
    - *Bad GUID*
    - *BitLocker enabled*
    - *Secure Boot enabled*
- *Fix tested and expected in **February**.*
- *Lenovo requested **early access** to preview builds for verification.*
- *Additional issue reported with upgrade from 22H2 to 23H2; ticket to be opened for investigation.*

To prevent further disruption, Microsoft has paused the rollout of Windows 24H2 for all Lenovo MTRs. A workaround is currently in development to permit OS upgrades without triggering a BitLocker recovery. In the meantime, impacted devices must be manually recovered using BitLocker keys.

While it may seem logical to resolve the issue via a firmware update, modifying the Secure Boot certificate on already-deployed devices would unfortunately cause BitLocker to lock systems. Therefore, the resolution for in-market devices must come via a Windows fix that avoids reactivating BitLocker.

Next Steps

Lenovo is actively investigating the root cause of the Secure Boot certificate mismatch and will take steps to prevent it from happening in the future.

Moving forward, Lenovo and Microsoft will incorporate additional BitLocker upgrade scenarios into the MTR-W certification and testing process. This proactive step will ensure that future devices and OS upgrades do not encounter Secure Boot or BitLocker-related disruptions.

For more details, please refer to the [Microsoft Teams Rooms known issues page](#).

We appreciate your patience and partnership as we work toward a resolution. If you have any questions or need assistance with recovery steps, please don't hesitate to reach out.

*The **BitLocker issue** on a conference room device, customer must retrieve and enter the key manually. My service team is ready to help and engage with **any customer — large, mid, or small**.*

Find BitLocker Key - https://support.microsoft.com/en-us/windows/find-your-bitlocker-recovery-key-6b71ad27-0b89-ea08-f143-056f5ab347d6

*We understand this situation has a **high impact** on conference room solutions and requires **patience, empathy, and manual intervention**. We need to track & will continue to support our customers please call PSSC at the following number to open and ticket and keep you current on this issue.*

Lenovo Premier Support for Smart Collaboration (PSSC) – Conference Room Solutions - 866-426-0255

Below is the Microsoft release on this issue:

https://learn.microsoft.com/en-us/troubleshoot/microsoftteams/teams-rooms-and-devices/teams-rooms-known-issues-windows

| Lenovo Teams Rooms devices display BitLocker recovery screen. | When you try to update Windows from 23H2 to 24H2 on a Lenovo Teams Rooms for Windows device that has BitLocker enabled, the update might fail and you see a BitLocker recovery screen instead. | Perform the following actions:
1. Pause the Windows update on the affected device.
2. In the Microsoft Teams Rooms Pro Management portal, pause the Teams Rooms app update to versions 5.3.205.0 and 5.4.210.0.

If one of these versions of the Teams Rooms app has already been installed on your device and it now displays the BitLocker recovery screen, enter the BitLocker recovery key to restore functionality. |

*Thank you for your continued **support and collaboration**.*