

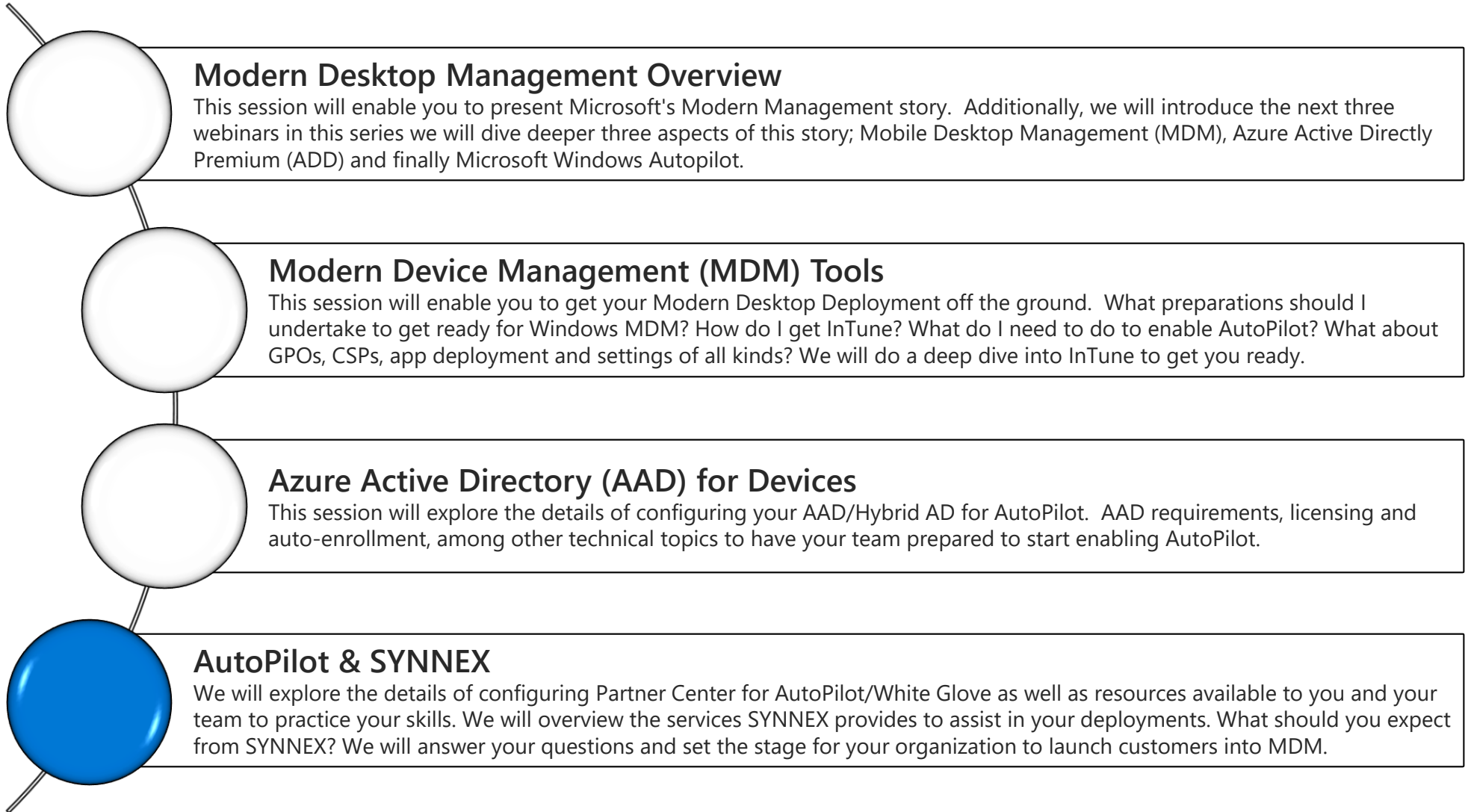


# Modern Desktop Management Series Session 4

SYNNEX & Microsoft

August 14 2019 Greenville, SC

# Modern Desktop Management Series Sessions



# Our Speakers

## John Petersen

### **SYNNEX Microsoft Sales Engineer**

John's career includes 14 years in technical roles at Microsoft focused on delivering identity, security, collaboration & deployment solutions to Fortune 100 clients. He now brings these enterprise-class solutions to companies of all sizes.

## Mark Layton

### **SYNNEX Program Manager BTO Integration Team**

Mark helps partners navigate the various service offerings offered by SYNNEX. Mark helps to scope opportunities that require services and match the capabilities of the Integration Team to the partner's needs. He also assists with new service offerings including first article builds and helps to competitively price services based on the scope of work required.

## Scott Birdzell

### **Microsoft Partner Technology Strategist**

Scott is in his 9th year with Microsoft. In his prior roles he launched Surface Hub 1, worked as an Account Technology Strategist (ATS) in the Desert Mountain Region as well and a Lync TSP in his early days with Microsoft. He has had special assignment including Windows XP to Windows 7 migration accountability in the Southwest as well as being a field advocate for the Surface 2 engineering team.

## Joseph Losinski

### **Microsoft Partner Technology Strategist**

With more than 20 years of experience using technology to enable companies, Joe focuses on the digital transformation of partners and customers by leveraging cloud adoption and enablement strategies. He helps organizations understand how Microsoft cloud solutions drive business value, improve operations and empowers the workforce to extend customer reach.

# Q&A with the AutoPilot Program Manager

<https://oofhours.com/2019/07/28/join-me-for-a-qa-session/>

<https://oofhours.com/2019/07/28/join-me-for-a-qa-session/>

## Out of Office Hours

MICHAEL NIEHAUS' TECHNOLOGY RAMBLINGS

WEDNESDAY, AUGUST 7TH, 2019

Search... 

[HOME](#)

[RSS](#)

### WINDOWS AUTOPILOT

## Join me for a Q&A session

BY MICHAEL NIEHAUS ON JULY 28, 2019 • ( 9 COMMENTS )

One of the things that I've wanted to do for a while is to have an open Q&A call – you know, the typical “office hours” concept from your college days, where someone says they’ll be available during certain times for any questions you might have. In my case, I’m not an instructor, and true to the domain name of this site I fully expect to do this from “out of the office” – with any luck, I’ll be sitting at home in my recliner, contemplating what I might want for breakfast before heading into the office.

To cover a broad range of time zones, I've picked 8am Pacific Daylight Time (PDT), on Thursday, August 1st. Here are the connection details:

[Join Microsoft Teams Meeting](#)

Conference ID: 330 973 15#

[Local numbers](#)

Using the Teams client (locally installed or via the web) is preferred, just in case there is any screen sharing needed, but feel free to call in if that's easier.

If no one shows up, I'll chalk this up as a failed experiment and go back to my breakfast. Otherwise, I'll look at doing this once a month.

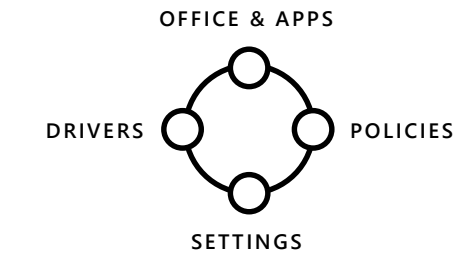
For those with doubts about the time zone math, the zip file below contains an ICS file that you can import to your favorite e-mail client (e.g. Outlook):

[Link: August-1-OOFHour.zip](#)

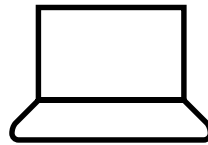
# Windows Autopilot

## Introduction

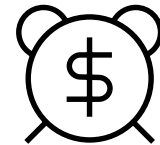
# Traditional Windows deployment // The old way



Build a custom image,  
gathering everything else  
that's necessary to deploy

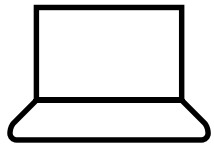


Deploy image to a new  
computer, overwriting what  
was originally on it

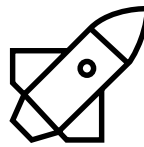


Time means money, making  
this an expensive proposition

# Modern Windows deployment // The new way



Un-box and turn on  
off-the-shelf Windows PC



Transform with minimal  
user interaction

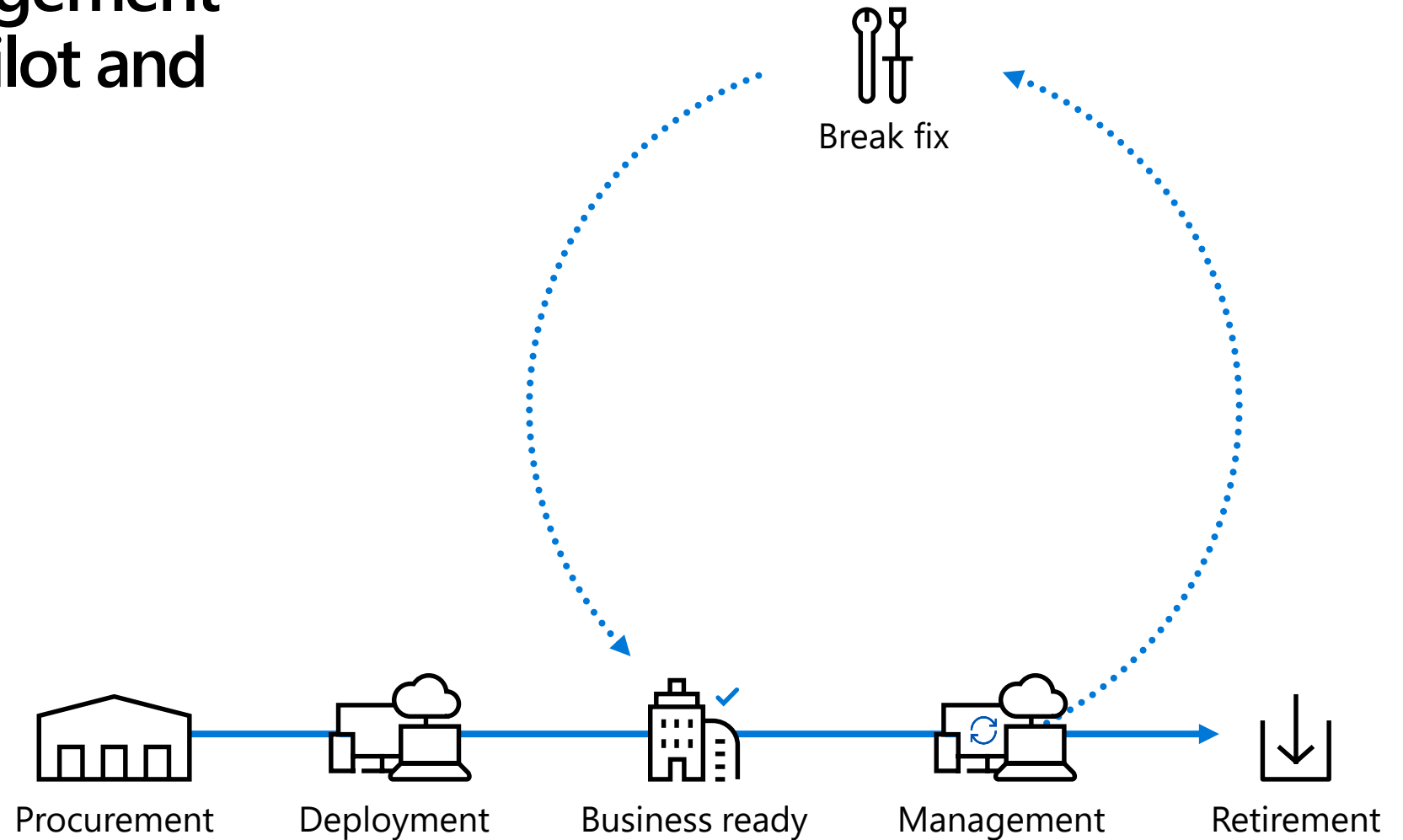


Device is ready  
for productive use

# Device lifecycle management with Windows Autopilot and Intune

## Key Benefits:

- No more maintenance of images and drivers
- No need for IT to touch the devices
- Simple process for users and IT
- Integration in the device supply chain
- Reset device back to a business ready state





# Windows Autopilot by Windows 10 version

## Windows 10, version 1703

Windows Autopilot introduced with user-driven deployment with Azure AD

## Windows 10, version 1709

Additional settings to simplify OOB, including suppressing EULA Diagnostics improvements

## Windows 10, version 1803

Enrollment status page added to ensure policies, apps and settings are applied prior to the end user gaining access to the desktop

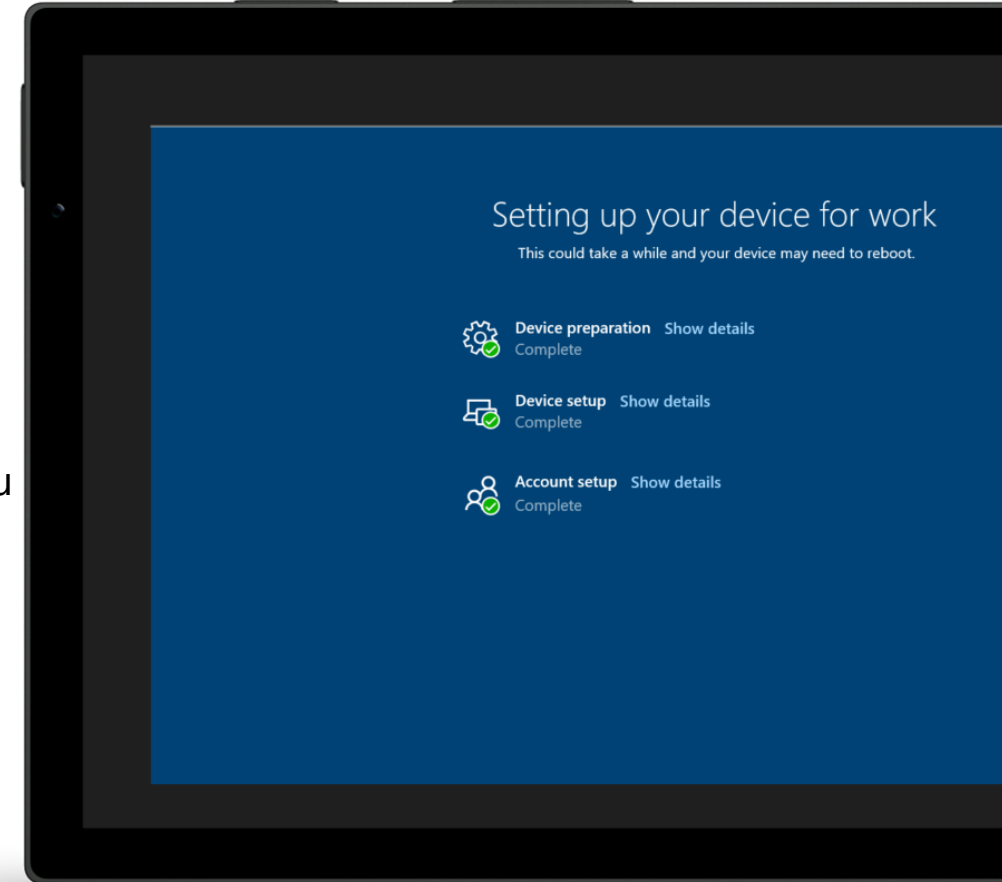
## Windows 10, version 1809

Autopilot self-deploying mode, enabling a truly zero touch option, allowing you to register the device to an AAD tenant, enroll in Intune, provision policies and applications, with no user authentication or user interaction required

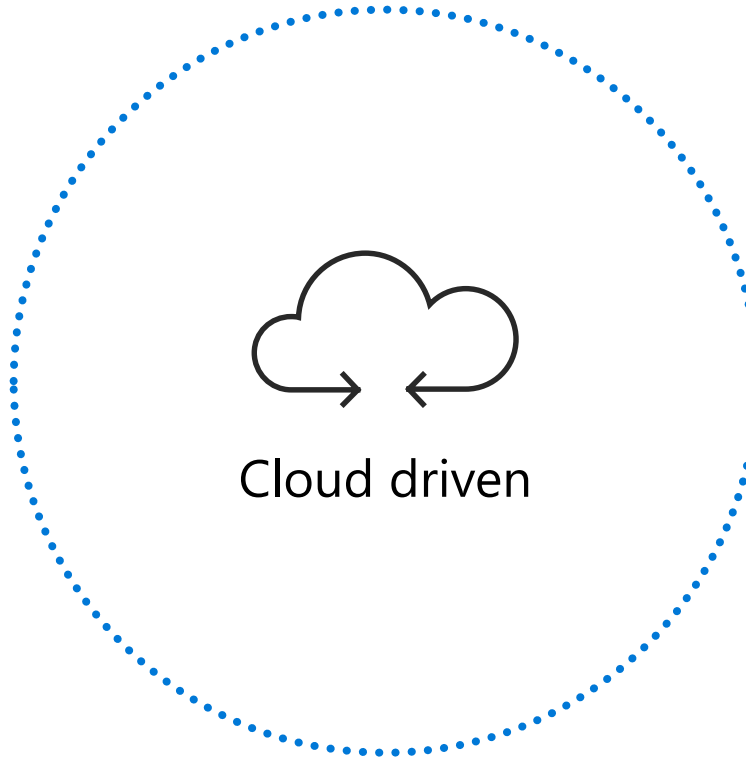
## Windows 10, version 1903

Autopilot "white glove" deployment enables partners or IT staff to pre-provision devices so they are fully configured and business ready for users.

Windows Autopilot is self-updating during OOB. Starting with the Windows 10, version 1903 Autopilot functional and critical updates will begin downloading automatically during OOB



# Windows Autopilot deployment



## Three simple steps

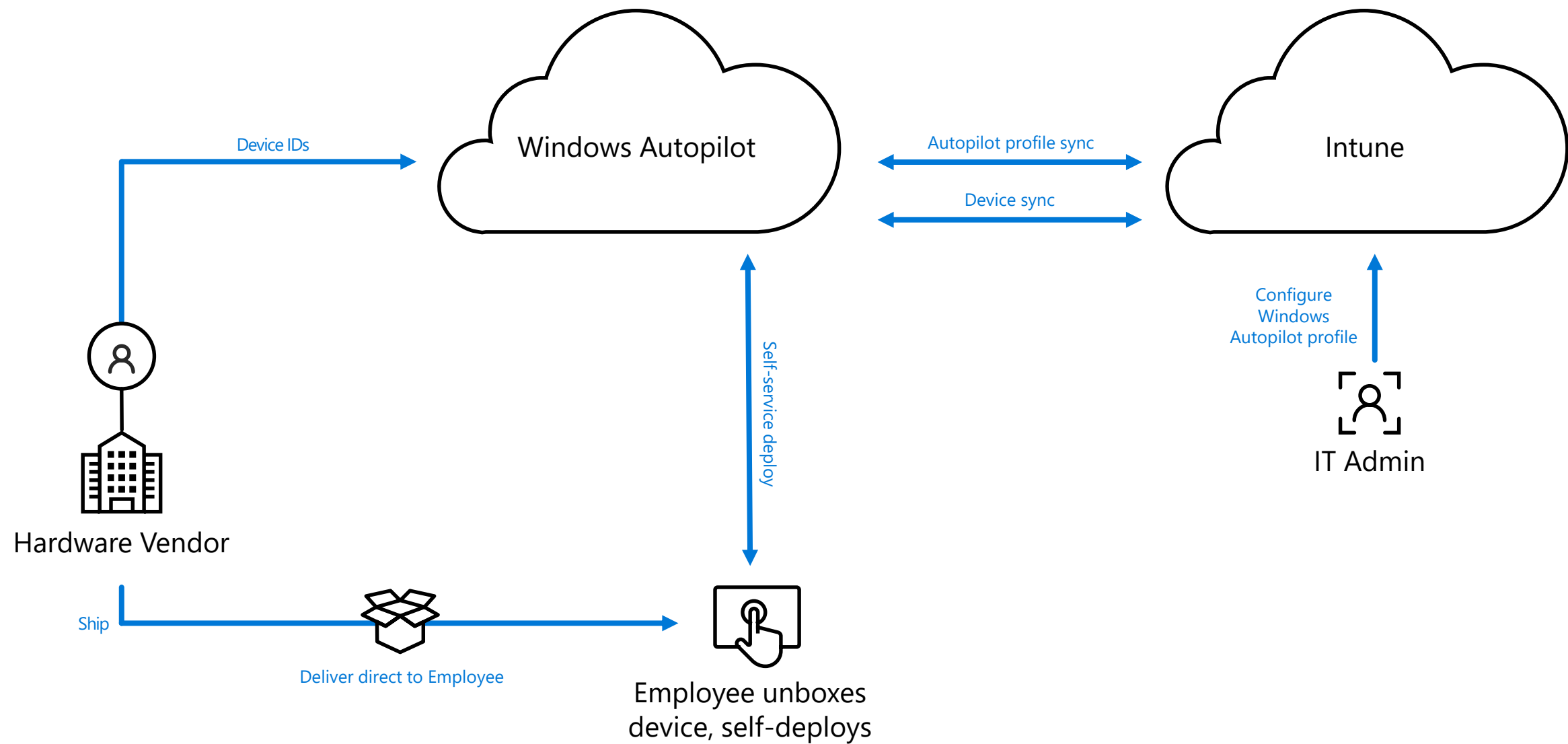
---

Register devices

Create an Autopilot profile and assign to a group

Ship the device to the user

# Windows Autopilot overview



# Windows Autopilot – testing for deployment

## Prerequisites:

- Windows 10, version 1703 (with July cumulative update) or later
- Azure Active Directory Premium P1/P2
  - Microsoft 365 Business, E3 or E5
  - Enterprise Mobility+Security (EMS) E3 or E5
- Intune – available in the following SKUs (or other MDM service)
  - Intune
  - Intune Device
  - Enterprise Mobility + Security E3
  - Enterprise Mobility + Security E5
  - Microsoft 365 E3
  - Microsoft 365 E5
  - Microsoft 365 F1
  - Microsoft 365 Business
  - Microsoft 365 Education A3
  - Microsoft 365 Education A5
- Microsoft Store for Business account (optional)
- Windows 10 Subscription Activation (optional)

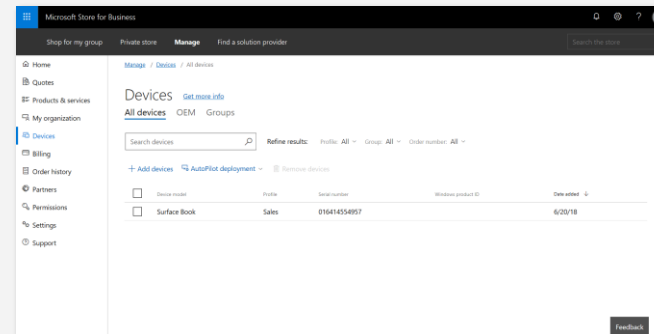
## Steps on test machine:

1. Boot an existing Windows 10, version 1703 (or later) device
2. Press Shift-F10 to open a command prompt on the first OOBE screen
3. Run script available from <http://powershellgallery.com/packages/Get-WindowsAutopilotInfo/> to gather hardware details
4. Edit the CSV file to include the hash from the previous step
5. Upload CSV file to Microsoft Store for Business, Intune, Partner Center, etc.
6. Assign Windows Autopilot profile
7. Continue the deployment

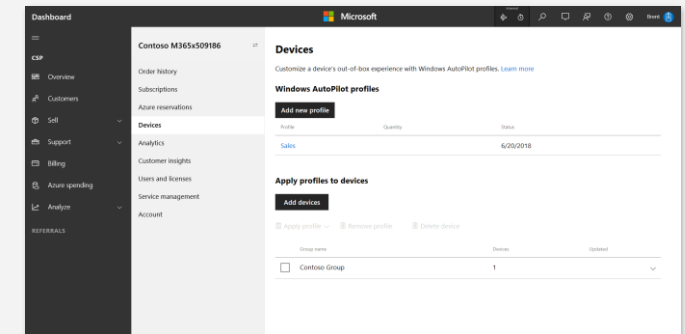
# Windows Autopilot

Administrative experience

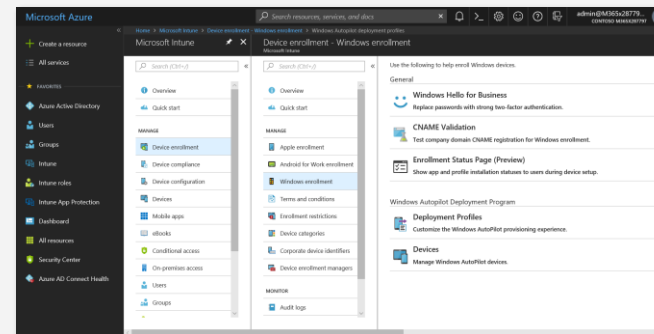
# Administering Windows Autopilot the portals



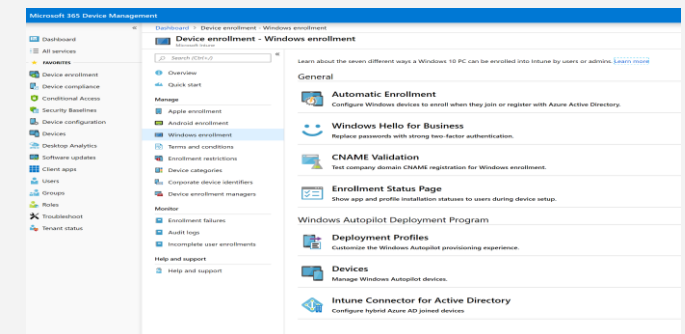
Microsoft Store for Business



Partner Center Portal



Microsoft Intune Portal



Microsoft 365 Portal

# Administering Windows Autopilot the device .CSV

AutoSave ☐ Off

File Home Insert Draw Page Layout

C1

	A	B
1	Device serial number	Windows product ID
2	R9-ZNP67	00329-00000-0003-AA606
3		
4		
5		
6		
7		
8		

BulkImport\_Devices\_Template (1)

Dashboard Microsoft

CSP

- Overview
- Customers
- Sell
- Support
- Billing
- Azure spending
- Analyze

Contoso M365x509186

- Order history
- Subscriptions
- Azure reservations
- Devices
- Analytics
- Customer insights
- Users and licenses
- Service management
- Account

### Devices

Customize a device's out-of-box experience with Windows AutoPilot profiles. [Learn more](#)

#### Windows AutoPilot profiles

Add new profile

Profile	Quantity	Status
<a href="#">Sales</a>		6/20/2018

#### Apply profiles to devices

Add devices

Apply profile

Remove profile

Delete device

Group name	Devices	Updated
<input type="checkbox"/> Contoso Group	1	

# Windows Autopilot

Assign profile



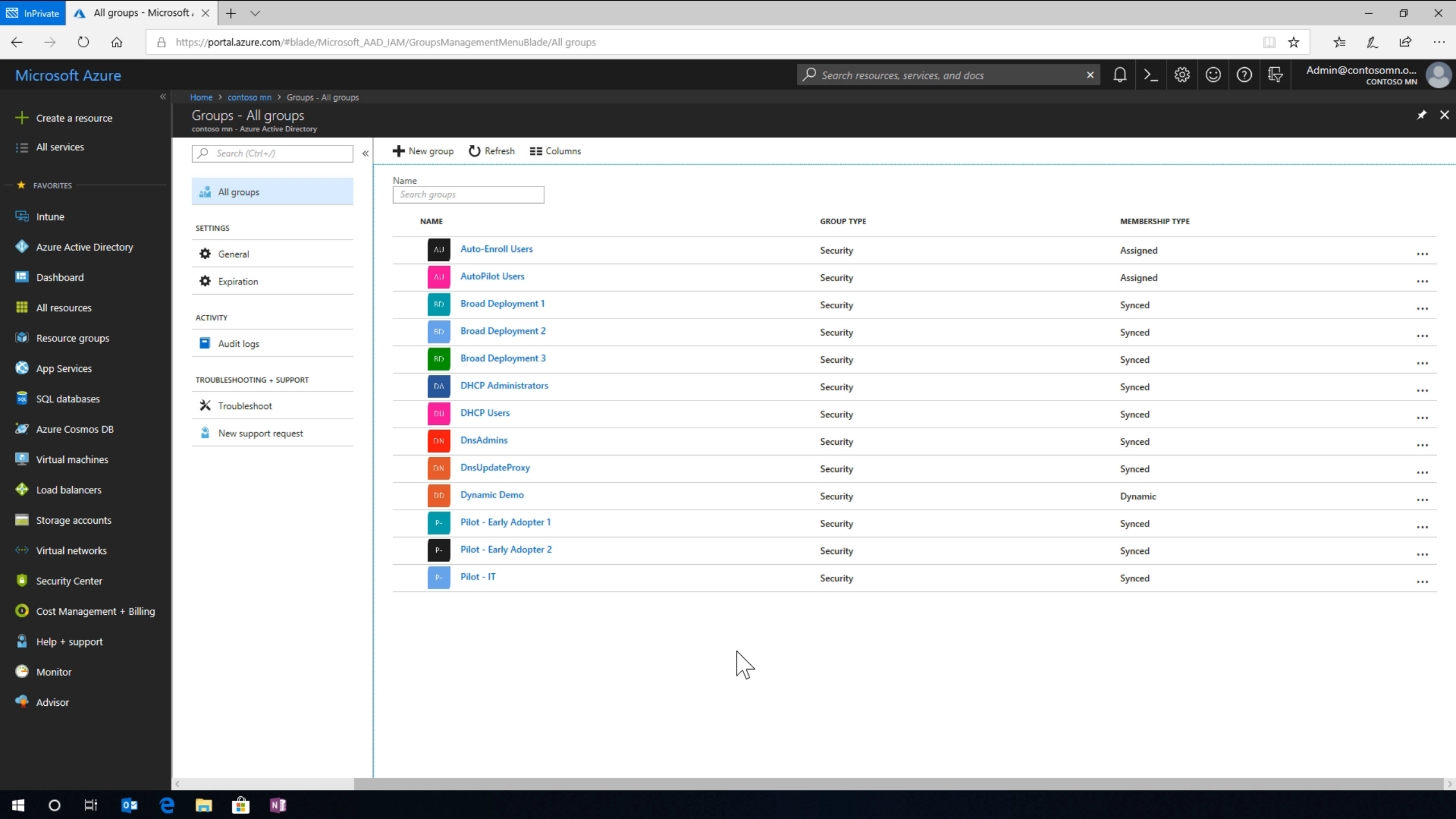
&lt;&lt;

## Device enrollment managers

Manage Windows AutoPilot devices.

# Windows Autopilot

Dynamic groups



# Windows Autopilot

Enrollment status page

# Windows Autopilot: enrollment status page

Ensure policies, apps and settings are complete prior to the end user gaining access to the desktop

Confirm minimum baseline requirements

Protect data during device set up

Deliver a compliant secure device

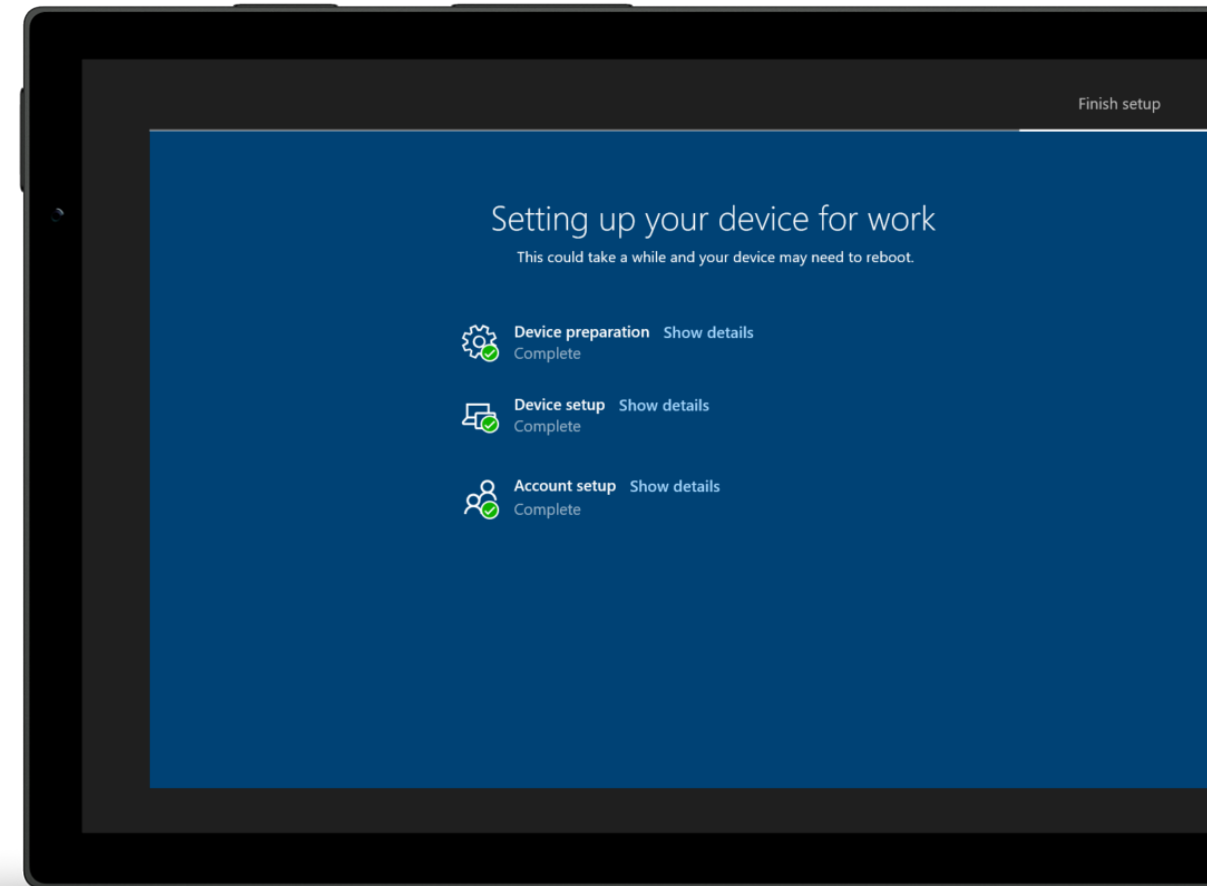
Personalize the out of box experience

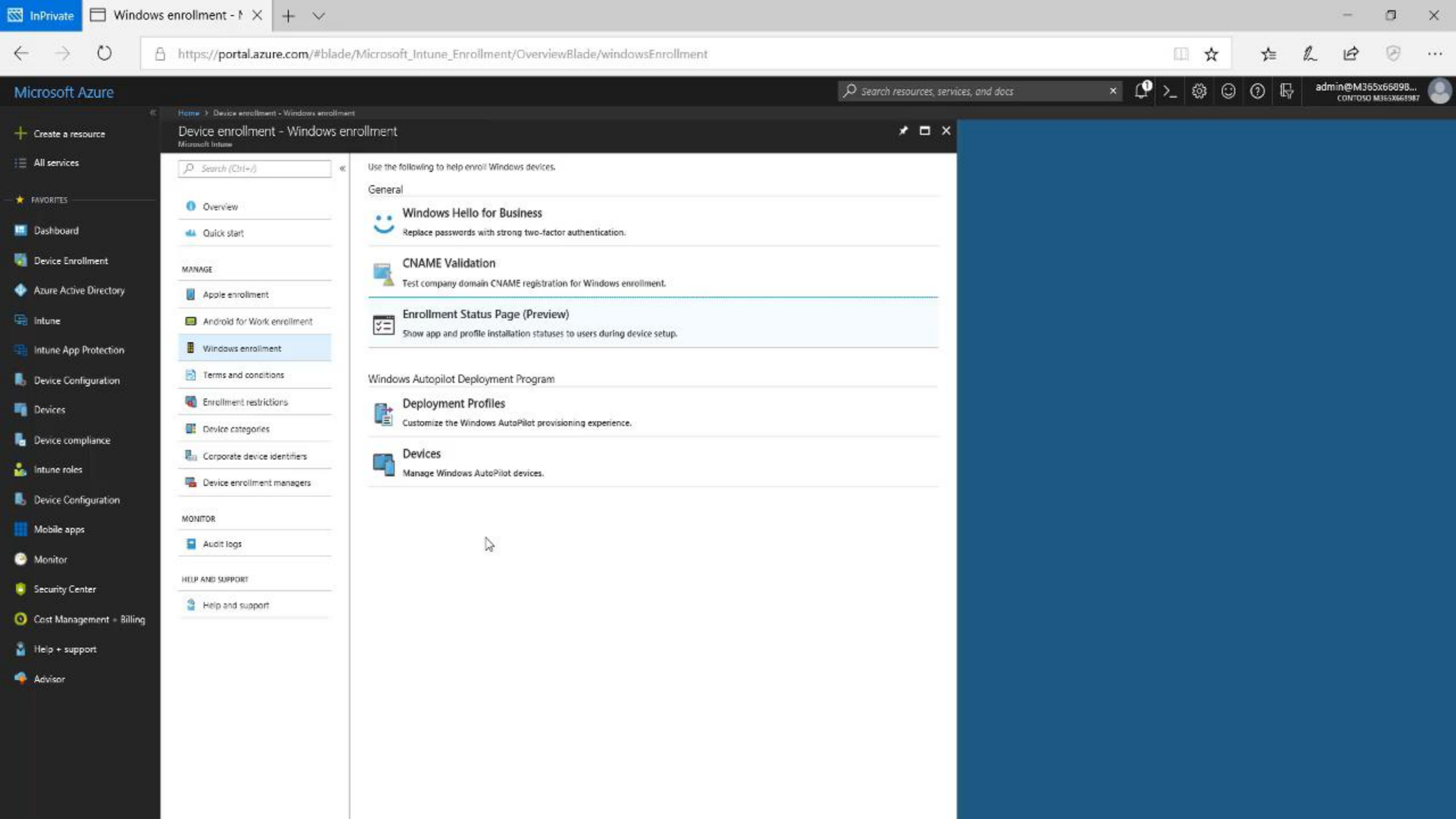
## Requirements

Windows 10, version 1803

Azure Active Directory Premium

Microsoft Intune





# Windows Autopilot

## Scenarios

# Windows Autopilot Scenarios

AVAILABLE

## User-driven mode

Windows 10, version 1703 and above

Join device to AAD, enroll in Intune/MDM

AVAILABLE

## Windows Autopilot reset - local

Windows 10, version 1709 and above

Join device to AAD, enroll in Intune/MDM

AVAILABLE

## Windows Autopilot reset - remote

Windows 10 1809

Execute a device reset via Intune and maintain AAD join and MDM enrollment

AVAILABLE

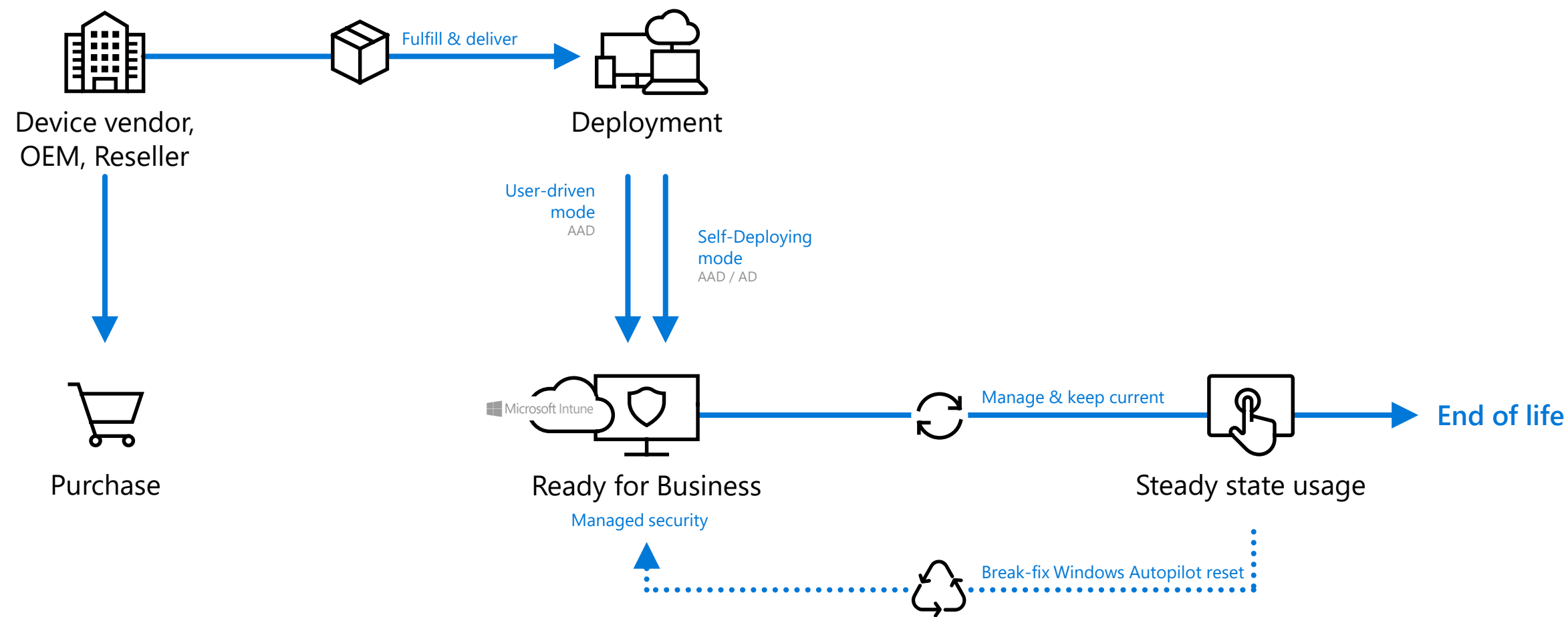
## Self-deploying mode

Windows 10 1809

No need to provide credentials, automatically joins AAD



# Windows Autopilot scenarios



# Windows Autopilot Reset

Local

# Windows Autopilot Reset - local

(previously Windows Automatic Redeployment)

## Simple process to prepare a device for a different purpose:

Remove all apps, settings, and personal files

Preserve Azure Active Directory join and MDM enrollment so the device is still managed

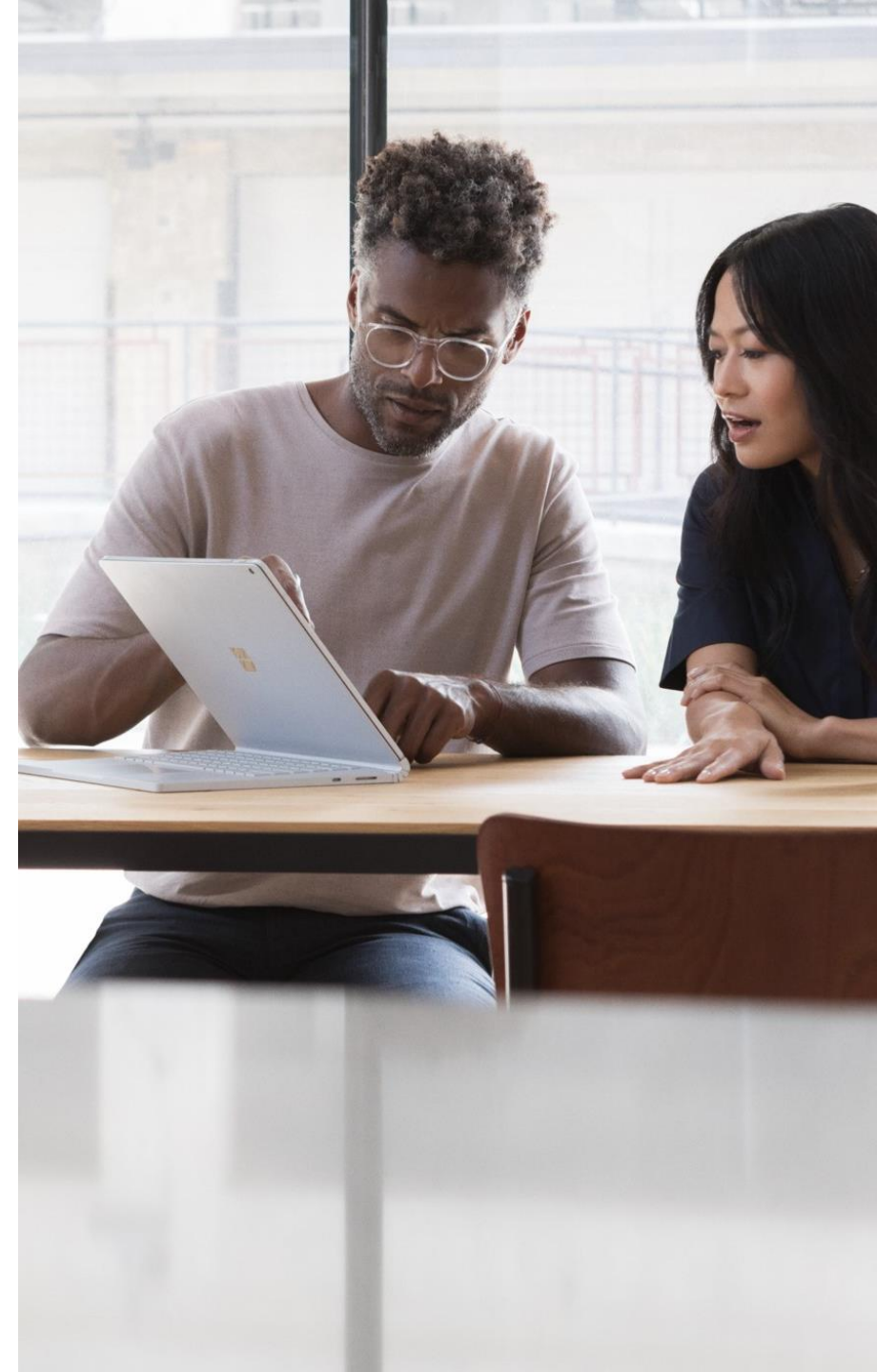
Preserves provisioning packages

Keeps keyboard, language, wi-fi settings\*

Initiated by an admin via a simple Windows-Control-R keystroke from logon screen

Takes 20-30 minutes to complete on typical hardware

\*Does not support certificate based Wifi/802.1x



# Windows Autopilot Reset - local

(previously Windows Automatic Redeployment)

## Requirements:

Windows 10, version 1709 or later

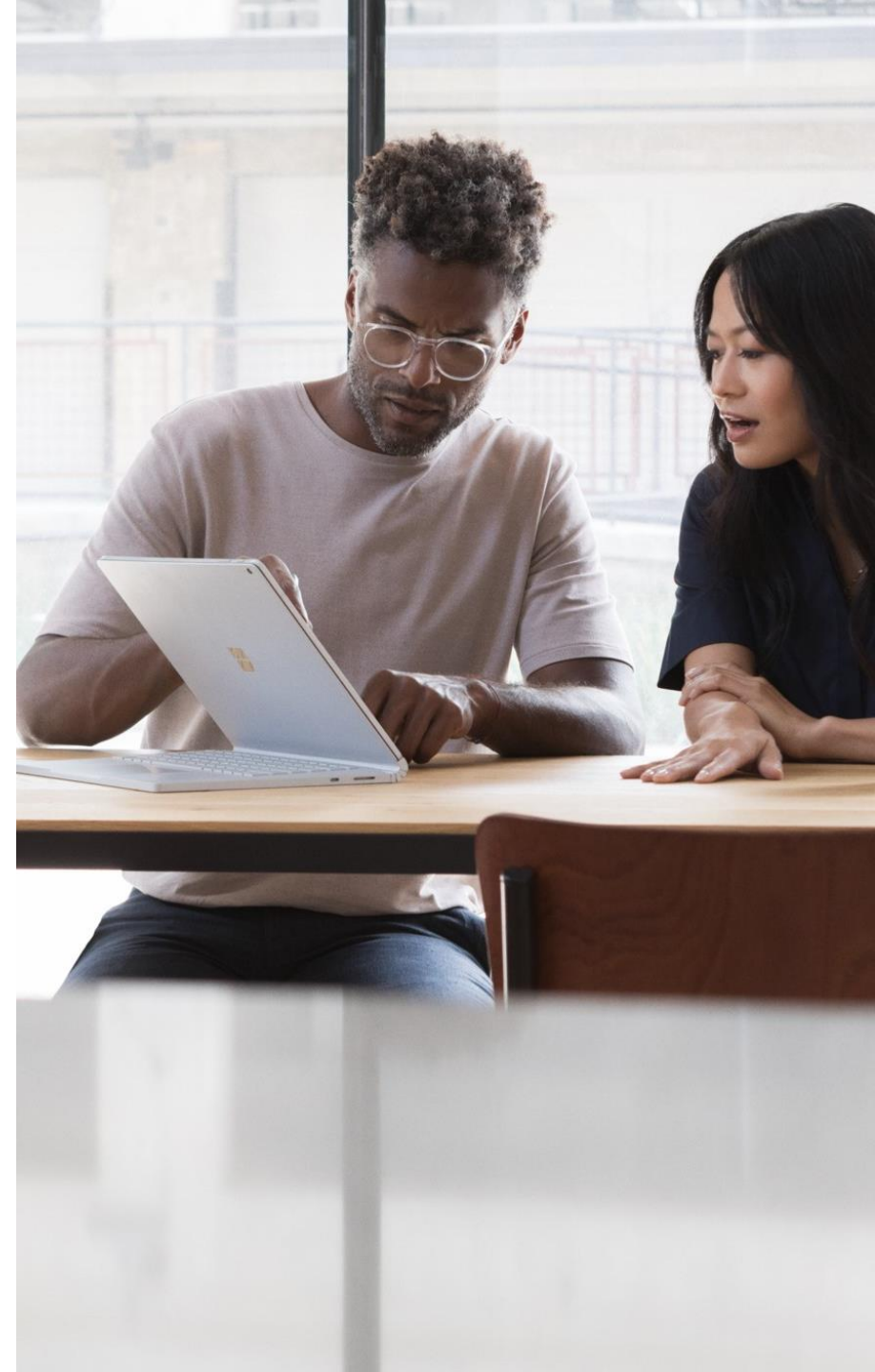
Needs to be enabled on devices (off by default)

- MDM policy and provisioning package support available

Azure Active Directory-joined devices

Active Directory or Azure Active Directory administrators perform this task

- All users who can add devices to Azure AD are considered Administrators
- Configure via Azure Portal to restrict





Settings

Managed by Contoso MN

Areas managed by Contoso MN

Contoso MN manages the following areas and settings. Settings marked as Dynamic might change depending on device location, time, and network configuration.  
[More information about Dynamic Management](#)

Polices

- Experience
- Update
- Start

Applications

- Sway
- Delve
- Expenses
- Dynamics 365

Connection info

Management Server Address:  
`https://r.manage.microsoft.com/devicegatewayproxy/cimhandler.ashx`

Exchange ID:  
`A257859D4D45D63E828035209C4628C1`

# Windows Autopilot Reset

Remote via Microsoft Intune



# Windows Autopilot Reset - remote

## Simple process to prepare a device for a different purpose:

Remove all apps, settings, and personal files

Preserve Azure Active Directory join and MDM enrollment so the device is still managed

Preserves provisioning packages

Keeps keyboard, language, wi-fi settings

**Initiated via Microsoft Intune**

Takes 20-30 minutes to complete on typical hardware



# Windows Autopilot Reset - remote

## Requirements:

Windows 10 1809 and later

Needs to be enabled on devices (off by default)

- MDM policy and provisioning package support available

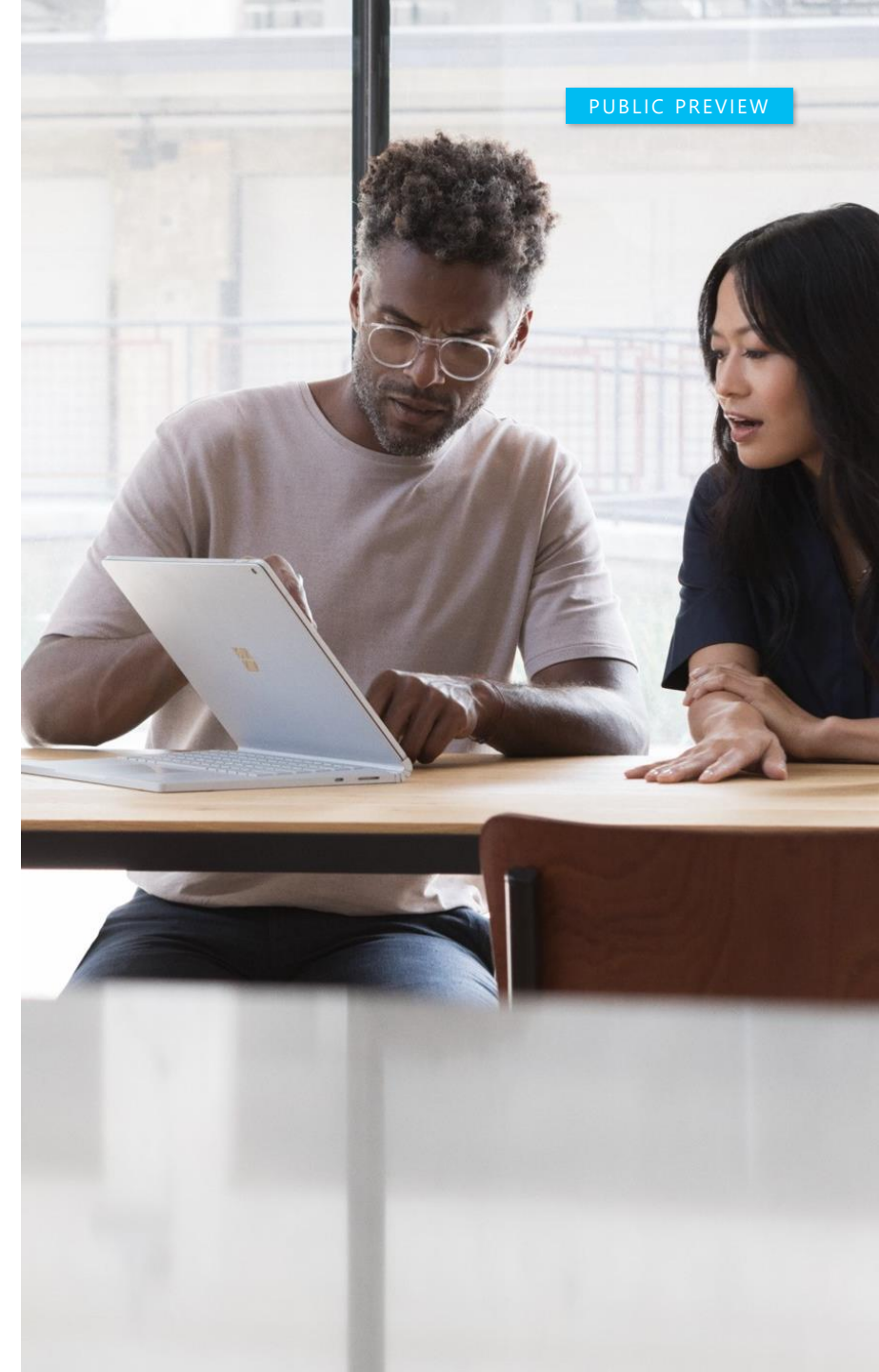
Azure Active Directory-joined devices

Administrators to perform the task

- All users who can add devices to Azure AD are considered Administrators
- Configure via Azure Portal to restrict
- Enrollment status page must be switched on in Intune

## Roadmap:

Support for Active Directory-joined devices





# Windows Autopilot

Self-deploying devices

# Self-Deploying mode

## Prerequisites:

Windows 10 1809 and later

TPM 2.0

Azure Active Directory Premium

Microsoft Intune

## Steps:

1. Register device with Autopilot
2. Assign Autopilot Profile configured for "self-deploying mode" within Intune
3. Boot device, click OK (for now)

# Let's start with region. Is this right?

U.S. Minor Outlying Islands

U.S. Virgin Islands

Uganda

Ukraine

United Arab Emirates

United Kingdom

United States

Yes



# Taking the next step

## Want to learn more?

[Forrester TEI Study](#)

[Forrester Study: Modernize Your Device Management Practices with the Cloud](#)

[Windows for Business Website](#)

[What's new in Windows 10](#)

[Windows for IT Pros Webcast Series](#)

## Need help?

[Windows 10 Tech Community](#)

[Windows Insider Program for Business](#)

[Windows 10 Deployment Options](#)

[FastTrack for Windows 10](#)

## Ready to try?

[Windows 10 Enterprise Trial](#)

[Microsoft 365 lab kit](#)

[Ready for Windows](#)

[Windows Analytics](#)

[Windows Autopilot](#)

[Microsoft Intune](#)

## Ready to buy?

Talk to your Account Manager

[Request a Quote for Windows 10](#)



# SYNNEX SERVICES

**Mark Layton - Program  
Manager**

**Integration Solutions**  
**Service Solv**  
**Field Services**

**SERVICE**Solv™

# Integration Services

Southaven, MS (DTN) & Plainfield, IN (DIN)

## Why SYNNEX Integration Solutions?

- Add customized solutions for customers
- Enable integration solutions within your portfolio-small to large-scale projects
- Integrated solutions direct to end-user
- **ISO 9001 certified**
- World-class Integration Center in Southaven, MS & Plainfield, IN
- Customized quality checks and diagnostic testing

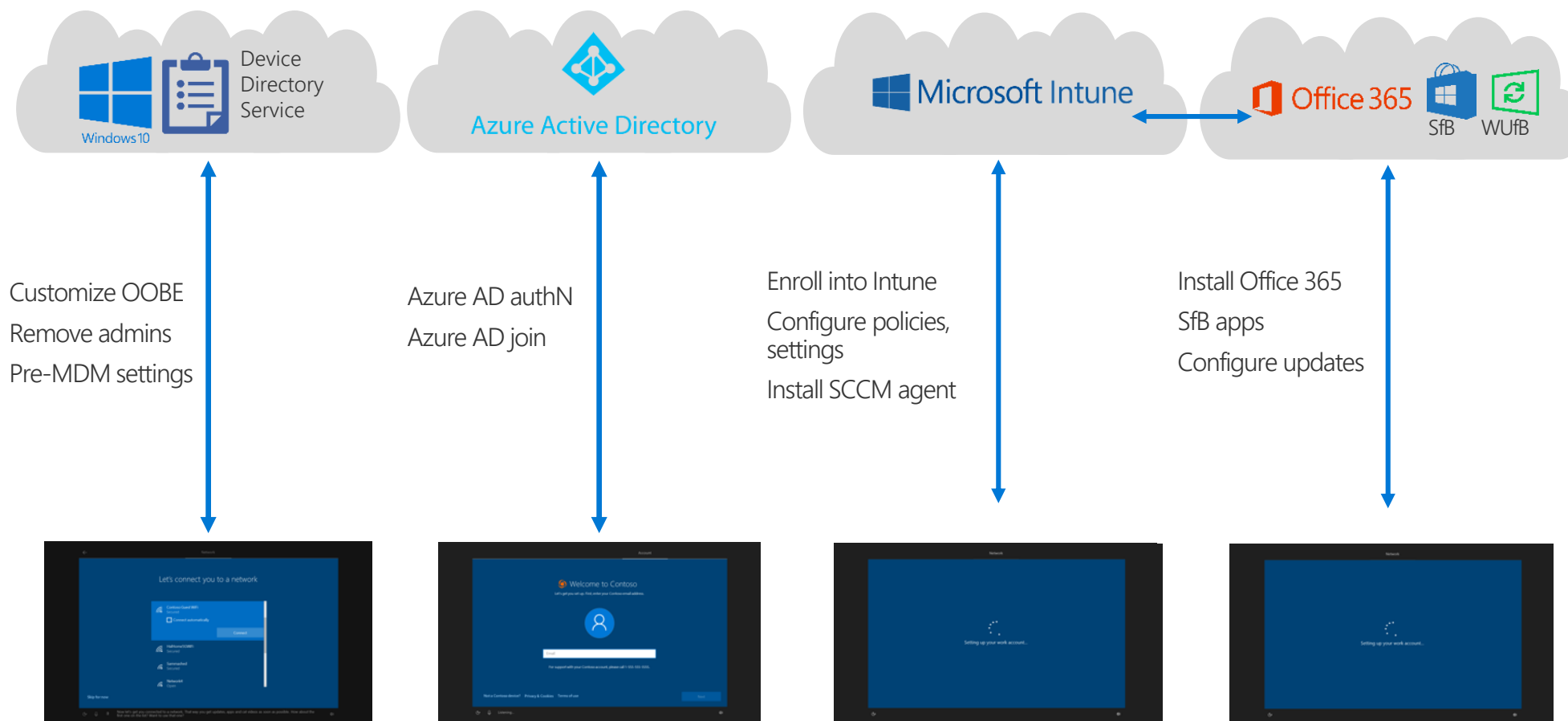


**Southaven:**  
**517K SF Warehouse**  
**45K SF Integration Center**

**Plainfield:**  
**129K SF Warehouse**  
**5K SF Integration Center**



# Autopilot pulls it all together





# SYNNEX Autopilot Options

SKU NAME	DESCRIPTION
ITG-INTUNE-VP	Intune/AutoPilot service (Provide/Upload .CSV for Microsoft AutoPilot Program)
ITG-WIN-PROVISION-1	Intune Full Provisioning (PROVISIONING OF WINDOWS DEVICE USING A PROVISIONING PACKAGE)
ITG-APWG	AutoPilot White Glove service: Devices to be provisioned and ready to go, out of the box
ITG-APWG-AT	AutoPilot White Glove Service + Asset Tag & Report: Devices to be provisioned and ready to go, out of the box
ITG-ETCH-LOGO	Etch Logo - up to 4" x 4"
ITG-ETCH-NAME	Etch School Name or "Property Of" Info
ITG-ASSET-BTOSVC	Asset Tag on Windows devices - Includes an Excel Report with Serial Numbers & Asset Tags
ITG-LOG-MACADD	MAC Address Reporting
ITG-INTUNE-FS	Intune/AutoPilot service, Asset Tag, and Mac Address Capture and Reporting
ITG-INTUNE-EL	Intune/AutoPilot service + Custom Etch Logo (up to 4" x 4")
ITG-INTUNE-EN	Intune/AutoPilot service + Etch School/Business Name and/or "Property Of" Info
ITG-INTUNE-LAT	Intune/AutoPilot service + Custom Etch Logo (up to 4" x 4") + Asset Tag/Report
ITG-INTUNE-ENAT	Intune/AutoPilot service + Etch School/ Business Name and/or property of info + Asset Tag/Report
ITG-10PACK-GAYLORD*	Gaylord boxing for multi-packing devices (11.6" device) (10 units/box)
ITG-20PACK-GAYLORD*	Gaylord boxing for multi-packing devices (11.6" & 14" device) (20 units/box)
ITG-30PACK-GAYLORD*	Gaylord boxing for multi-packing devices (11.6" & 14" device) (30 units/box)
ITG-CART-CAB-PS	Charge cart cabling & power supply set up—does not include device insertion into the cart



# Windows Autopilot white glove

Windows Autopilot white glove process, which lets IT technicians, partners, and even OEMs pre-provision devices before they are delivered to the user. Using this process, all device configuration tasks, including apps (machine-targeted or user-targeted), certificates, and policies, can be completed in advance, making it so that when the user gets the device, the device can be ready for productive use within a few minutes.

<https://techcommunity.microsoft.com/t5/Windows-IT-Pro-Blog/The-latest-news-on-Windows-Autopilot/ba-p/614704>

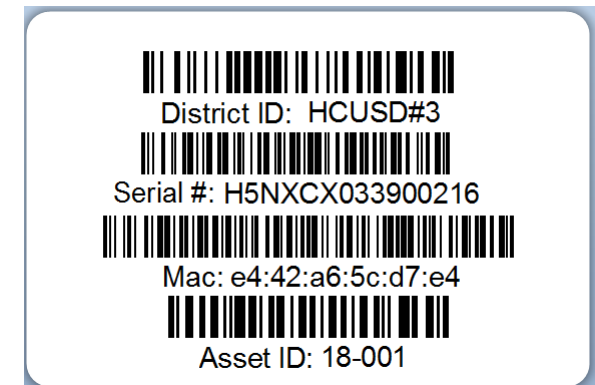
## Staging, Integration & Configuration

- Hardware Insertion and Removal
- BIOS and Firmware Updating
- Full Rack Builds
- RAID set up
- MAC address reporting
- OS (Microsoft and Linux)
- Encryption
- Software Loads
- Enrollment & Custom Config
- Imaging
- Laser Etching
- VR Kits



## Value Added Services

- Burn-in/Stress Test to prevent DOA
- Data Capture of SN/MAC Address
- Kitting/Bundling
- Asset Tagging
- UID Labeling
- Customer Specific Labeling
- Marketing Collateral, Sourcing
- Project Management
- Inventory Management



Insertions of Memory, SSD, HDD, cards (net, video, serial port, etc), backlit keyboards, software load, data capture & reporting

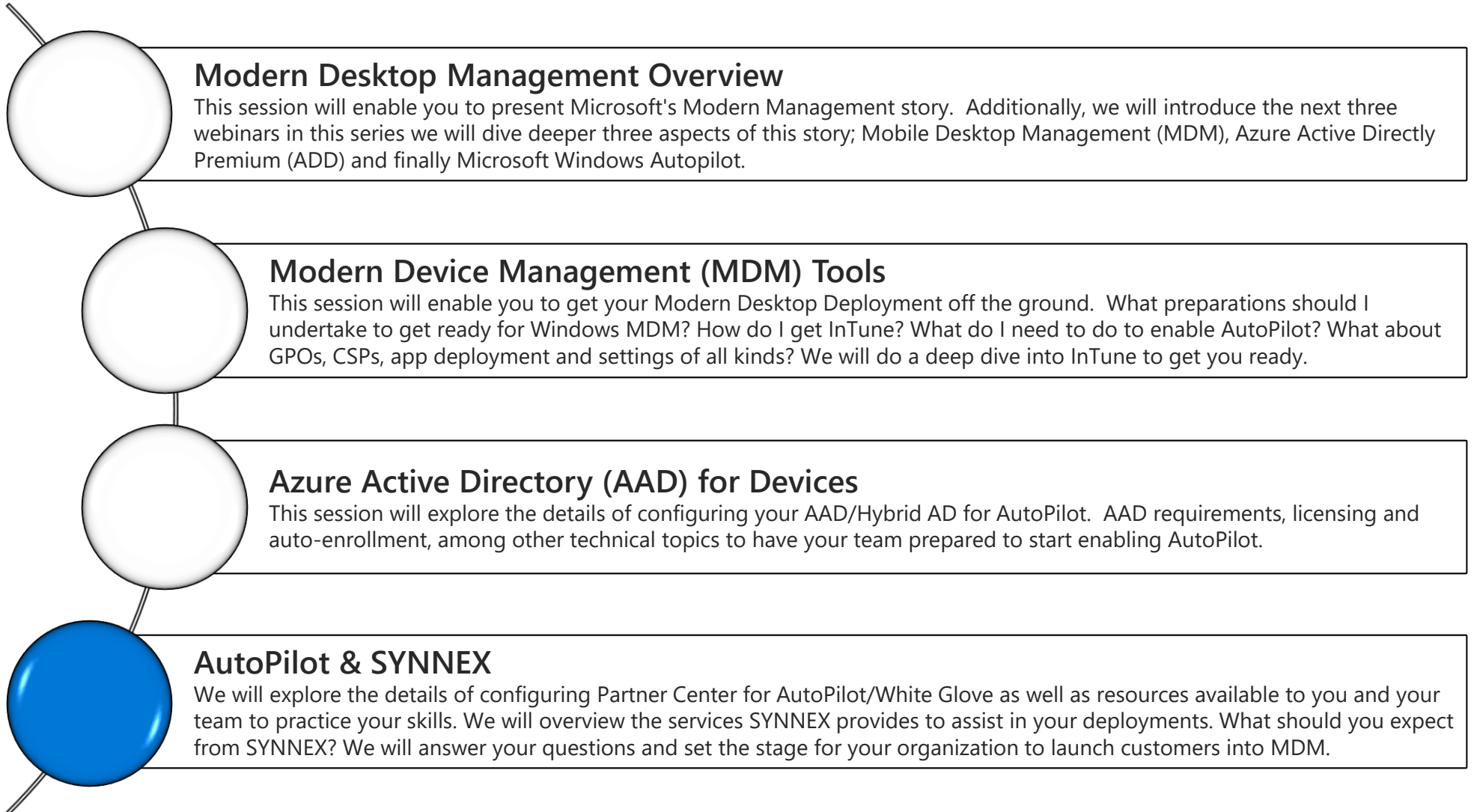
## Who to Contact?

[BTOQuotes@SYNNEX.COM](mailto:BTOQuotes@SYNNEX.COM) – Integration Opportunities

[ServiceBD@SYNNEX.COM](mailto:ServiceBD@SYNNEX.COM) – Field Services Opportunities

[ServiceSolv@synnex.com](mailto:ServiceSolv@synnex.com) – Pre-Sales Solutions Support

# Modern Desktop Management Series Sessions



# Q&A





# Appendix





Thank you.



# Windows 10 commercial edition comparison

Additional offerings available for Windows IoT and Education products

	Home	Pro	Pro for Workstations	Enterprise E3	Enterprise E5
<b>Intelligent security</b>   Advanced security, powered by cloud intelligence, that proactively protects your business.					
Attack surface reduction					
Next-generation protection					
Endpoint detection and response					
Automatic investigation and remediation					
Security posture					
Cross-platform extensibility and integration					
Multifactor authentication and biometrics <sup>1</sup>					
Credential protection					
Full-volume encryption <sup>2</sup>					
Data loss prevention <sup>3</sup>					
<b>Simplified updates</b>   Tools and insights IT can trust to simplify deployment and updates, freeing resources to drive more business value.					
Windows Analytics Upgrade Readiness					
Windows Analytics Update Compliance					
Windows Analytics Device Health					
Windows as a service					
Windows Update for Business					
<b>Flexible management</b>   Comprehensive endpoint management that supports traditional, cloud, or hybrid IT on your terms.					
Windows Autopilot <sup>4</sup>					
Single or multi app kiosk mode <sup>5</sup>					
Mobile device management (MDM) <sup>6</sup>					
Windows 10 Subscription Activation <sup>7</sup>					
Hybrid Azure AD Join <sup>8</sup>					
Mobile Application Management (MAM)					
Microsoft Store for Business <sup>9</sup>					
Manage user experiences					
<b>Enhanced productivity</b>   An intuitive experience with built-in features that help employees collaborate and work efficiently.					
Enterprise search <sup>10</sup>					
Windows Timeline <sup>11</sup>					
Microsoft Edge					
Cortana <sup>12</sup>					
Office 365 on Windows <sup>13</sup>					
Microsoft Whiteboard <sup>14</sup>					
OneNote					
Continue on PC <sup>15</sup>					
Windows Ink <sup>16</sup>					
3D in Windows 10 <sup>17</sup>					

- Windows Hello for Business with biometric authentication requires specialized hardware, such as a fingerprint reader, illuminated IR sensor, or other biometric sensors, depending on the authentication method.
- Requires TPM 1.2 or greater for TPM-based key protection.
- Windows Information Protection requires either MDM or System Center Configuration Manager to manage settings. Sold separately.
- Requires Azure AD for automatic MDM enrollment. Requires Microsoft Intune for Blocking Status page. Sold separately.
- Requires Microsoft Intune or third-party MDM service. Sold separately.
- Not all MDM capabilities are available in the Home SKU. MDM requires an MDM product such as Microsoft Intune or other third-party solutions, sold separately.
- Requires Azure AD for identity management. Sold separately.
- Requires Azure AD and Microsoft Intune, sold separately.
- Available in select markets. Functionality and apps may vary by region and device.
- Requires Bing for business to search across company resources and portals. Requires Office 365 subscription, sold separately, to search across OneDrive for Business and SharePoint locations.
- Shows up to 30 days of past activities done on table and mobile phone when users are signed into their Microsoft accounts.
- Available in select markets; experience may vary by region and device.
- Requires Office 365 subscription. Sold separately.
- Touch-based capabilities require a touch capable device. Pen accessory sold separately.
- Users must link their mobile phone to their PC in PC settings, install the appropriate app for their device, and follow the setup prompts.
- Touch capable device required. Pen accessory sold separately.
- Remix 3D catalog available in select markets. Experience may vary by region and device.

# Windows 10 gets better with each release

With enhanced security, more tools for IT and end user productivity features

