

# How to use this presentation



This presentation is to support the Surface Modern Solutions Partner Enablement Program and PSSs as they present on Surface devices and program details.

This deck is strictly Microsoft and qualified partner confidential.

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For questions, or to check for the latest version please email: [teamsms@microsoft.com](mailto:teamsms@microsoft.com)



# Zero-touch deployment and Windows Autopilot training deck

Part of Microsoft Endpoint Manager

Microsoft Surface Modern Solutions Program



# The purpose of this deck:

To explain how Windows Autopilot technology enables “out of the box” experiences for customers and how it fits into the modern workplace.



# IT environments are complicated

Microsoft 365



Windows 7

"Good enough" platforms



Windows 8

Microsoft 365



Local Logins /MSA

Legacy back office



Windows Small Business Server 2008



Active Directory



New PCs bought ad hoc



IT purchasing decisions made "on the spot"

No technology strategy

Employees using personal mobile devices



PCs refreshed when dead



Fragmented end-point solutions



Dropbox

Google



# And traditional Windows deployment can be costly and time consuming



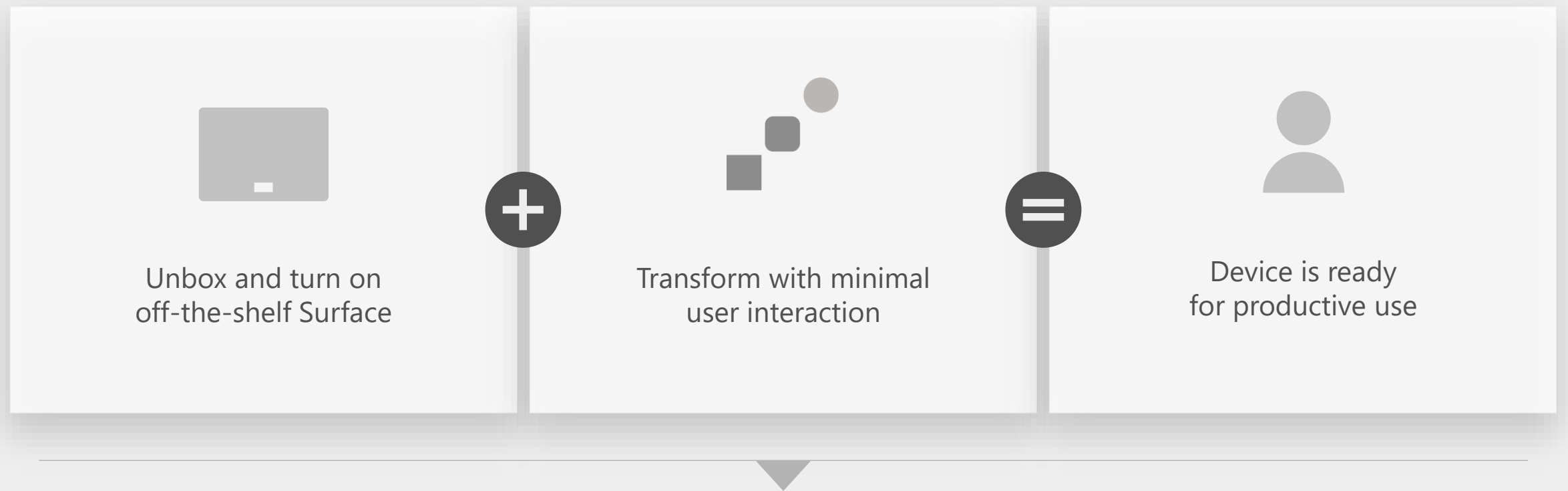
**Surface Enterprise Management Mode**

# Introducing zero-touch deployment

By bringing together Microsoft hardware and software for your customers, Surface devices can be shipped to your customers so they are ready to use out of the box, reducing deployment time and helping employees be productive from day one.



# Zero-touch deployment is streamlined and simple



**UEFI Management in Intune with Surface DFCI**

# An overview of the zero-touch deployment journey

Jackie is hired by Contoso as a field account executive.



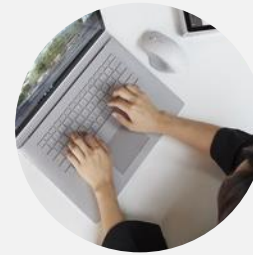
Jackie receives her Surface device. Within 15 minutes, she's signed in and has access to what she needs for her first call.



Jackie is attending a confidential event where cameras and microphones aren't allowed. She contacts IT.



Jackie notices after her first week that her battery life is shorter than she expected.



Jackie drops her Surface device and it breaks. She contacts Microsoft and receives a new device the next business day. She signs in. Her profile loads automatically, and her OneDrive files are restored.



Contoso IT has a device kit shipped from their distributor to Jackie, scheduled to arrive on her first day. They use Windows Autopilot provisioning to provide Jackie access to corporate resources and applications. They also enable Silent Configuration to back up all employees' user data to OneDrive for Business.



Contoso IT uses Device Firmware Configuration Interface (DFCI) in Intune to disable the cameras and microphones on her device so that she's compliant.



Contoso IT runs Surface Diagnostic Toolkit for Business and solves the issue with a firmware and driver update.



Contoso facilitates and profits from this deployment without ever touching the physical device.



# From day one, users enjoy:

Surface-optimized Windows 10

- + Software
- + Settings
- + Updates
- + Features
- + User data

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**Ready to use**



# Why Surface is right for zero-touch deployment



# Surface enhances the modern workplace

57%

Boost in employee productivity when using Surface.<sup>1</sup>

55%

Enhancement in creativity and teamwork.<sup>1</sup>

78%

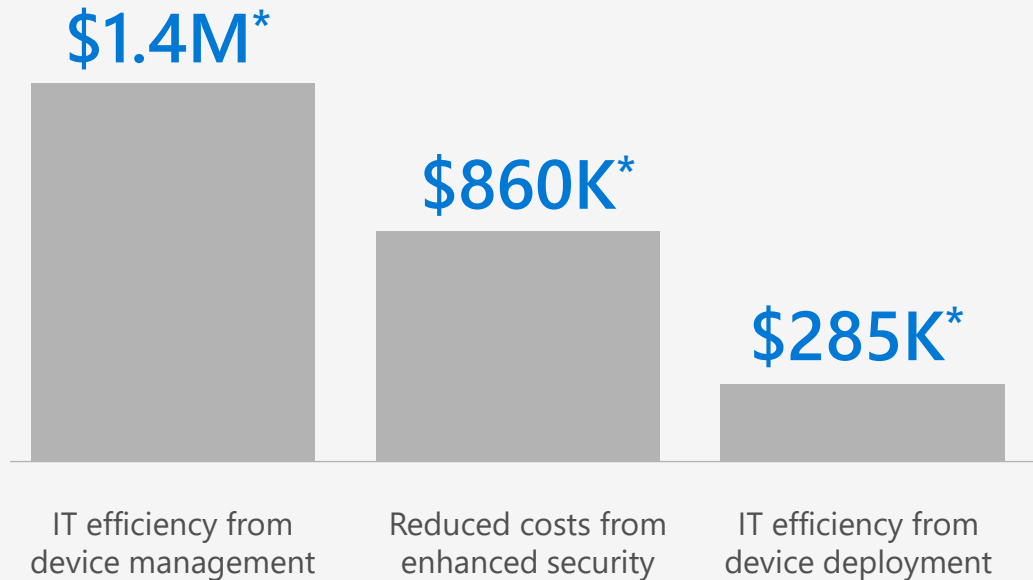
of Microsoft customers agreed they had reduced IT time and labor in configuring and deploying Surface devices compared to non-Surface devices.<sup>1</sup>

1. Source: *Zero-Touch Deployment: A cornerstone of modern device management*, Microsoft Surface publication, 2020.

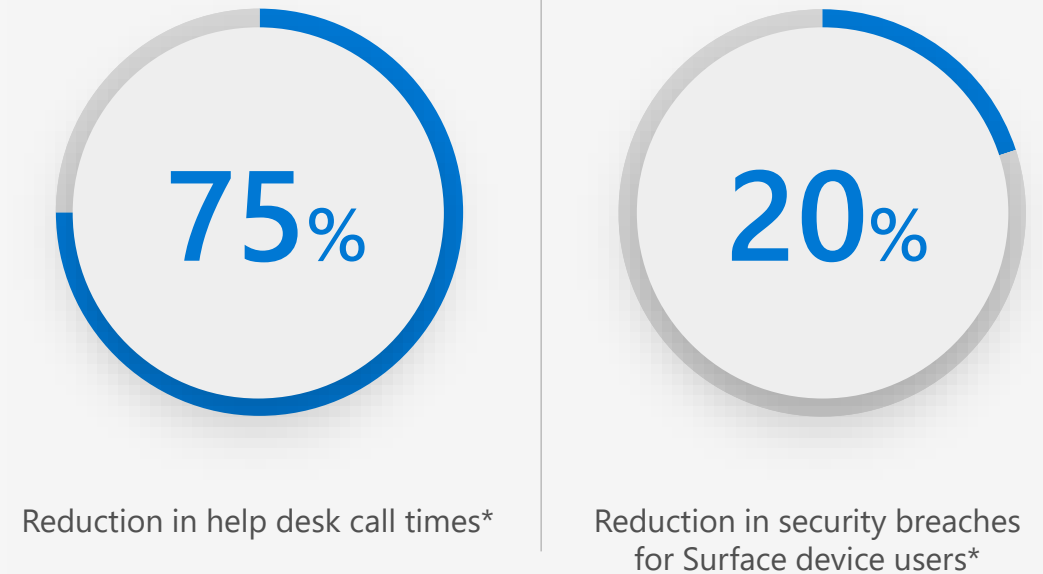
# Better together

Surface and Microsoft 365 can streamline IT administration, improve security, and lower costs

## Three-year cost saving benefits

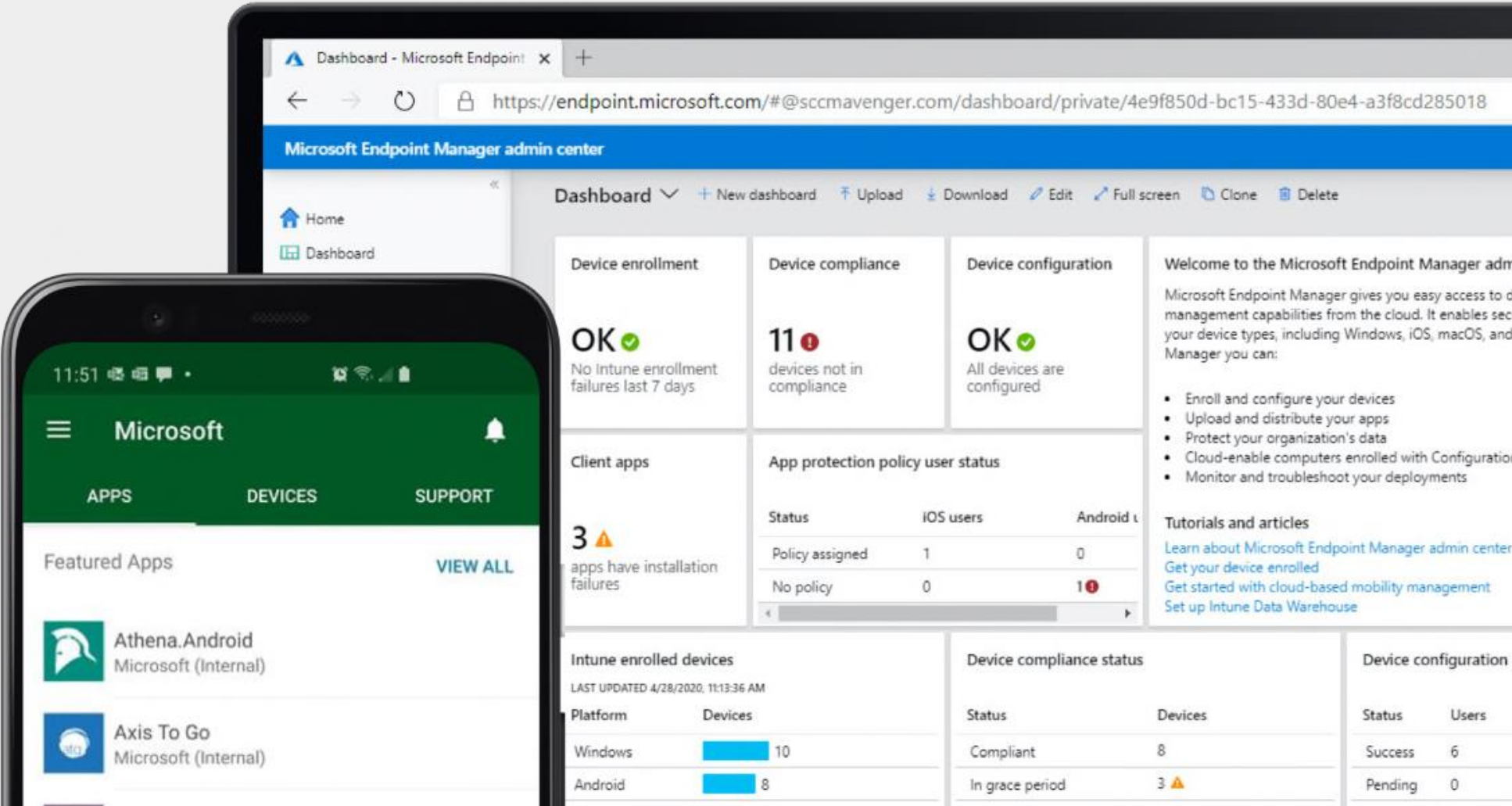


## Additional potential security and IT benefits

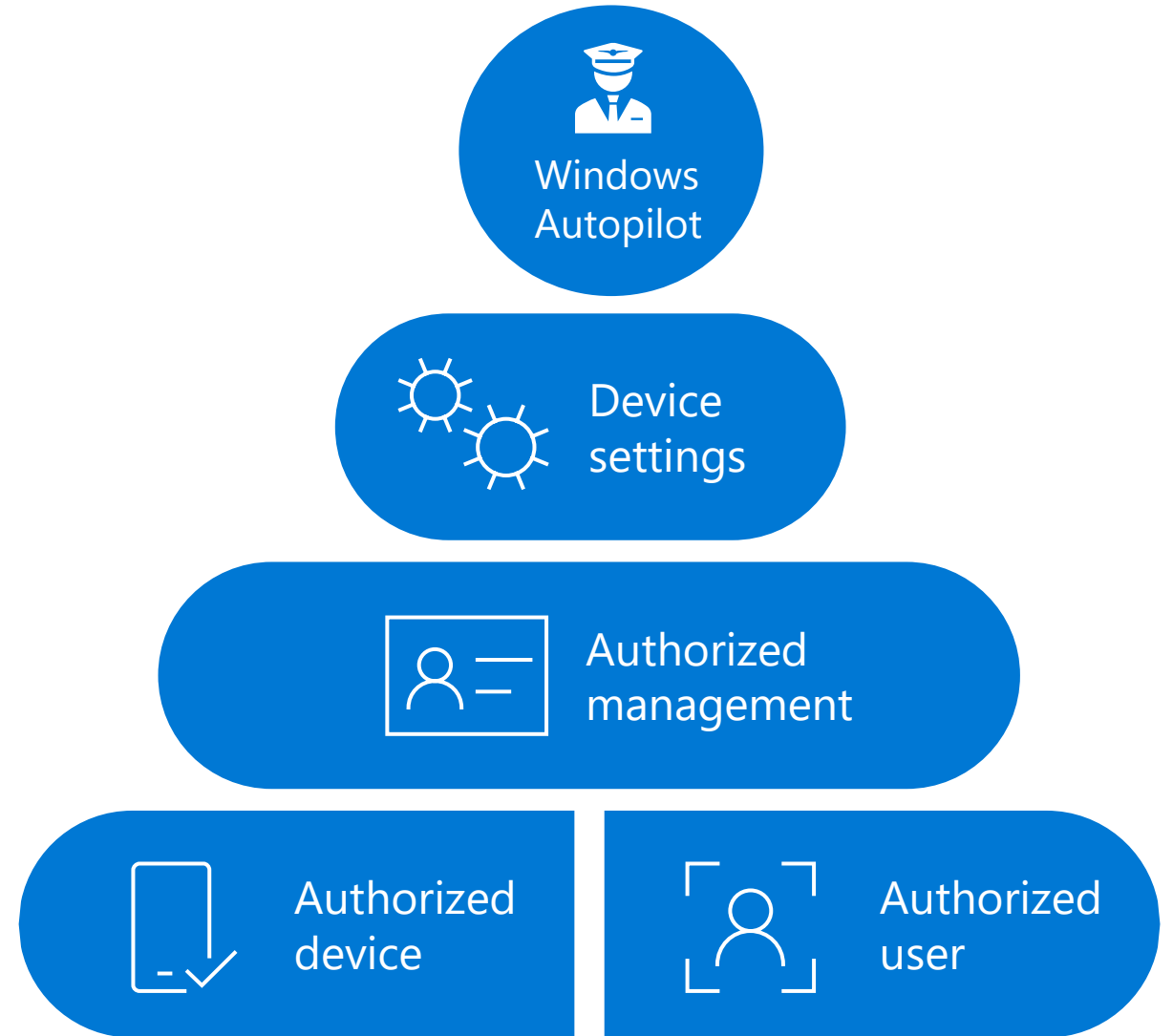


\*Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface, A Forrester Total Economic Impact™ Study Commissioned By Microsoft July 2020

# Microsoft Endpoint Manager tools empower IT departments to better manage devices remotely



# Cloud management with Microsoft Endpoint Manager

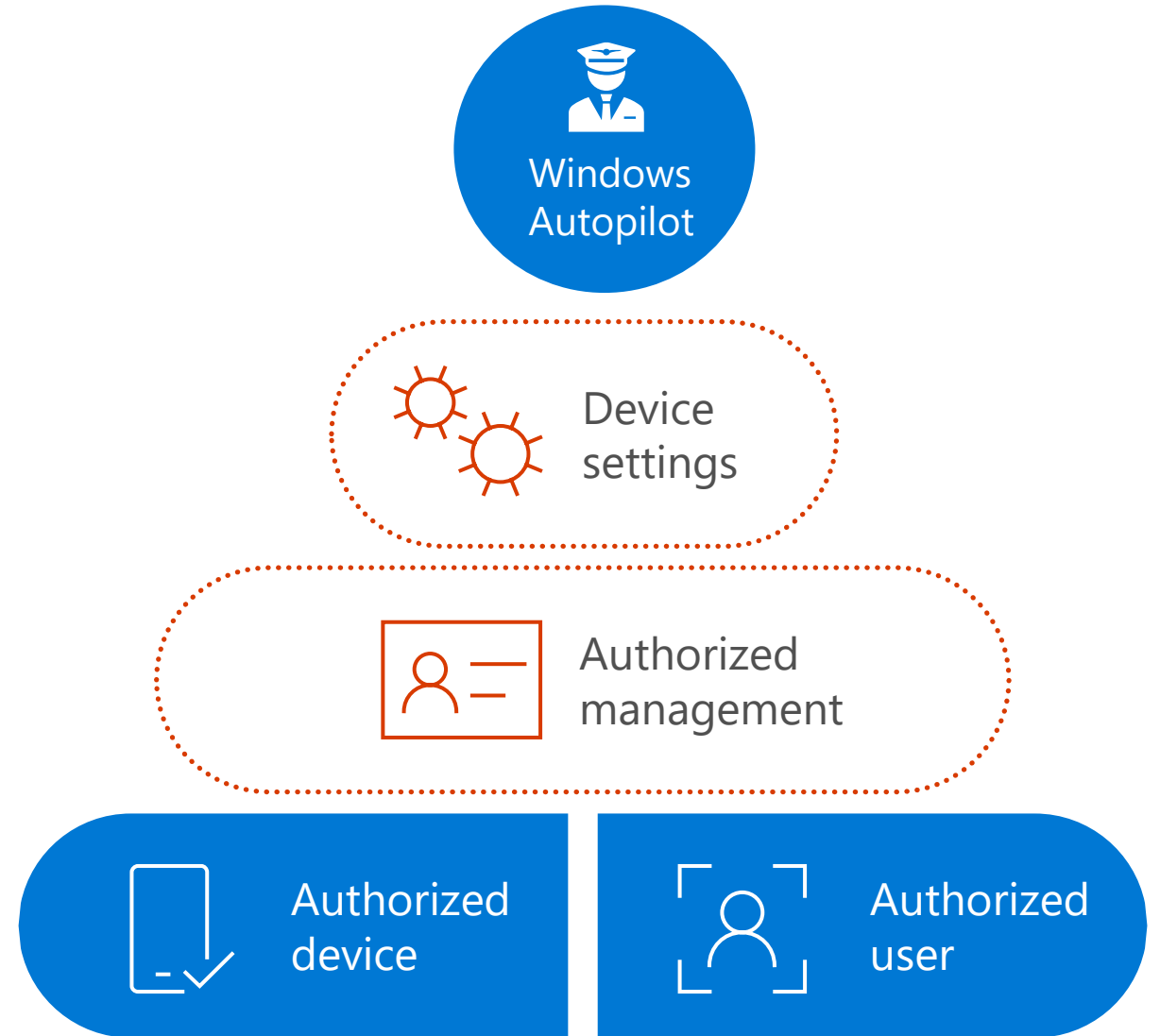


# Azure Active Directory

Users may [join devices](#)  
to Azure AD

Users have [MDM User scope](#)  
enabled

[Device group](#) for target  
Windows Autopilot devices

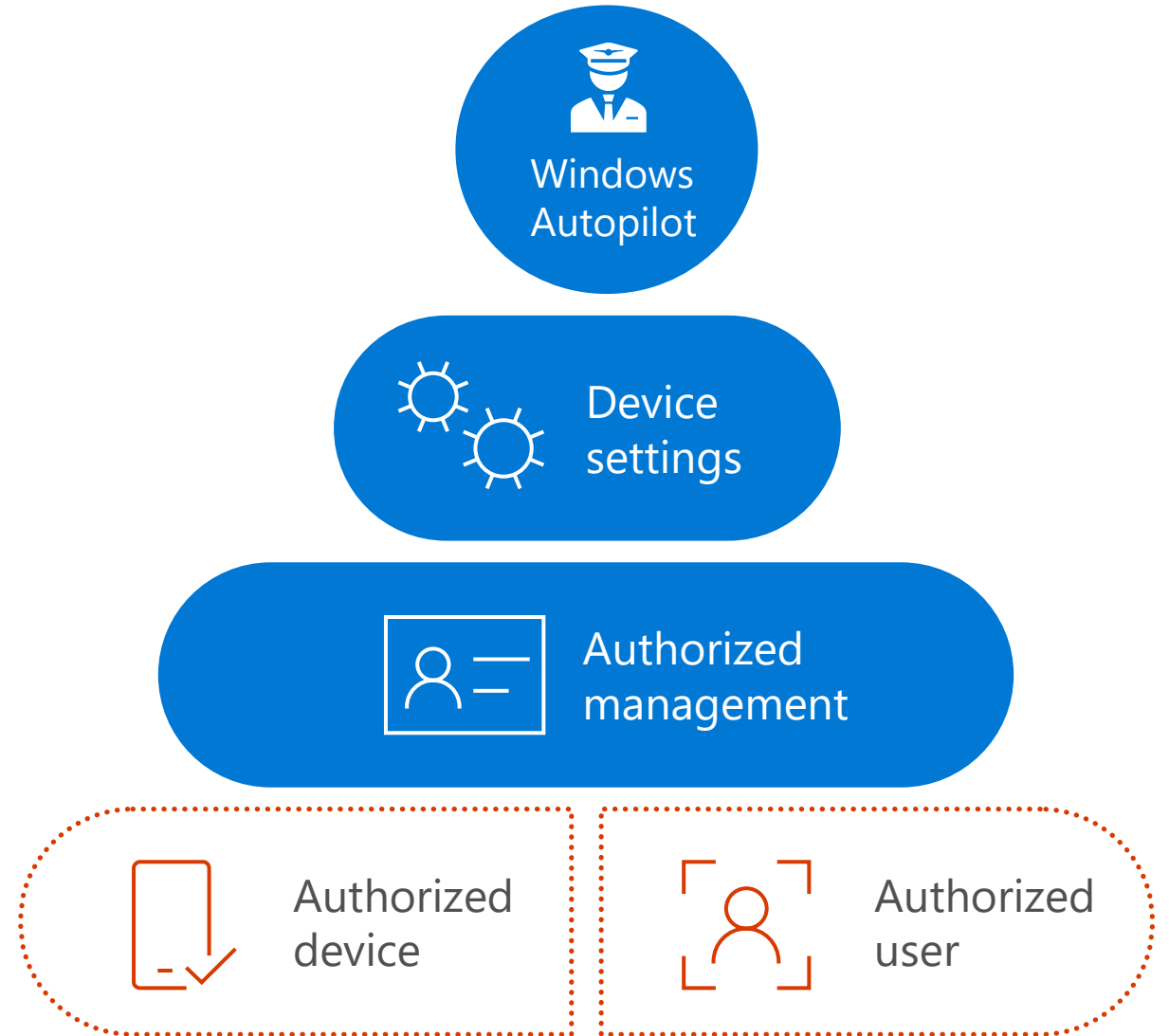


# Intune

User-driven [Windows Autopilot Profile](#) assigned to device group

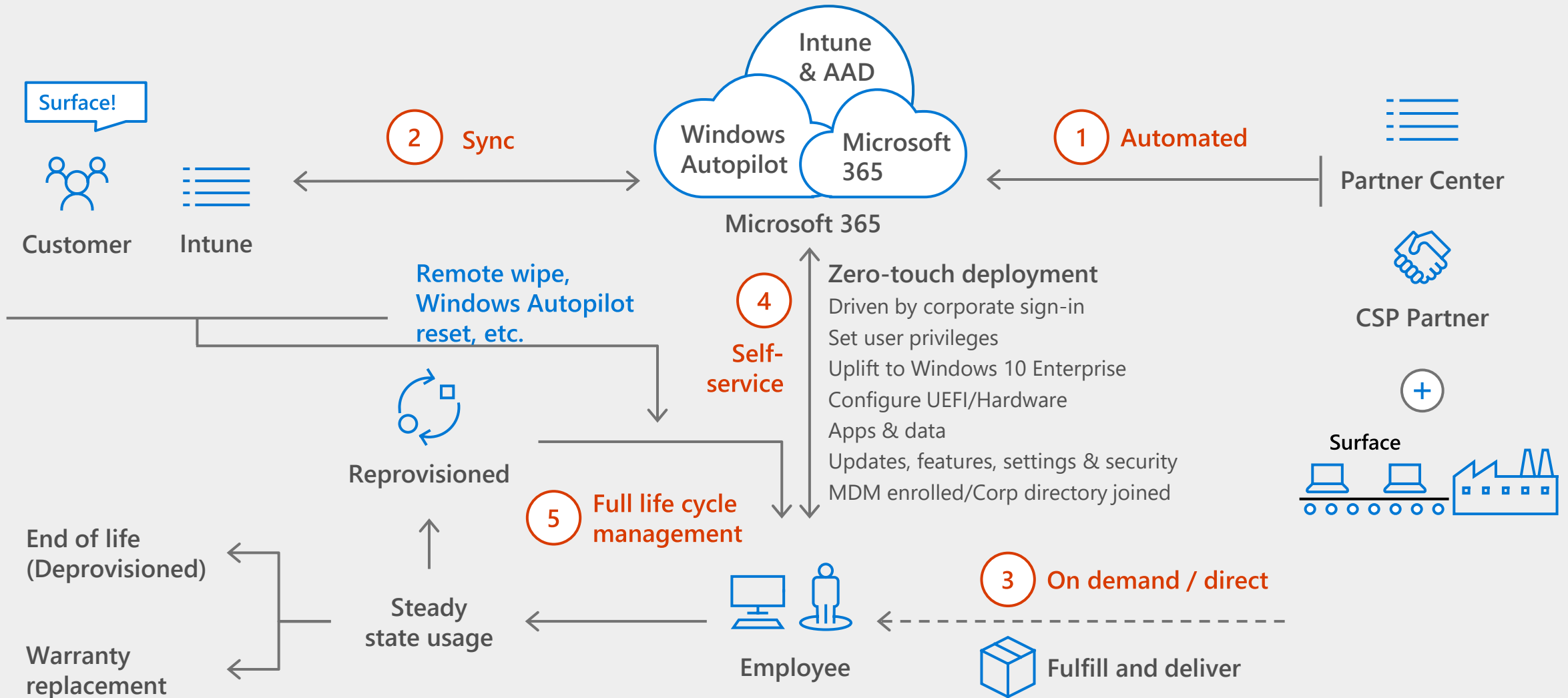
[Enrollment Status Page](#) profile assigned to device group

Deploy Device Firmware Configuration Interface profile assigned to device group





# Modern device life cycle management:



# Windows Autopilot for Windows 10, the foundation for zero-touch deployment



# What is Windows Autopilot?

Windows Autopilot is a set of technologies that enables companies and their device suppliers to set up and preconfigure Windows 10 devices, as well as reset, repurpose, and, if necessary, recover them.

Hardware manufacturers can enable their devices to be Windows Autopilot-ready right out of the factory. IT teams can then work with the hardware vendor and device distributor to set up deployment profiles and application configurations for different types of users, depending on their roles within the company, their access rights, their geographies, and other parameters.

This eliminates the need for a company's IT department to maintain and manually load corporate images, device drivers, and other configuration elements.

Once the device supplier preconfigures a device as required, it can be shipped directly to the user, with no IT involvement required. When the user turns on the device and goes online, Windows Autopilot automatically delivers all the applications, policies, and settings they need.

Thanks to Microsoft Autopilot and Microsoft Endpoint Manager, **IT departments saved an average of 4 hours** for each Surface device deployed.\*

\*Maximizing Your ROI From Microsoft 365 Enterprise With Microsoft Surface, A Forrester Total Economic Impact™ Study Commissioned By Microsoft July 2020

# Zero-touch deployment is not just for big businesses

Windows Autopilot is not only beneficial to large enterprises. It also enables small to midsize businesses to leverage a wider IT team than their own.

When they use the full capabilities of Surface devices, these more agile businesses are able to readily digitally transform with little to no infrastructure to manage, with a process that's easy and simple.



# Danish IT leader brings its global workforce together more securely with collaborative tools and technologies

KMD is a leading Danish software and IT services firm. To help its global workforce innovate and build a more open organizational culture, all while meeting rigorous security and compliance requirements, KMD has upgraded to Microsoft 365 on Surface devices. While employees enjoy the experience of working with upgraded hardware, KMD's IT department enjoys the streamlined process of managing these devices with Windows Autopilot and Windows 10.

“With everything in the cloud, getting a device up and running takes about 10 minutes. It used to take 24 hours and involve restoring from a full backup”

**Anders Damm Christensen**  
*Senior Head of Modern Workplace  
and Web Experience*  
KMD



# Low-cost airline soars by using Surface Pro with LTE Advanced as Electronic Flight Bag

Based in Oslo, Norway, award-winning Norwegian Air Shuttle is one of Europe's principal low-cost carriers and one of the largest airlines in Scandinavia. When the airline needed to update the devices it uses as Electronic Flight Bags (EFB), it found that the device best suited to the changeable cockpit environment also answers its telecommunication needs—the Surface Pro with LTE Advanced. The Norwegian team is working to perfect the next advance in its device strategy, using Windows Autopilot deployment to load Windows 10 and manage updates with self-service provisioning.

“Wherever I send the device, I can be sure that through the Intune portal and Windows Autopilot, it will be set up exactly as we want: all the settings, eSIM profiles, and software.”

**Klaus Olsen**  
*EFB Administrator*  
*Norwegian Air Shuttle*



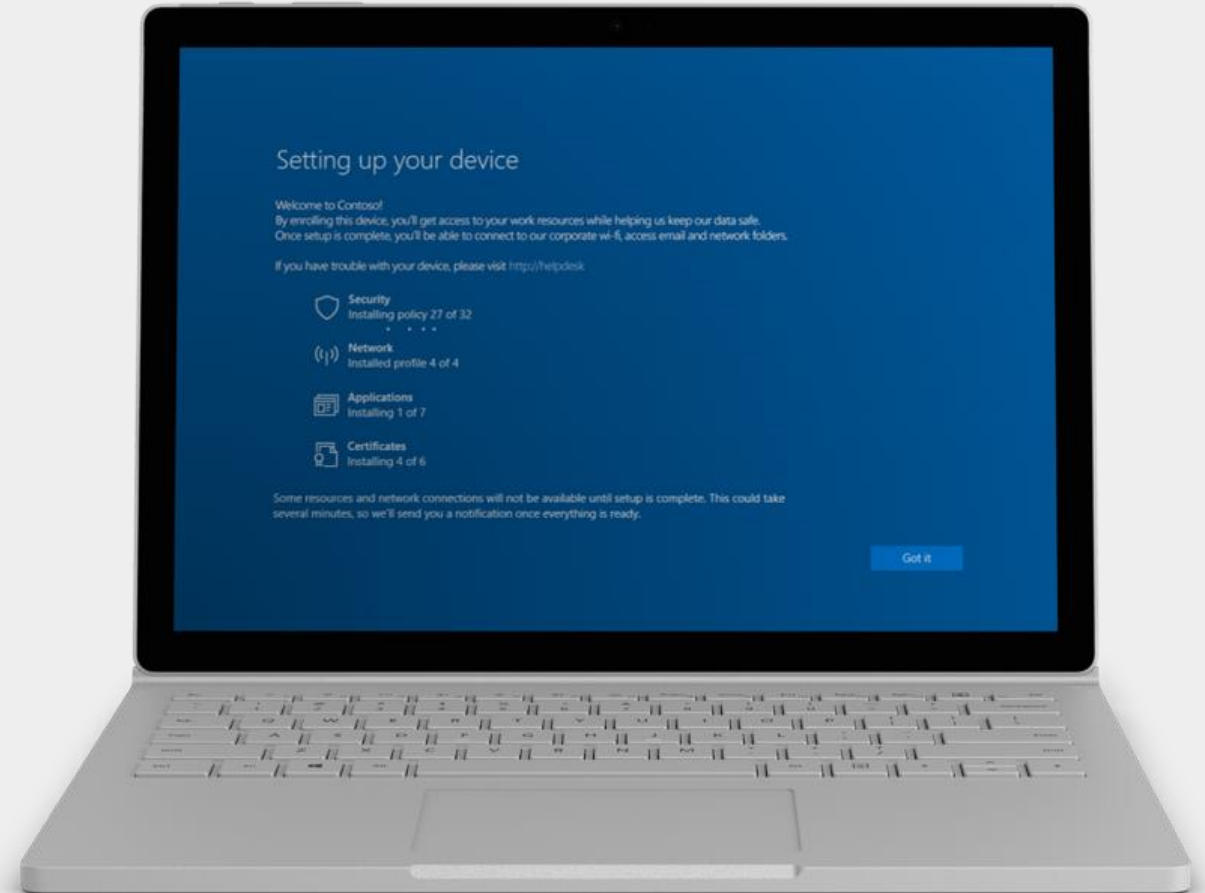
# Getting started with Windows Autopilot



# Surface and Windows Autopilot

## Surface and Microsoft sales/support are engineered to support Windows Autopilot deployment:

- Surface ships with the Microsoft Signature image with preinstalled Microsoft 365 apps for seamless Windows Autopilot deployment
- The Microsoft Cloud Solution Provider (CSP) network may enroll Surface devices through automated APIs or with simplified CSV files in Partner Center
- Devices returned to Microsoft through warranty are automatically removed and updated
- Surface is engineered to enroll in customer tenants quickly and supports managing firmware through DFCI

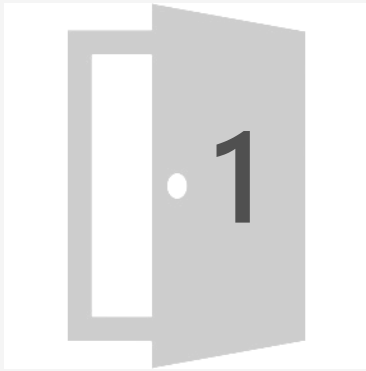




# Windows Autopilot // Registration requirements

## Partner (Recommended)

Partner Center

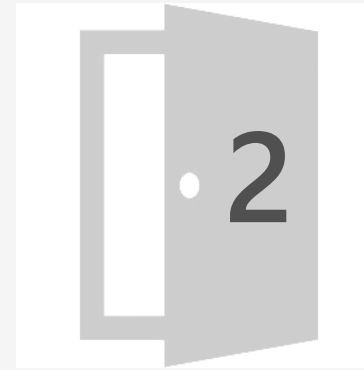


- Product Key ID only  
-or-
- Serial number
- Manufacturer name
- Model name

Partner can generate information by scanning the bar codes on the box or by their order from their distributor

## Customer

Store for Business/Office Portal



- Hardware hash
- Serial number

Someone must open the box and run a PowerShell script to acquire the hardware hash

# Windows Autopilot // Licensing requirements

**One of the following is needed to provide Azure Active Directory (automatic MDM enrollment and company branding) and MDM functionality:**

- Microsoft 365 Business subscriptions
- Microsoft 365 F1 subscriptions
- Microsoft 365 Academic subscriptions
- Microsoft 365 Enterprise E3 or E5 subscriptions
- Enterprise Mobility + Security E3 or E5 subscriptions, which include all needed Azure AD and Intune features
- Azure Active Directory Premium P1 or P2 and Intune subscriptions (or an alternative MDM service)

See <https://docs.microsoft.com/en-us/windows/deployment/windows-autopilot/windows-autopilot-requirements-licensing> for more information

# Windows Autopilot for Surface opportunities

	Existing Microsoft 365 deployment	Active Microsoft 365 opportunity	No Microsoft 365	Competitive MDM
Existing Surface deployment	P1	P2	P3	
Active Surface opportunity	P1	P2	P3	
No Surface	P2	P3	X	
Other OEM				

(P1) Short-term

(P2) Med-term

(P3) Long-term

# Value to partners



## Benefits to partner

- Greater account control and deeper engagement
- Changes costly custom imaging practice to high-value Modern Desktop Deployment and Managed Services practice
- Entry point for Surface ADR/DMPs into CSP Program, and additional device revenue for CSP partners
- Increased Microsoft 365 cross-sell/upsell revenue opportunities
- Zero-touch configuration from Microsoft to end user
- Points to Modern Manageability practices

## Partner-led services

- Via Partner Center, enable devices by serial number
- Manage Windows Autopilot apps/policy settings via Intune and Microsoft Store for Business
- Management of Microsoft 365 environment to include device inventory management
- Provide triage support desk services to customer sites
- Migration services from custom imaging to Windows Autopilot
- Develop customer strategy for moving to Modern Management

# Value for commercial partners, Microsoft sellers, and customers

Partners provide the services and support to drive commercial deployments

## Value-added services:

Asset tagging, 24-hour replacement, etching, kitting, buy and hold, device registration

## Customer savings:

End custom imaging  
Self-service deployments for end users  
Get modern with centralized cloud-based device management



## Partner services:

Streamline operations with deployment/managed/migration services powered by Microsoft 365

## Microsoft sellers:

Offers a consultative solution sales approach  
Enables trusted advisor role  
Achieves Modern Workforce and customer objectives

# Windows Autopilot registration methods

## Customer

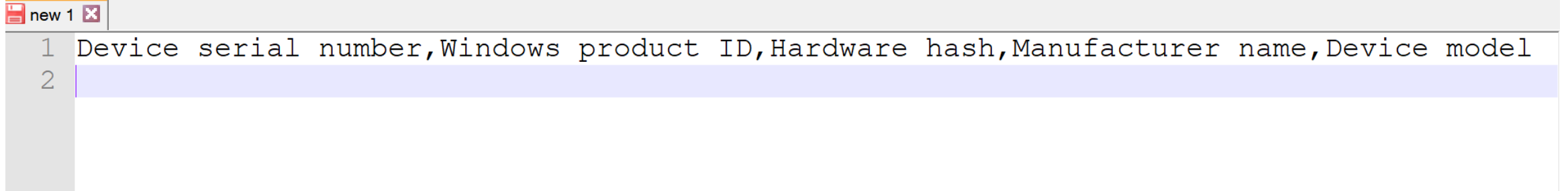
Device serial number	Windows product ID	Hardware hash	Manufacturer name	Device model
Yes		Yes		

## Partner

Device serial number	Windows product ID	Hardware hash	Manufacturer name	Device model
Yes	Yes			
Yes		Yes		
Yes			Yes	Yes

# Device list for upload through Partner Center with a formatted XML file

Partner Center CSV upload file—the header:



```
new 1 x
1 Device serial number,Windows product ID,Hardware hash,Manufacturer name,Device model
2
```

# Partner Center CSV Option 1: PKID only

```
new 1 x
1 Device serial number,Windows product ID,Hardware hash,Manufacturer name,Device model
2 ,3301234563777,,,,
```

The Microsoft Product Key ID (PKID) now on the product box for:

Surface Pro 7

Surface Pro X

and Surface Laptop 3

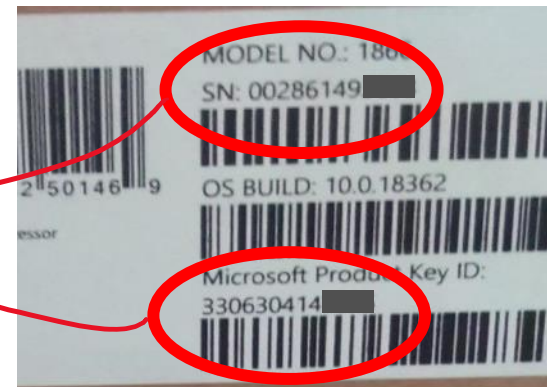




# Partner Center CSV Option 2: Serial Number + PKID

Note: We recommend adding the serial number to easily identify the devices in Partner Center and Intune

```
new 1 x  
1 Device serial number,Windows product ID,Hardware hash,Manufacturer name,Device model  
2 041234593657,3305432193777,, ,
```



# Partner Center CSV Option 3: Serial Number + Manufacturer + Model

```
new 1 x |
1 Device serial number,Windows product ID,Hardware hash,Manufacturer name,Device model
2 002123483853,,,Microsoft Corporation,Surface Pro
3 002123583853,,,Microsoft Corporation,Surface Pro
4 002123683853,,,Microsoft Corporation,Surface Laptop
```

For **all** Surface devices that were produced after January 2018, you can simply use the following three well-known items:

- Serial number
- Manufacturer name
- Device model

Tip: Identify manufacturing date by checking the serial number: 002123683853

Week 38

Year 2018

# Surface device model naming

Name	Device Model in CSV
Surface Studio	Surface Studio
Surface Book 3	Surface Book 3
Surface Laptop	Surface Laptop
Surface Go 2	Surface Go 2
Surface Pro (5 <sup>th</sup> gen)	Surface Pro
Surface Pro (5 <sup>th</sup> gen) with LTE Advanced	Surface Pro
Surface Studio 2	Surface Studio 2
Surface Laptop 2	Surface Laptop 2
Surface Pro 6	Surface Pro 6
Surface Pro 7	Surface Pro 7
Surface Laptop 3	Surface Laptop 3
Surface Pro X	Surface Pro X

We designed Surface to support Windows Autopilot. The UEFI manufacturer name and model name are consistent across all of our devices.

You must double-check other OEM devices to ensure the inputted value exactly matches the BIOS/UEFI settings of the device.

# Partner Center CSV – Other options

There are a variety of valid combinations, especially if you're working with other OEMs.

**Hardware Hash + PKID**

**Hardware Hash + Serial Number**

**Hardware Hash + PKID + Serial Number**

**Hardware Hash** only

**PKID** only

**Serial Number + OEM Manufacturer Name + OEM Model Name**

# Common CSV issues and how to address them

## Error importing Windows Autopilot devices from a CSV

Partner Center doesn't recognize the CSV and says it is formatted incorrectly.

---

Ensure the .csv file has not been edited in Excel or any editor other than Notepad.

Some of these editors can introduce extra characters, causing the file format to be invalid.

## The device is already registered

After a correctly formatted CSV is uploaded, the system says the device has already been registered.

---

The device has already been uploaded to an organization and must be removed to reenroll.

If the company is unknown, contact Microsoft 365 support.

## Incorrect CSV formatting for the portal type

Partner Center doesn't accept the CSV file as uploaded despite it being correctly formatted.

---

CSV files generated for upload to Intune are different than the format required for Partner Center.

The CSV for Partner Center must be created following this guide.

## Device is not found after the CSV is uploaded

The CSV is correctly formatted, but Partner Center doesn't recognize the device for Windows Autopilot.

---

Devices manufactured before 2018 can only be enrolled into Windows Autopilot through Intune using the Hardware Hash method.

This can be automated with a ConfigMgr task sequence.

# Windows Autopilot // Deployment Scenarios

1703	1809	1903	1809	1903
<b>User-driven mode with Azure AD join</b>	<b>User-driven mode with hybrid Azure AD join</b>	<b>White glove deployment</b>	<b>Windows Autopilot for existing devices</b>	<b>Self-deploying mode (preview)</b>
Join device to Azure AD, enroll in Intune/MDM	Join device to AD, enroll in Intune/MDM <b>Coming soon!</b> <b>Deploy over VPN (preview in Q1CY20, 1903+)</b>	White glove partners or IT staff can pre-provision Windows 10 PC to be fully configured and business-ready for an org or user	Windows 7/8.1 to Windows 10  ConfigMgr task sequence, followed by Windows Autopilot user-driven mode  <b>New! Hybrid Azure AD join support</b>	No need to provide credentials, automatically joins Azure AD  <b>General availability targeting CY20</b>

# Windows Autopilot

## User-driven hybrid Azure AD join

# Setting up your device for work

This could take a while and your device may need to reboot...



**Device preparation** Show details  
Complete



**Device setup** Hide details  
Working on it...

Security policies (1 of 1 applied)  
Certificates (1 of 1 applied)  
Network connections (No setup needed)  
Apps (8 of 9 installed)



**Account setup**  
Waiting for previous step to finish

## User-driven hybrid Azure AD join

- **Connect to a network**
- **Authenticate to Azure AD**  
  
Password-less with phone sign-in
- **Enroll in Intune**
- **Perform offline domain join**

**Coming soon! VPN support (preview in Q1CY20, 1903+)**

- **Track progress with the Enrollment Status page**

Policies  
Apps (Win32, MSI, UWP)  
Certificates  
Network, VPN connections

**Coming soon! Integration with ConfigMgr task sequences (H1CY20)**



# Windows Autopilot

## Self-deploying mode (preview)

• •  
•  
Just a moment...

## Self-deploying mode (preview)

- **TPM attestation to authenticate to Azure AD**
- **Enroll in Intune**
- **Track progress with the Enrollment Status page**

Policies, including Kiosk profiles  
Apps (Win32, MSI, UWP)  
Certificates  
Network, VPN connections

**Coming soon! Integration  
with ConfigMgr task  
sequences (H1CY20)**

**General availability in CY20**

# Windows Autopilot for existing devices



Recycle Bin



# Windows Autopilot for existing devices

- **New! Support for hybrid Azure AD join**
- **ConfigMgr task sequence to deploy Windows 10**
  - No state migration
  - Data is already in the cloud with OneDrive for Business
  - Reformat drive, apply image, inject drivers
  - Drop in AutopilotConfigurationFile.json
- **Standard user-driven process once booted into Windows 10**
  - Coming soon! Integration with ConfigMgr task sequences (H1CY20)**



# Windows Autopilot

## White glove deployment

Edit profile - Microsoft 365 Device Management

Home > Devices > Enroll devices - Windows enrollment > Windows Autopilot deployment profiles > User Driven AAD Admin - Properties > Edit profile

### Edit profile

Windows PC

Out-of-box experience (OOBE) [Review + save](#)

Configure the out-of-box experience for your Autopilot devices

Deployment mode \* ⓘ

Join to Azure AD as \* ⓘ

Microsoft Software License Terms ⓘ

**i** Important information about hiding license terms

Privacy settings ⓘ

**i** The default value for diagnostic data collection has changed for devices running Windows 10, version 1903 and later. [Learn more](#)

Hide change account options ⓘ

User account type ⓘ

**Allow White Glove OOBE** ⓘ

Apply device name template ⓘ

Create a unique name for your devices. Names must be 15 characters or less, and can contain letters (a-z, A-Z), numbers (0-9), and hyphens. Names must not contain only numbers. Names cannot include a blank space. Use the %SERIAL% macro to add a hardware-specific serial number. Alternatively, use the %RAND:x% macro to add a random string of numbers, where x equals the number of digits to add.

Enter a name \*

[Review + save](#)

# White glove deployment

- **Must be enabled in any user-driven profile where it is to be used**

Supports Azure AD join and hybrid Azure AD join

- **Profile must be assigned via Microsoft Intune**

If you assign the profile via Microsoft Store for Business or any other mechanism, Intune will reject the white glove MDM enrollment

- **Supports physical machines with wired Ethernet connections**

White glove process starts before the Wi-Fi connection OOB screen, hence the Ethernet requirement

- Wi-Fi can be used with Shift-F10 then command "start ms-availablenetworks:"

Let's start with region. Is this right?

Turks and Caicos Islands

Tuvalu

U.S. Minor Outlying Islands

U.S. Virgin Islands

Uganda

Ukraine

United Arab Emirates

United Kingdom

United States

Yes

## White glove technician flow

- **Press Windows key five times to start**
- **Choose Windows Autopilot provisioning option**
- **Confirm settings**

Configure user with companion app, refresh

**Coming soon! Configure group tag, computer name with companion app (Q4CY20)**

- **Click "provision" to start**
- **Reseal when done**

Green screen for success, red screen for failure

This might take several minutes

Don't turn off your PC

## White glove user flow

- **Standard user-driven process**

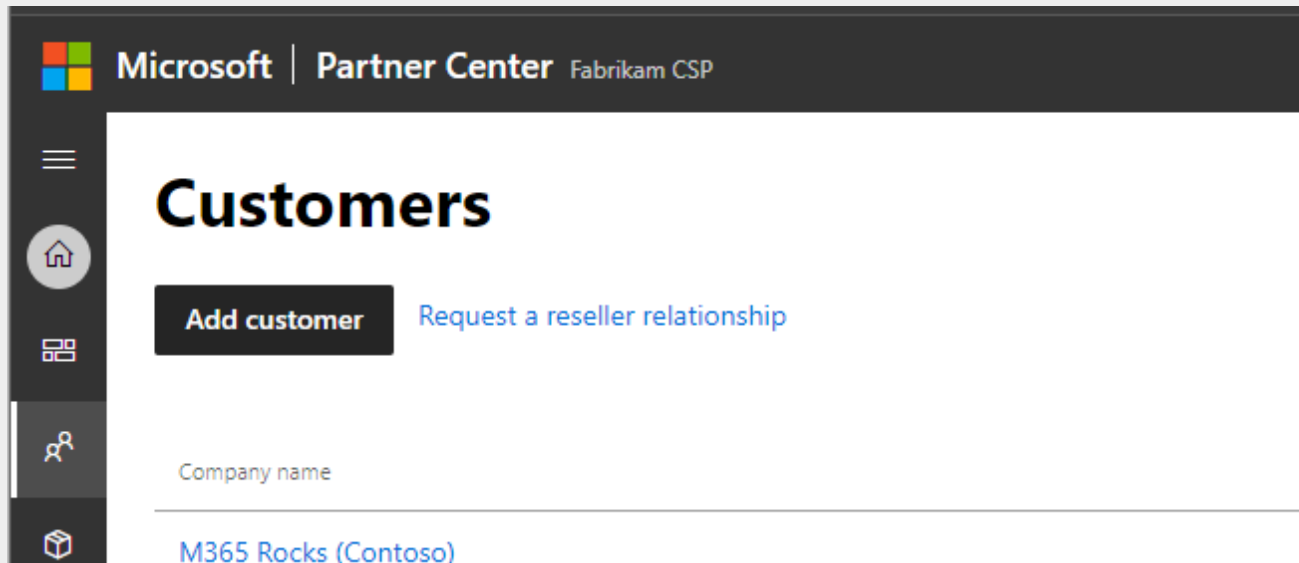
For Azure AD join: Enter credentials, go through device and user ESP

For hybrid Azure AD join: Enter AD credentials to sign in, go through user ESP



# Adding a new customer in Partner Center

<https://partner.microsoft.com/dashboard/mpn/overview>



# Create invite to your customer—send it by email to tenant admin

Microsoft | Partner Center Contoso

- Home
- CSP
  - Overview
  - Customers
  - Support
  - Analyze
  - Indirect providers
  - Partner contribution
- MPN
- REFERRALS

## Request a reseller relationship

Invite the customer to authorize you as their local reseller of record. When the customer follows the link in your email, they are linked to your reseller account. [Learn more](#)

Invite an indirect provider to partner with you and help you sell more solutions. [Learn more](#)

Include delegated administration privileges for Azure Active Directory and Office 365.

Email text

relationship remains in place, and you will get access to a broader selection of products through our organization, and features such as remote user and service management and improved support.

Click the following link to accept this invitation and to authorize Contoso to be your Microsoft indirect reseller. Should you have any questions, please contact us through the email or phone number provided below.

<https://admin.microsoft.com/Adminportal/Home?invType=IndirectResellerRelationship&partnerId=4f9387e2-5f51-4c7e-bb96-d4bc0f5eb18c&msppId=5332016&DAP=false#/BillingAccounts/partner-invitation>

[Open in email](#) [Copy to clipboard](#)

Done

# Customer view of relationship request

The screenshot shows the Microsoft 365 admin center interface. The top navigation bar is dark grey with the text 'Microsoft 365 admin center'. Below it is a sidebar with a menu containing 'Home', 'Users', 'Devices', 'Groups', 'Billing', 'Setup', 'Customize navigation', and 'Show all'. The main content area is white and displays the 'Billing accounts' section for 'Contoso'. The title 'Accept partner invitation' is prominently displayed. Below the title, there is a paragraph explaining the purpose of accepting the partner. A section titled 'Make this company your partner' lists the partner's details: 'Partner company: TaigerTestPartner, Altrottstr.31, Microsoft GMBH, Walldorf Baden 69190, Germany'. At the bottom, there is a checkbox that is checked, followed by the text 'Yes, I have read and understand the Microsoft Cloud Agreement and I am authorized to agree to these terms on behalf of my organization.' Two buttons, 'Authorize' and 'Cancel', are located at the bottom of the form.

Microsoft 365 admin center

Contoso

## Billing accounts

### Accept partner invitation

Accept TaigerTestPartner as your partner. This allows them to sell you products and services. You'll need to assign partner permissions in systems like Azure or CRM.

**Make this company your partner**

Partner company  
TaigerTestPartner  
Altrottstr.31  
Microsoft GMBH  
Walldorf Baden 69190  
Germany

**Yes**, I have read and understand the [Microsoft Cloud Agreement](#) and I am authorized to agree to these terms on behalf of my organization.

- Partner sends the link to customer
- Customer global admin must approve the relationship
- A reseller relationship is sufficient—no delegated admin rights are required to enroll devices

# Reseller relationship options: Cloud reseller vs. delegated admin rights

**Billing accounts**

## Accept partner invitation

Accept TaigerTestPartner as your partner. This allows them to sell you products and services. You'll need to assign partner permissions in systems like Azure or CRM.

**Make this company your partner**

Partner company  
TaigerTestPartner  
Altrottstr.31  
Microsoft GMBH  
Walldorf Baden 69190  
Germany

Yes, I have read and understand the [Microsoft Cloud Agreement](#) and I am authorized to agree to these terms on behalf of my organization.

The standard right should be "Cloud Reseller."

This is the minimum you need as a partner to register devices to the customers' tenant.

**Billing accounts**

Accepting TaigerTestPartner as your Microsoft Administrator allows you to get administrative support from them. Establishing a relationship with a Microsoft Indirect Reseller does not change or modify your existing subscriptions, nor does it change the terms of those subscriptions.

**Grant Delegated Admin Permission**  
The granted permission can be removed once the relationship has been established.

Partner company  
TaigerTestPartner  
Altrottstr.31  
Microsoft GMBH  
Walldorf Baden 69190  
Germany

Yes, I have read and understand the [Microsoft Cloud Agreement](#) and I am authorized to agree to these terms on behalf of my organization.

**WARNING:** If you choose to authorize a partner to be your delegated administrator, the partner will have **full access** to all your services, subscriptions, and data. Microsoft is not responsible for the delegated administrator. See the [Microsoft Cloud Agreement](#) for more information, including risks, and disabling partner access to your services.

"Delegated Admin Permission" gives the partner full access to the customers' cloud resources.

Please discuss with the customer upfront if this right is needed at all.

# Delegated admin rights

## Customer view

## Partner view

Include delegated administration privileges for Azure Active Directory and Office 365.

Shop for my group Private store Manage Find a solution provider Search the

Home Quotes Products & services Billing accounts Devices Billing & payments

Manage / Partners

### Partners

Partner	Relationship	AAD Roles
Contoso	Reseller	

Filter by indirect provider Search by company name or domain

Company name	Primary domain name	Relationship
MS	aptest01.onmicrosoft.com	Cloud Reseller

Microsoft ID: 340bb3f0-bb7d-40ca-906d-aca820ee78e2

Licenses: You don't have delegated administrative permissions for this customer

Administer services:

Indirect provider(s): --

Service alerts

Include delegated administration privileges for Azure Active Directory and Office 365.

Microsoft 365 admin center

Home > Partner relationships Microsoft GmbH Try the preview

More

Company	Relationship
Contoso	Indirect Reseller and Admin

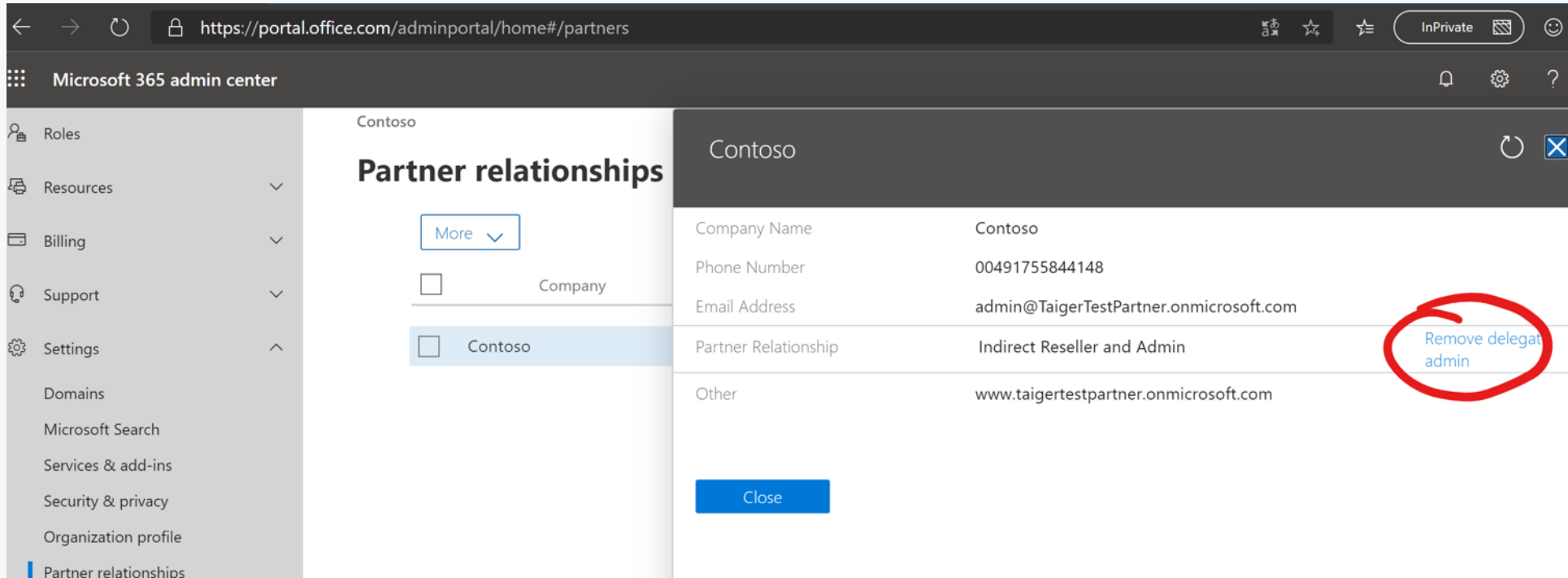
Microsoft GmbH HubTest.onmicrosoft.com Cloud Reseller

Microsoft ID: 322aaad-9ddf-496d-9735-bd61a6205f1a

Licenses: [Users and licenses](#)

Administer services: [Azure Active Directory](#) [Cloud App Security](#) [Exchange](#) [Skype for Business](#) [Office 365](#) [Multi-Factor Authentication](#) [Power BI](#) [Office 365 Planner](#) [Azure Rights Management](#) [Intune](#) [SharePoint](#) [Sway](#) [Teams](#) [Microsoft Azure Management Portal](#) [Visual Studio Marketplace](#) [Manage Visual Studio subscriptions](#)

# Tip: Delegated admin rights can be deleted



The screenshot shows the Microsoft 365 Admin Portal interface. The left sidebar contains navigation options: Roles, Resources, Billing, Support, Settings, Domains, Microsoft Search, Services & add-ins, Security & privacy, Organization profile, and Partner relationships. The main content area is titled 'Partner relationships' and shows a list of companies. The 'Contoso' entry is selected, and its details are displayed in a table:

Company Name	Contoso
Phone Number	00491755844148
Email Address	admin@TaigerTestPartner.onmicrosoft.com
Partner Relationship	Indirect Reseller and Admin
Other	www.taigertestpartner.onmicrosoft.com

A blue button labeled 'Close' is located at the bottom of the details panel. A red circle highlights the 'Remove delegated admin' link in the 'Partner Relationship' row.

A customer can remove delegated admin rights using the Admin Portal:

<https://portal.office.com/adminportal/home#/partners>

# Common deployment issues and how to address them

## Policies and apps are not deploying to the devices

Despite policies and apps being configured in Intune, they are not pushing to the Windows Autopilot device during deployment.

---

Device configuration profiles and app deployments must be assigned to a group of users in Intune.

Ensure each profile or app is assigned and the devices are in the correct group.

## Windows Autopilot devices do not appear in Intune

After completing deployment, the device appears in Azure AD but not Intune, and no configurations have deployed to the device.

---

Intune must be selected as the MDM authority in Microsoft 365. This step is *not* automatically enabled for Microsoft 365 customers, despite it being included.

## Microsoft Store apps are not deploying to devices

Microsoft Store apps appear in Intune and are assigned, but they do not install with the Windows Autopilot deployment.

---

Microsoft Store apps added through Intune can only be assigned as "Available," not "Required."

Store apps must be acquired in Microsoft Store for Business and then synced with Intune.

## "Something went wrong"

The phrase "Something went wrong" is displayed on the Enrollment Status page and the deployment fails.

---

The device you're working with fails to meet network requirements.

This can occur in environments with restrictive firewalls that block access to Microsoft systems, so check the network.

# Escalation path and resources to help

1

## Reference the Microsoft Docs Windows Autopilot page

For comprehensive step-by-step directions for Windows Autopilot deployment and more, review the Microsoft Docs.

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[aka.ms/AutopilotDocs](https://aka.ms/AutopilotDocs)

2

## Review the FAQ & troubleshooting document

For more frequently asked questions and up-to-date troubleshooting info, review this first.

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[aka.ms/SurfaceAutopilotHelp](https://aka.ms/SurfaceAutopilotHelp)

3

## Use the Surface Partner Community forum

Interact with other partners and search a collection of posts and resolved issues.

---

[aka.ms/SurfaceCommunity](https://aka.ms/SurfaceCommunity)

4

## Seek additional help

If you are still unable to find the answer to your question after these steps, reach out for additional help.

---

If you have a Partner Development Manager or Surface Global Black Belt, contact them directly.

Otherwise, contact Surface Support for escalation.

Work with your local distributor to understand their Windows Autopilot and Surface Device-as-a-Service offering.



# Summary

- Zero-touch deployment is an out-of-the-box solution for your customers to allow employees to maintain productivity in the modern workplace
- Azure Active Directory and Intune are required for Windows Autopilot
- Windows Autopilot helps small to midsize businesses leverage greater capabilities through a simple process
- Windows Autopilot allows you to register, reset, repurpose, and recover devices



# Thanks



# Appendix



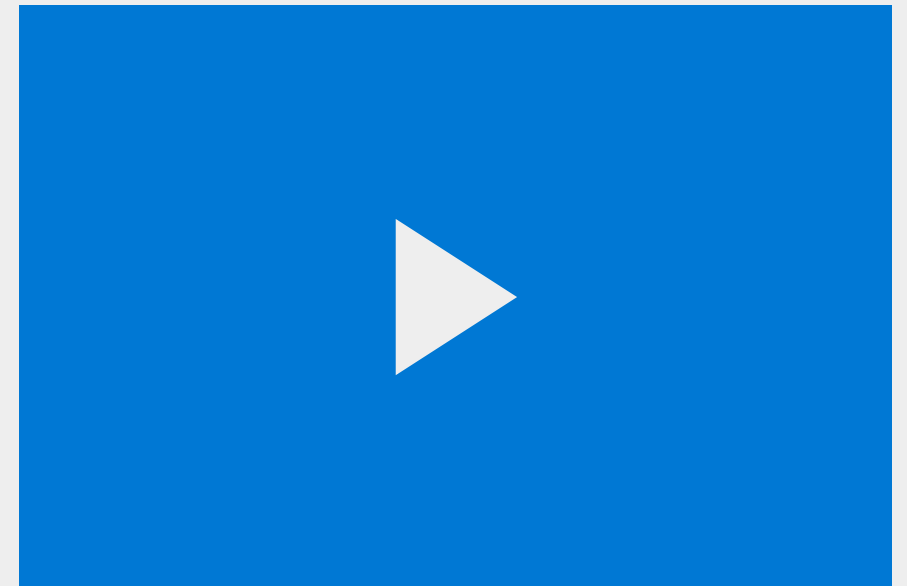
# Additional resources

- Windows Autopilot video overview: <https://www.youtube.com/watch?v=4K4hC5NchbE>
- Enroll devices using Windows Autopilot - Microsoft Intune: <https://docs.microsoft.com/en-us/intune/enrollment-autopilot>
- Windows Autopilot requirements - Windows Deployment: <https://docs.microsoft.com/en-us/windows/deployment/windows-autopilot/windows-autopilot-requirements-network>
- Learner Home: <https://partneruniversity.microsoft.com/?whr=uri:MicrosoftAccount&courseId=18817>

# Windows zero-touch deployment and Windows Autopilot introduction

Watch the “**Introductions and overview**” video [here](#)\* to learn more about:

- What zero-touch deployment is
- The device journey and what happens throughout the process
- The advantages of using Surface devices with Windows Autopilot
- Some typical Windows Autopilot deployment scenarios
- The value of Windows Autopilot to you as a partner



*\*Video is accessible via Microsoft Partner University. Your Partner Success Specialist can provide a help guide for accessing this resource if required.*