Dear Support Team,

Hardware support applications (HSA) from Microsoft Store. (E.g. Waves MaxxAudio Pro for Dell 2019 and Thunderbolt Control Center) will not install automatically after SCCM OS Deployment (OSD) and during first logon to Windows 10 1809 or 1903. HSA will install automatically on Windows 10 1803. Even that we have blocked access to the Microsoft Store (retail/public) and allowed access to the MSFB (Private Store)

All pre-installed apps like calculator, Microsoft store and the weather app will update automatically without issues and the local experience pack will also be install automatically, but not the HSA on 1809 and 1903. If I then disable the MSFB (Private Store) so it will become the Microsoft Store (retail/public) I will be able to see that the HSA are "Owned" and ready to install manually.
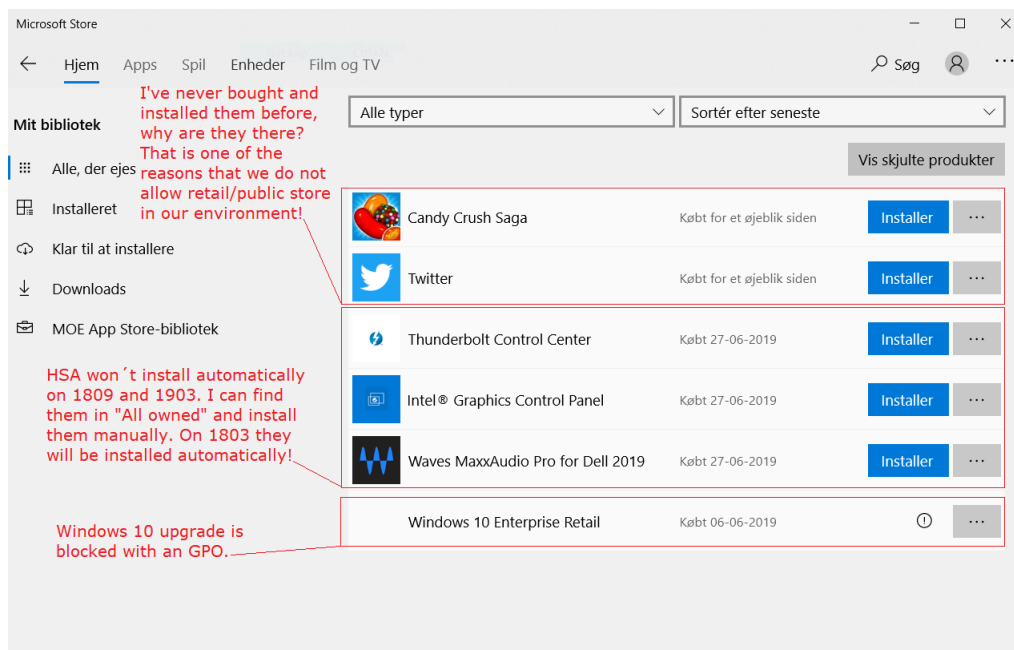
HSA is available in Microsoft Store as owned

My theory is based on my troubleshooting and from what I have been told from Dell Support. After OSD is finished, Windows will communicate with Microsoft Store and install the HSA even that no one has logged on yet. When a user logon to the machine for the first time, we can see an error (ID 214) in the event viewer and that we are getting this message "Uninstall failed for…" and "The system cannot find the file specified." for each HSA.
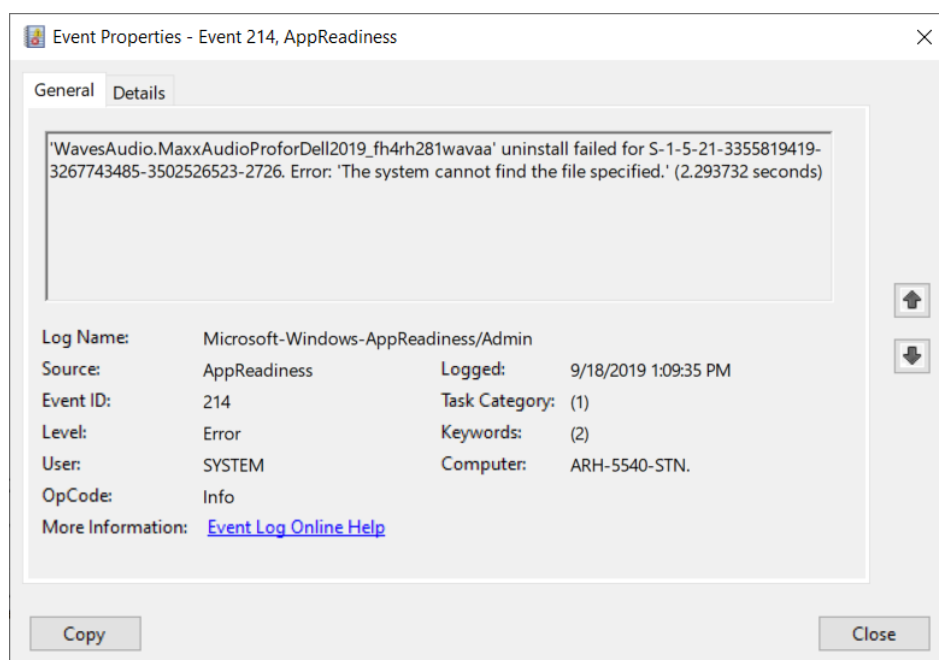
Event viewer ID 214

So to confirm this I have found out that before the first logon we can see that the HSA is downloaded a few second after the SCCM OSD TS is finished and that they are located here "**C:\Program Files\WindowsApps**". During the first logon all of the HSA are deleted / moved to "**C:\Program Files\WindowsApps\DeletedAllUserPackages**" and they will not be installed automatically after the first logon to Windows 10 1809 and 1903.
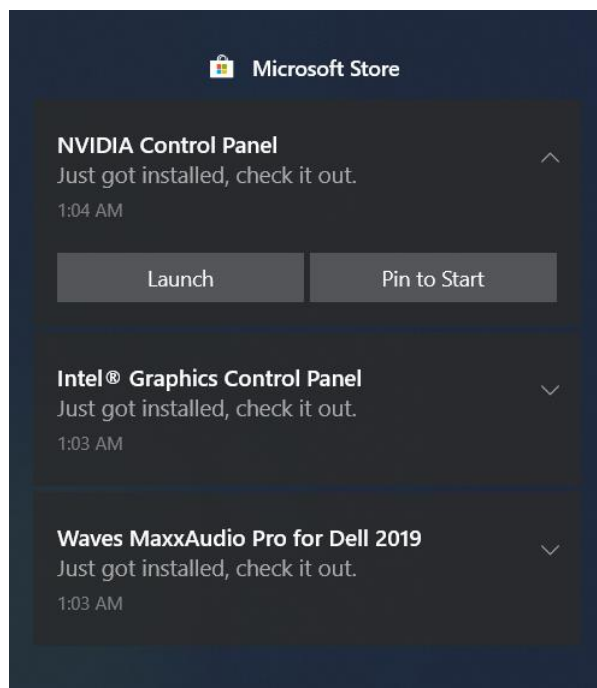

HSA downloaded before profile creation - Before logon

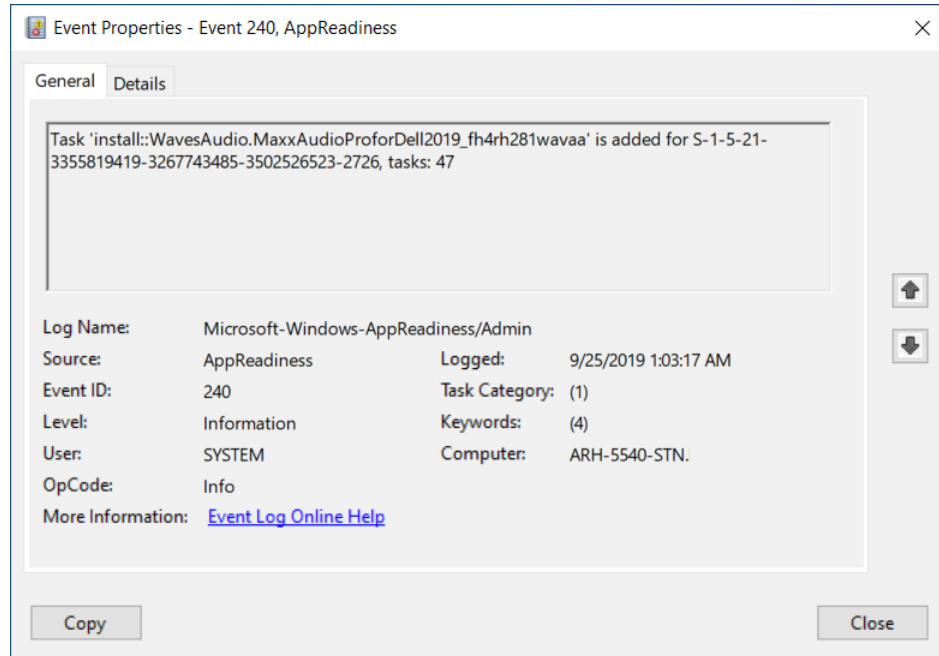**HSA downloaded before profile creation - After logon**

However, if I logon, right after OSD is finished and before Windows starts to download the HSA, they will download during creation of the user profile and HSA will now install automatically.

HSA downloaded during profile creation - After logon

HSA downloaded during profile creation - Event viewer ID 240

On Windows 10 (1803), it will wait to download HSA until after the first user logon, which is why it is working 1803.

My Test Scenario
Same SCCM TS for 1803, 1809 and 1903
Windows 10 1809 and 1903 Offline Serviced and Vanilla image
The latest Dell CAB drivers
Validated unattend xml file
This is happening on Dell Latitude 7400, 5300 and Precision 5530, 5540, 7540 and probably also the 7530.

What I Have Tried So Far
-   With and without unattend file during SCCM OSD TS (**Makes no difference**)
-   With the driver step disabled in our SCCM TS (Is working because drivers are installed afterwards, and during that process HSA will be installed)
-   Windows 10 1809/1903 Vanilla image (**Makes no difference**)
-   Same TS only replace the image with 1803 and HSA will install right after first logon
-   Remove all restarts after "Setup Windows and Configuration Manger" step (**Makes no difference**)
-   Disable all steps after "Setup Windows and Configuration Manager" step (**Makes no difference**)
-   Place the test device outside normal GPO structure (**Makes no difference**)
-   Tested my Offline Serviced and the Vanilla ISO from bootable USB device (Is working because drivers are installed afterwards, and during that process HSA will be installed)
-   I've looked in many logs e.g. setupact.log and smsts.log without luck
-   Disable Windows Store, Windows Store Auto Update etc. During SCCM OSD TS (**Makes no difference**)

So right now it seems like adding the HSA to the MSFB (Private Store) is the only solution, even that we have to install them manually and it will create a new issue for us, because we will have to make them available to everyone, and what happens when the end-user install HSA on non-supported hardware? The HelpDesk staff will be busy! If you would be interested in how difficult, it is to add them to the private store, read this:

Intel Graphics Control Panel

ms-windows-store:PDP?PFN=AppUp.IntelGraphicsControlPanel_8j3eq9eme6ctt
https://www.microsoft.com/store/productId/9NDLCLMMTMRC
https://businessstore.microsoft.com/en-us/store/details/intel-graphics-control-panel/9ndlclmmtmrc

To add the applications to MSFB follow:

1. Find the PFN Url in the drivers (*.INF)
2. Run this from RUN (WIN+R) "ms-windows-store:PDP?PFN=AppUp.IntelGraphicsControlPanel_8j3eq9eme6ctt" this will open the Microsoft Store and show the HSA (Intel Graphics Control Panel).
3. Now click on share and copy the link, that will be the "https://www.microsoft.com/store/productId/9NDLCLMMTMRC" this will direct you to the HSA on Microsoft Store (retail/public) online.
4. Copy this part from the URL "intel-graphics-control-panel/9ndlclmmtmrc" and past it in to the MSFB url like this "https://businessstore.microsoft.com/en-us/store/details/intel-graphics-control-panel/9ndlclmmtmrc"
5. Now you will be able to add it to your private store.

We can't even use the applications from Dell support page and install them during our OSD, because the EXE file will just forward us to the Microsoft Store.

I have been told that Dell is aware of this issue and that Microsoft is forcing Dell to use this method, is that true? I was also told that the reason why the offline installer aren't available on Dell's support page is because Microsoft won´t allow it, is that also true? To me it seems like Microsoft / Dell is focusing on the consumer market and that HSA / Microsoft Store solution is working perfect in that scenario, but they are forgetting their enterprise customers.

What is the solutions for those companies that do not allow Microsoft Store and disable automatically driver update in Windows? The solution I was told by Dell Support, totally shocked me! I was told that these companies should open a support case and ask for the HSA offline installer. In my opinion, is that an unacceptable solution!

Seriously, is there a real solution to this issue? I am out of ideas now, so do you have anything I could try? If not, then Microsoft and Dell should work together in order to find a proper solution and until then Dell should be allowed to publish the HSA as offline installers on their Support Page.

Looking forward to hearing from you.

Kind Regards
Sune Thomsen