

Factory Provisioning PPKG issue description & resolution

7-29-2021

There are two parts to this document.

Part 1 discusses how to resolve with workarounds for devices that have already been provisioned with Dell Factory Provisioning and are deployed to end-users.

Part 2 discusses the fact that for new orders before they are submitted for Dell Factory Provisioning, a customer must update their PPKG and unattend.xml and send the files to Dell so that a properly functioning provision is done. Use of the old PPKG even though a fix has been applied to Workspace One will result in needing to do the workarounds in Part 1 below for machines deployed.

Part 1.

If Devices are provisioned with Workspace One and Dell Factory Provisioning, there can be issues that will not necessarily impact all endpoints or enterprises but depend on the following conditions:

Issue applies to Windows 10 v.2004 and above

1. In Workspace One UEM if you perform an Enterprise Reset or Device wipe > Persist provisioned data - you will have an issue with the machine not recovering properly
2. If a Windows 10 endpoint (that was Dell Factory Provisioned) does any kind of Windows features updates that will trigger the endless reboot loop problem.

This issue impacts:

- customers who have deployed Dell factory provisioned devices out in the field
- those who have previously uploaded a ppkg to Dell's secure site for future ordering
- created ppkg with prior version WS1 provisioning service v2011.02 for current orders

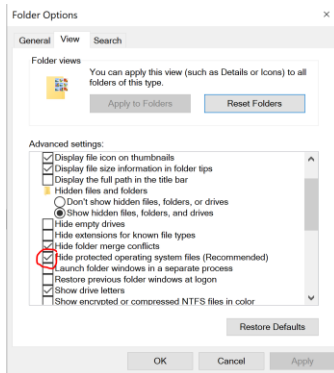
This has been resolved in a recent Workspace One release to the Factory Provisioning Service v2011.02

Reference VMWare KB: [AMST-32438 – Older PPKG's incompatible with Windows 10 v2004+ \(84395\) \(vmware.com\)](#)

On existing Factory provisioned devices, to prevent the reboot problem from occurring, do the following:

1. If the PPKG payload (apps) are not very large the PPKG files could be removed from the **<C:\Recovery\Customizations>** and the issues mentioned above will not occur. If the machine is WS1 Enterprise wiped, after re-enrollment will pull apps and policies over the air directly from the WS1 tenant. Even with larger payloads and endpoints at employee's home's, depending on VPN setup and home network setup this could still be a workaround.

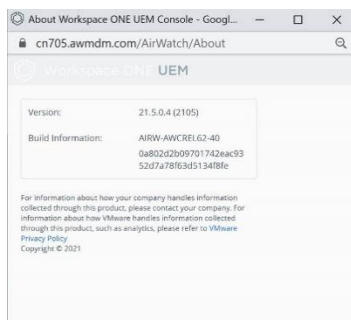
Note: Uncheck hide protected Operating system files under Windows explorer – Folder options. Users will need local admin to the device in order to browse and access the following directory – in order to delete/rename C:\Recovery\Customizations *.ppkg



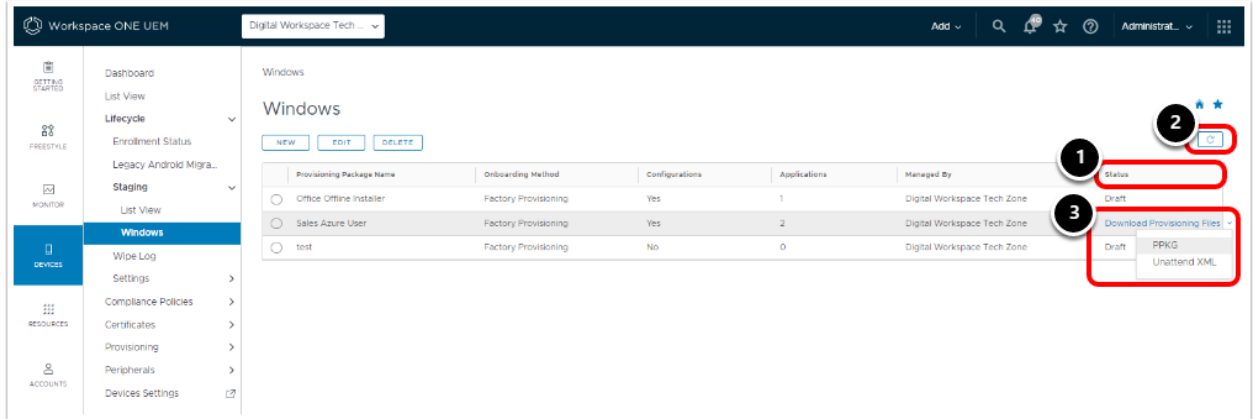
2. An executable has been created by Dell that can be staged in the software delivery mechanism of Workspace One and delivered to endpoints that were Dell Factory Provisioned that will resolve the issue when applied to a SmartGroup in Workspace One to the endpoints. See instructions below to deploy. When this “app” is applied it will run the PPKG fix.

PPKG Replace utility

Note: Ensure you are running Workspace One console version 21.05 (2015) or above



1. Get utility at: https://dell-my.sharepoint.com/:f:/p/g_chavira/EgDBd47A5O9AtYWHltj6umUBfHipNWptH9WoKoMiqjtpPg?e=zrCMcZ
2. Inside Workspace One console, generate and download PPKG file, see image below



Once generated-

Validate that your XML & PPKG file has been generated using API version 20.11.2.0 or above
By opening up your XML file in Notepad and confirming the 3rd line down from the top “API version 20.11.2.0



Note: If customer has modified their PPKG file during this process, they will need to re-validate both the XML and PPKG file again using the provisioning tool:-

For full instructions on how to do this, see link below:

Scroll down to topic: Validating using Workspace ONE Provisioning Tool


https://techzone.vmware.com/drop-ship-provisioning-workspace-one-operational-tutorial#_1382318

3. Zip “All” files into the root directory


Name	Date modified	Type	Size
newPPKG.ppkg	2/6/2020 3:56 PM	RunTime Provisioning Package	233,754 KB
newPPKG.zip	6/29/2021 10:17 A...	Compressed (zip) file	232,093 KB
ReplacePPKG.exe	6/29/2021 10:16 A...	Application	0 KB

4. In Workspace One UEM console go to Resources -> Apps -> Native section. Choose “Add”.
5. Upload the ZIP file (give it a name i.e ReplacePPKG).

6. Under details section you will see something like:



Edit Application - ReplacePPKG.exe v 1.0.0.0

Internal |  Status: Active | Managed By: Dell-Verona-Testing | Application ID: {5b5495c6-975d-4b17-a28c-03817c4a0db8} | App Size: 122 KB

Details

Files


Deployment Options

Images

Terms of Use

Name *

ReplacePPKG.exe



Managed By

Dell-Verona-Testing

Application ID *

{5b5495c6-975d-4b17-a28c-03817c4a0db8}

App Version *

1.0.0.0

Build Version

{5b5495c6-975d-4b17-a28c-03817c4a0db8}

Current UEM Version

1

.


0

.

0


.

0



Supported Processor Architecture


32-bit



Is Beta

YES


NO




Update Notifications

YES

NO




Change Log



Categories

Start Typing to Select Category ...



SAVE & ASSIGN

CANCEL

7. In Files section enter “na” in uninstall command. Should look like below:

Internal | Status: Active | Managed By: Dell-Verona-Testing | Application ID: {5b5495c6-975d-4b17-a28c-03817c490db8} | App Size: 122 KB

Details Files Deployment Options Images Terms of Use

Application File * ReplacePPKG.exe

App Dependencies

Select Dependent Applications Start typing to add a dependent application

> App Transforms

> App Patches

App Uninstall Process

Upload any scripts to identify the course of actions to be run to uninstall the application.

Custom Script Type * UPLOAD INPUT

Uninstall Command * na

SAVE & ASSIGN CANCEL

8. Under Deployment options don't need to set anything in “when to install” but do set install command to “ReplacePPKG.exe” and other items as shown in screenshot below including “when to call install complete” with a “Add Criteria” for File Exists on path of C:\Recovery\Customizations*.ppkg (***.ppkg is the filename of your “new” PPKG file**)

Edit Application - ReplacePPKG.exe v 1.0.0.0

Internal | Status: Active | Managed By: Dell-Verona-Testing | Application ID: {5b5495c6-975d-4b17-a28c-03817c4a0db8} | App Size: 122 KB

Details

Files

Deployment Options

Images

Terms of Use

Install Command*

ReplacePPKG.exe

Admin Privileges

YES

NO

Device Restart

Do not restart

Retry Count*

3

Retry Interval*

5

Install Timeout*

60

Installer Reboot Exit Code

Installer Success Exit Code

When To Call Install Complete

Identify Application By*

DEFINING CRITERIA

USING CUSTOM SCRIPT

1. File exists - C:\Recovery\Customizations\BMC WO DW NTU.ppkg

ADD

SAVE & ASSIGN

CANCEL

9. Add a Dell image logo in Images section for Icon subsection for a nice touch (not required). You can get the logo in the directory: https://dell-my.sharepoint.com/:f:/p/g_chavira/EgDBd47A5O9AtYWHltj6umUBfHipNWptH9WoKoMiqjtpPg?e=zrCMcZ
10. Now click Save & Assign. Give a name to Distribution task. Choose a SmartGroup to apply. Set App Delivery to Auto as required. See below for screenshot.

ReplacePPKG.exe - Assignment

Distribution
Restrictions

Distribution

Name * DELL PRISTINE

Description

Assignment Groups * DELL-PRISTINE-WIN10 (DELL-PRISTINE) X

Deployment Begins * 06/11/2021 12:00 AM (GMT-06:00) Central Time (US & Canada)

App Delivery Method * ☒ Auto ☐ On Demand

Hide Notifications * ☐

Allow User Install Deferral * ☐

Display in App Catalog ☒

CANCEL SAVE

Part 2.

Project SI# for existing customers will need to be updated with new PPKG for all new machines coming through Dell factory.

Once the new PPKG has been generated, contact the customer's assigned **Configuration Services PM** using the "*customer detail spreadsheet*" and request for a new secure FTA link to be sent to the customer to upload their new PPKG file assigned to their existing SI#

Sample email of FTA link:

<https://www.dell.com/identity/global/loginorregister?connectionId=98254675-AC6F-47D9-A7E4-4537724F135D&wreply=http%3a%2f%2fwww.dell.com%2fen-us%2fhome%2f&c=us&l=en&r=us&s=dhs&cs=19&~ck=mn>

- Click the link below to register a Dell Account using your email address () if you don't have it (skip if you already have the account):
<https://www.dell.com/identity/global/loginorregister?connectionId=98254675-AC6F-47D9-A7E4-4537724F135D&wreply=http%3a%2f%2fwww.dell.com%2fen-us%2fhome%2f&c=us&l=en&r=us&s=dhs&cs=19&~ck=mn>
- Download the File Transfer Application (FTA) at <http://delivery.dell.com/download/download.html>
If the application is already installed, you may start it from the local directory, C:\Dell\File Transfer by default.
- Login to FTA using your unique login
- Upload your Image (the image file need to be at the local drive as it will fail if it is from the network path)
- Please note that you may only upload 1 image per SI# Number only. Please use the SI# . If you have more than 1 image need to upload, please let me know.
customer's unique SI# code

CS PM

Note: Ensure that you or the CS engineer validate the customer's XML & PPKG file that has been uploaded was generated using API version 20.11.2.0 or above before validation

By opening up the XML file in Notepad and confirming the 3rd line down from the top "API version 20.11.2.0"

unattend (13).xml - Notepad
File Edit Format View Help
<?xml version="1.0" encoding="utf-8" ?>
<!-- Created by VMware Workspace ONE Configuration Tool for Provisioning. API version 20.11.2.0 -->
<unattend xmlns="urn:schemas-microsoft-com:unattend">
 <settings pass="specialize">
 <component name="Microsoft-Windows-Shell-Setup" processorArchitecture="amd64" publicKeyToken="31bf3856ad364e35" language="neutral" versionScope="nonSxS"
 xmlns:wcm="http://schemas.microsoft.com/WMIConfig/2002/State" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">