

Autopilot for pre-provisioned deployment aka white glove

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[Abstract](#)

This document provides a detailed step by step information regarding Surface Deployment

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Document Distribution and Review History

Document History

Date	Author	Version	Change Reference
08 th Oct 2020	Neeraj Kumar & Rajni Kumari	1.0	Created Autopilot Profile.
10 th Oct 2020	Neeraj Kumar & Rajni Kumari	1.1	Created Document.

15 th Oct 2020	Neeraj Kumar & Rajni Kumari	1.2	Updated Autopilot Profile.
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List of Reviewers

Name	Position
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Distribution List

Name	Location
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1. General Information

1.0 Points of Contact

1.1 Information

Name	Role	Contact
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1.2 Help Desk

Please use the following contact details for any kind of queries or concerns:

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PHASE – 1

2. Surface Deployment with Autopilot

This phase will be done by N2K.

2.1 How to Build a PID?

This is a guide to build an existing PID with Autopilot with Pre-Provisioned deployment.

2.1.1 Prerequisites

Hardware Requirements

1. Surface Pro 6
2. USB to Ethernet Adapter
3. USB Keyboard (Optional)

Software Requirements

Surface Pro 6 recovery image.

Other Requirements

Network Connection (Ethernet) with Internet Access

Note: Stable internet connection is required at the time of deployment.

2.1.2 Download recovery image

1. Go to URL- <https://support.microsoft.com/en-us/surfacerecoveryimage>
2. Please Specify Surface pro version along with serial number, then tap on *Continue* as shown in figure below-

Choose a product and enter its serial number

Product

Serial number *

Serial number location:



You can also find the serial number by opening the Surface app.



3. Download latest Surface recovery image. Currently it's version 1903.

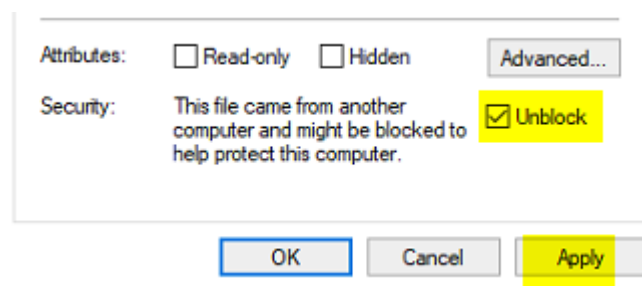
Download the Surface recovery image

Download the files and save them to your Surface or another PC. The files will be downloaded as a zip file.

Important
Don't download the files directly to your USB drive.

Product	
Surface Pro 6 - 128GB i5 8GB M1796 - Windows 10 Pro Version 1903	Download recovery image
Surface Pro 6 - 128GB i5 8GB M1796 - Windows 10 Pro Version 1809	Download recovery image
Surface Pro 6 - 128GB i5 8GB M1796 - Windows 10 Pro Version 1803	Download recovery image

4. After download, it will give a Zip file. Right click on the file and select properties. Make sure to unblock and click on Apply and OK.



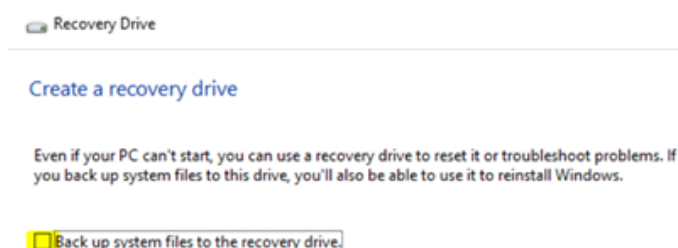
5. Extract the content, this folder contents will need to be copied in recovery drive [USB].

Note- We can re-use this USB for further resetting the device.

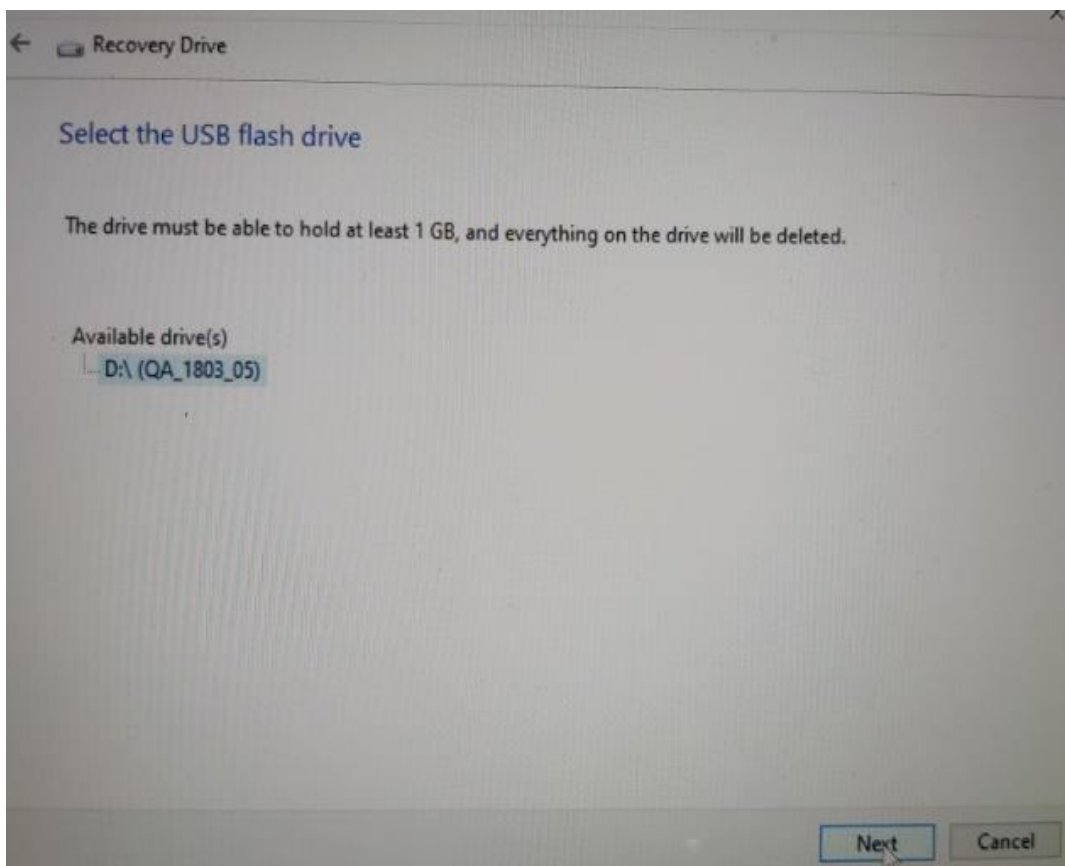
2.1.2 Create a recovery USB stick

Warning: Use an empty USB drive because this process will erase any data that's already stored on the drive.

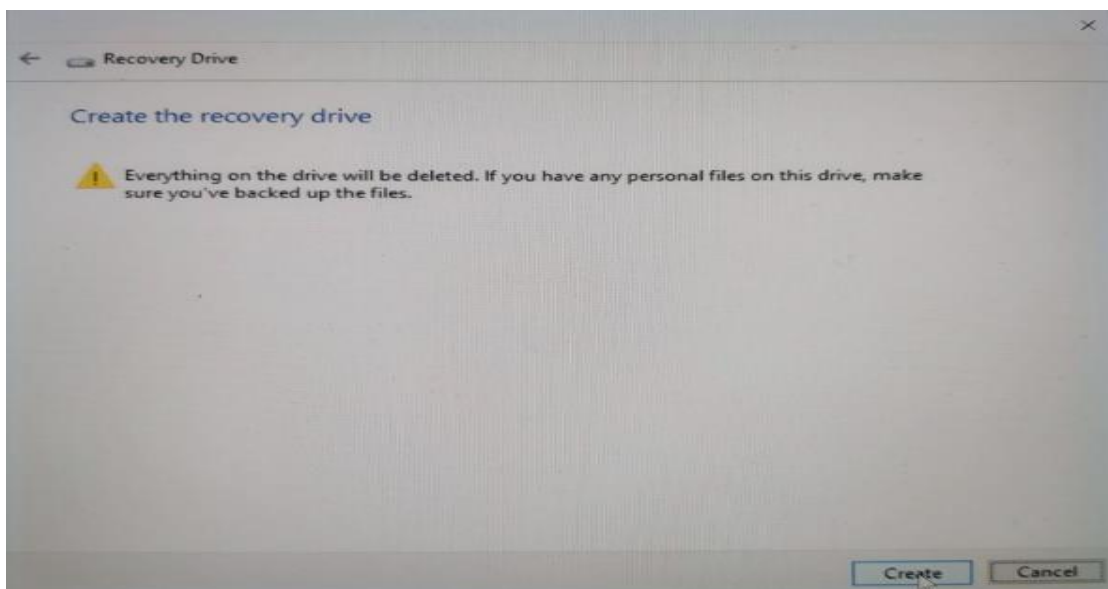
1. In the search box, type Create a recovery drive and then select it. You might be asked to confirm for UAC.
2. When the tool opens, make sure Backup system files to the recovery drive is Unchecked and then select Next.



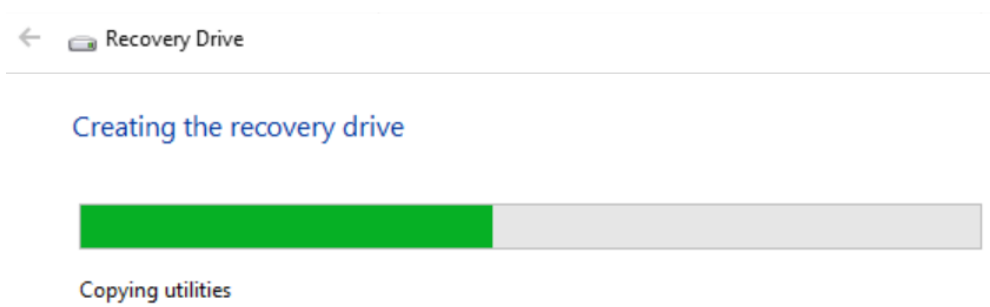
3. Connect a USB drive to your PC, select it, and then select Next.



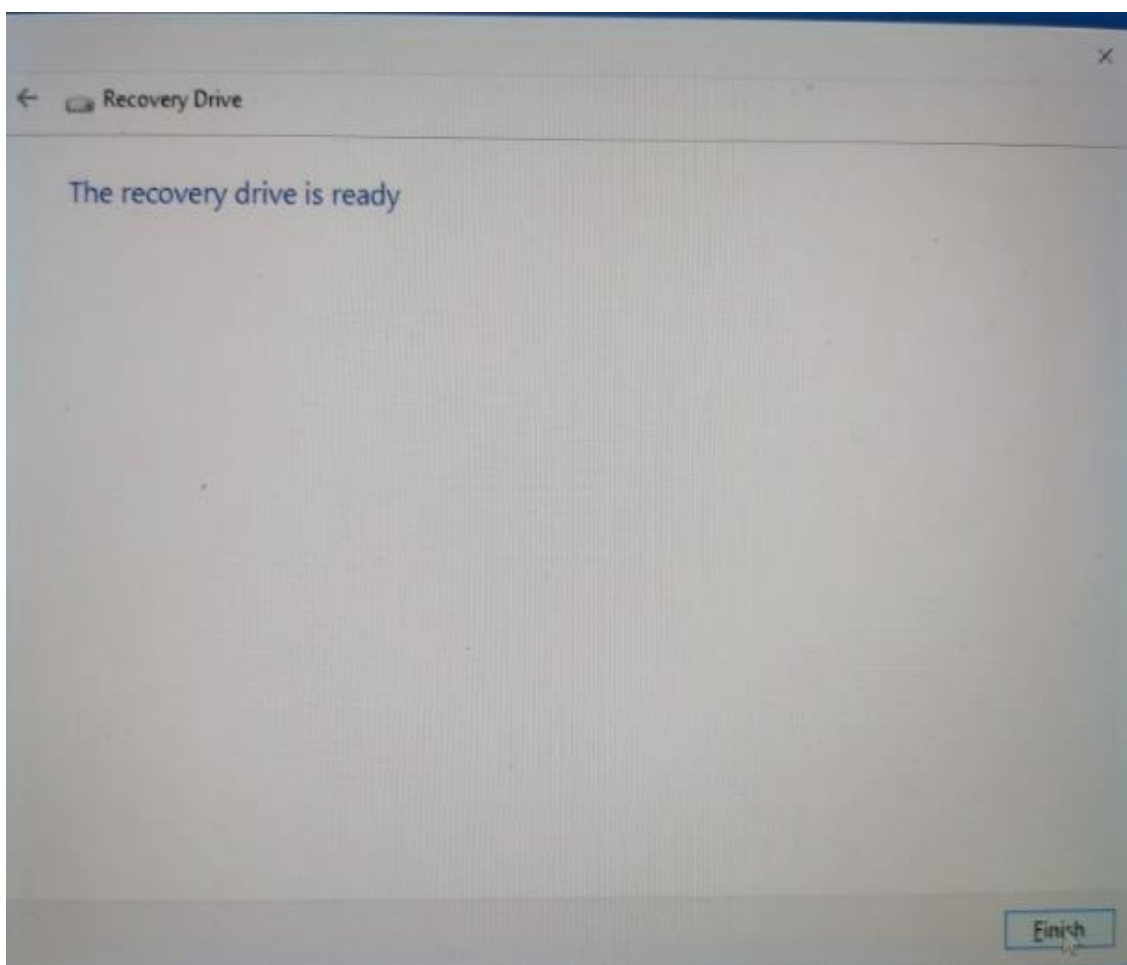
4. Select Create.



5. You will now see this window when creation of recovery drive is in progress.



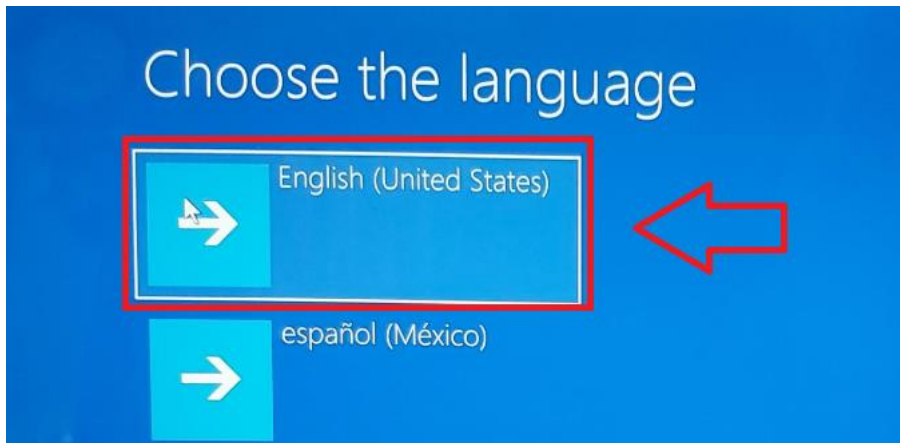
6. On completion, you will get message, "The recovery drive is ready". Click on Finish.



7. Now, copy the downloaded recovery image content in the drive. If asked, choose to replace files and folders.

2.1.3 Apply recovery image

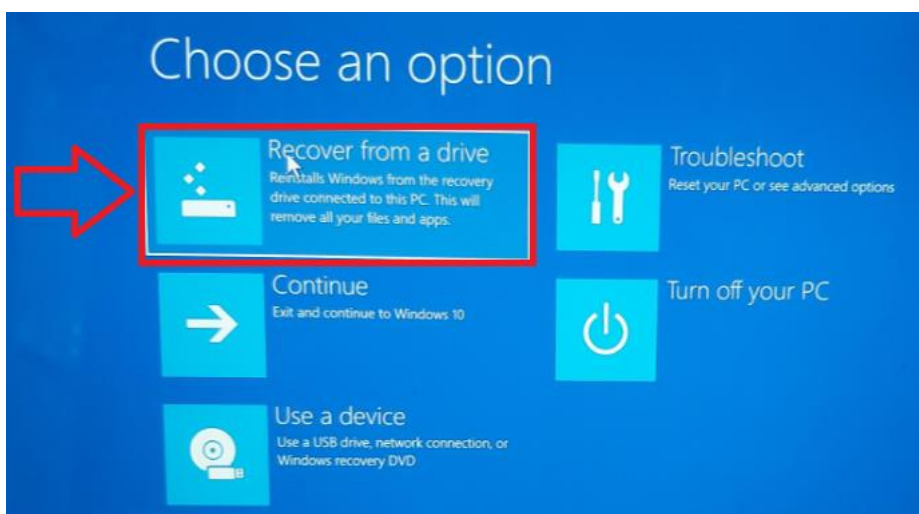
1. Make sure your Surface is turned off and plugged in, and then insert the USB recovery drive into the USB port.
2. Press and hold the volume-down button while you press and release the power button.
3. When prompted, select the language as English (US).



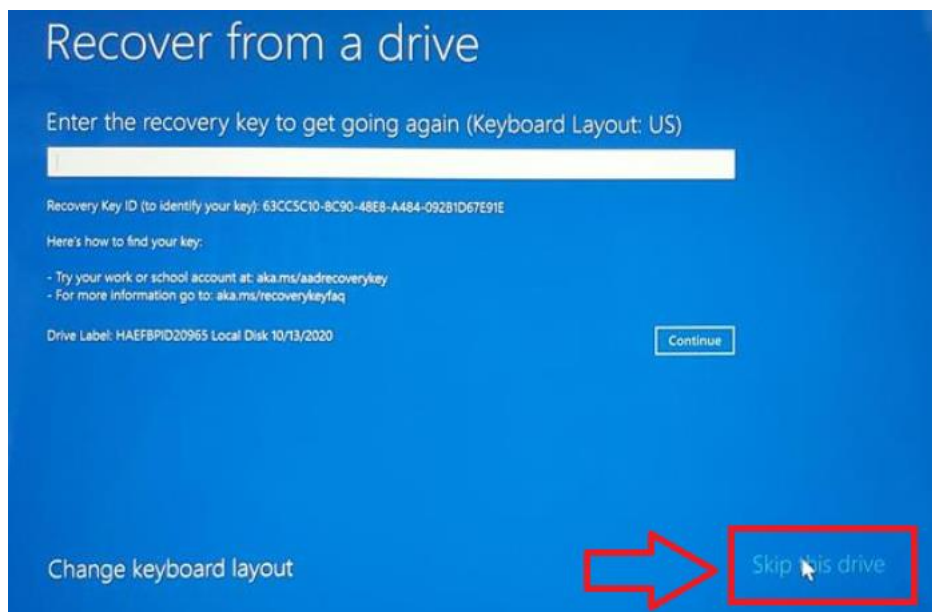
4. Select keyboard layout as US.



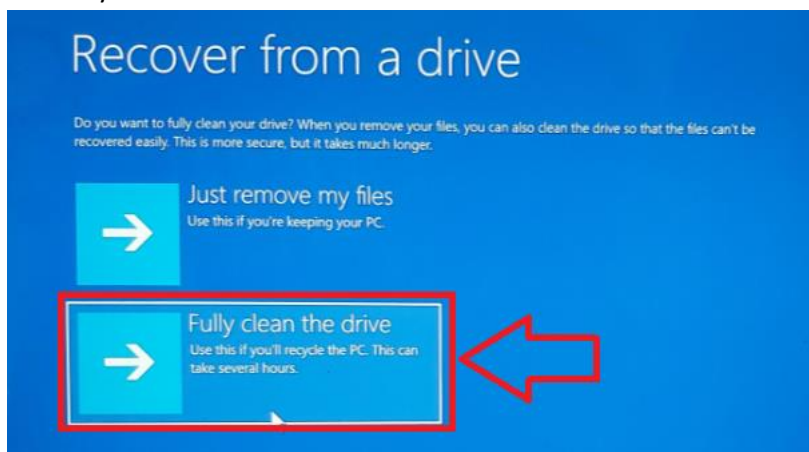
5. Select Recover from a drive.



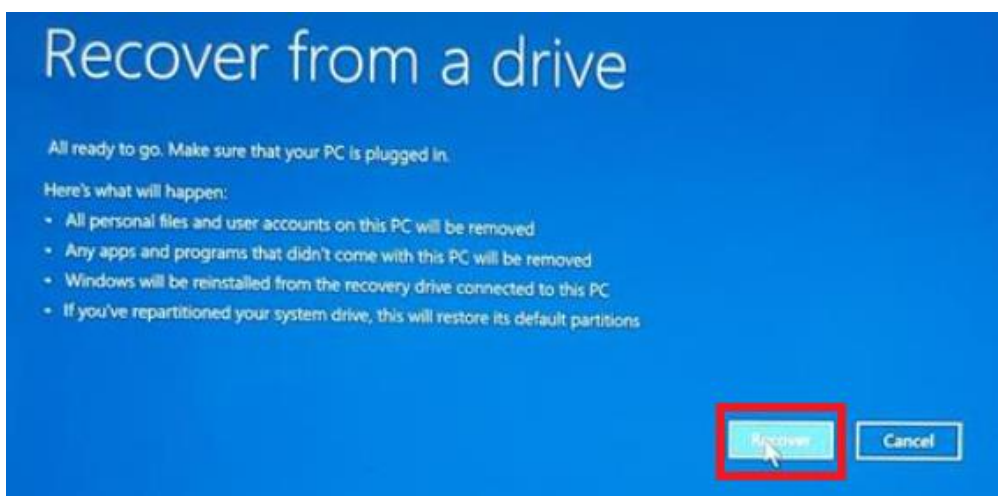
6. Select Skip this drive at the bottom of the screen.



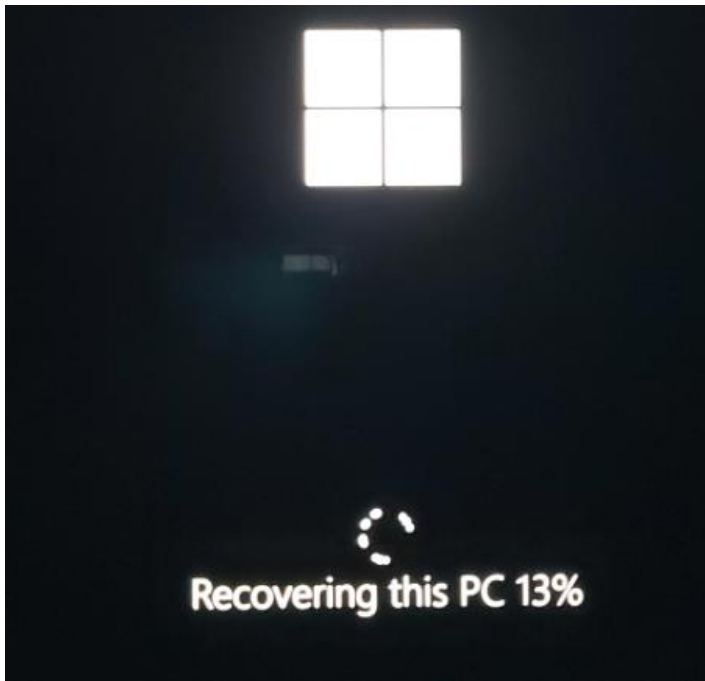
7. Choose "Fully clean the drive".



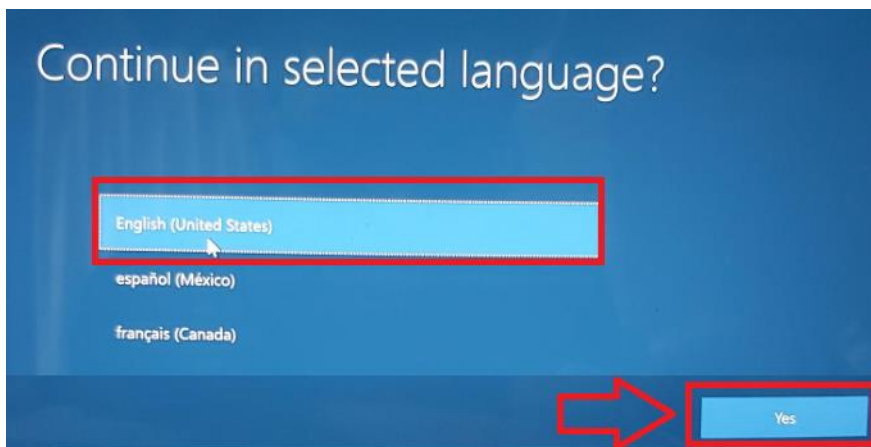
8. Select Recover.



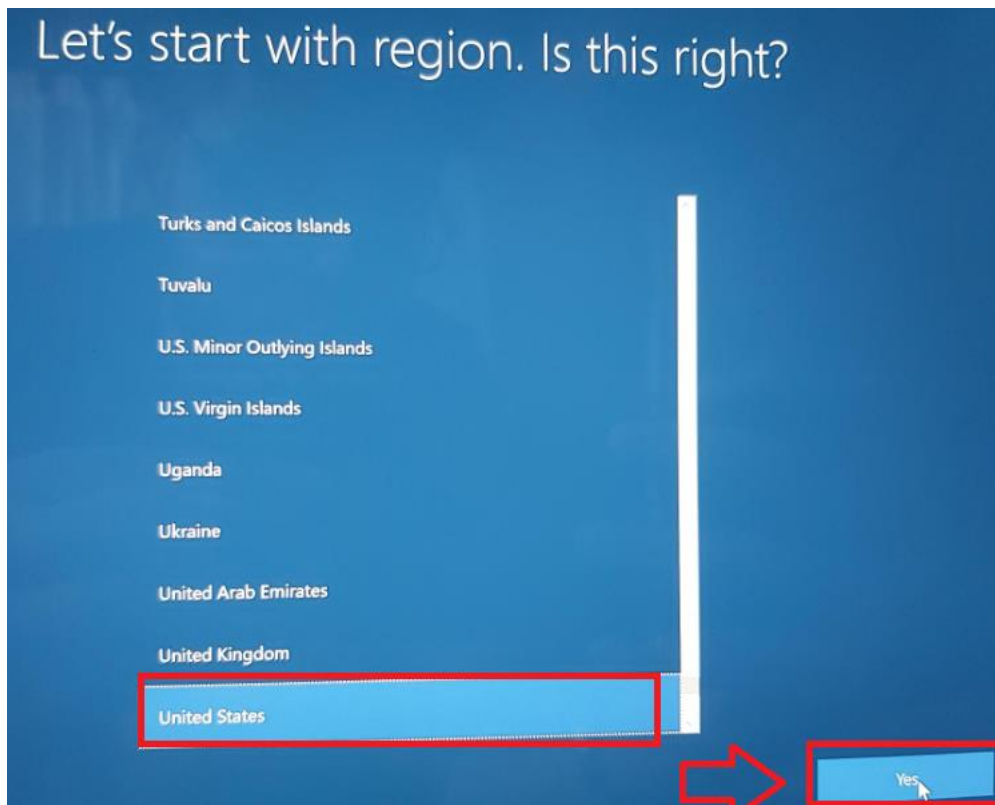
You should see following screen now-



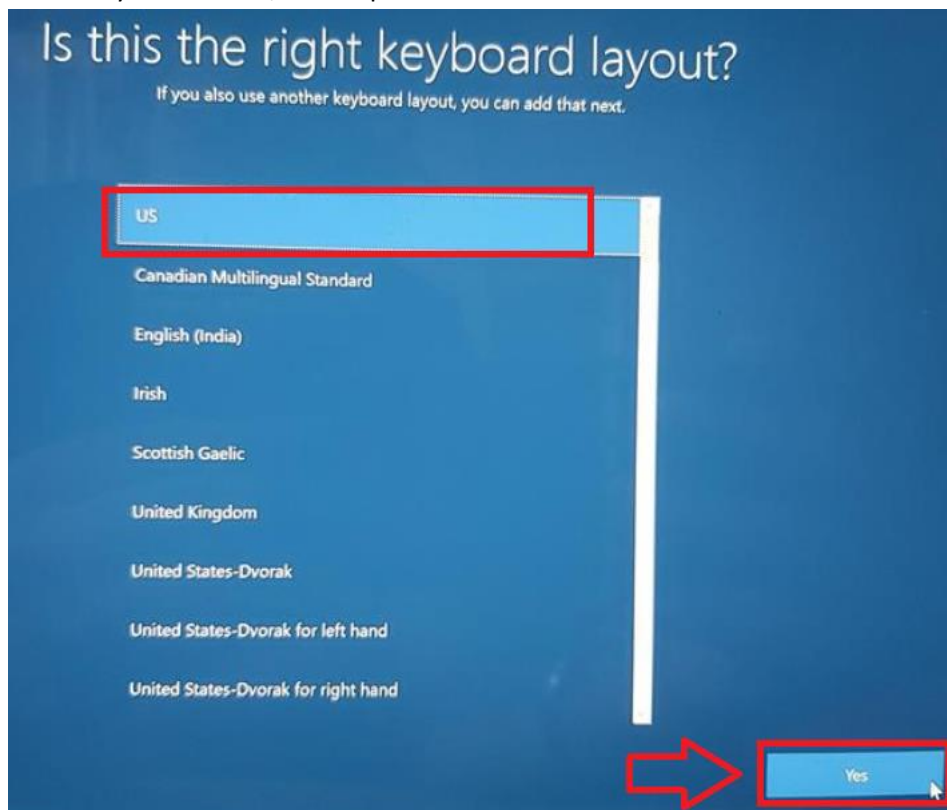
9. Select language as English(US), then tap on yes.



10. Select Region as United States.

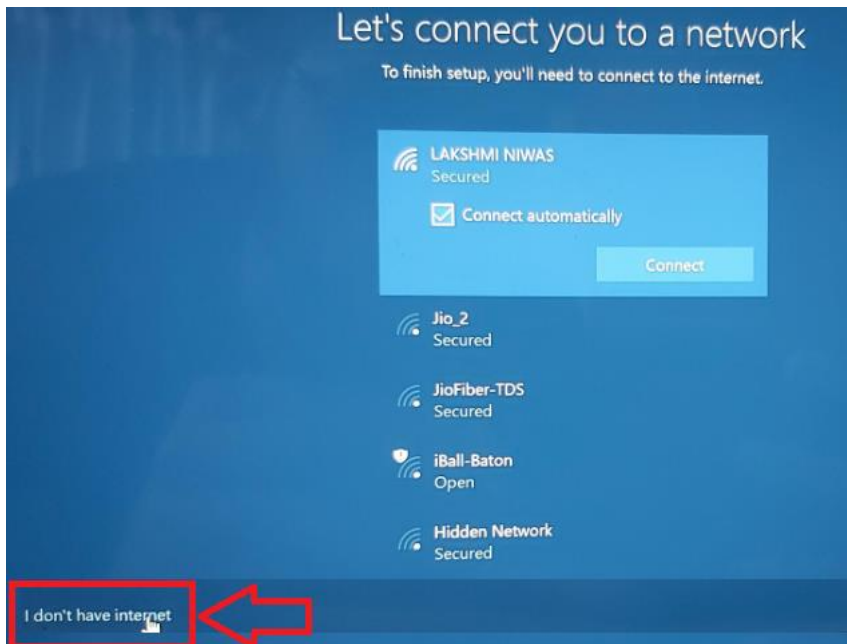


11. Select keyboard as US, then tap on Yes.

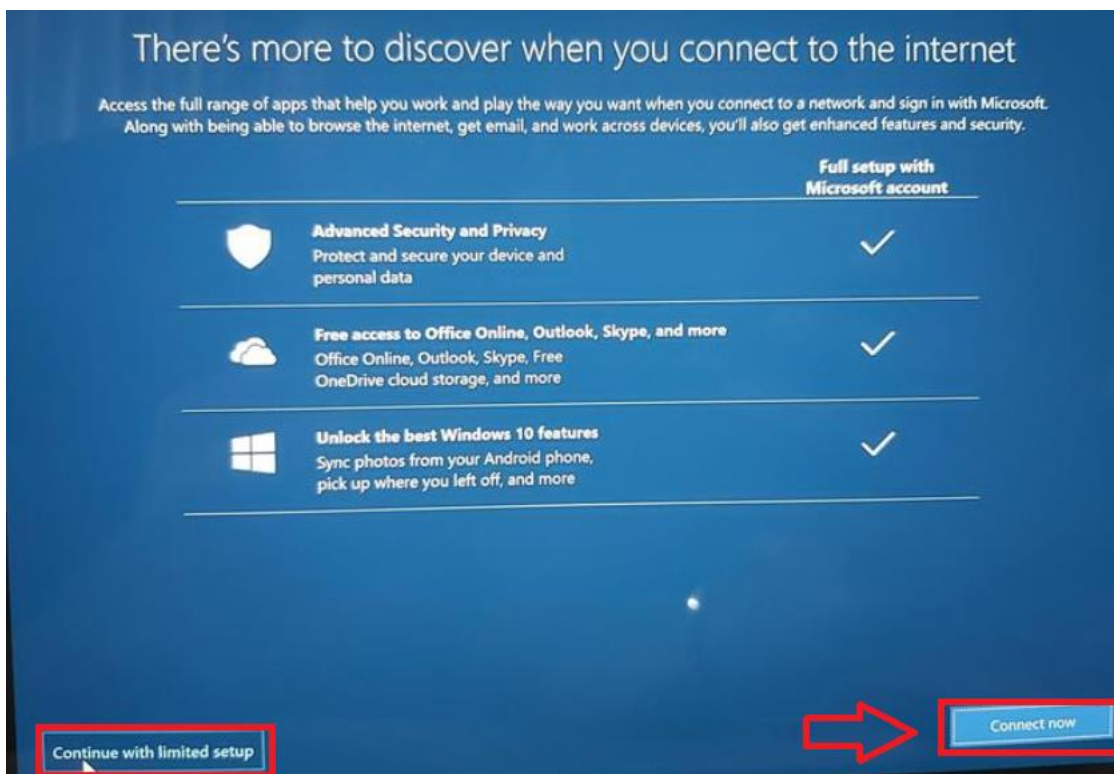


12. Tap on **Skip** when asked for “adding a second keyboard layout”.

13. Tap on I don't have Internet when asked to connect with Internet.

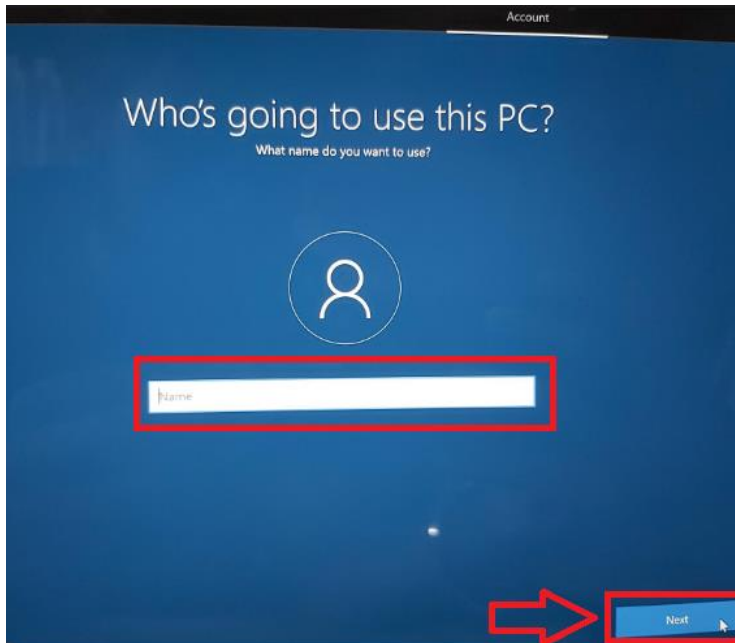


14. Tap on **Continue with limited Setup** and then **Connect now**.

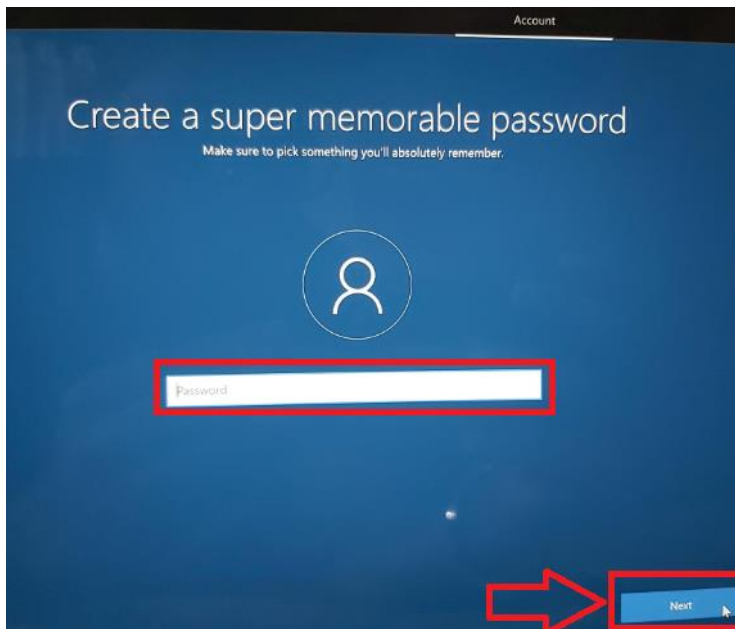


15. Tap on agree when asked for license agreement.

16. Enter any <username>.



17. Enter <password>.

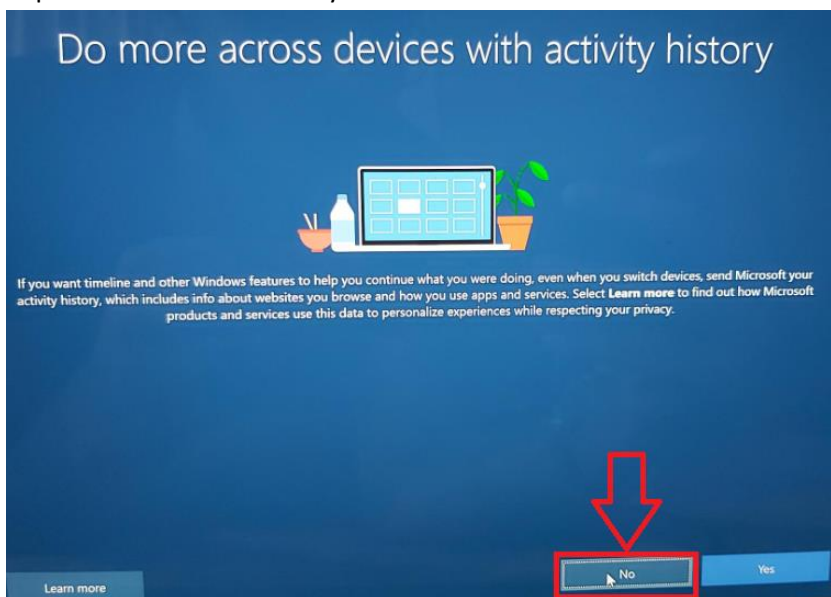


18. Now, Re-enter password to confirm.

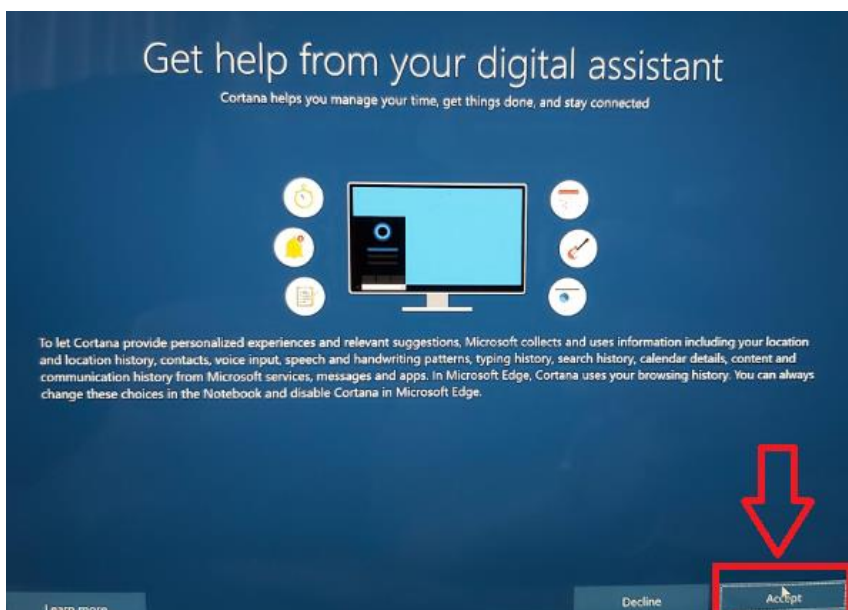
19. Tap on skip for now for hello setup for now.



20. Tap on **No** for action history.



21. Tap on **Accept** for digital assistant.



22. Tap on **Accept** for privacy settings.



23. Now, after sometime you can see the desktop



2.1.4 Extracting Hardware ID for Autopilot

1. Open PowerShell with elevated permission.[Use local admin account]
2. Run this cmdlet: ***Install-Script -Name Get-WindowsAutoPilotInfo***
3. Accept all EULA/UAC
4. After successfully running of coammnd, you will find “**Get-WindowsAutoPilotInfo.ps1**” in
“C:\Program Files\WindowsPowerShell\Scripts”

Now, type following cmds

1. *Set-ExecutionPolicy unrestricted*
2. *cd "C:\Program Files\WindowsPowerShell\Scripts"*
3. *Get-WindowsAutoPilotInfo.ps1 -OutputFile .\HardwareID.csv*
4. *HardwareID.csv should be present in C:\Program Files\WindowsPowerShell\Scripts*

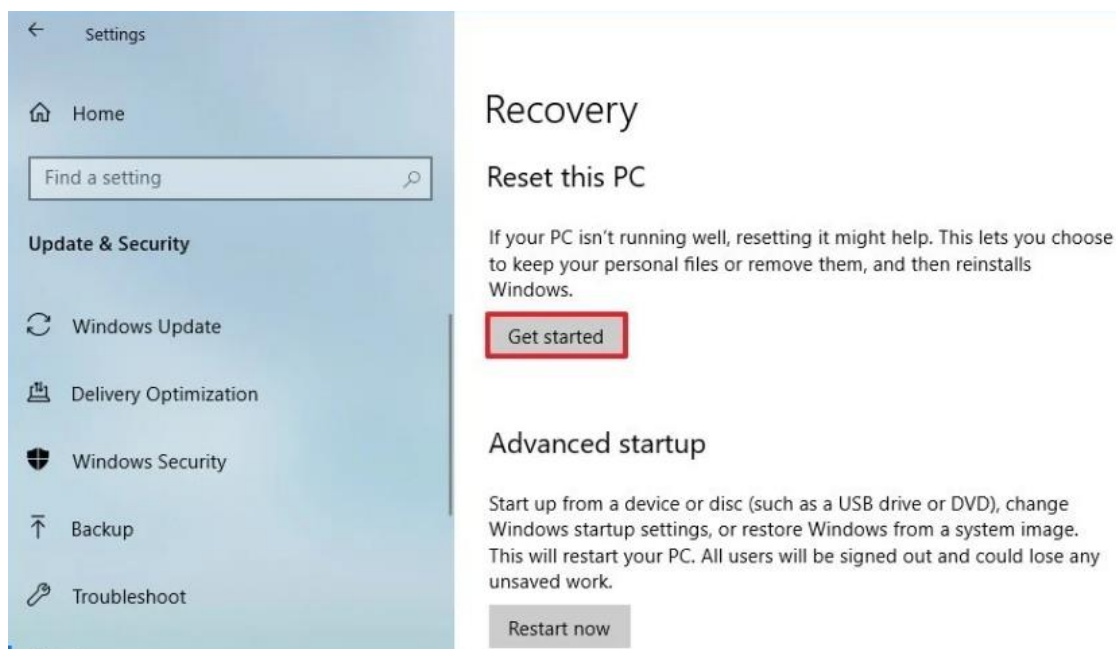
Please share this csv with us.

Wait for our approval, while we will assign autopilot profile to this machine.

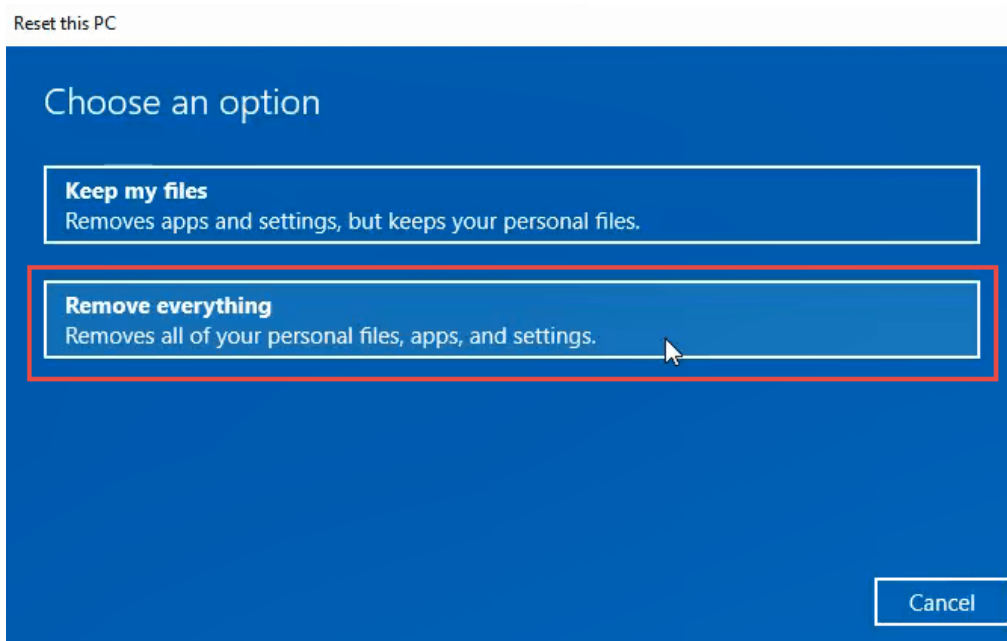
2.1.5 Resetting Surface for existing devices

To reset Windows 10 to its factory default settings:

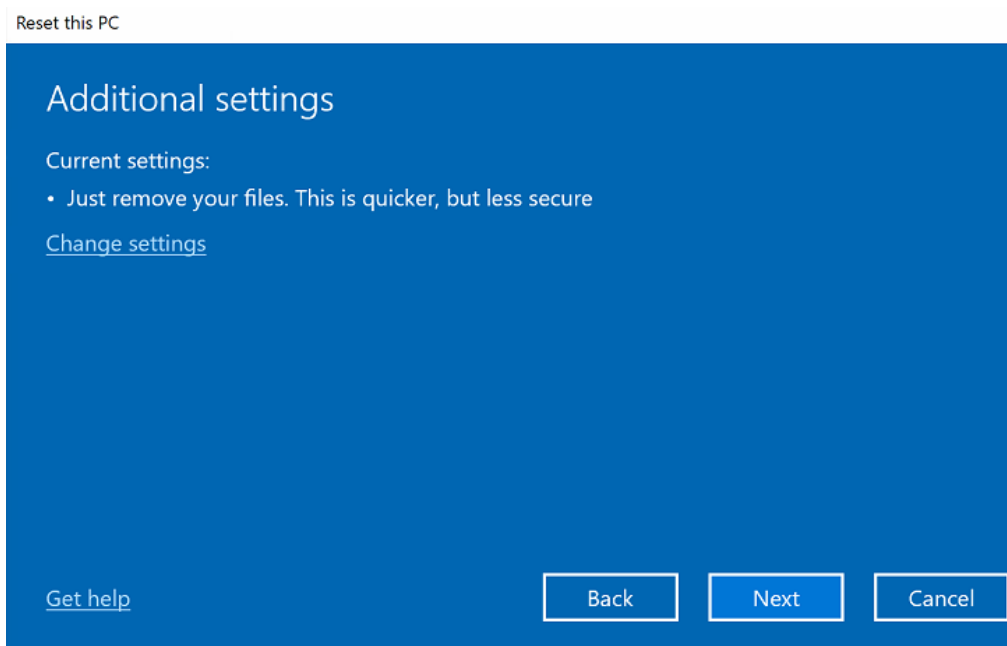
1. Open Settings.
2. Click on Update & Security.
3. Click on Recovery.
4. Under the "Reset this PC" section, click the Get started button.



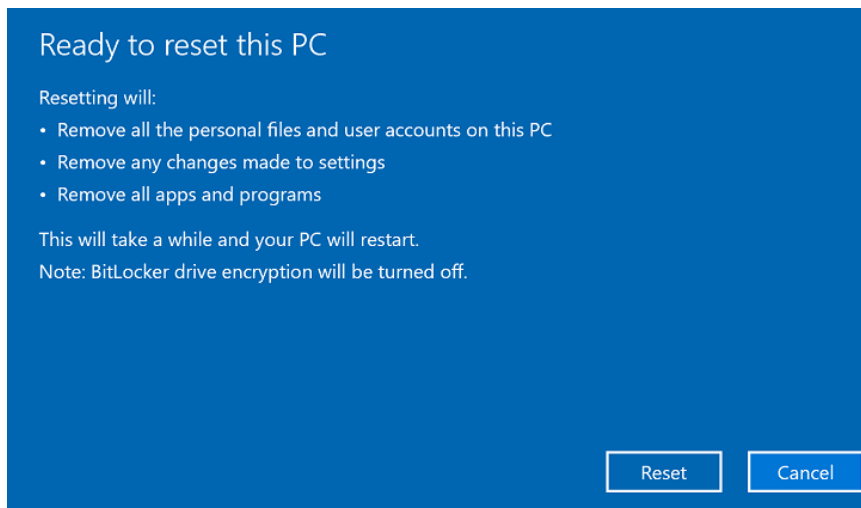
5. Tap on “Remove everything” option.



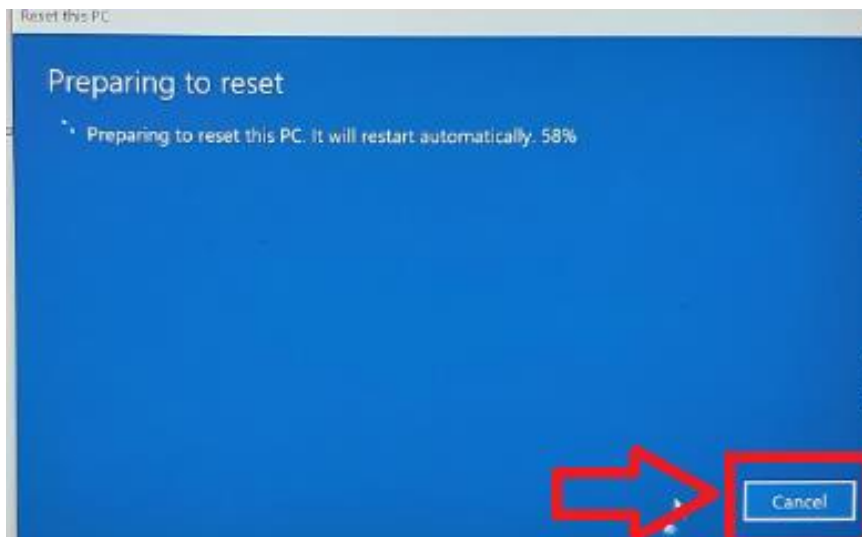
6. Tap on Next button.



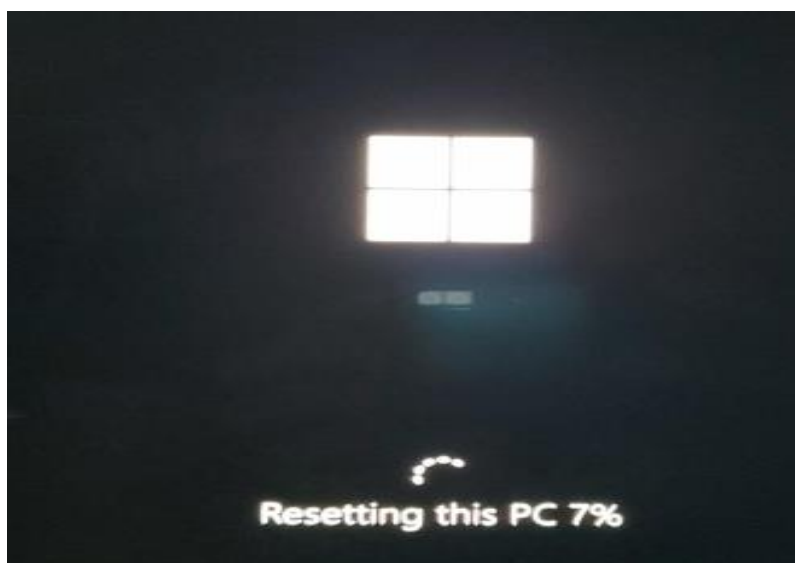
7. Tap on Reset button.



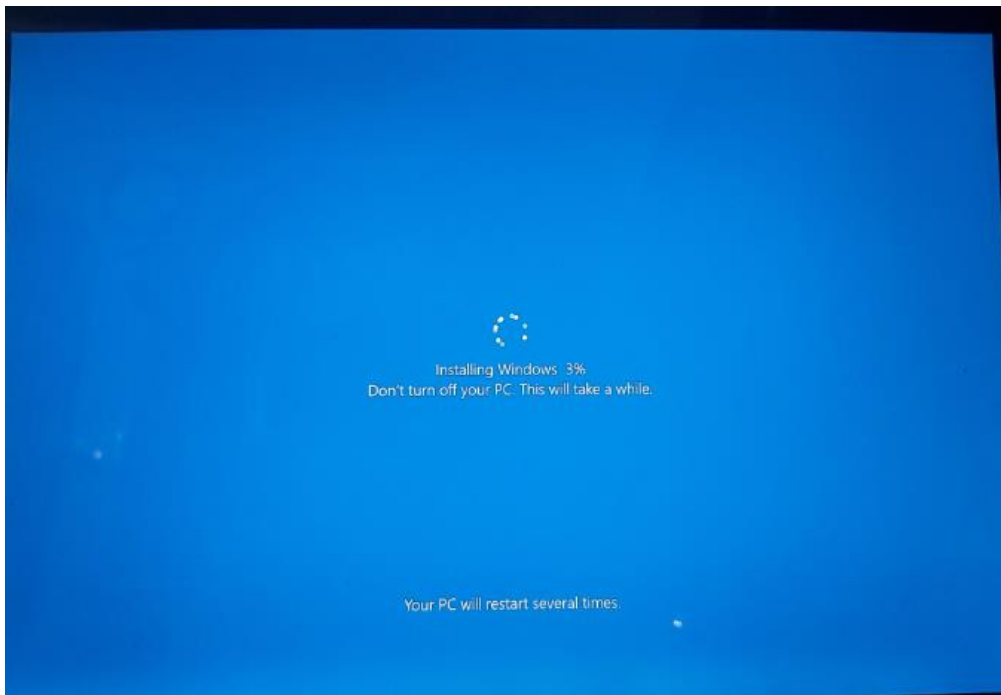
You will see screen below-



Next Screen-

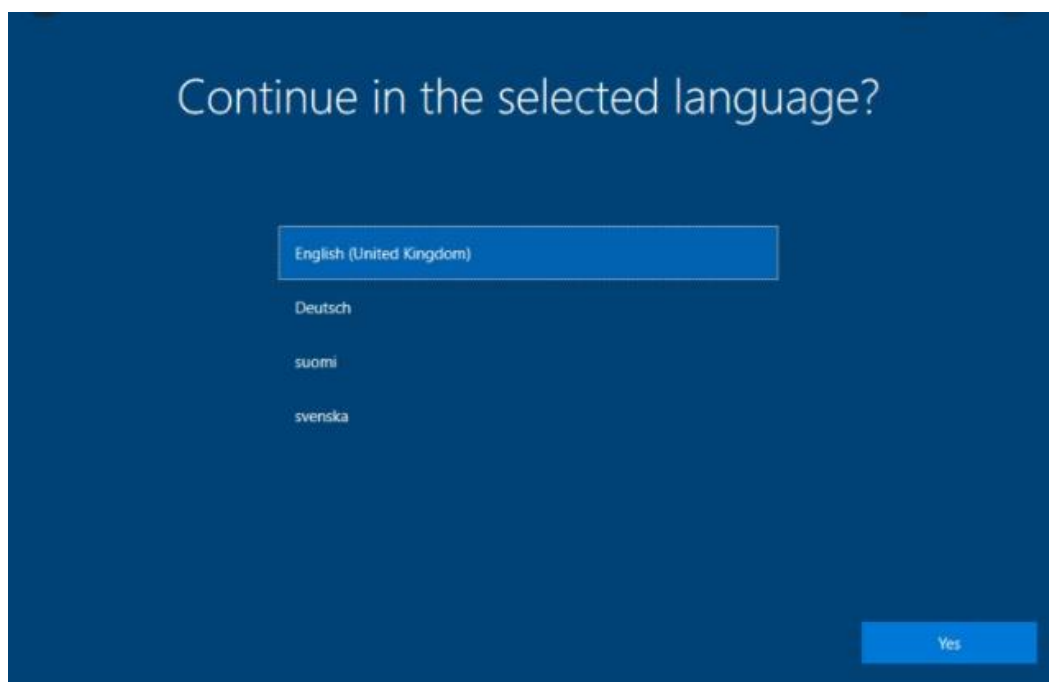


You will see, reset is in progress.

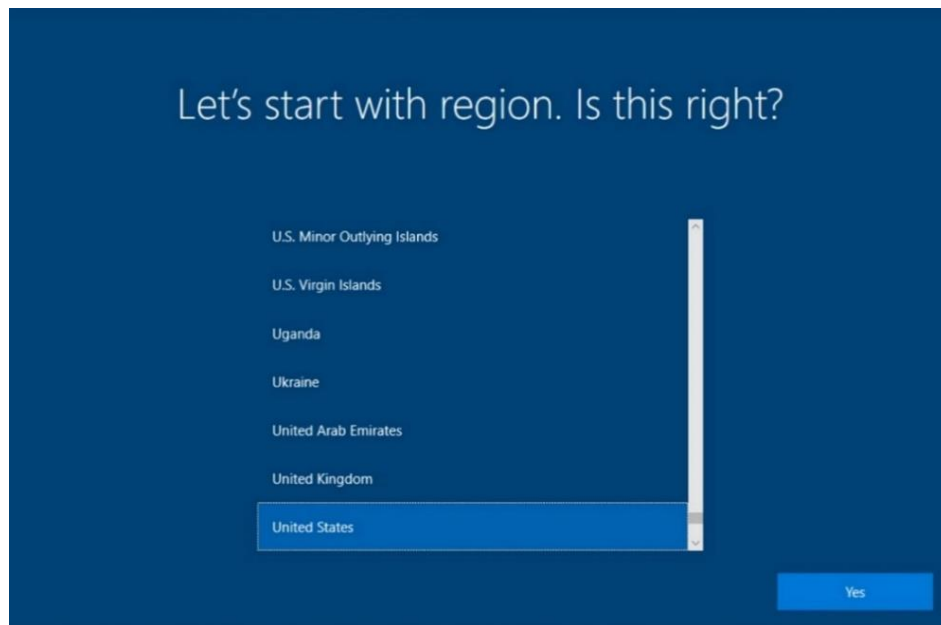


2.1.6 Resetting Surface with Autopilot mode

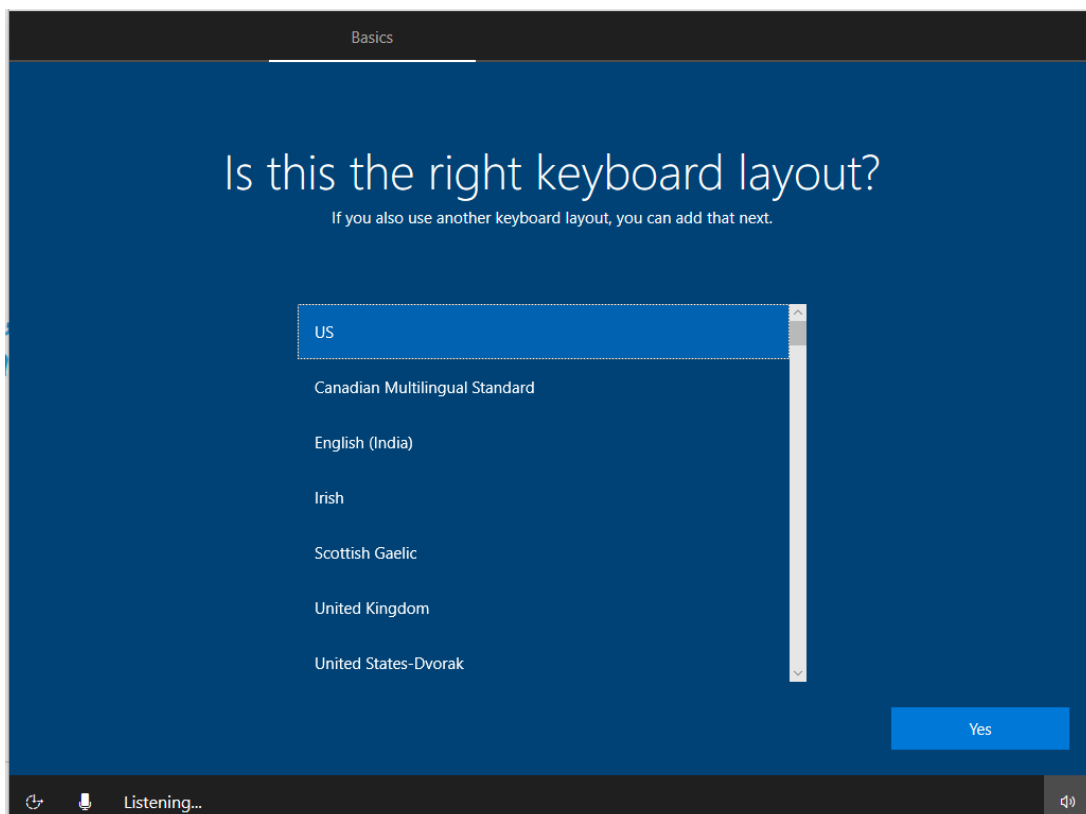
1. Select language – US, tap on next



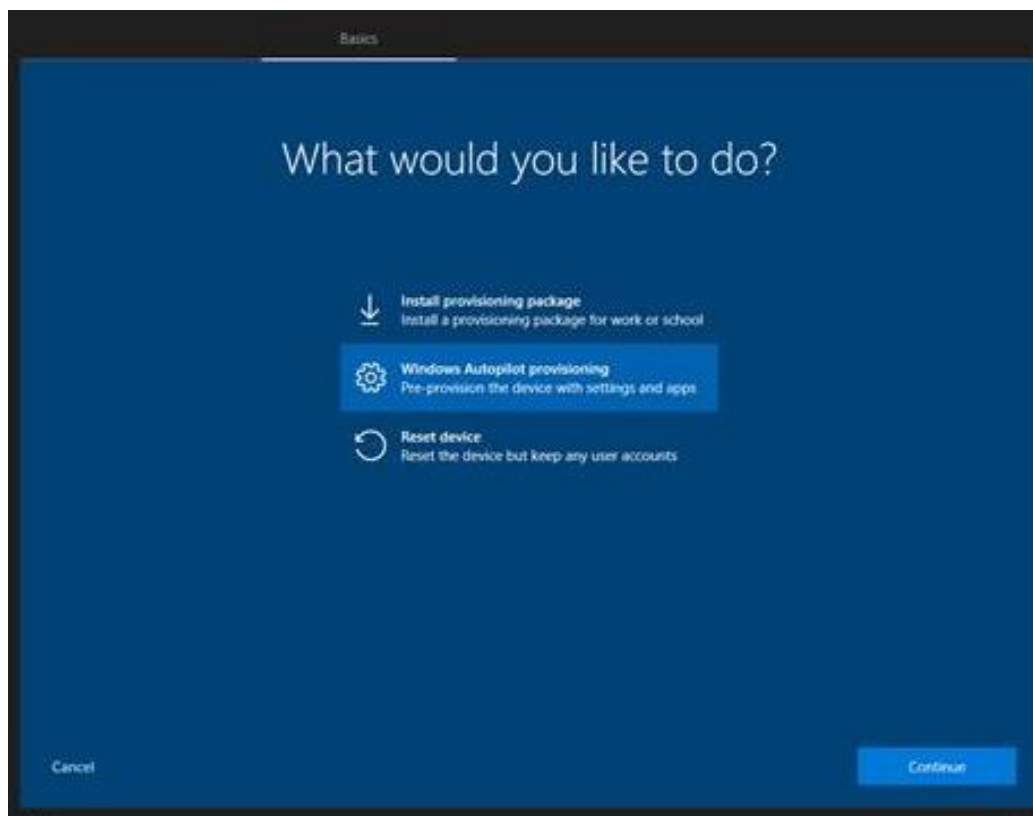
2. Select Region as United States



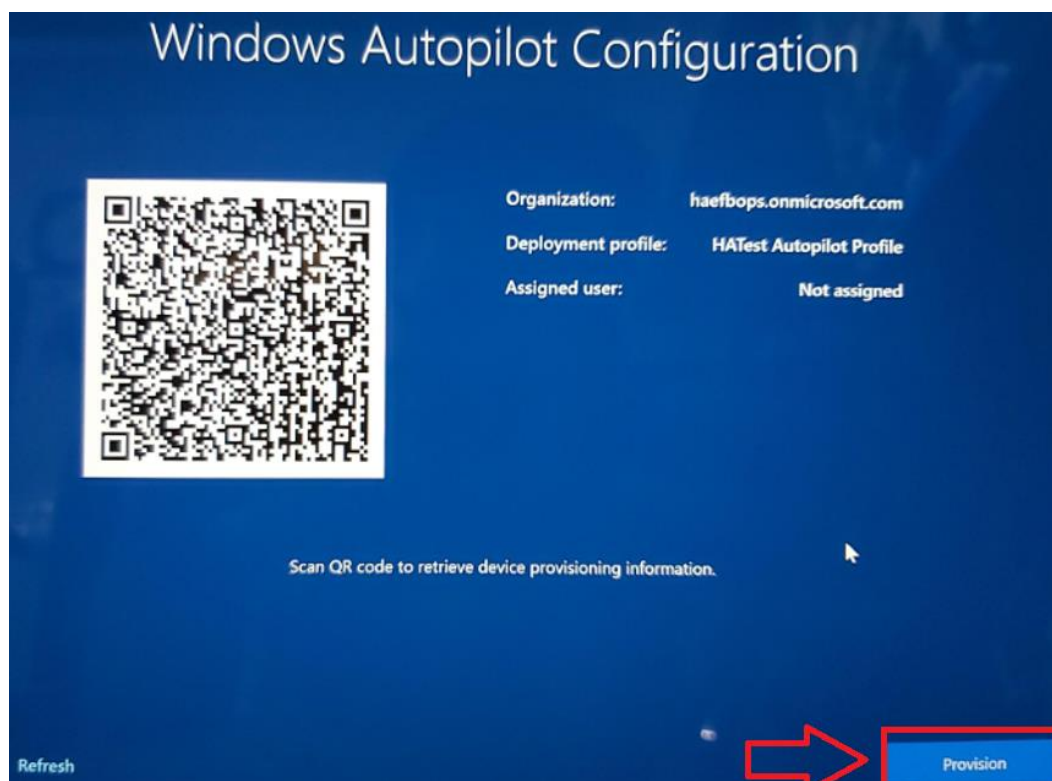
3. [Optional] in case, Ethernet is not connected to PID
 - a. Press Shift+f10, cmd prompt will appear
 - b. Type- *Start ms-availablenetworks:*
 - c. Connect with your wifi with "Connect Automatically"
4. Select keyboard – US, **do not click Next**. Instead, press the **Windows key five times** to view an additional options dialog.



5. Choose the Windows Autopilot provisioning option and then click Continue

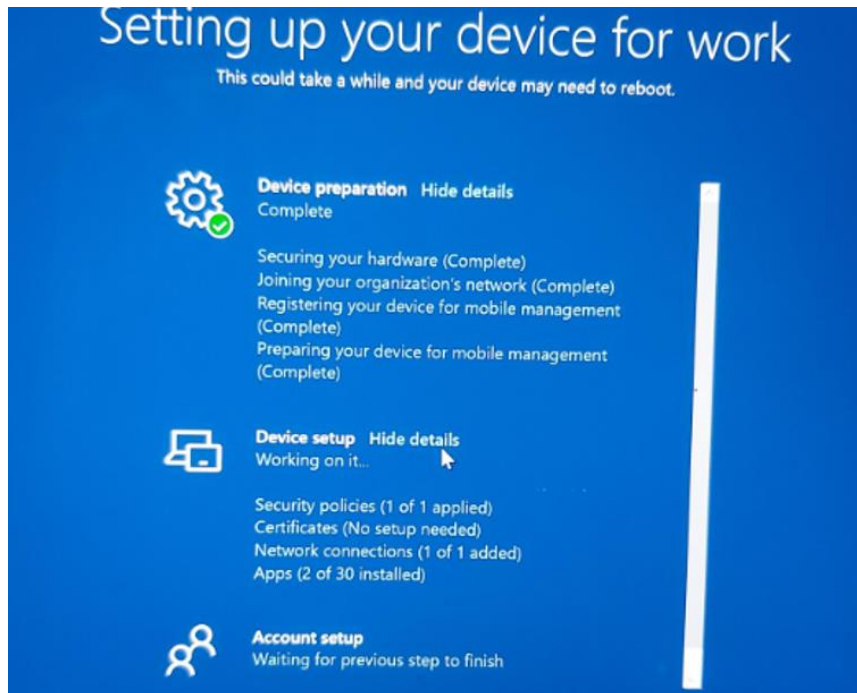


6. Select provision now.



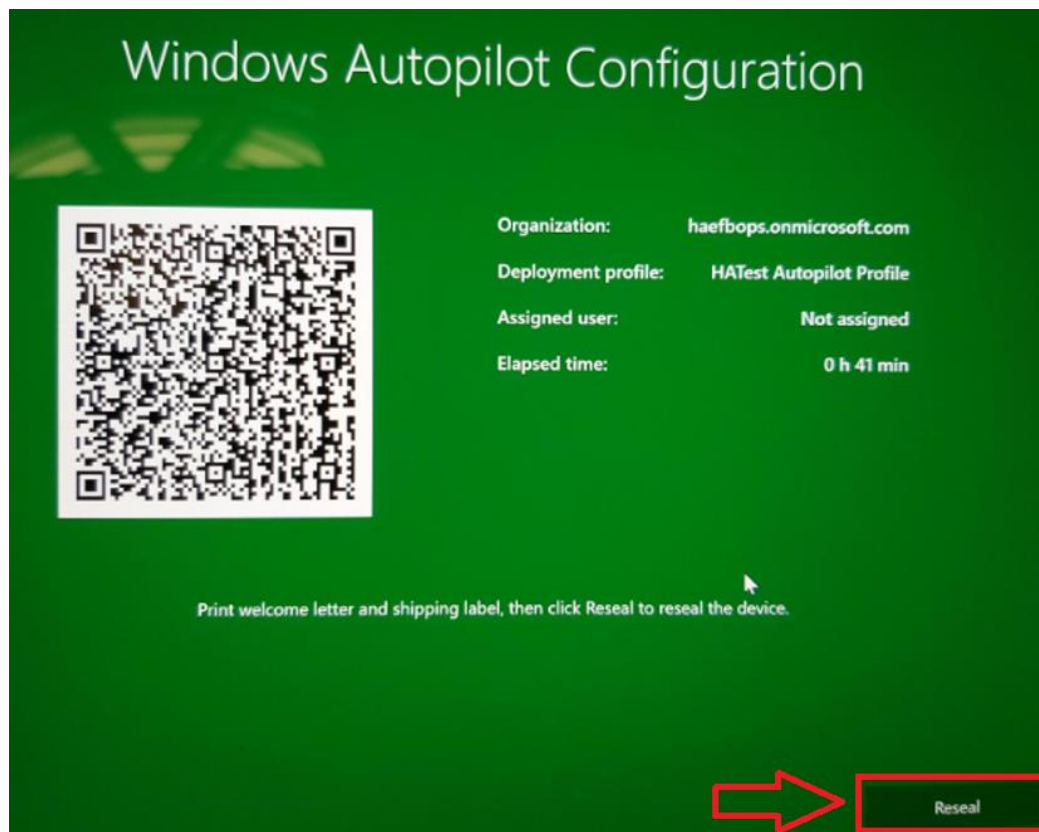
7. Next, you will see following screen. In this phase, Device based app and policies will install.

Note- Device might restart 4-5 times. You need not to do anything.



Please Wait for next 90 min to 120 min depending on Internet connection and reliability.

8. After some time, you will see this screen, tap on "Reseal". Please tap on Reseal.



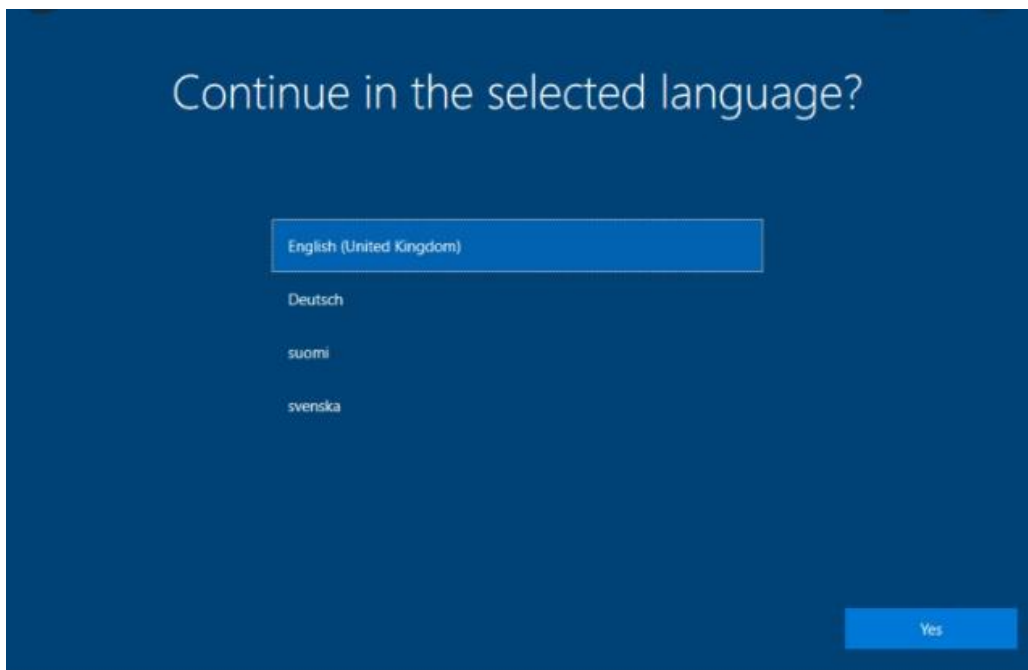
The device will shut down now. Now, PID is ready to login with Pilot's account.

PHASE – 2

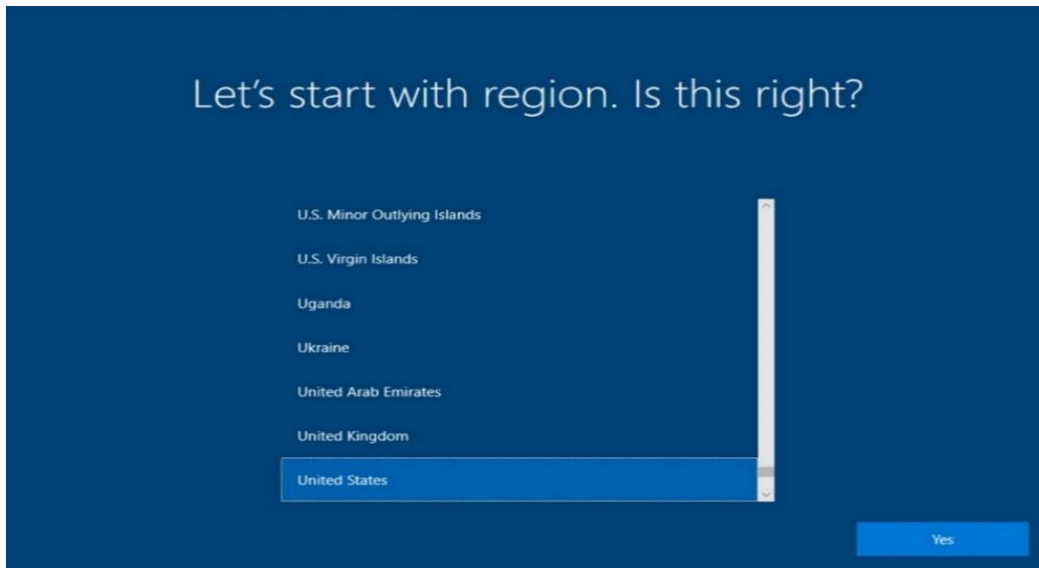
3. Account Setup

Step 1: Login to PID

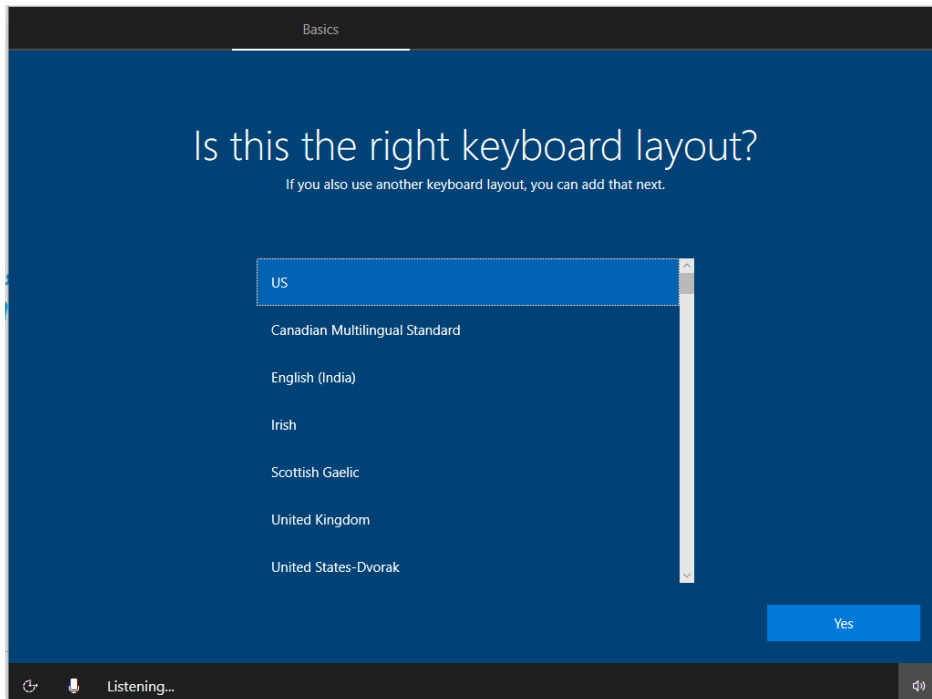
1. Turn on the PID (Surface).
2. Select language – US, tap on Yes



3. Select Region as United States, then tap on Yes



4. Select keyboard – US.



Note- Please make sure device is connected to Internet.

5. Please enter pilot User ID.



6. Please ask Pilot to enter their password here.



-
7. Once you login, you will see the below shown screen

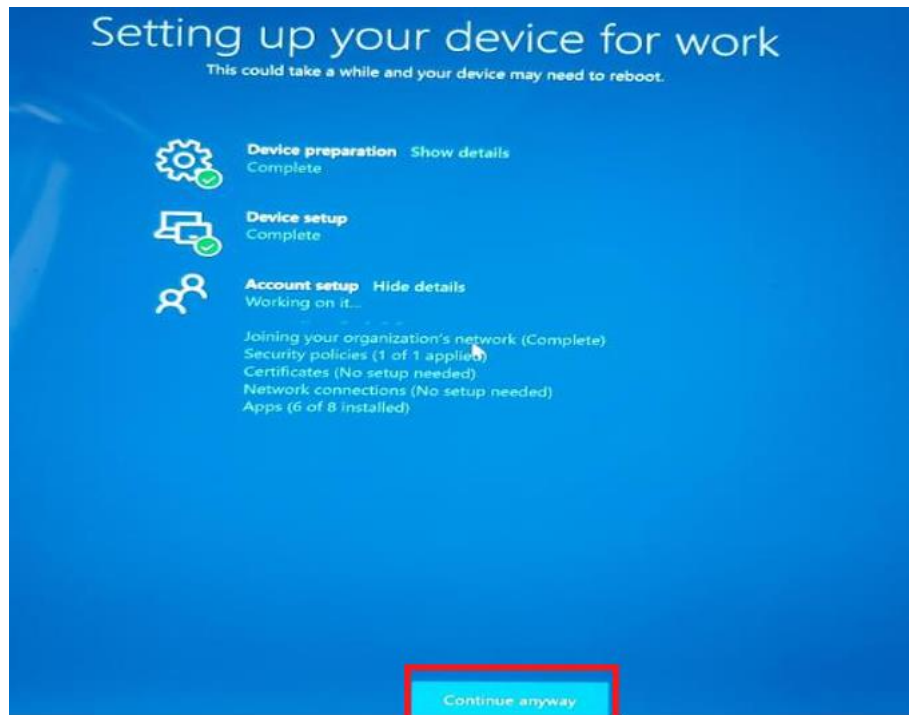


8. Enter any key to see the login screen



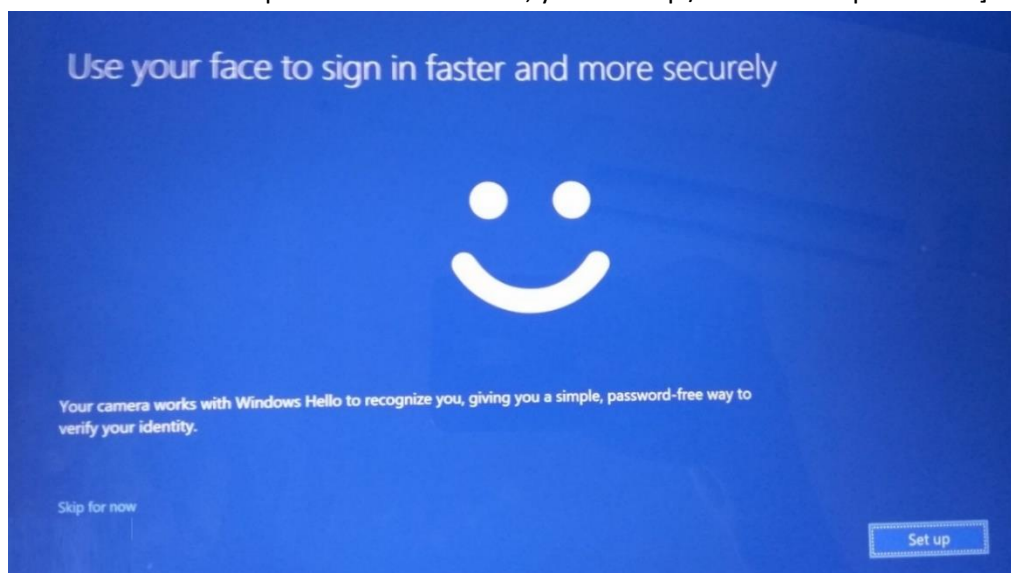
Now Pilot need to enter their Credentials.

After the login, Pilot will see account setup Screen for first time.
You can also see user-based app being installation status by tapping on show details under Account setup. You can tap on **Continue Anyway** here.

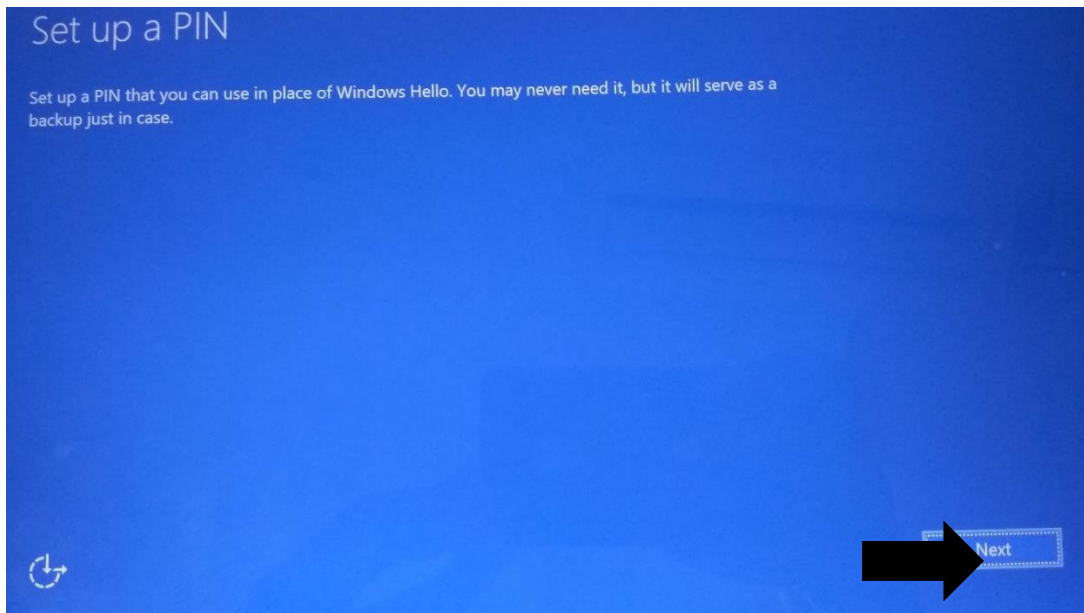


Step 2: Setting up PIN

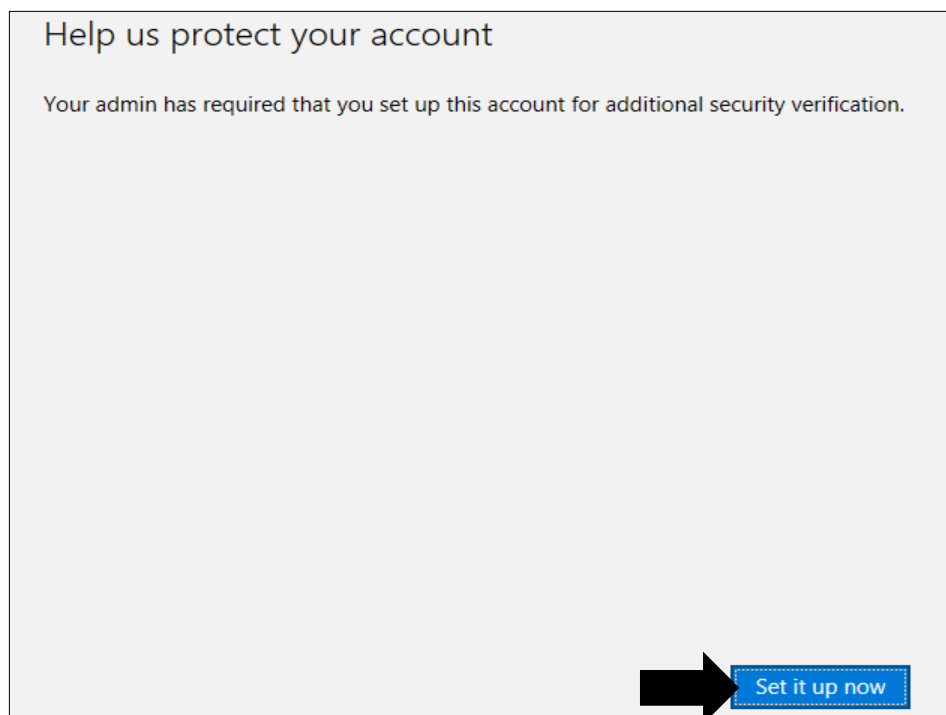
1. When logging in, pilot will be asked for setting up Windows Hello. Click on Set up.
[If you don't want to set up Windows Hello now, you can Tap / Click on "Skip for now"].



2. Look at your camera while it captures the 3D view of your face.
3. Once your image is successfully captured, you would be redirected to PIN Set up Page. Tap / Click on Next.



4. Tap / Click on Set it up Now.



5. Next, you will be presented to "Verify your Identity" window wherein you must verify your identity through your Phone. Tap / Click on the drop-down menu to select any of the available verification method.

Verify your identity

To set up your device, your admin requires that you verify your identity with a phone.

Pick a verification method ▼

Next Back

6. Now, it's up to you to select any of the verification method [either Phone Call or Text Message].
Note: based on the selected option the user will receive the Phone Call/Text message with a code.

Verify your identity

To set up your device, your admin requires that you verify your identity with a

Pick a verification method

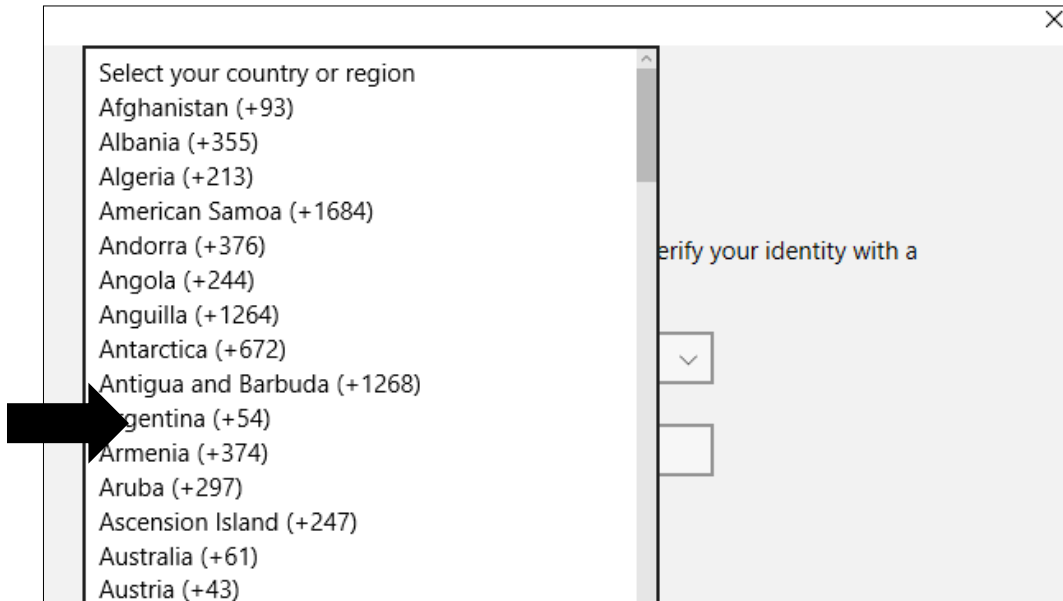
- Phone call
- Text message
- Mobile app

Select your country ▼ Phone number

Standard telephone and SMS charges will apply.

Next Back

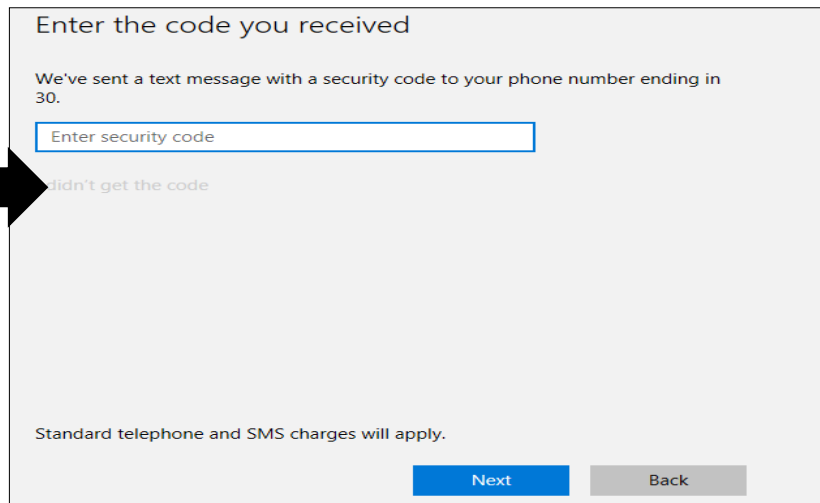
7. Once done, select the country or region from the drop down.



8. Next, Enter your phone number. Make sure that you enter an active Phone number as an OTP would be sent to that number for setting up PIN on the device. Tap / Click on Next.

A screenshot of a 'Verify your identity' form. The form has a title 'Verify your identity' and a subtitle 'To set up your device, your admin requires that you verify your identity with a phone.' Below the subtitle, there is a dropdown menu for 'Text message' and a 'Phone number' input field. At the bottom, there is a 'Next' button and a 'Back' button. A black arrow points to the 'Next' button. A note at the bottom states 'Standard telephone and SMS charges will apply.'

9. If you have chosen Text message option, then a security code will be sent to the provided number. Enter the security code and tap/ click on Next.



Enter the code you received

We've sent a text message with a security code to your phone number ending in 30.

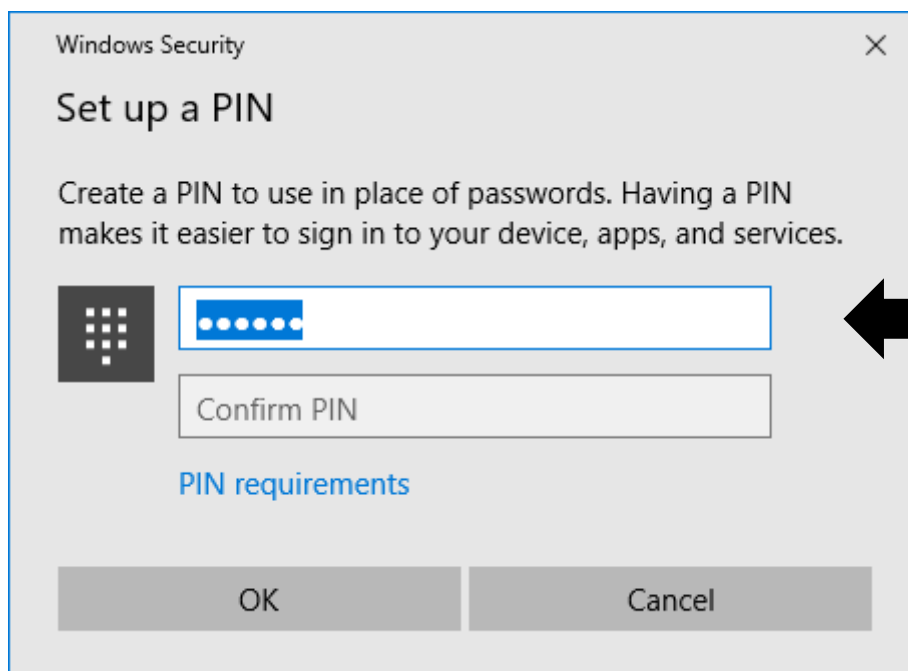
Enter security code

[I didn't get the code](#)

Standard telephone and SMS charges will apply.

Next Back


10. If you have chosen, the Phone call option then you will get a phone call from Microsoft. Press the # button on your mobile dialler to finish the verification.
11. The next step is to setup the PIN for the device. PIN should be of minimum 6 characters and maximum 127 characters and must be alphanumeric.



Windows Security

Set up a PIN

Create a PIN to use in place of passwords. Having a PIN makes it easier to sign in to your device, apps, and services.

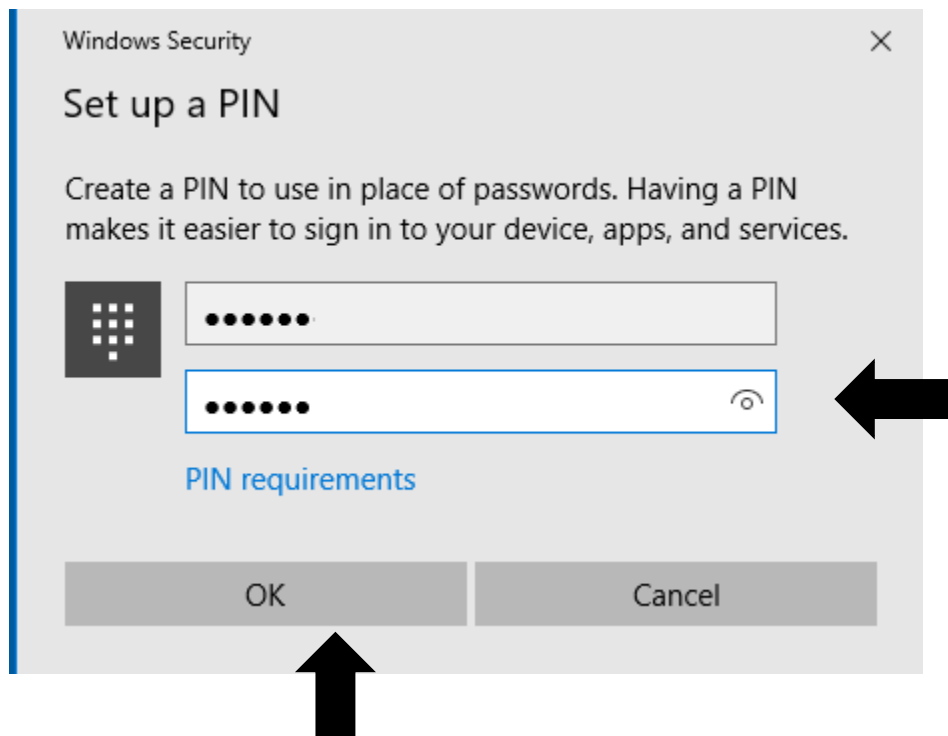


Confirm PIN

[PIN requirements](#)

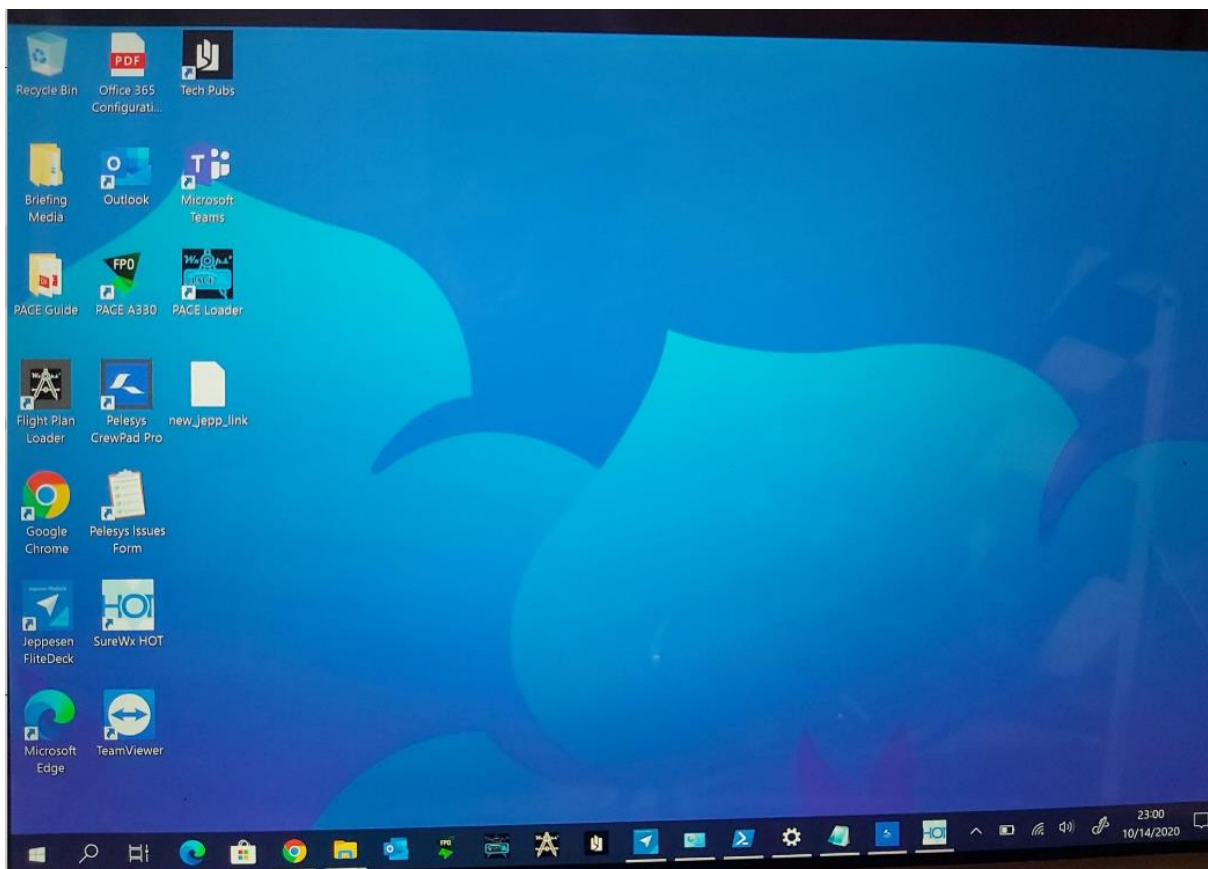
OK Cancel

12. Confirm the PIN and Tap / Click on OK.



Once the PIN is successfully set up, you will land on your desktop.

You can see your desktop now-



-
1. Please open “Settings” app from start menu.
 2. Tap on “Accounts”, then “Access work or school”.
 3. Tap on "Connected to HA-EFBOPS Azure AD"
 4. Tap on “Info”
 5. Scroll down to bottom and tap on Sync, verify *last attempted sync* should be latest.

Please RESTART the device once all app are installed to apply other windows related setting.