

## **Autopilot for pre-provisioned deployment aka white glove**

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

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## 2.1 How to Build a Surface?

This is a guide to build an existing Surface 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.

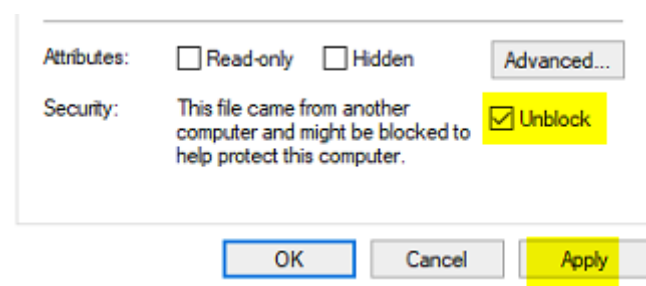
## 2.1.2 Download recovery image

URL- <https://support.microsoft.com/en-us/surfacerecoveryimage>

Please specify Surface pro version along with serial number and download 1903 recovery image.

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**.

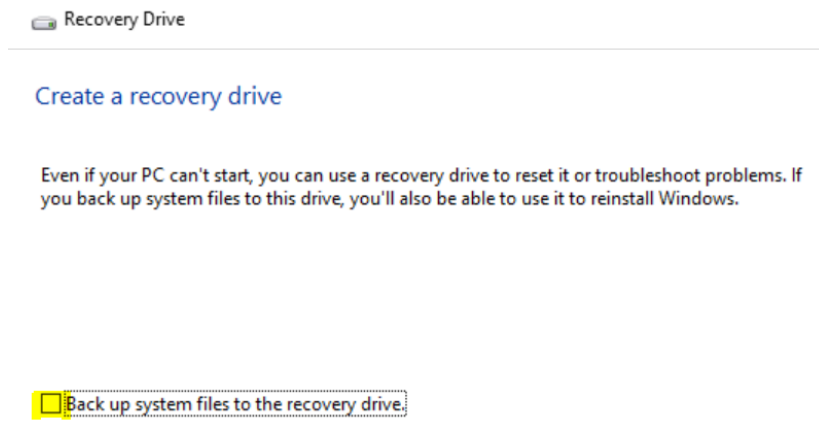


Extract the content, this folder contents will need to be copied in recovery drive [USB].

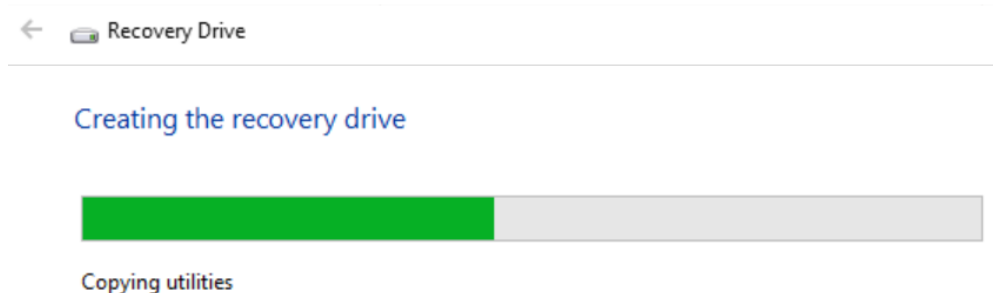
## 2.1.2 Create a recovery USB stick

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

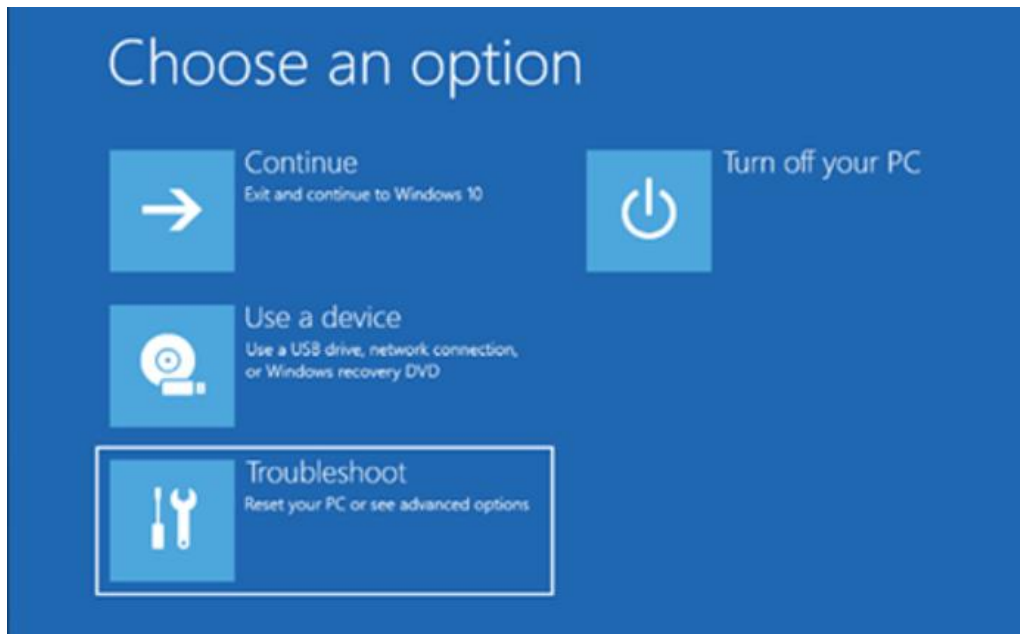


5. On completion, you will get message, **"The recovery drive is ready"**. Click on **Finish**.
6. Now, copy the downloaded recovery image content in the drive. **If asked, choose to replace files and folders.**

### 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 the Microsoft or Surface logo appears, release the volume-down button.
4. When prompted, select the **language** and **keyboard layout** you want.

5. Select **Troubleshoot** and then select **Recover from a drive**. If prompted for a recovery key, select **Skip this drive** at the bottom of the screen.



6. Choose **"Fully clean the drive"**.
7. Select **Recover**.
8. Select **language, region, keyboard** accordingly.
9. **Do not connect to Internet** then it will ask for local user account.
10. Enter any **<username>** and **<password>** as device will be reset, Cred won't further work.

#### 2.1.4 Extracting Hardware ID for Autopilot

1. Open Powershell with elevated permission.
2. Run this cmdlet: ***Install-Script -Name Get-WindowsAutoPilotInfo***
3. Accept all EULA/UAC
4. After successfull running of cmd, 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***

**Please share this csv with us.**

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

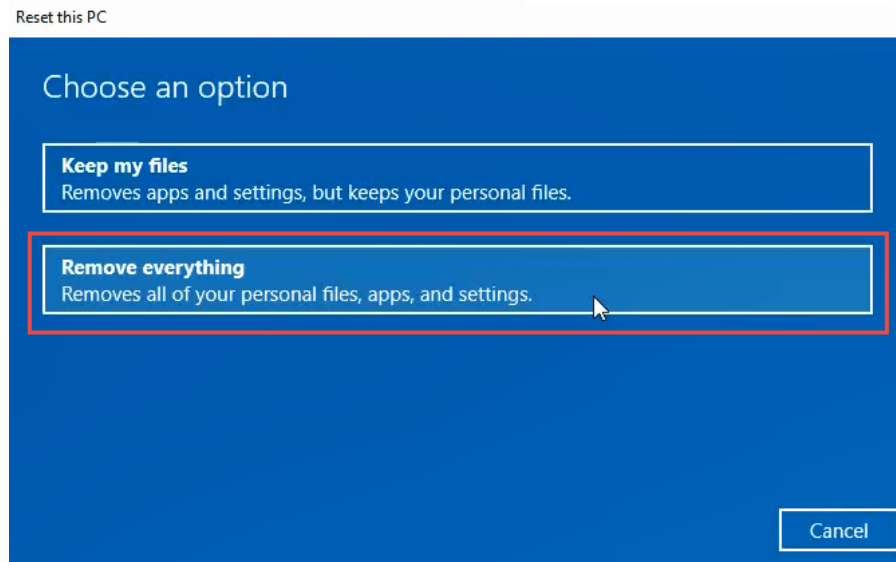
## 2.1.5 Resetting Surface for existing devices

To reset Windows 10 to its factory default settings:

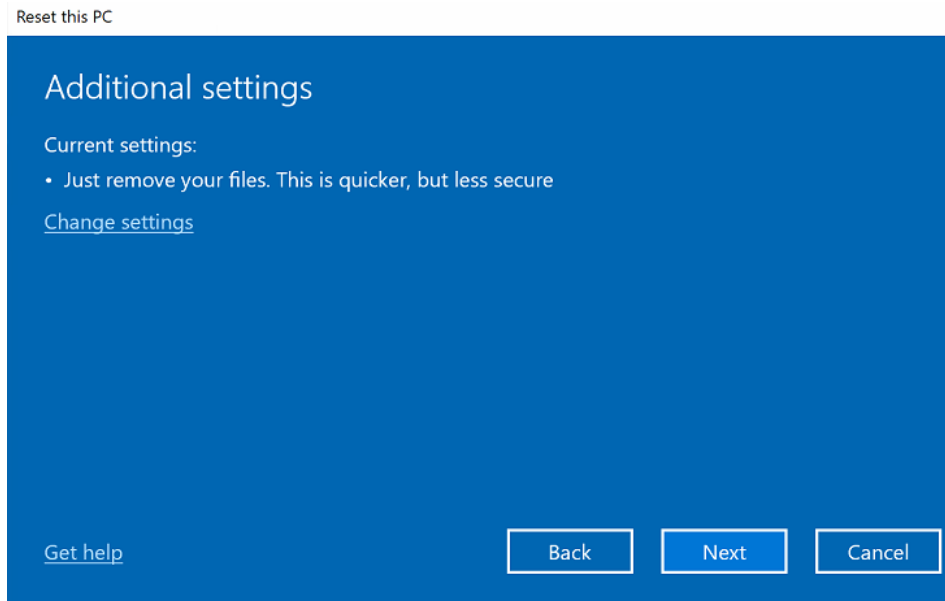
1. Open **Settings**.
2. Click on **Update & Security**.
3. Click on **Recovery**.
4. Under the "**Reset this PC**" section, click the Get started button.



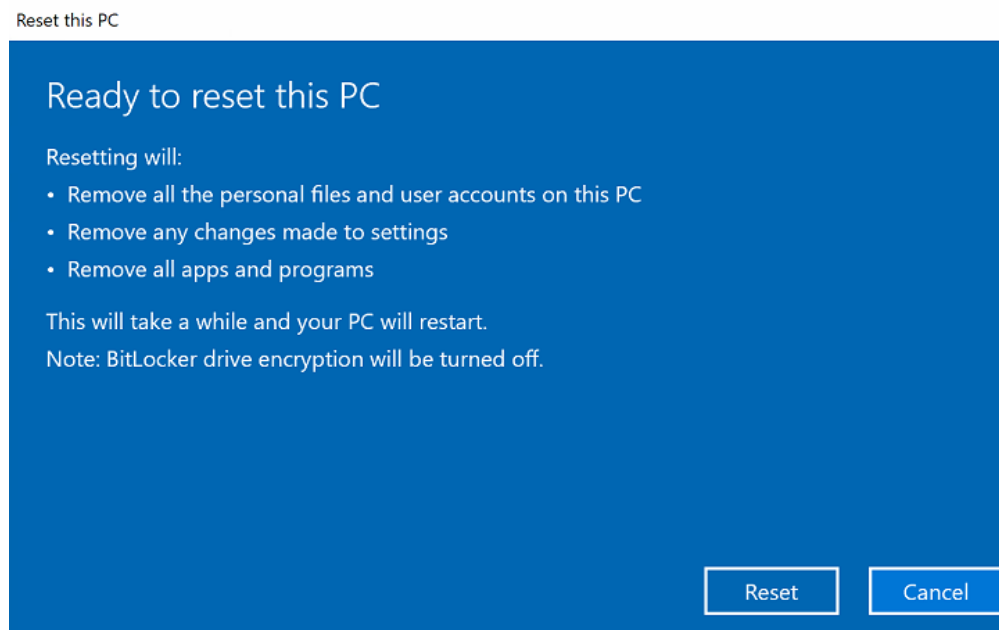
5. Tap on "**Remove everything**" option.



6. Tap on **Next** button.

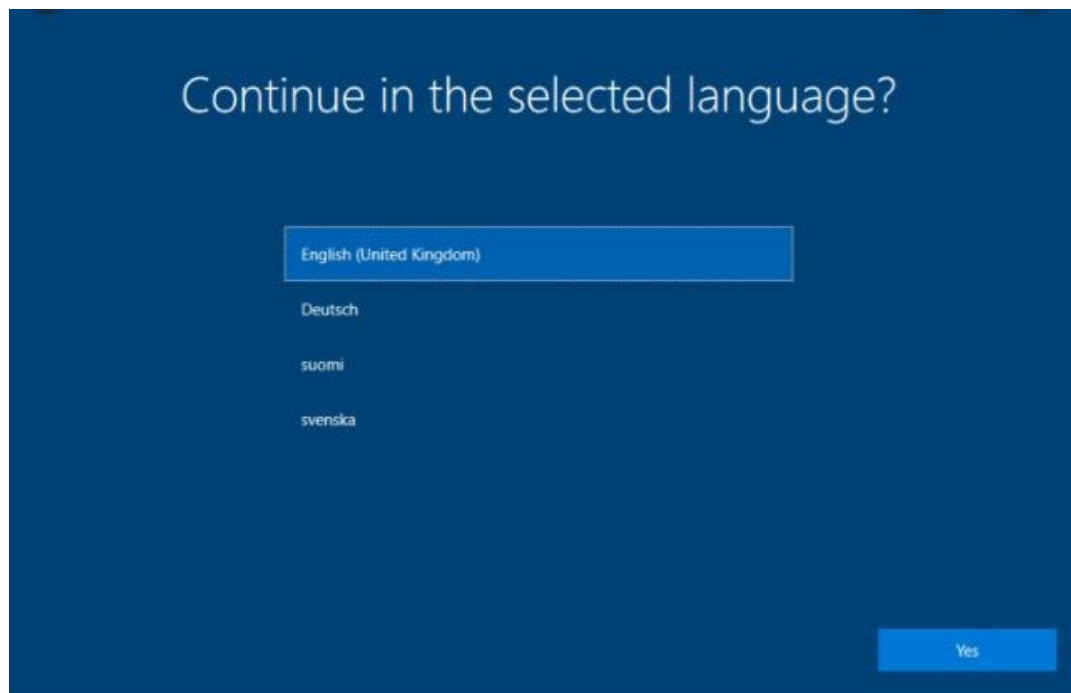


7. Tap on **Reset** button.

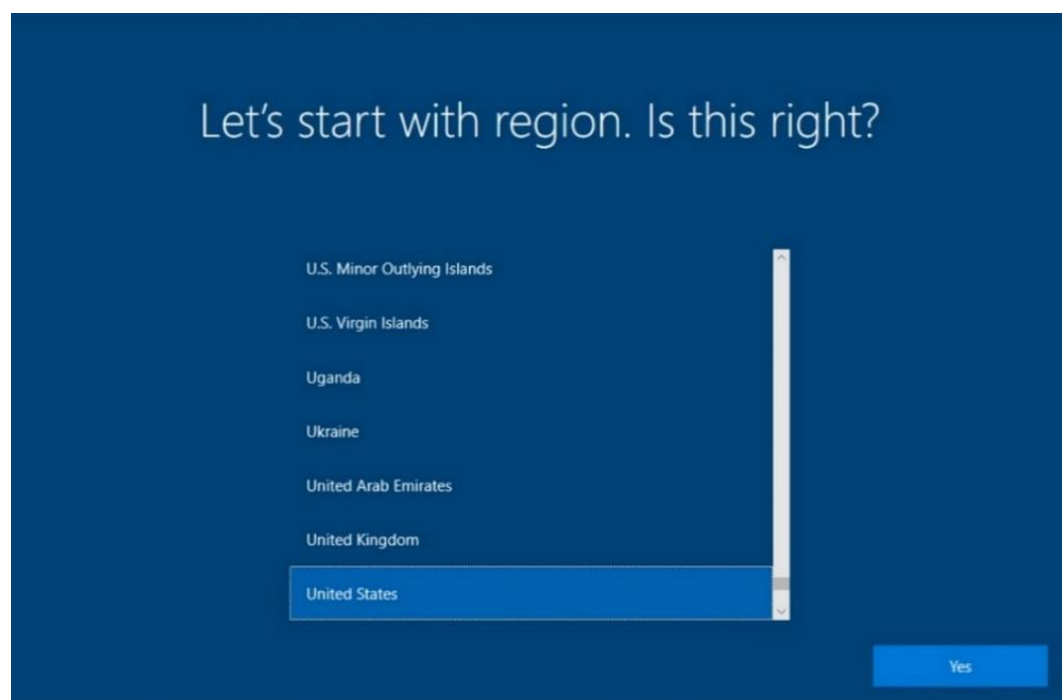


## 2.1.6 Resetting Surface with Autopilot mode

1. Select **language** – US, tap on next



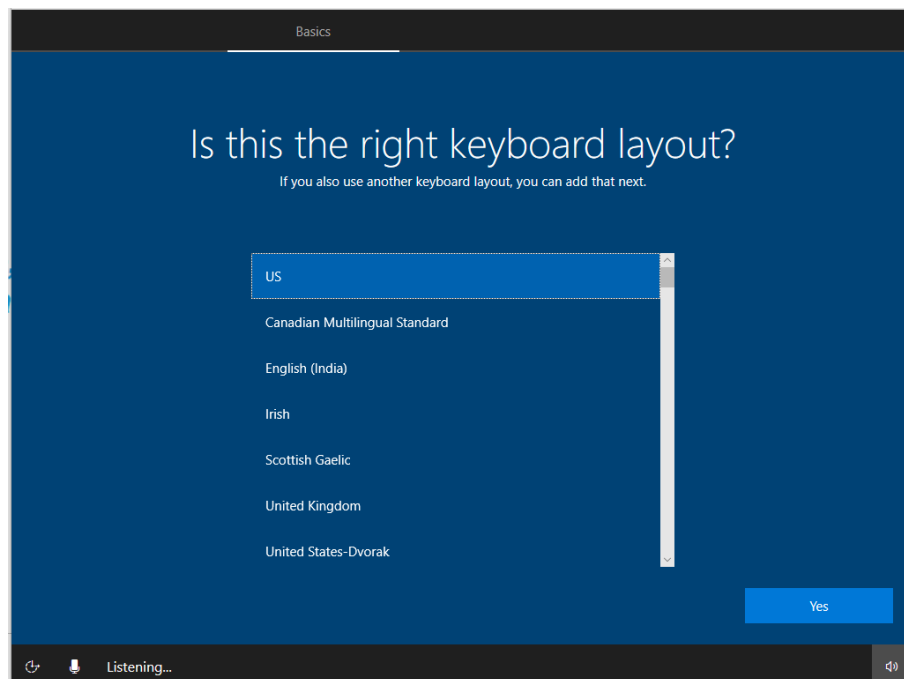
2. Select **Region** as United States



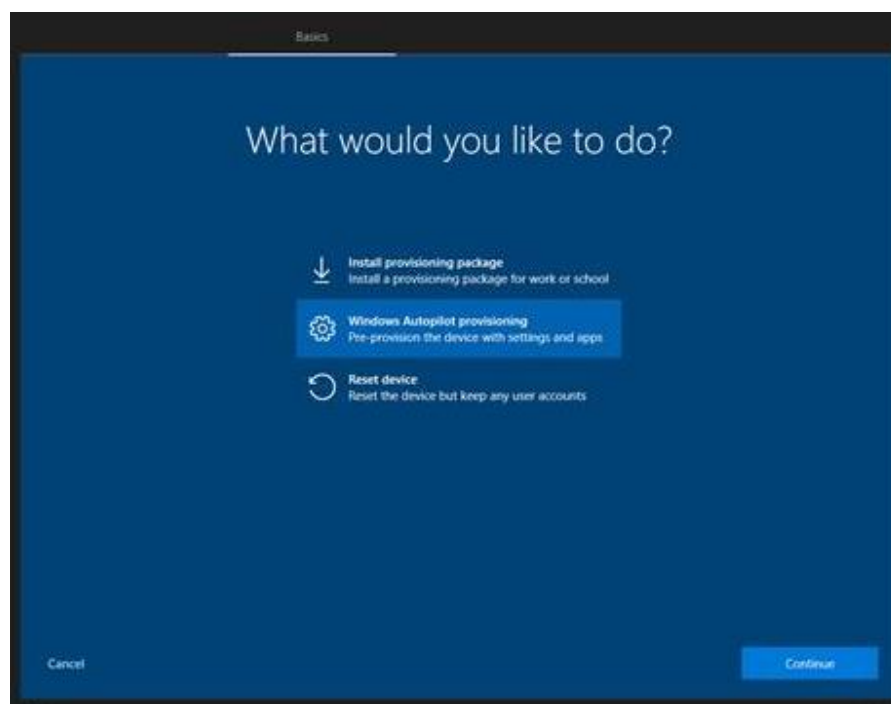
3. [Optional] in case, Ethernet is not connected to Surface
  - a. Press Shift+f10, cmd prompt will appear
  - b. Type- ***Start ms-availablenetworks:***



- 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.

## Windows Autopilot Configuration



Organization: haefbops.onmicrosoft.com


Deployment profile: HATest Autopilot Profile

Assigned user: neeraj.kumar@HA-EFBops.com

Scan QR code to retrieve device provisioning information.

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.



**Device preparation** [Show details](#)


Complete

Securing your hardware (Complete)  
 Joining your organization's network (Complete)  
 Registering your device for mobile management (Complete)



**Device setup**

Complete



**Account setup** [Show details](#)

Working on it...

Security policies (1 of 1 applied)  
 Certificates (No setup needed)  
 Network connections (No setup needed)  
 Apps (0 of 1 installed)

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, Surface is ready to login with Pilot's account. The next required steps are documented in "*Pilot provisioning Guide*".