FAQ's Modern Device Management: Autopilot & Surface

1. Does Autopilot only work with SCCM / InTune?
It can work with a 3rd party MDM, but you still require an Intune instance to act as the interface to the Azure database. I.E you can still use MobileIron, but you still need an Intune instance to be able to talk to the Azure database.

2. My company currently has ~200 Surface devices of various generations. Will this work with all generations or only the latest?
It will work for Surface devices released after January 2018. For other OEMs, you will have to contact them.

3. Can the Surface Hub, and Surface Hub 2 work in a co-exist scenario where an org is moving from Skype for Business Online, to Teams? In other words, can a Hub handle both SFB and T eams calls/meetings during a migration?
Yes, both Surface Hub and Surface Hub 2 can run either Skype for Business, Teams, or both. The Hub currently has a Provision package that allows for a hybrid environment for both Teams and SFB functionality. Please
see link below for more details:

https://docs.microsoft.com/en-us/microsoftteams/teams-surface-hub

4. What remote connectivity (VPN) does Microsoft recommend when provisioning via AutoPilot and Intune? Is DirectAccess supported? AlwaysOn VPN?
VPN is currently not supported. AADJ Autopilot no VPN is required, because you cannot VPN into O365. Not recommended in a standard AP deployment. When you are doing premise based authentication, VPN is not supported. We will be bringing a bring-your-own VPN feature to AP later this year . It will need to be an always on VPN - standard VPNs require a log in. If it's always on VPN then it will initiate before the login sequence.

5. How similar is it to put an app in intune versus putting it in SCCM?
Essentially, the process is the same , with different steps. 32-bit vs 64-bit apps, Store apps vs non-Store apps, etc. When Intune connects to the Store, you can load apps into the Intune repository, and click through your apps. In SCCM you add an app to a package.

6. What other Surface device comes with LTE besides the Go (which is smaller size) and the Pro X (which is an ARM processor)?
Currently, the Surface Pro (5th gen, going EoL), Surface Pro X, and Surface go are the only units w/ LTE capability.

7. Is there really no cost? We asked our rep about having the device enrolled in Autopilot, and they told us it would cost $30 per unit to do so.
Straight up registration no touch in the lab (we never get the box) is free. This can be done for Surface products only. HPI products are not quite as easy.

8. Even with hybrid DC is going to be without corporate lan connection?
We are introducing a BYO VPN later this year.

9. What Microsoft subscription is required to be able to use Windows Autopilot?
Windows Autopilot depends on specific capabilities available in Windows 10 and Azure Active Directory. It also requires an MDM service such as Microsoft Intune. These capabilities can be obtained through various editions and subscription programs:

To provide needed Azure Active Directory (automatic MDM enrollment and company branding features) and MDM functionality, one of the following is required:

Microso 365 Business subscriptions
Microso 365 F1 subscriptions
Microso 365 Academic A1, A3, or A5 subscriptions
Microso 365 Enterprise E3 or E5 subscriptions, which include all Windows 10, Office 365, and EM+S features (Azure AD and Intune).
Enterprise Mobility + Security E3 or E5 subscriptions, which include all needed Azure AD and Intune features.
Intune for Education subscriptions, which include all needed Azure AD and Intune features.
Azure Active Directory Premium P1 or P2 and Microsoft Intune subscriptions (or an alternative MDM service). See more documentation here:

https://docs.microsoft.com/en-us/windows/deployment/windows-autopilot/windows-autopilot-requirements

10. Hi, can you give more details on the DFCI and advantage of using it?
PC configuration is typically performed via Active Directory Group Policy, System Center Configuration Manager (SCCM), or Modern Device Management (MDM) such as Microsoft Intune. All of these solutions store their managed configuration in the OS disk partition. Unfortunately, this configuration can be bypassed by the PCs default ability to boot other operating system instances via external media (e.g. USB), network (e.g. PXE), & alternate disk partitions, or by simply re-installing the OS. Device Firmware Configuration Interface (DFCI) places high value configuration settings into PCs UEFI BIOS. UEFI DFCI storage is both visible to all OS instances, persistent, surviving OS reinstalls and disk reformats, and tamper-resistant, defending itself from malware and rootkits. UEFI executes before the OS and can disallow booting of specified devices, for example USB or network PXE. Further, DFCI can leverage hardware security to enforce some policies with higher assurance than typical OS configuration. For example, it could disable power to cameras or radios in a way that they could not be re-enabled by an OS, malware, or rootkit. Here is some more documentation:

https://docs.microsoft.com/en-us/windows/deployment/windows-autopilot/dfci-management

11. Does Autopilot only have the ability to work with Azure AD Joined devices or can it work in environments using MEMCM with local AD Join if devices are provisioned on network?
You would need a hybrid model with Autopilot/Azure AD and then install the MEMCM client via Intune/Third Party MDM. Here is some more documenttion:

https://docs.microsoft.com/en-us/windows/deployment/windows-10-deployment-posters#deploy-windows-10-with-microsoft-endpoint-configuration-manager

12. Can I switch a device from a tennant to another for testing purpose? (prod vs dev).
The device will need to be completely removed and deprovisioned from one tenant before you can move it to another.

13. It's a hardware question but Dell and other companies offer next day warranty. Microsoft seems to be a return to depot and 7 - 14 day for all hardware problems. Is this the case and is this being improved for corporate clients?
Microsoft now offers NBD replacement through a specific warranty (Complete for Business Plus). Following a claim, they will immediately ship you a device which will arrive within 24 hrs. This is the same return-to-depot as Microsoft's other warranty services, but expedited.

14. So firmware is not configurable on devices enrolled by the organization by uploading the machine hash?
With Windows Autopilot Deployment and Intune, you can manage Unified Extensible Firmware Interface (UEFI) settings affer they're enrolled by using the Device Firmware Configuration Interface (DFCI). DFCI is only possible with devices registered to Autopilot by our Microsoft Cloud Services Partner, which enables the high trust relationship between the device and the tenant required for this feature.

15. We noticed that autopilot reset function doesn't remove apps is it possible to enable this?
Autopilot reset brings the device back to OOBE. If one wants the device to be the reset and remove a set of Apps. This is possible in the Autopilot process versus a task sequence.

16. Will this only work with Surface or can I apply with other hardware such as Lenovo for example?
Autopilot works with all modern Windows 10 hardware. OEMs fully support Autopilot and DFCI is currently only supported by Surface. Currently automatic de-registration and registration are a feature only Surface supports

17. Is it possible for Insight Canada to add devices to Autopilot via the Partner Center if the customer's tenant exists in another region? We've had some di culty in the past with partners being unable to add into Autopilot for a German based tenant, for example.
It is regionally restricted. Partners can only add devices in the region they are selling (i.e. Insight Canada can only input into Canada). I.E. Emea client must use Insight EMEA.

18. Is there a handheld/phone planned?
Yes - The Surface Duo was announced in October 2019. See more documentation:

https://blogs.windows.com/devices/2019/10/02/surface-reveals-new-holiday-lineup-and-introduces-a-new-category-of-dual-screen-devices-built-for-mobile-productivity/