o Profiles
o Policies
o Settings
o SW packages

Lenovo
Modern IT

PC setup
over the cloud
## with Windows Autopilot

Basics

What is Windows Autopilot?

Windows Autopilot is a **Microsoft Service** for **Windows 10,**

to register devices in the **Azure Active Directory (AAD)**, and

then use a **MDM (Mobile Device Management)** solution such as

Microsoft Endpoint Manager / InTune to configure and manage

the device in the Cloud.

Advantages

✓ Simplified Deployment Process

✓ Lower Deployment Cost

✓ Relief for IT staff through a cloud-based Adminstration

✓ Improved of the out-of-the-box experience (OOBE) for the user ("boot and get started")
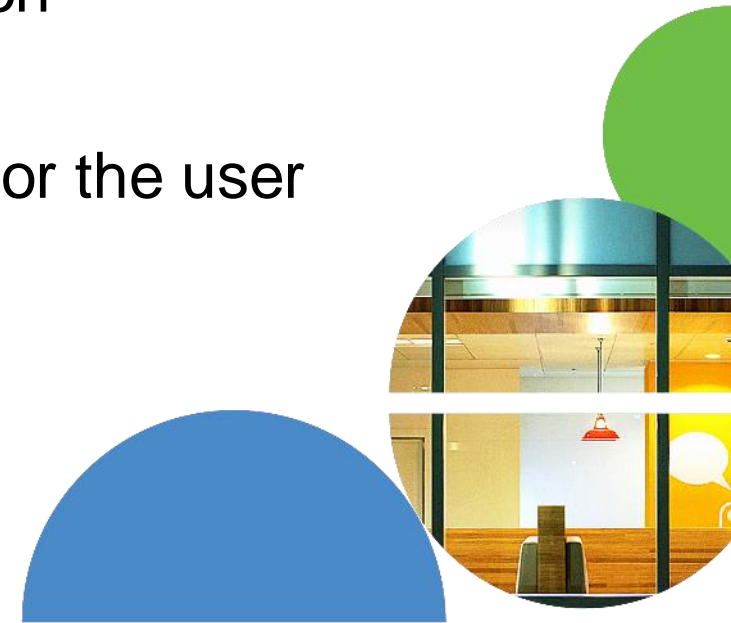
Autopilot Requirements

- Windows 10 Pro / Enterprise (build 1703 or higher)

- Azure AD Premium P1 oder P2 Subscription

- Any Mobile Device Manager (MDM) like InTune or Enterprise Mobility Manager (EMM)

- Internet connection to query the autopilot profile assigned to the device

More Details at:

https://docs.microsoft.com/en-us/windows/deployment/windows-Autopilot/windows-10-Autopilot

General Registration Variants

OEM Registration
Customer devices are registered through transmission of serials using a <u>direct connection (API)</u> between OEM partner and Microsoft.

Registration via CSP Reseller / Distributor
Partner with CSP (Cloud Service Provider) status will register the devices for the customer by <u>uploading the PKIDs</u> to Microsoft Partner Center

Self Registration
Customer registeres the devices with the <u>Hash IDs</u> in Microsoft Intune or MS Store for Business.

➔ Microsoft recommends registration via OEM / PKID process, not with the Hash IDs!
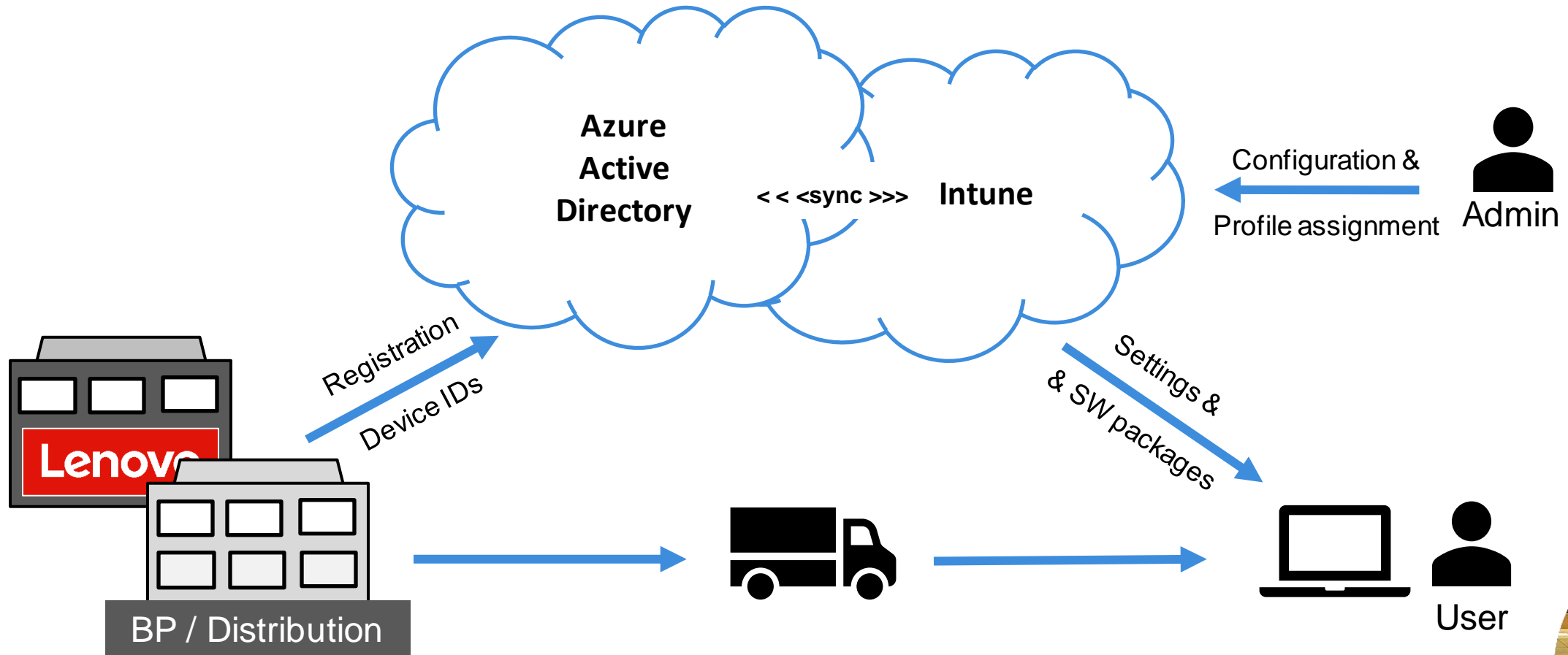➔ [Link](#)

Process

Windows Autopilot - General Process Flow

Registration Offerings @ Lenovo

- Topsellers, CTOs (shipped) and installed base → Lenovo registers

- CTOs (in factory) → Lenovo registers

- PKID Report → CSP Partner registers

- PKID Box Label → CSP Partner registers

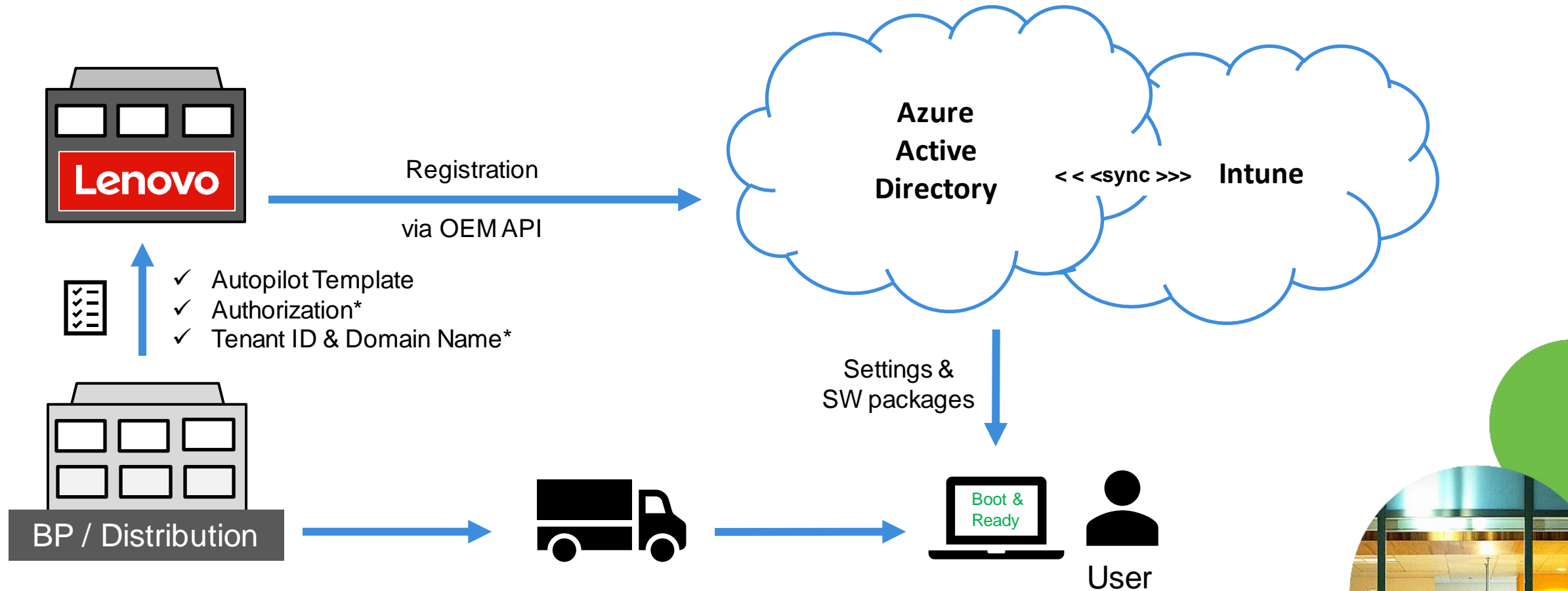Topseller = Lenovo devices with pre-defined configurations
CTO = Config to Order, devices with custom configuration
CSP = Cloud Service Provider, Microsoft business partner selling MS Cloud Solutions

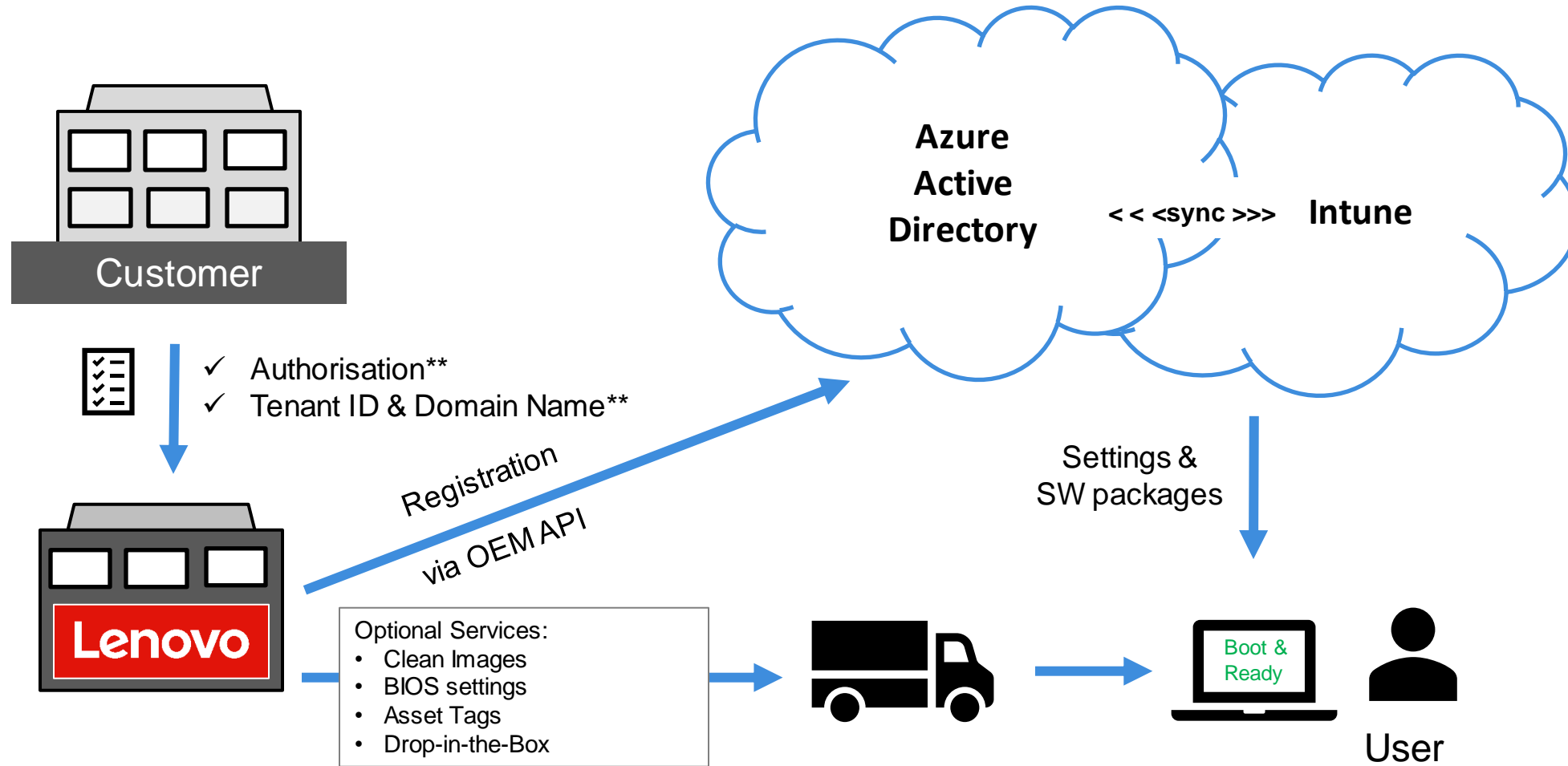# Autopilot Registration by Lenovo (Topseller or installed base)

Does not require a CSP partner. Recommended for quantities 10+

Registration

via OEM API

Azure Active Directory < < <sync >>> **Intune**

✓ Autopilot Template
✓ Authorization*
✓ Tenant ID & Domain Name*

Settings &
SW packages

BP / Distribution

Boot &
Ready

User

* Must be provided by the customer once.

Autopilot Registration for CTO*

Customer

- ✓ Authorisation**
- ✓ Tenant ID & Domain Name**

Azure Active Directory   < < <sync >>>   **Intune**

Registration via OEM API

Settings & SW packages

Lenovo

Optional Services:
- Clean Images
- BIOS settings
- Asset Tags
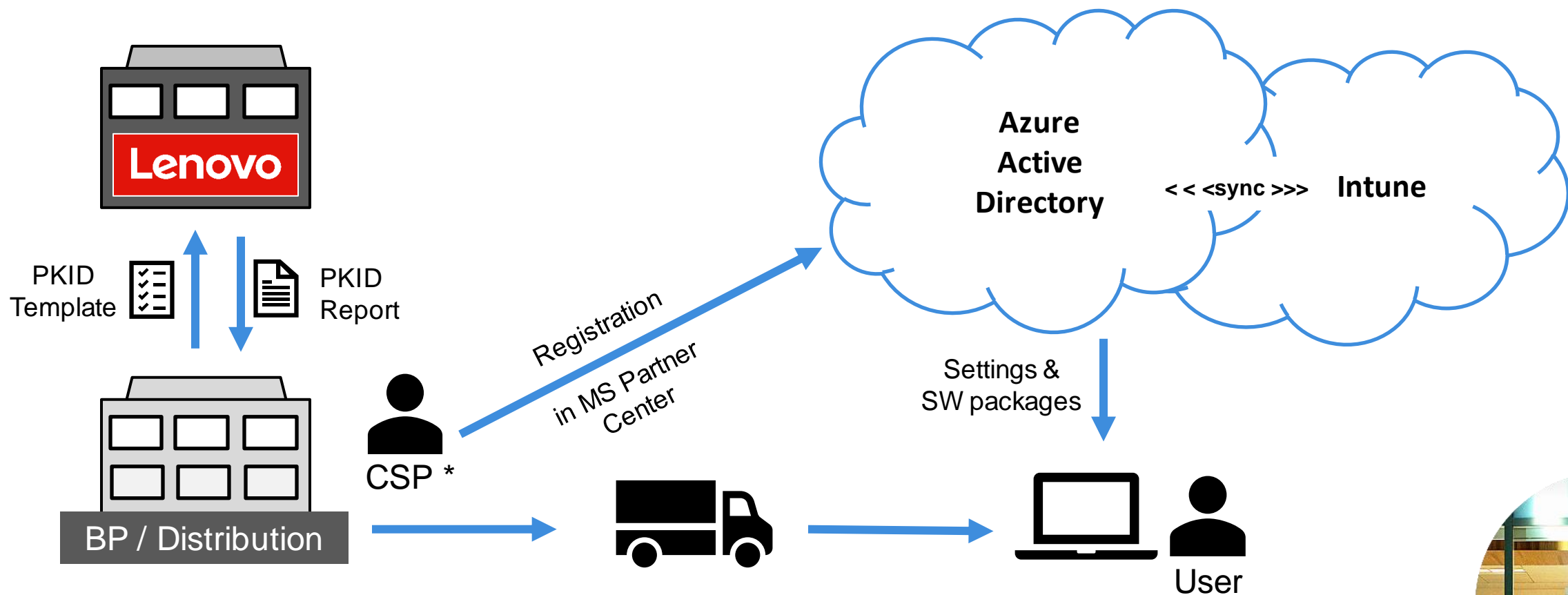- Drop-in-the-Box

Boot & Ready

User

* CTO = Config to Order, devices with custom configuration ex work

** Must be provided by the customer once.

Autopilot Registration with PKID Report

CSP partner must be involved. Recommended for quantities 10+

Azure Active Directory << <sync >>> **Intune**

PKID Template

PKID Report

BP / Distribution

CSP *

Registration in MS Partner Center

Settings & SW packages

User

* Distributor or Business Partner with CSP status.

Autopilot Registration with PKID (Box Label)

- Read or scan by the BP or Distributor.
- Each device is registered individually in the Microsoft Partner Center.

13-Digit PKID
(=Microsoft Product Key ID)
33xxxxxxxxxxx

And where does the PKID report go?

Microsoft Partner Center

Which devices are supported?

Pre-requisite:
- Lenovo devices must have Windows 10 Pro pre-installed
- Production in January 2018 or later

Post-Shipment Registration:
- All Think devices (ThinkPad, ThinkCentre, ThinkStation, Thinkbook)
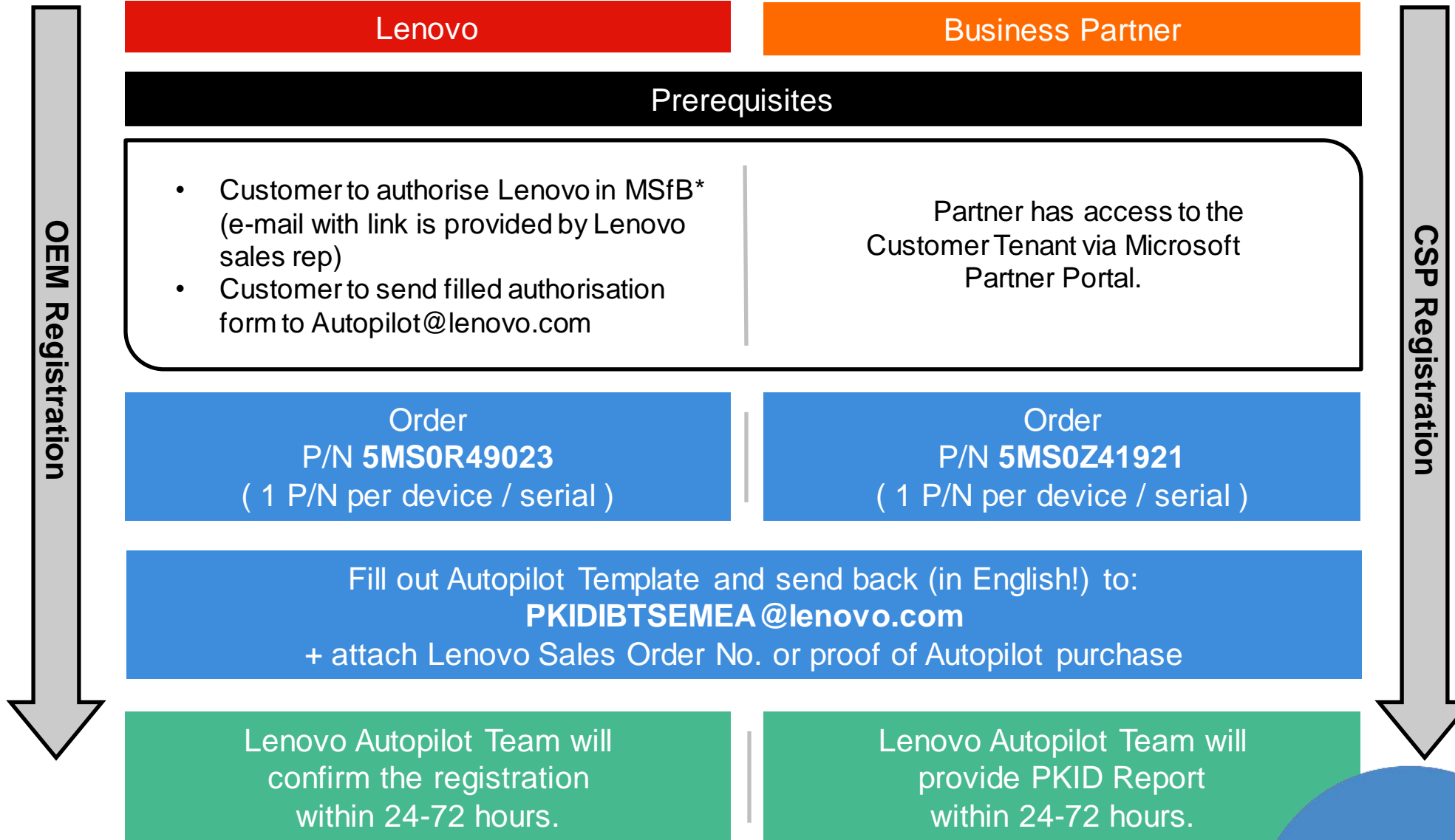- Lenovo Notebook V-Series, Winbook (100E)

In-Factory Registration:
- ThinkPad, ThinkCentre, ThinkStation

Who should register?
(applies for Topsellers @ distribution, CTOs in transit, installed base)

Lenovo	Business Partner

Prerequisites

OEM Registration			CSP Registration
	• Customer to authorise Lenovo in MSfB* (e-mail with link is provided by Lenovo sales rep) • Customer to send filled authorisation form to Autopilot@lenovo.com	Partner has access to the Customer Tenant via Microsoft Partner Portal.	
	Order P/N **5MS0R49023** (1 P/N per device / serial)	Order P/N **5MS0Z41921** (1 P/N per device / serial)	
	Fill out Autopilot Template and send back (in English!) to: **PKIDIBTSEMEA @lenovo.com** + attach Lenovo Sales Order No. or proof of Autopilot purchase		
	Lenovo Autopilot Team will confirm the registration within 24-72 hours.	Lenovo Autopilot Team will provide PKID Report within 24-72 hours.	

* MSfB = Microsoft Store for Business

Quick View: Lenovo Autopilot Options

	Topseller, CTO, Installed Base*	CTOs (factory)	PKID Report* (TS, CTO, Installed Base)	PKID Label* (TS, CTO, Installed Base)
Who registers?	Lenovo		BP or Distributor	
Prerequisites	One-time authorisation from the customer required, to enable Lenovo to OEM register for the customer.		CSP (Cloud Service Provider) status and access to the customer tenant.	
Registration Platform	OEM API		Microsoft Partner Center	
Orderable Autopilot P/N	**5MS0R49023** (1 per device / serial)	Part of the CTO configuration	**5MS0Z41921** (1 per device / serial)	n/a
Required Infotmation	Autopilot Template with: ✓ Customer Name ✓ All serial numbers ✓ MTM (Lenovo device P/N) ✓ Proof of purchase (e.g. Lenovo Sales Order Nr. or distribution order confirmation)	Custom configuration – will be discussed in course of CTO definition	Autopilot Template with: ✓ All serial numbers ✓ MTM (Lenovo device P/N) ✓ Proof of purchase (e.g. Lenovo Sales Order Nr. or distribution order confirmation)	Box with label must exist
SLA	24-72 hours	ex factory	24-72 hours	Self-Service

* Lenovo devices with Win 10 Pro, produced January 2018 and later
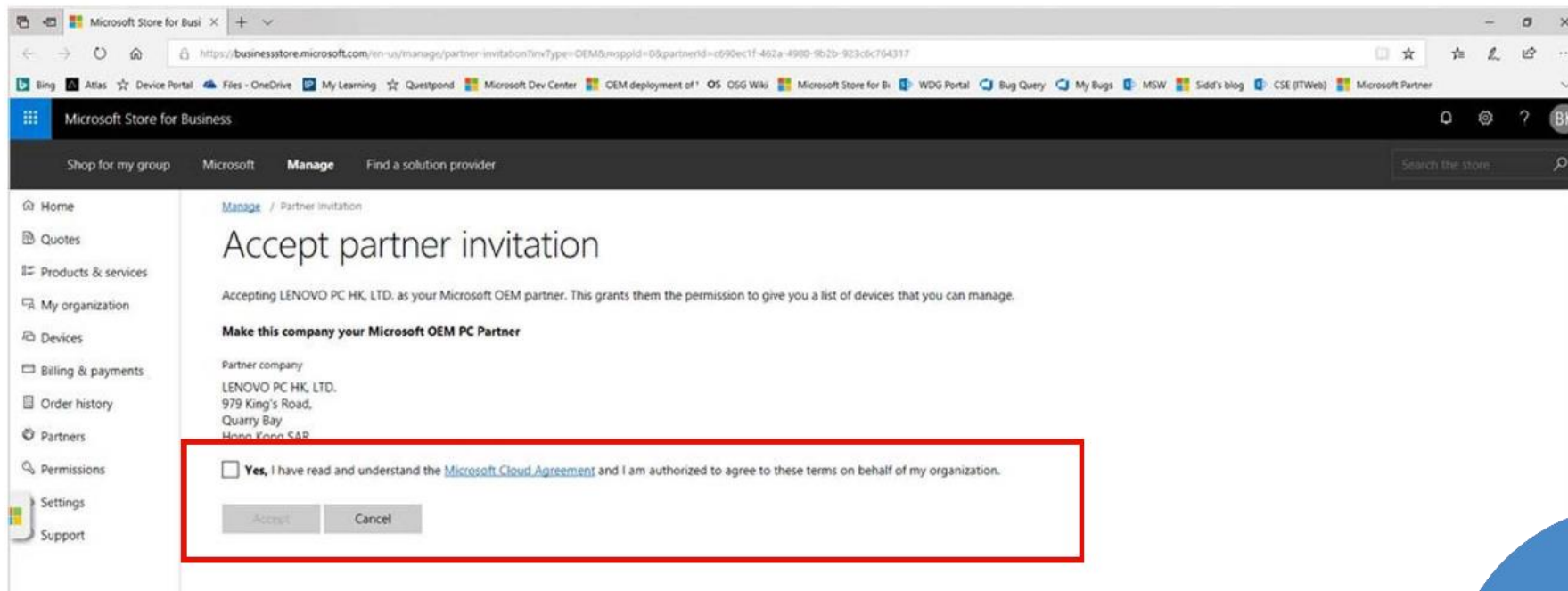
One-time Authorisation Process -1-
(for Lenovo OEM Autopilot Registration)

✓ BP to send E-Mail template to the customer with autopilot@lenovo.com + Lenovo account
  manager on CC

Please complete the Lenovo OEM Authorization for AutoPilot Registration for Customer.msg

✓ Customer opens the link in the e-mail and authorises Lenovo in Microsoft Store for Business
  (global admin rights necessary!)

One-time Authorisation Process -2-
(for Lenovo OEM Autopilot Registration)

✓ Customer to add **Azure Active Directory Tenant ID, Azure Active Directory Domain Name** and confirmation of authorisation.

Step 1: Authorize Lenovo

As required by the Autopilot Registration Program, please authorize Lenovo to be able to register devices into the Windows AutoPilot Azure Directory Service for your company Customer.
Please click on the link below. The link will take you to the Microsoft Store for Business where you will need to authorize Lenovo.
URL: Click below
https://businessstore.microsoft.com/en-us/manage/partner-invitation?invType=OEM&msppId=0&partnerId=c690ec1f-462a-4980-9b2b-923c6c764317

PLEASE NOTE: The URL provided is an external link supplied by Microsoft. The link will take you to the Microsoft Store for Business website and you will need to follow Microsoft's guidance to complete the authorization.

Have you completed the authorization in the Microsoft store for business? **<Yes or No>**

Step 2: Provide Azure Active Directory Tenant ID and Azure Active Directory Domain Name

Please fill in the highlighted fields below with the Azure Active Directory Tenant ID and Domain Name that your company will be using for AutoPilot.

<Azure AD Tenant ID>: XXXXXXXXX   EXAMPLE: 35337e8a-1237-436f-bc30-06333374f58d
<Azure AD Domain>: XXXXXXXXX   EXAMPLE: Lenovo.com

Once you have completed both steps, please reply to this email. You will receive a confirmation from Lenovo that the information has been received.
Best regards!

✓ Customer to send back the e-mail to BP with autopilot@lenovo.com + Lenovo account manager on CC

Lenovo OEM Registration / PKID Report request template

	A	B
	Lenovo Services	> Select the required Service in the drop down on the left side.
		> Enter customer name and serials / MTMs of all devices.
	AUTOPILOT REGISTRATION REQUEST	> E-Mail the template together with a proof of Autopilot purchase (Lenovo sales order no, distribution order confirmation, ...) to:
	Please choose the Autopilot Service:	PKIDIBTSEMEA@lenovo.com
	Lenovo OEM Registration	
	Service P/N to be ordered at Distribution:	Note For Lenovo OEM registration we firstly need an one-time authorisation from the customer. If not done yet, please ask your Lenovo contact for guidance.
	5MS0Z41923	
	Customer Name	
	Please enter the customer name here	
	Serial No.	**Lenovo Device P/N (MTM):**
	Please enter the serials here	Please enter the MTMs here

✓ BP / distributor to fill out Excel template with Customer Name, S/N, MTM

✓ Send template + Lenovo Sales Order No. or proof of Autopilot purchase to:
   PKIDIBTSEMEA@lenovo.com

BACKUP & FAQ

AAD, MDM, Intune & Co, ...?

Azure Active Directory (AAD) is a cloud-based directory service from Microsoft that manages and structures all users, devices, file shares and access rights within the company network.

InTune is a **Mobile Device Management Solution (MDM)** that is linked to the device data of the AAD to manage the related endpoint devices (PCs, Tablets, Smartphones) and to assign settings(Group guidelines , software packages, updates, etc.). This is Microsoft's prefferred tool. But any **MDM** or **EMM (Enterprise Mobility Management)** solution can be used.

To identify each individual device clearly it must be in Azure AD, registered to the specific **Tenant ID** (= Azure customer number)

For the registration you need the PKID (Product Key ID).

When Windows is started for the first time (and an Internet connection is established), the autopilot function checks whether the device is registered and whether predefined settings can be applied accordingly.

Difference between PKID and Hash ID?

The Different ID's define who and on which platform a device can be registered for Autopilot

The **PKID** is used by **Microsoft Partners** with a **CSP Status (Cloud Service Provider)** who register and configure for their customers (in **Microsoft Partner Center)**.

The **Hash ID** is used if the **customer wants to register themselves** (**in Microsoft Intune, Microsoft Store for Business, Microsoft 365 Business**).

Lenovo only provides the PKIDs or registers on behalf of the customer

If necessary, the Hash Ids can be drawn by the BP/ customer themselves using a script.

https://www.powershellgallery.com/packages/Get-WindowsAutoPilotInfo/2.1

FAQ (1)

What are the requirements for Topsellers with Autopilot?
Depending on the project, a partner with CSP status or Lenovo as a Microsoft OEM partner must be involved in order to be able to make the autopilot registrations on the customer's Tenant ID.

What are the hardware requirements for Autopilot.
Prerequisite is that the device has a Windows OS pre-installed leaving the factory. Post registrations by Lenovo will work for devices manufactured after January 2018. Autopilot PKID labels are available for all Think Topseller products since May 2019.

Are there any specific things to consider to offer CTOs with Autopilot?
No specific requirements apply, because this is directly aligned between customer and Lenovo.

How long does a typical autopilot project take from start to finish?
This depends on the scope of the project. If all the necessary licenses have already been implemented, you can start with Topsellers for about 7 days (registration, provisioning, delivery), for CTOs it's about 20-25 days (incl. delivery and depending whether a specific RTP+ image variant needs to be implemented or not).

FAQ (2)

Where can my customer get the licenses for his autopilot requirements?
All larger, as well as most medium-sized partners, have a Microsoft CSP status and can offer the required licenses and possibly also advise the customer. All distributors also have a Microsoft department.

Who implements the necessary AAD environment for my customer?
Ideally the partner himself, if he has the required skills. Alternatively, a house specialising in software can help.

Can I start with Autopilot as a „Pilot" for individual departments?
This approach is reasonable and also recommended by Microsoft.

If my customer uses a Software Deployment solution SCCM, Matrix 42, Landesk,…) already, will both systems work in parallel? Yes, the key word is "co-management" here, which makes it possible to use both systems (Intune and software distribution) in parallel.

Can I reset a device or assign a different user profile with Autopilot?
Yes, it is possible to de-register a profile or remove a device completely. For a secure deletion we recommend Absolute Software.

External Links & Guides

Autopilot Documentation

Autopilot Overview

Create device groups in InTune

Configuration of profiles

Autopilot Reset

Autopilot Troubleshooting

Microsoft Fasttrack (Cloud Support)

PLEASE NOTE: The URLs provided are external links supplied by Microsoft.

thanks.

Smarter technology for all

Lenovo