

Greenbox has detected that supplied devices are enrolled in Microsoft Autopilot

Windows Autopilot is a collection of technologies used to set up and pre-configure new devices, getting them ready for productive use. Windows Autopilot can be used to deploy Windows PCs or HoloLens 2 devices. For more information about deploying HoloLens 2 with Autopilot, see [Windows Autopilot for HoloLens 2](#).

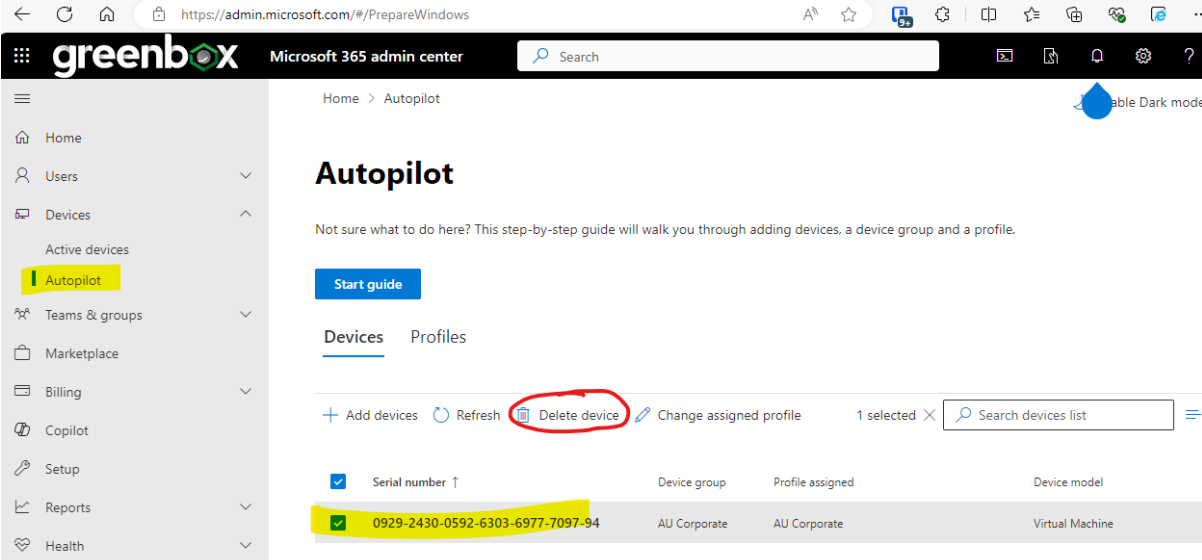
Ultimately, your devices have ZERO resale value if still enrolled in Autopilot, the reason for this is when Windows is re-installed the device is still locked to your Microsoft Tenant. If you have received a notification from Greenbox for locked device, please follow the instructions below or advise your IT team.

The removal process is quite simple and can be done manually following either of the two options below or by using a script publicly available from the Powershell Gallery called “WindowsAutoPilotIntune” that can be used in conjunction with a list of serials in CSV format.

Once the devices have been removed from Autopilot please let us know so the removal can be validated and your lot can proceed through to completion.

Manual Option 1

Remove the Autopilot enrolled device from the Microsoft365 admin center as found below.

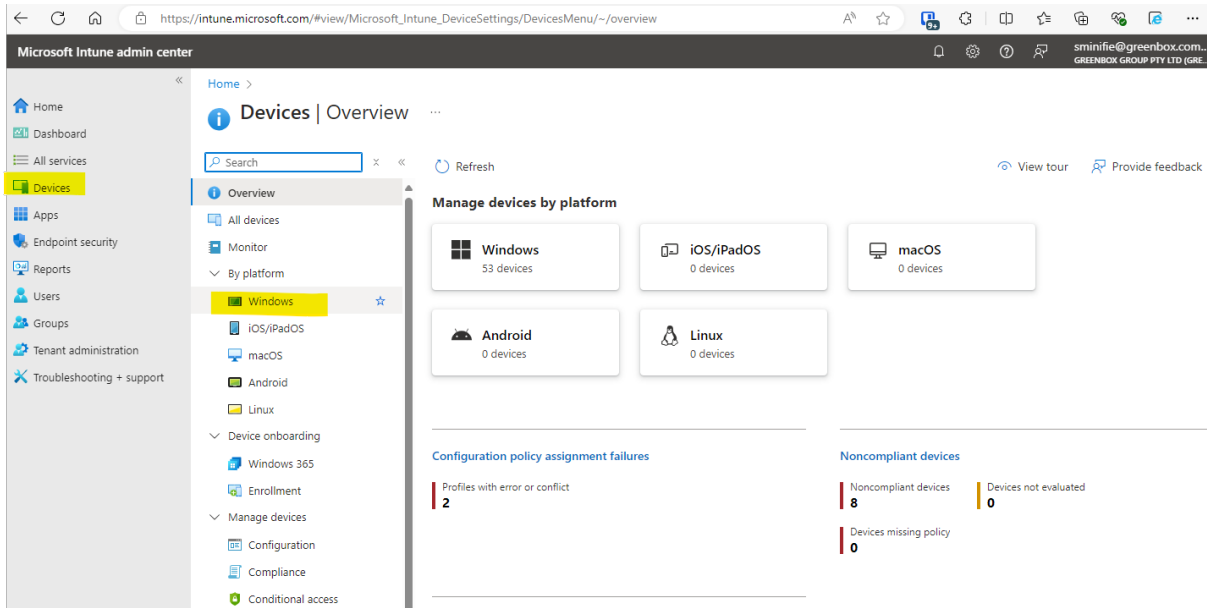


The screenshot shows the Microsoft 365 Admin Center interface for Autopilot. The left sidebar contains navigation options: Home, Users, Devices, Autopilot (highlighted), Teams & groups, Marketplace, Billing, Copilot, Setup, Reports, and Health. The main content area is titled 'Autopilot' and includes a 'Start guide' button. Below this, there are tabs for 'Devices' and 'Profiles'. A toolbar contains '+ Add devices', 'Refresh', 'Delete device' (circled in red), and 'Change assigned profile'. A table below shows a list of devices with columns for 'Serial number', 'Device group', 'Profile assigned', and 'Device model'. One device is selected, with its serial number '0929-2430-0592-6303-6977-7097-94' highlighted in yellow.

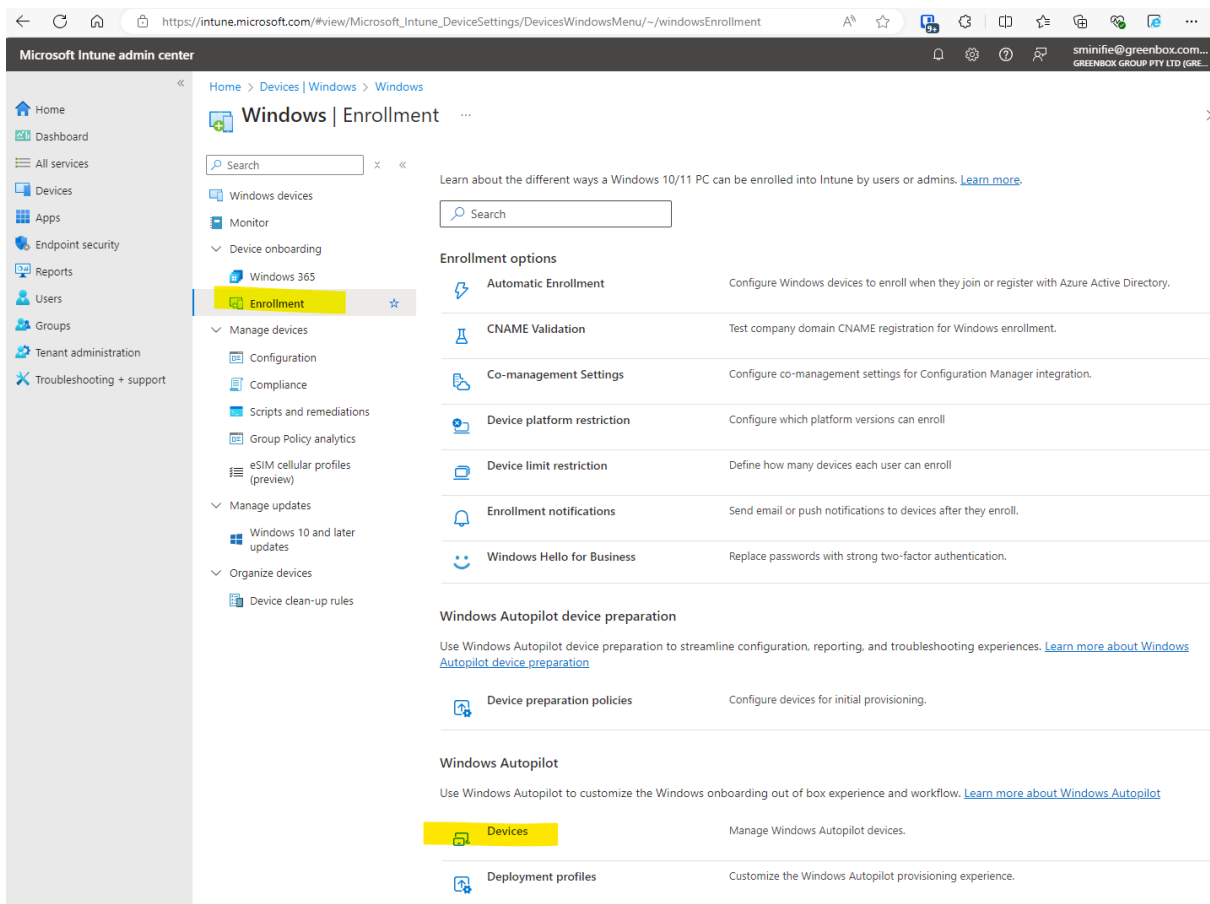
Serial number ↑	Device group	Profile assigned	Device model
0929-2430-0592-6303-6977-7097-94	AU Corporate	AU Corporate	Virtual Machine

Manual Option 2

Use the Microsoft Intune admin center to remove the devices by first choosing “Devices” then “Windows” -> this will bring up the next page.



On this Windows Devices page select “Enrollment” followed by “Devices”



You will be presented with a list of your currently enrolled devices. Select the device and press Delete.

The screenshot shows the Microsoft Intune admin center interface. The breadcrumb navigation is Home > Devices | Windows > Windows | Enrollment >. The main heading is "Windows Autopilot devices" with a sub-heading "Windows enrollment". The top navigation bar includes "Refresh", "Export", "Columns", "Sync", "Import", "Assign user", "Delete" (highlighted in yellow), and "Unblock device". A search bar and "Add filters" button are also present. Below the navigation, there is a brief description of Windows Autopilot and two sync status entries: "Last successful sync" and "Last sync request", both dated 30/09/2024, 03:18 pm. A table below lists the enrolled devices with columns for selection, serial number, manufacturer, model, group tag, profile status, purchase order, and userless enrollment status. One device is listed with a checked selection box and a highlighted serial number.

<input checked="" type="checkbox"/>	Serial number	Manufacturer	Model	Group tag	Profile status	Purchase order	Userless Enrollment Sta
<input checked="" type="checkbox"/>	0929-2430-0592-6303-6977-7097-94	Microsoft Corporation	Virtual Machine	AU Corporate	Assigned		Allowed