Workspace ONE Drop Ship Provisioning

VMware Workspace ONE UEM 2111

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VMware Workspace ONE Drop Ship Provisioning Types and Tool Information

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Select from several Workspace ONE Drop Ship Provisioning products for Windows devices. Provisioning devices helps your end users by applying apps and configurations to devices so the user does not have to. Use the VMware Workspace ONE Provisioning Tool to test your Workspace ONE Drop Ship (Offline and Online) configuration files. Use settings to configure the tool and command-line actions to run tests. You can also collect logs to help troubleshoot tool issues.

Types of Workspace ONE Drop Ship Provisioning

As today's workforce transitions to remote work, businesses must deliver an efficient onboarding experience on Windows computers to their remote workers. Workspace ONE UEM offers various ways to provision remote Windows Desktop devices to your users who are not in traditional offices.

- With Workspace ONE Drop Ship Provisioning (Offline), you can send your manufacturer a provisioning packge (PPKG) with all the apps you want pre-loaded to devices. After creating the PPKG and unattend.xml configuration file, you can edit and delete your templates and packages in Workspace ONE UEM.

- If you want to send apps and configurations to your users that are current and business approved, you can use Workspace ONE Drop Ship Provisioning (Online).

  Workspace ONE Drop Ship Provisioning (Online) eliminates the need to create and share PPKGs with your hardware manufacturer. Simply assign your payloads to a tag in the Workspace ONE UEM console, and then place an order with your hardware manufacturer using that Workspace ONE UEM tag.

Installation Command for the VMware Workspace ONE Provisioning Tool

To install the VMware Workspace ONE Provisioning Tool MSI, run it using the listed command.

```
msiexec /a VMwareWS1ProvisioningTool.msi /qb TARGETDIR="{target directory}
\VMwareWS1ProvisioningTool"
```

Command-Line Actions for the VMware Workspace ONE Provisioning Tool

You can choose to run your tests using command-line actions.

Table 1-1. VMware Workspace ONE Provisioning Tool Command-Line Actions

Command-Line Action	Description
-a, --action	Required. Action to perform (AppsOnly, Full, or TrackOnly).
-g, --gui	Run the application with GUI. The default is `false`.
-k	Defer Sysprep after the full process is applied. You can defer Sysprep when you want to take additional action on the device after the PPKG is applied and you don't want Sysprep to launch immediately.
-l, --autologin	Enable auto login after reboot. The default is `false`.
-n, --username	User name for auto login.
-p, --ppkg	Required. PPKG File path.
-q, --quit	Closes the Sysprep tool without rebooting or shutting down the device after Sysprep finishes running the commands.
-r, --reboot	Restarts the computer after Sysprep. You can use this option to audit the computer and to verify that the first-run experience operates correctly. The tool reboots by default if no option is specified.
-s, --shutdown	Shuts down the computer after the Sysprep command finishes running.
-u, --unattend	Unattend XML File path.
-w, --password	Password for auto login.
--help	Display the help screen.
--version	Display the version information.

After running the action, exit codes display. These codes report the outcome of the action. The exit codes are as follows:

- 0 - Success

- 1 - Failure

- 2 - Reboot Required

- 3 - Timeout

Some examples include:

- Display the help screen:

  ```
  VMwareWS1ProvisioningTool --help
  ```

- Apply apps only (PPKG):

  ```
  VMwareWS1ProvisioningTool -a appsonly -p "C:\MyProvisioningPackage.ppkg"
  ```

- Apply full process (ppkg & XML) - shutting down the system at the end:

  ```
  VMwareWS1ProvisioningTool -a full -p "C:\MyProvisioningPackage.ppkg" -u "C:\MyAnswer.xml"
  -s
  ```

- Apply full process (PPKG & XML) - rebooting the system at the end:

  ```
  VMwareWS1ProvisioningTool -a full -p "C:\MyProvisioningPackage.ppkg" -u "C:\MyAnswer.xml"
  -r
  ```

- Track only the application queue with GUI:

  ```
  VMwareWS1ProvisioningTool -a trackonly --gui
  ```

- Track the application queue with GUI with the auto login enabled:

  ```
  VMwareWS1ProvisioningTool -a trackonly --gui --autologin -n myuser -w mypassword
  ```

VMware Workspace ONE Provisioning Tool Configuration Options

You can change the configuration settings for the VMware Workspace ONE Provisioning Tool to meet your needs. To change the settings, you must edit the VMwareWS1ProvisioningTool.exe.config file.

The config file contains the settings that control how the VMware Workspace ONE Provisioning Tool runs. Here are some commonly used settings for consideration. More settings are found in the config file. Consider reviewing the following settings to meet your needs.

Table 1-2. VMware Workspace ONE Provisioning Tool Configuration Settings

Setting	Description
loggingConfiguration	Enter the file path, logging level, file size, and maximum number of archived files. The level= value controls the log level. The default value is "Information". For troubleshooting, consider changing the level to "Verbose".
"TimeoutMinutes"	Enter a value, in minutes, for how long the tool can attempt to apply the PPKG before timing out. Consider keeping this value below 90 minutes.

Table 1-2. VMware Workspace ONE Provisioning Tool Configuration Settings (continued)

Setting	Description
`"RefreshRateSeconds"`	Enter a value, in seconds, for how frequently the tool refreshes the installation progress of the PPKG.
`"BitLockerDecryptionTimeoutMinutes"`	Enter a value, in minutes, for how long the tool can wait for BitLocker Decryption to finish before timing out.
`"UnattendXmlCleanup"`	Set to True to remove the source Unattended XML file from the system drive after staging the device. If the Unattended XML is not present on the device, the file is only copied.
`"PpkgCleanup"` added in v2.2	Set to true to delete all PPKG files in the specified cleanup file path.
`"PpkgCleanupPath"` added in v2.2	Enter the file path to clean up any PPKG after staging. Any file with the PPKG extension is deleted.

Reading the PPKG Final Summary Log

After the VMware Workspace ONE Provisioning Tool finishes applying the PPKG to the device, a summary log generates. You can find the logs in `C:\ProgramData\Airwatch\UnifiedAgent\Logs\PPKGFinalSummary.log`. These logs are useful for troubleshooting. If there are issues provisioning devices, Dell might ask for these logs.

The logs cover important information such as the OS details, client network details, device model and manufacturer, and PPKG details. If you do not set the device into audit mode, a note is made in the log to help troubleshoot why the process failed. You can also see a log of the status updates that displayed in the tool during processing.

Logs for Troubleshooting Failures

The VMware Workspace ONE Provisioning Tool collects information after a tool failure. The tool collects logs and stores them to the machine user's **Diagnostics** folder in `Users\<username>\AppData\Local\Temp\Diagnostics`.

The tool collects the listed logs.

■ ZIP of the **Logs** folder that includes the **PPKGFinalSummary.log** file found on the machine in `C:\ProgramData\Airwatch\UnifiedAgent\Logs`.

■ ZIP of the **AwProvAgent** folder found on the machine in `C:\ProgramData\AwProvAgent`.

■ ZIP of the **VMware** folder found on the machine in `C:\ProgramData\VMware`.

■ ZIP of the **Support** folder found on the machine in `C:\ProgramData\AirWatchMDM\Support`.

■ The **AirWatchMDM.tmf** file found on the machine in `C:\ProgramData\AirWatchMDM\Support\WINDIR\system32\AirWatchMDM.tmf`.

The tool collects registry keys and values from the machine.

- `HKLM\SOFTWARE\AIRWATCH`

- `HKML\SOFTWARE\AirWatchMDM`

- `HKLM\SOFTWARE\Microsoft\EnterpriseDesktopAppManagement`

- `HKLM\SOFTWARE\Microsoft\Provisioning\OMADM\Accounts`

- `HKLM\SOFTWARE\Microsoft\Provisioning\OMADM\MDMDeviceID`

The tool collects event log files for the listed services in the tool's **Event Viewer**.

- The **AirWatch** event file found in the viewer in **Event viewer > Application and Services Logs > AirWatch**.

- The **Provisioning Service** event file found in the viewer in **Event viewer > Application and Services Logs > AirWatch-Provisioning Agent > Operational**.

- The **Device Management** event file found in the viewer in **Event viewer > Application and Services Logs > Microsoft > Windows > DeviceManagement-Enterprise-Diagnostics-Provider > Admin**.

This chapter includes the following topics:

- Workspace ONE Drop Ship Provisioning (Offline) Description, Requirements, and Installation
- Workspace ONE Drop Ship Provisioning (Online)

Workspace ONE Drop Ship Provisioning (Offline) Description, Requirements, and Installation

Workspace ONE UEM powered by AirWatch supports provisioning your Windows devices with apps before they leave the factory. You do so by creating provisioning packages using Workspace ONE Drop Ship Provisioning (Offline). Before creating provisioning packages, you must meet the Workspace ONE Drop Ship Provisioning (Offline) requirements. Use the listed component versions, and see the provisioning components the Workspace ONE UEM enables or requires for your deployment type. After meeting the requirements, you must install the Factory Provisioning Service in your environment.

Workspace ONE Drop Ship Provisioning (Offline) requires on-premises customers to install the service onto an application server.

This service exports applications from the Workspace ONE UEM console and converts them into .PPKG files. You create this provisioning package in the Workspace ONE UEM console using a wizard. The wizard covers configuring the package, adding apps, and exporting the package.

Contact Your OEM for Availability

To use Workspace ONE Drop Ship Provisioning (Offline), contact your OEM (Original Equipment Manufacturer) Representative.

Provisioning Packages

You can also create encrypted PPKGs to provision devices yourself. This process does not use Workspace ONE Drop Ship Provisioning (Offline). You can provision devices either using the device OOBE or by running the PPKG on a device.

Workspace ONE Drop Ship Provisioning (Offline) Requirements by Deployment Type

The following tables show the requirements for Workspace ONE Drop Ship Provisioning (Offline) for each type of deployment. Consider these requirements before using Workspace ONE Drop Ship Provisioning (Offline).

- Workspace ONE UEM v2008 or later

- Workspace ONE Intelligent Hub for Windows v20.08 or later

- Software Distribution of Win32 apps released with Workspace ONE UEM v2008 and later

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Workspace ONE UEM Deployment	Software Distribution	File Storage	CDN
SaaS Shared	Enabled by Default	N/A	Enabled by Default
SaaS Dedicated version 2008 and later	Enabled by Default	N/A	Enabled by Default
On-premises version 2008 and later	Enabled by default	Required	Disabled by default, optional

Note
- Any application uploaded before you enable Software Distribution must be uploaded again.

- If you use the Factory Provisioning Service v20.11 or later, you must use the Workspace ONE Provisioning Tool v.3.1 or later.

Install the Factory Provisioning Service

Before you can use Workspace ONE Drop Ship Provisioning (Offline), you must install the Factory Provisioning Service in your environment.

Prerequisites

This process installs the Factory Provisioning Service into your environment. Only On-Premises customers must install this service. Consider reviewing the VMware Workspace ONE UEM Recommended Architecture Guide before installing the service.

Ensure that the servers the Factory Provisioning Service are installed on can reach and connect to your REST API server. The URL for REST API is set under **Groups & Settings > All Settings > System > Advanced > Site URLs > REST API URL**.

Use TLS to ensure that the traffic between the Factory Provisioning Service server and the Workspace ONE UEM console is secured. To use TLS, you must install a certificate for the Factory Provisioning Service server and enable HTTPS.

Procedure

1   Download the Factory Provisioning Service from myWorkspaceONE.

2   Run the Factory Provisioning Service installer.

3   In the Workspace ONE UEM console, navigate to **Groups & Settings > All Settings > System > Advanced > Site URLs**.

4   Ensure that the correct URL is entered: `https://[FPS]/FactoryProvisioning/Package`.

The Factory Provisioning Service is now installed. You can validate the installation by checking the communication between the various components used.

Factory Provisioning Service and the following:

- REST API over HTTPS

- Device Services over HTTPS

- CDN (if configured)

- Network file share access

The Workspace ONE UEM console and the REST API server communicate with the Factory Provisioning Service server over HTTPS.

Working with Provisioning Packages

Create a provisioning package for Windows devices to use with Workspace ONE Drop Ship Provisioning (Offline) or as an encrypted PPKG to install on devices yourself. Add the package to devices using the Windows Out of Box Experience (OOBE). This method installs your configurations and applications during the initial device setup. Run the package on any Windows device you want to configure.

Create a Provisioning Package for Windows Devices

Create a provisioning package for Windows devices. This package contains the configuration file and the applications for your Windows devices.

Prerequisites

Meet the Workspace ONE Drop Ship Provisioning (Offline) Requirements.

Procedure

1   Navigate to **Devices > Lifecycle > Staging > Windows** and select **New**.

2   Enter the general settings including the **Provisioning Package Name**, **Description**, and the smart group the package is **Managed By**.

3   Select **Next**.

4   Select the Onboarding Method. To create a PPKG for Workspace ONE Drop Ship Provisioning (Offline), select **Factory Provisioning**. To create an encrypted PPKG for your own use, select **Encrypted PPKG**. Select **Next**.

5   Set the **Configurations** settings.

The settings that display depend on the **Active Directory Type** selected. Here is a list of possible settings and their .

Settings	Description
AD Organization Unit (OU)	Enter the organization unit for the AD. The OU must follow the correct formatting: `OU=,OU=,DC=Company,DC=com` This setting displays when you set the **Active Directory Type** to **On-Prem AD Join**.
Additional Synchronous Commands	Add commands that automatically run at the end of the Windows setup process but before any user logs in.
Computer Name	The computer name is randomly generated by default so that every system coming from the factory is unique. To create a naming convention, use the **Registered Owner** and **Registered Organization** settings. The computer name takes the first 7 characters from **Registered Organization** or **Registered Owner** as the prefix and then randomizes the rest of the characters up to the 15 character maximum.
Device Services URL	Enter your device services URL. Find the device services URL by navigating in the Workspace ONE UEM console to **Groups & Settings > All Settings > System > Advanced > Site URLS**. This setting only displays when you set the **Active Directory Type** to **Azure AD - No Premium**.
Domain Password	Enter the password for the Domain Join user. This setting displays when you set the **Active Directory type** to **On-Prem AD Join**. **Note** This information saved in plain text in the XML file. Ensure that this file is always secured and not sent over insecure connections.
Domain Username	Enter the username that has Domain Join privileges. This setting displays when you set the **Active Directory Type** to **On-Prem AD Join**. **Note** This information is saved in plain text in the XML file. Ensure that this file is always secured and not sent over insecure connections.
Enrollment Server	Enter your Workspace ONE UEM enrollment server URL. Find the enrollment URL by navigating in the Workspace ONE UEM console to **Groups & Settings > All Settings > System > Advanced > Site URLS**. This setting displays when you set the **Active Directory Type** to **On-Prem AD Join** or **Workgroup**.

Settings	Description
First Logon Commands	Add commands that automatically run the first time a user logs in. This setting requires the user have local admin privileges.
Make Administrator?	You must make the local user account an administrator to start Workspace ONE enrollment automatically. During OOBE, the device prompts the user to enter their enrollment credentials. This setting displays when you set the **Active Directory Type** to **Workgroup** or **Azure AD**.
Operating System Language	Use this setting to set the Operating System language. If using encrypted PPKG, you can use a language other than the ones listed by following the listed procedure. 1 Select **Other**. 2 In the **Custom OS Language** field that displays, enter the standard, BCP 47 code text string for the desired language locale.
Product Key	Enter the Windows product key. You must follow the correct format: `12345-54CDE-XYZ78-ONM98-456TY`
Region & Keyboard settings	Use this setting to set the language for your users's region and keyboards. If using an encrypted PPKG, you can use a language other than the ones listed by following the listed procedure. 1 Select **Other**. 2 In the **Custom Region & Keyboard settings** field that displays, enter the standard, BCP 47 code text string for the desired language locale.
Remove Windows 10 Consumer Apps	Select **Yes** to prevent consumer apps from appearing in Windows. This setting is only supported for Windows Enterprise or Education. You must enter a Windows Enterprise or Education key.
Staging Account	Enter the username for the staging account. Find this username by navigating in the Workspace ONE UEM console to **Groups & Settings > All Settings > Devices & Users > Windows > Windows Desktop > Staging & Provisioning**. This setting displays when you set the **Active Directory Type** to **On-Prem AD Join** or **Workgroup**.
Workgroup	Enter the name of the workgroup you want the client to join. The workgroup name must be 15 characters or fewer. This setting displays when you set the **Active Directory Type** to **Workgroup**.

6   Select **Next**.

7   Select the apps to include in the provisioning package. The apps that display are those apps available to the smart group set during the General settings step.

This screen only displays Win32 apps recognized through Software Distribution. User context apps behave differently than device context apps. A provisioning package installs any device context apps in the factory, but user context apps install when a user signs in for the first time. These apps install using Software Distribution.

8   Optionally, if the app requires transforms and patches (MST and MSP files), select the **Arrow** icon 〉 to add the necessary transforms and patches. You must add these transforms from the **Edit Application** modal before creating a provisioning package.

9   Select **Next**.

10 Review the summary and either export the provisioning package or save it as a template.

a   To export the provisioning package, select **Save and Export**.

b   To save the package as a template, select **Save**. Templates do not create a PPKG file but save the settings for later creation and exporting. A template displays in the Windows list view with the Draft status.

You can only have one provisioning package PPKG stored at a time.

Workspace ONE UEM exports the package or saves the template.

▪   If you created a Workspace ONE Drop Ship Provisioning (Offline) PPKG, send the package to your OEM to provision your Windows devices.

▪   If you created an Encrypted PPKG, you must save the PPKG to the root of a USB drive and install the package on the Windows device.

If you want to change any settings in a provisioning package after creating one, you must either edit the existing package or export a template. Repeat the creation process and send the package to your OEM again. Exporting a new PPKG template overwrites any PPKGs currently available for download.

Add an Encrypted PPKG During Out of Box Experience

After creating an encrypted PPKG, you can add the package to devices using the Windows Out of Box Experience (OOBE). This method installs your configurations and applications during the initial device setup.

Prerequisites

▪   Create an encrypted PPKG in the Workspace ONE UEM console.

▪   You need a USB drive to transfer the PPKG to the Windows device. The USB drive must be formatted NTFS or FAT32.

Procedure

1   Navigate to **Devices > Lifecycle > Staging > Windows**.

2   Find the encrypted package and select **Download Encrypted PPKG**.

3   Save the PPKG to the root of a USB drive.If you save the PPKG to a subfolder, OOBE cannot detect the file.

4   On the Windows device you want to provision, insert the USB drive at the **Select your Region** screen of the Out of Box Experience. If you save multiple PPKGs on the USB device, Windows prompts you to select the PPKG you want to apply. After selecting the PPKG, Windows automatically detects and begins processing the PPKG.

5   When prompted, enter the password used to encrypt the PPKG.

6   If you want to see the progress of the app installation, press **Shift + F10** to run a cmd window, press **Alt + Tab** and select the **Provisioning Tool**.

The OOBE process runs the PPKG and installs the configuration and applications included in the package. The workflow changes based on the content of your PPKG:

- If you do not include configurations in your PPKG, the process completes and returns you to the **Select your Region** to complete the OOBE process.

- If you include configurations in your PPKG, Windows automatically runs Sysprep and reboots the device. After rebooting the device, Windows completes the device setup based on your configuration. After setup completes, Workspace ONE Intelligent Hub runs and completes device enrollment.

Run an Encrypted PPKG on a Windows Device

After creating an encrypted PPKG, you can run the package on any Windows device you want to configure. This method installs your configurations and applications on any Windows device, even those already configured.

Prerequisites

- Create an encrypted PPKG in the Workspace ONE UEM console.

- You need a USB drive to transfer the PPKG to the Windows device. The USB drive must be formatted NTFS or FAT32.

- Your devices must run Windows 1709 or later. They must also be unmanaged devices. If the device is already enrolled, the process does not apply any configurations or install any apps.

Procedure

1   Navigate to **Devices > Lifecycle > Staging > Windows**.

2   Find the encrypted package and select **Download Encrypted PPKG**.

3   Save the PPKG to a USB drive.

4   On the Windows device you want to provision, insert the USB drive, open it, and double-click to run the PPKG.

5   Enter the password you used to encrypt the PPKG.

6   Confirm that you trust the source by selecting **Yes, Add It**.

The Provisioning Tool runs and begins installing the configuration and applications included in the package. If you included configurations in your PPKG, Sysprep runs and automatically reboots the device. After rebooting the device, Windows completes the device setup based on your configuration. After setup, Workspace ONE Intelligent Hub runs and completes device enrollment.

Managing Your Workspace ONE Drop Ship Provisioning (Offline) Packages and Testing a Configuration File

After creating provisioning packages, you can manage your templates and packages from the Windows list view. This page allows you to create, edit, and delete your existing packages. After creating a configuration file for Workspace ONE Drop Ship Provisioning (Offline), test the file to ensure your devices are correctly configured. Testing configuration files requires a test device or virtual machine.

Creating a Provisioning Package

Create a provisioning package to configure your Dell devices. To create a package, select **New**.

Provisioning Package Templates

After creating a provisioning package, you can choose to either export the package or save it as a template. The templates are the saved settings for provisioning packages. When you save a template, the settings you configured are saved, but templates do not generate PPKG files until you export the package. Use templates to save and edit packages without exporting them.

Workspace ONE UEM purges PPKG files from storage based on the Purge job in the scheduler. Once the Purge job initiates, PPKG files are deleted, but the template is saved and you can export the package again.

In the Windows list view, templates show a Draft status. Active exports show the status of the export (Queued, In Progress, and so on).

Editing a Provisioning Package

You can edit existing provisioning packages. Select a package to edit and then select **Edit**. From the editing page, you can edit any of the provisioning package settings. You can also export a saved template by selecting **Save and Export**.

Deleting a Provisioning Package

You can delete provisioning packages and templates as needed. To delete, select the package or template, and select **Delete**. When you delete a package, you also delete any stored PPKG files.

Testing a Workspace ONE Drop Ship Provisioning (Offline) Configuration File

Test the configuration file to ensure your devices are correctly configured. Testing configuration files requires a test device or virtual machine.

Prerequisites

- You must have a test device or virtual machine. To test the file, you must run the System Provisioning Tool in audit mode.

- You must have one of the following items to test:

  - A PPKG containing the apps you want to install onto the device.

  - A Workspace ONE Drop Ship Provisioning (Offline) configuration file.

- The test device must be offline (disconnected from the internet) before running the VMware Workspace ONE Provisioning Tool to prevent Windows Updates from deploying during provisioning.

Procedure

1   Download the VMware Workspace ONE Provisioning Tool to the test device.

2   Start the VMware Workspace ONE Provisioning Tool.

3   In the tool, select a PPKG or a Configuration to test.

4   Select the test method you want to use. Select **Apply Apps Only** to only apply the apps in the PPKG to the device. Select **Apply Full Process** to apply the apps and the settings in the configuration file.

5   If you select a configuration file to test, you can select what happens after by setting **After Applying Sysprep**. You can choose to shutdown, restart, or quit after configuration. If you restart the machine, the OOBE runs. If you select quit, the VMware Workspace ONE Provisioning Tool closes after applying sysprep.

    Only device-context apps are applied during this test. As there is no user for the device, user-context apps do not apply. If an app requires a reboot to finish installation, the tool prompts you to schedule a reboot. During the reboot, the device is told to resume installation after reboot and the tool relaunches.

The VMware Workspace ONE Provisioning Tool applies the PPKG and the configuration file based on the test method selected. On the right-side of the tool, you can see the status of each step. You can view the logs after running the tool. The logs are found in `C:\ProgramData\Airwatch\UnifiedAgent\Logs\PPKGFinalSummary.log`.

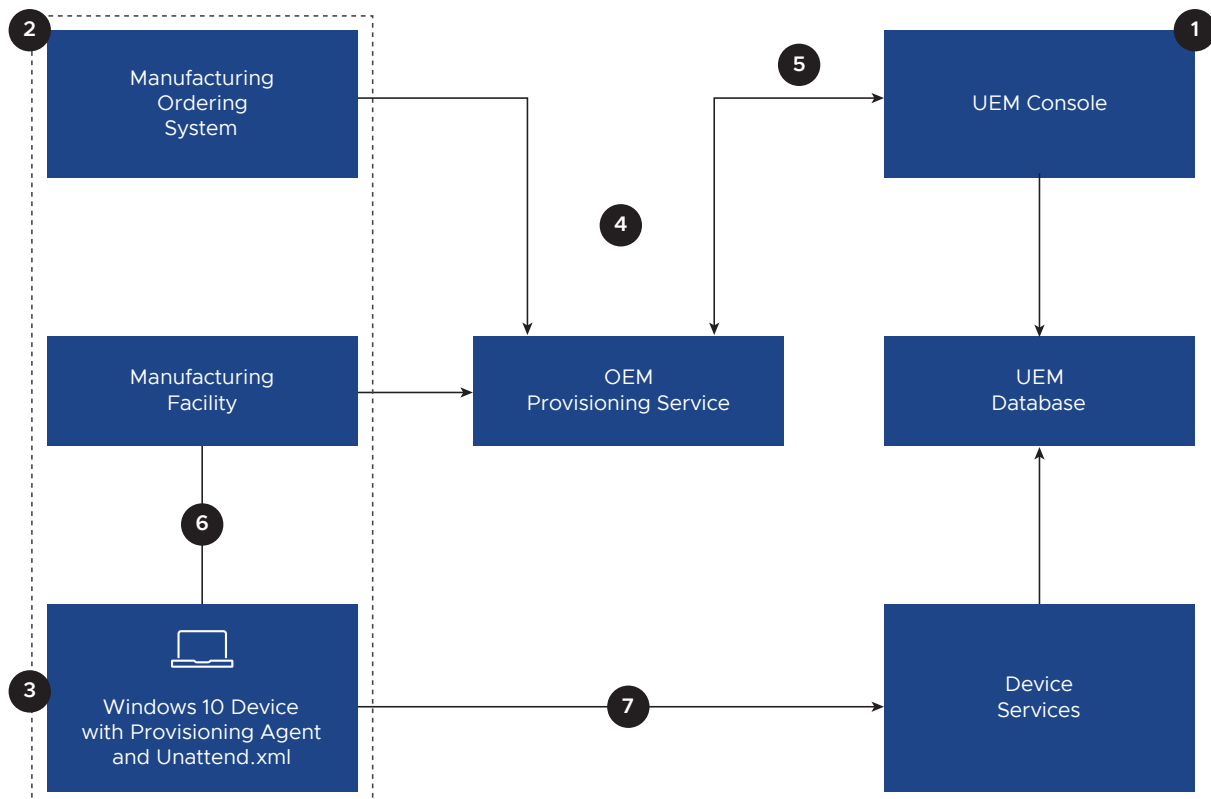# Workspace ONE Drop Ship Provisioning (Online)

With Workspace ONE Drop Ship Provisioning (Online), you can dynamically assign Workspace ONE UEM payloads like profiles and applications. You can also provision your Windows devices with assignments at the manufacturer (OEM) and ship devices directly to your end users.

Workspace ONE Drop Ship Provisioning (Online) Explanation

Workspace ONE Drop Ship Provisioning (Online) is an alternate method to provision devices before they ship to your workplace or to your end users. This method provides a more dynamic way to assign and provision because you can add and update what you want provisioned over the air (OTA). Make changes anytime, and the system stores these changes. They become part of your resources suite for future devices.

With Workspace ONE Drop Ship Provisioning (Online), you configure the system in the Workspace ONE UEM console. You also work with the manufacturer order devices for Workspace ONE Drop Ship Provisioning (Online). Your OEM requests specific information about your Workspace ONE UEM console, along with any Workspace ONE UEM tags that you want to apply to these devices to determine payload assignments. With this information, the manufacturer builds your devices and puts a Provisioning Agent from Workspace ONE UEM on the devices. This agent communicates with Workspace ONE UEM to get your profiles, apps, and device login method. This process results in your device user receiving a device from the manufacturer that is current with your business's approved settings, apps, and resources.

How Does Workspace ONE Drop Ship Provisioning (Online) Work?

Workspace ONE UEM uses the Workspace ONE OEM Provisioning Service to store your registered information from the manufacturer and your configurations set in the console. It communicates with your devices ensuring the devices are provisioned with your desired resources. The device provisioning workflow over the air follows the listed steps.

1 Enable Workspace ONE Drop Ship Provisioning (Online) in Workspace ONE UEM.

2 Order your devices and give the manufacturer your Workspace ONE UEM information.

3 The manufacturer builds your devices and puts the Provisioning Agent on them.

4 The information from Workspace ONE UEM and the registration information from the manufacturer are stored in the OEM Provisioning Service.

5 The Workspace ONE UEM scheduler syncs or you manually sync and get registered information from the OEM Provisioning Service. Devices are now listed on the **Enrollment Status** page in the console.

6 The manufacturer powers on the device and the Provisioning Agent communicates with the OEM Provisioning Service.

7 The Provisioning Agent enrolls with Workspace ONE UEM and gets the current profiles, apps, and login configurations.

The device is ready to ship, fully provisioned based on your most current Workspace ONE UEM payload assignments.

What To Do First

Before you can configure Workspace ONE Drop Ship Provisioning (Online), you must meet the following requirements before you can use Workspace ONE Drop Ship Provisioning (Online).

- Requirements for the admin include the listed components and configurations.

  - Use the Workspace ONE Intelligent Hub for Windows 20.10 or later. Configure it to update automatically. Enable the setting **Intelligent Hub Automatic Updates** in the Workspace ONE UEM console in **Groups & Settings > All Settings > Devices & Users > Windows > Windows Desktop > Intelligent Hub Application**.

  - Configure Software Distribution in the organization group where your Workspace ONE Drop Ship Provisioning (Online) settings reside. For details about this system, access Software Distribution of Win32 Applications.

  - Use Workspace ONE UEM 2102 or later.

  - Workspace ONE Drop Ship Provisioning (Online) does not support **On-Demand** or **User** context applications. Ensure your app assignments are in the **Device** context, and are set to **Automatic** deployment.

  - Disable the **Auto Enrollment** setting in the Workspace ONE UEM console found at **Groups & Settings > All Settings > Device & Users > Windows > Windows Desktop > Auto Enrollment**.

- Requirements for the device include the listed processes and packages.

    - Register all devices with the Workspace ONE OEM Provisioning Service.

    - Stage all devices with the Generic PPKG file, an answer file (unattend.xml), and run Sysprep.

- You must complete the registration of an email domain for enrollment, also known as Autodiscovery Enrollment, at the customer organization group (OG) level in Workspace ONE UEM. Find this configuration in the Workspace ONE UEM console at **Groups & Settings > All Settings > Devices & Users > General > Enrollment > Authentication**. For details, access Autodiscovery Enrollment.

    You can only enable Workspace ONE Drop Ship Provisioning (Online) at the customer OG where you registerd and enabled Autodiscovery Enrollment. Drop Ship devices enroll automatically into this OG.

Step 1: Configure Workspace ONE Drop Ship Provisioning (Online) in the Workspace ONE UEM console.

1   Select the organization group you want to configure Workspace ONE Drop Ship Provisioning (Online).

2   Go to **Groups & Settings > All Settings > Devices & Users > Windows > Windows Desktop > Staging & Provisioning**.

3   Go to the **Workspace ONE Drop Ship Provisioning** section and select **Enabled**.

4   Copy the pre-configured values in this area and give it to your manufacturer.

    - **UPN**

    - **Username**

    - **Password**

    - **Organization Group UUID**

5   Save the settings.

Step 2: Create a tag in the Workspace ONE UEM console.

The Workspace ONE Drop Ship Provisioning (Online) system uses this tag to match your Workspace ONE UEM configurations with your registered devices. Record the tag value and give it to your manufacturer.

1   Select the applicable organization group.

2   Go to **Groups & Settings > All Settings > Devices & Users > Advanced > Tags** and select **Create Tag**.

3   Enter a name for the tag. You can use any name you want. Consider using a name that identifies the business unit that uses these provisioned devices. For example, enter the name `RnD` for the research and development unit.

4   Save your tag.

Step 3: Create a smart group in the Workspace ONE UEM console and assign the tag to it.

Workspace ONE UEM uses the tag to match your configurations to the devices in the smart group.

1   Ensure you are in the right organization group.

2   Go to **Groups & Settings > Groups > Assignment Groups** and select **Add Smart Group**.

3   Enter a name for the smart group and use the **Criteria** type.

4   Select the **Tag** section and enter the tag you previously created.

5   Save your smart group.

Step 4: Configure the log in experience in the Workspace ONE UEM console for end users.

To create local accounts for access, create a local administrator account using a **Custom Settings** profile and using Microsoft's Accounts CSP. For access to the SyncML for this profile, see VMware Policy Builder.

If you have an on-premises domain, you can join your devices to the domain and enable users to login with their Active Directory credentials. Find information on domain join through Workspace ONE UEM at How Do You Deploy Domain Join Configurations for Windows Desktop?.

Step 5: Assign profiles and apps to the Workspace ONE Drop Ship Provisioning (Online) assignment group in the Workspace ONE UEM console.

Configure or edit profiles and assign them to the provisioning smart group you previously created. Also, publish apps to this smart group. Workspace ONE Drop Ship Provisioning (Online) does not support **On-Demand** or **User** context applications. Ensure your app assignments are in the **Device** context, and are set to **Automatic** deployment.

Step 6: Register devices with the manufacturer and give them your item information (checklist).

Work with your device manufacturer to order your devices. The manufacturer registers your devices using the Workspace ONE UEM tag. They also ask you for the pre-configured information you copied from the **Workspace ONE Drop Ship Provisioning** section.

Here is a checklist of the items you give your manufacturer.

- Give them pre-configured values from Workspace ONE UEM in the **Staging & Provisioning** area.

   - **UPN**

   - **Username**

- **Password**

- **Organization Group UUID**

- Give them the tag you created in Workspace ONE UEM in the **Tags** area

Step 7: Sync devices in the Workspace ONE UEM console, either manually or wait for the scheduler.

You can wait for the scheduler job to sync your registered devices from the manufacturer or you can initiate a sync.

1   Ensure you are in the correct organization group.

2   Go to **Devices > Lifecycle > Enrollment Status**.

3   Select **Sync Devices > Windows**.

Your registered devices display on the **Enrollment Status** page.