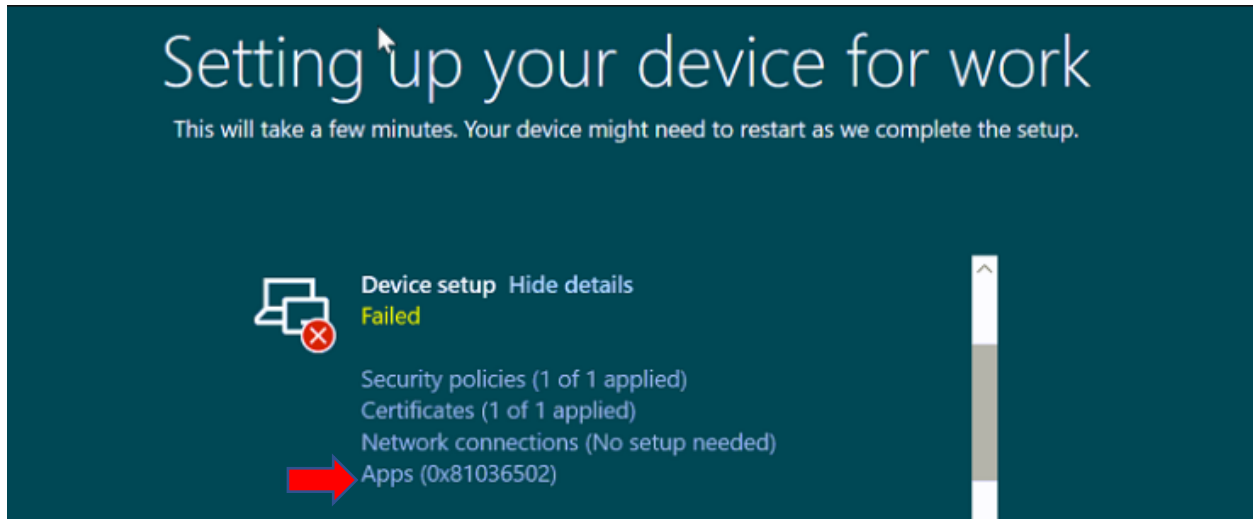


Error during Autopilot process

During last assignment, I did come across below error message on certain models (P15 and HP Z Book). Not sure why certain apps failed during the process.

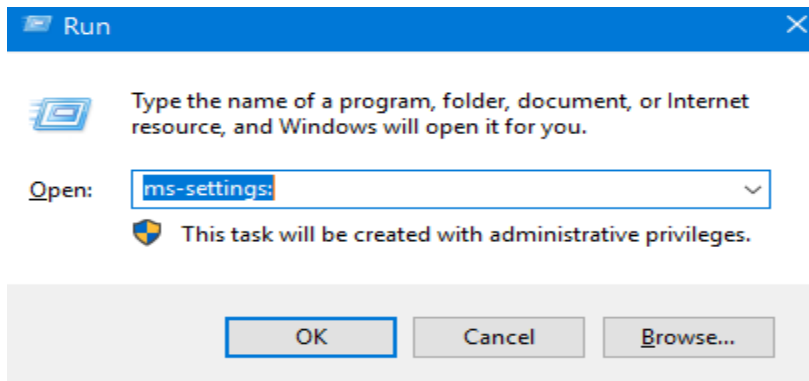


When, I tried Autopilot process with other models there is no issue. Was able to gather device diagnostic logs from failed device and shared with other team for investigation.

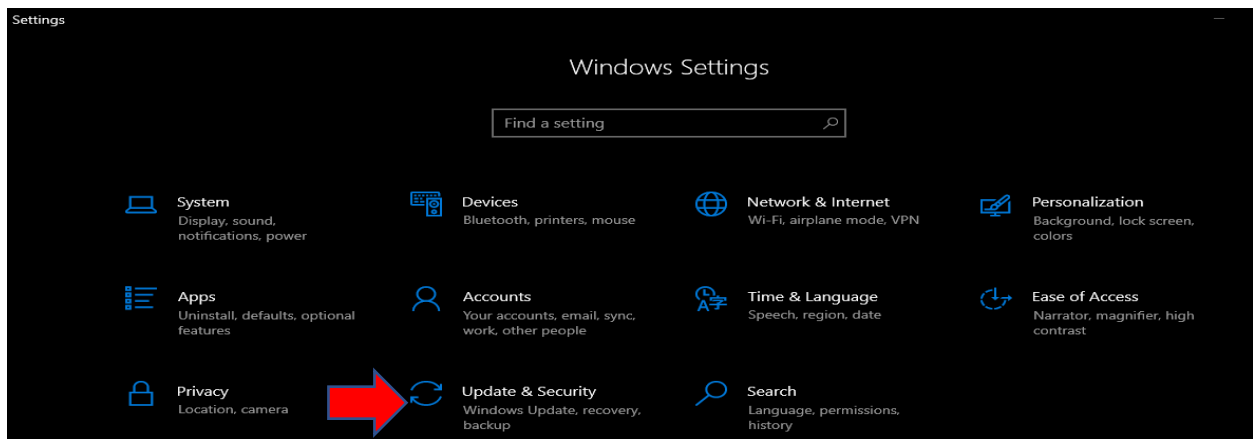
If you come across above error you can try the following:

SOLUTION 1:

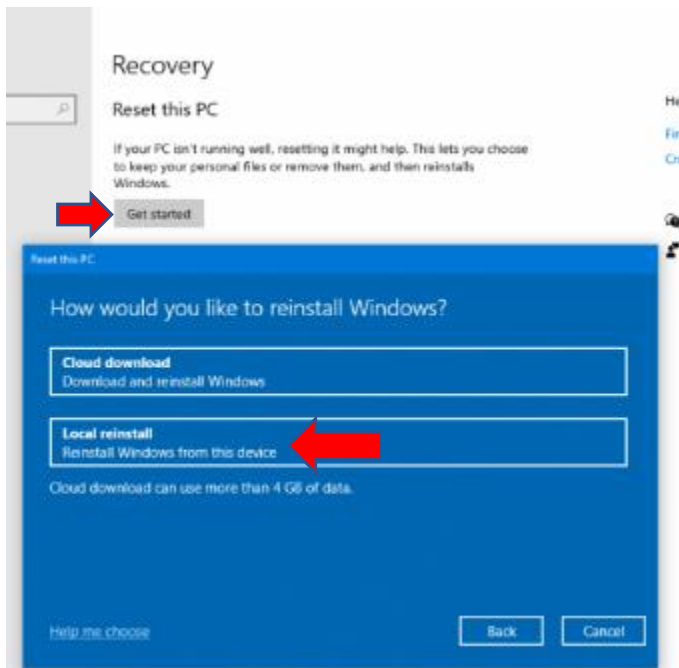
At the error screen Press Shift + F10 – it will open up command prompt – leave as is and then press Windows Key + R and type below command and click ok



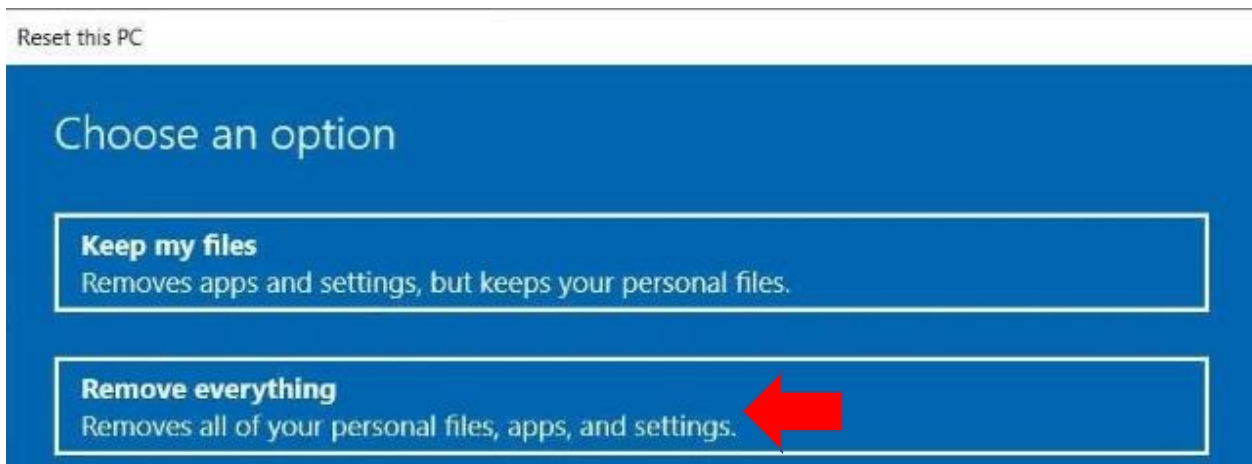
You will see this screen – Click Update & Security – Recovery – Reset this PC



Select Local reinstall



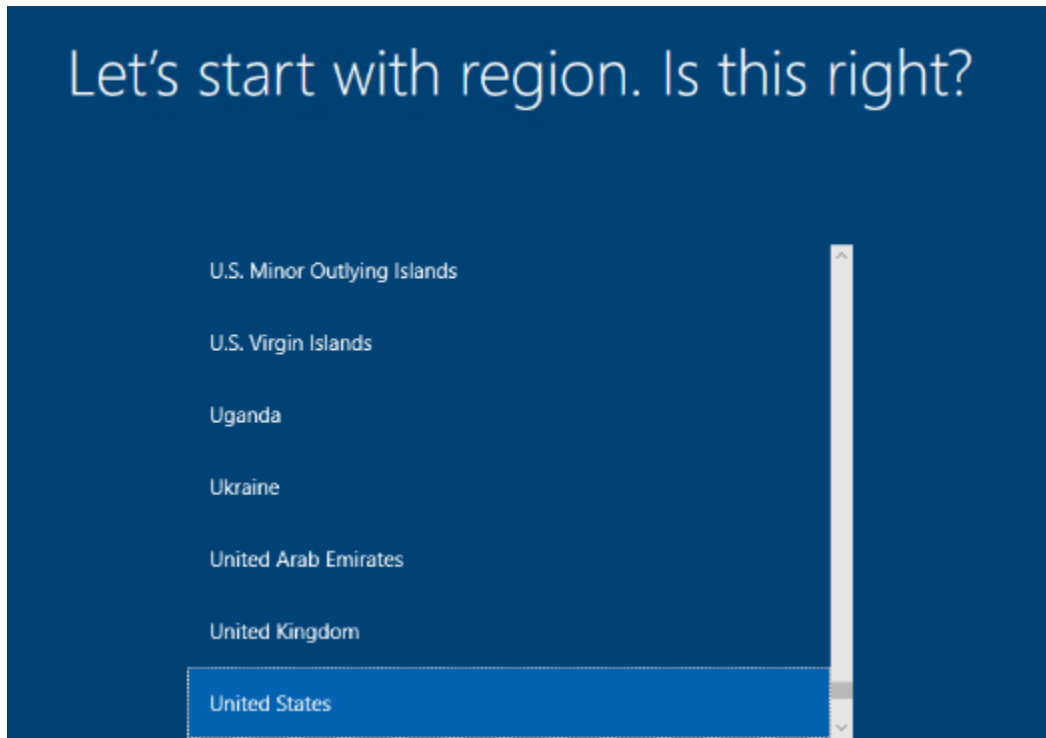
Remove everything



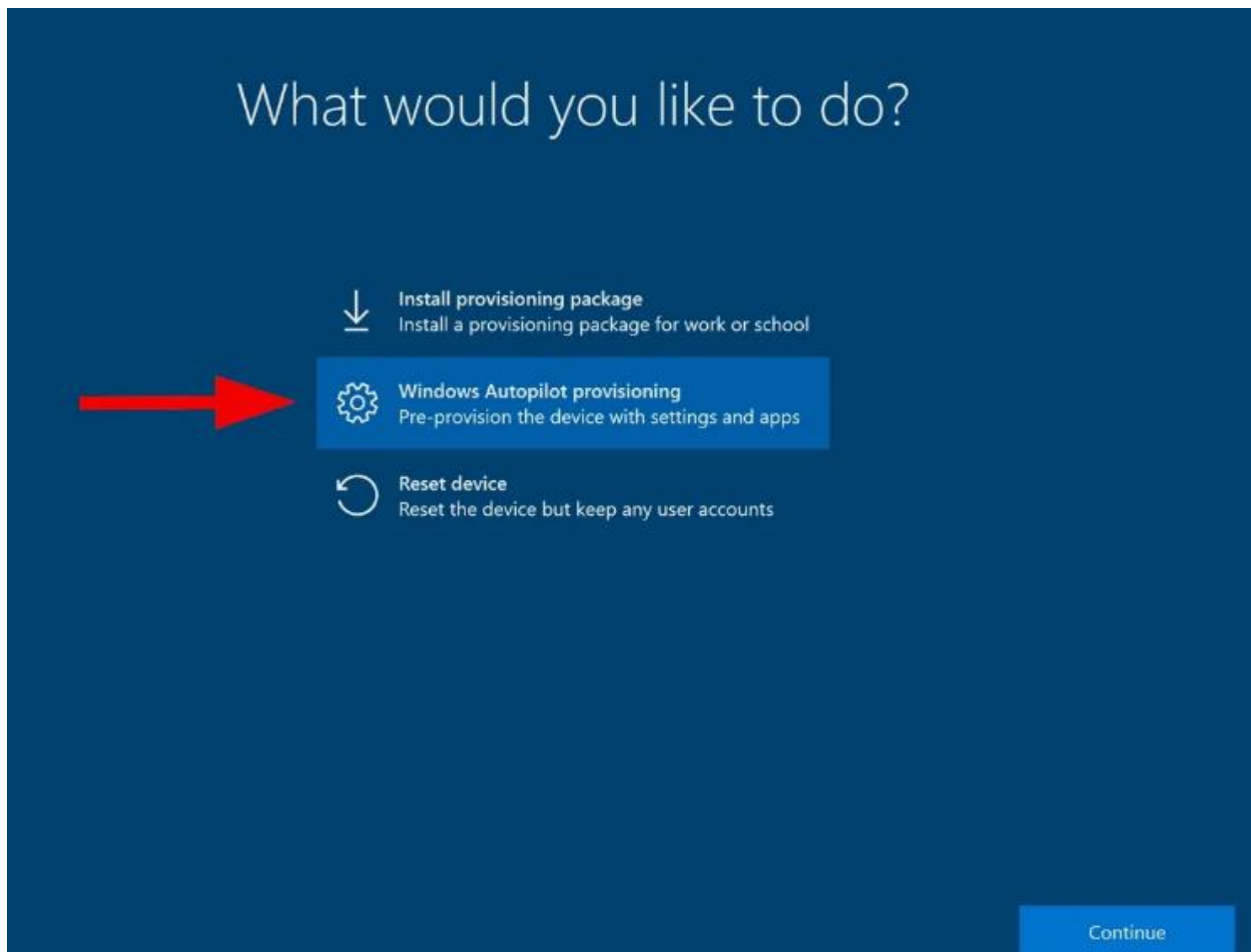
Click Reset



After few minutes reset task will complete and you will be back at this screen to start autopilot process again.



Press Windows key 5 times – after that you will see Autopilot Configuration screen. Click Continue and on the next screen click Provision.



Wait for the process to complete and then you will see Reseal screen



SOLUTION 2:

Delete Hostname and Hash from Endpoint – Reimage the laptop with Windows 10 and start autopilot process. Make sure to upload Hash again within Endpoint before you can start autopilot process.

Login to EndPoint

[Home](#) > [Devices | Windows](#) > [Windows | Windows enrollment](#) >

Enter the serial # of failed device- Select the device – On the right you will see Hostname from previous autopilot process failure - Click the device and delete

Return to Windows Enrollment – enter serial # and select the device and delete. Wait for the deletion to complete

After that gather hash from failed device and upload hash - wait for 10 minutes.

Try autopilot process again and see if it is successful.

TROUBLESHOOT LOGS:

If you still get **0x81036502** error collect logs from failed device using these commands.

OPTION 1:

Press Shift +10 to open command prompt and type below command

```
mdmdiagnosticstool.exe -area "DeviceEnrollment;DeviceProvisioning;Autopilot" -zip "c:\temp\MDMdiagReport.zip"
```

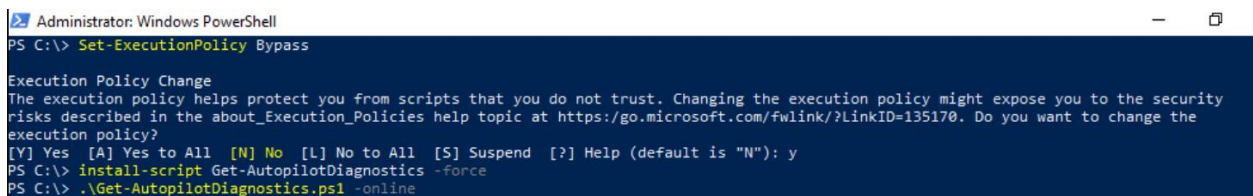
The command will save logs in zip format on C:\Temp folder. Now insert USB stick to copy the logs using this command – copy mgmdiagreport.zip d:

check whether logs are copied to USB stick.

OPTION 2:

Run below command as per screen shot

<https://www.powershellgallery.com/packages/Get-AutopilotDiagnostics/5.6>



```
Administrator: Windows PowerShell
PS C:\> Set-ExecutionPolicy Bypass

Execution Policy Change
The execution policy helps protect you from scripts that you do not trust. Changing the execution policy might expose you to the security risks described in the about_Execution_Policies help topic at https://go.microsoft.com/fwlink/?LinkID=135170. Do you want to change the execution policy?
[Y] Yes [A] Yes to All [N] No [L] No to All [S] Suspend [?] Help (default is "N"): y
PS C:\> install-script Get-AutopilotDiagnostics -force
PS C:\> .\Get-AutopilotDiagnostics.ps1 -online
```

You will see screen with various info to troubleshoot autopilot issue.

Thanks

Ram

29th Aug 2023