

Windows Autopilot Profile Assignment or OOB E Failure

Microsoft Intune Administration Runbook 03

Audience: Intune administrators, endpoint engineers, MSP administrators, service desk escalation teams, and IT operations leads

Severity guide: Sev 1 when broad device enrollment, compliance, app access, endpoint security, or business-critical managed devices are blocked; Sev 2 when a user group, platform, policy, or high-priority device set is impaired with a workaround.

Incident objective: Restore Autopilot provisioning by checking hardware hash/import state, group membership, profile assignment, ESP status, app dependency failures, network, and device reset state.

Operator note: Capture who is affected, when it started, exact error text, device/service identifiers, request IDs, screenshots, and before/after evidence. Prefer the smallest reversible change that restores service, then replace emergency access with a durable fix.

Triage Flow



Capture evidence before intrusive remediation. Validate with the same identity, path, and workload that failed.

Diagnostic Signal Focus



Common Symptoms

- Autopilot device does not receive the expected profile.
- OOB E stalls, loops, or fails during Enrollment Status Page.

- Device shows wrong tenant, wrong profile, or no deployment profile.

First 15 Minutes

- Confirm serial number, hardware hash, device import state, and assigned profile.
- Check dynamic group membership and profile assignment timing.
- Review Enrollment Status Page blocking apps, scripts, and policies.
- Confirm network access to required Microsoft endpoints during OOBE.
- Check whether device needs deregistration, reset, or profile reassignment.

Command Starters

Replace placeholders before running. Use the approved admin context and record output in the ticket.

```
Get-WindowsAutopilotInfo.ps1 -OutputFile C:\Temp\autopilot-hash.csv
```

```
mdmDiagnosticstool.exe -area Autopilot;DeviceEnrollment;DeviceProvisioning -cab C:\Temp\autopilot.cab
```

```
dsregcmd /status
```

Decision Path

If you find...	Do this next
Profile not assigned	Fix group membership, profile assignment, or import state and wait for propagation.
ESP blocking app fails	Resolve app/package dependency or temporarily adjust ESP with approval.
Wrong tenant/profile	Deregister/reimport device through approved ownership process.
Network blocks OOBE	Correct proxy/firewall/captive portal path.

Remediation Actions

- Confirm hardware hash belongs to the physical device before changes.
- Reduce ESP blocking items to true must-have apps and settings.
- Avoid repeated resets without collecting diagnostics.
- Document profile, group, and deployment timeline.

Validation Checklist

- Device receives intended Autopilot profile.
- OOBE completes to desktop with expected account state.
- ESP failures are resolved or no longer blocking.

Evidence to Attach

- User, device, service, tenant, location, IP/network, timestamps, and exact error text.
- Screenshots, logs, health/status evidence, policy results, device diagnostics, or admin-center audit entries.
- Before/after configuration for identity, licensing, endpoint, app, security, network, policy, or device changes.
- Approval record for any emergency permission, device wipe, policy bypass, data restore, deletion, rollback, or exception.

Customer-Facing Summary Template

What happened: <brief customer-safe description>

Impact: <users/devices/services/locations affected and time range>

Root cause: <confirmed root cause or current leading cause>

Resolution: <fix applied and validation completed>

Prevention: <monitoring, guardrail, training, policy, or knowledge-base follow-up>

Reference Anchors

Windows Autopilot: <https://learn.microsoft.com/en-us/autopilot/windows-autopilot>

Device enrollment guide: <https://learn.microsoft.com/en-us/intune/intune-service/fundamentals/deployment-guide-enroll>

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