

#953626 [AirWatch Training NA - Internal] / [Windows 10 Desktop VM stuck on Pending Agent]

Submitted	Received via	Requester
October 27, 2016, 10:11 AM	Web Form	Robert Thompson <robertthompson@air-watch.com>

Status	Type	Priority	Group	Assigned Agent
Solved	Question	Normal	Support T3 (NA)	Ajay Padmakumar

Console Version	Environment	Source
8.4::8.4.0.0	SaaS::CN118 - NA - Production	Services::NA
Category	Root Cause	Language
Sales Engineering::Demo Environments::Enrollment::Windows 10	Not Support	English
Customer Temperature		
Green		

Robert Thompson Oct 27, 10:11 AM

The second VM (see attached pics) I tried to enroll yesterday in one of our demo environments appears to have the agent installed but an internal MSI app and the profile won't apply to the device.

I tried un-enrolling, re-enrolling and downloading the agent manually but it does not appear to check in properly.

Can one of the Windows SME's take a look and advise of any other ideas to try?

Thanks

Kaci Summerton Oct 27, 10:25 AM

Internal note

Robert - I believe this was incorrectly assigned to the AST queue. I am assigning it back to you to pass to the appropriate team.

Robert Thompson Oct 27, 10:26 AM

Internal note

Kaci, I was hoping to get someone to help me through troubleshooting this internally for myself. Is that not permitted? Thanks.

Kaci Summerton Oct 27, 10:27 AM

Internal note

Robert - please work with your lead on the proper process to get tickets to support. Please do not drop these in the AST queue.

Robert Thompson Oct 27, 3:00 PM

Internal note

Josh Burriss recommended checking these logs but even after double checking the time on the VM and re-enrolling still the same error.

Robert Thompson Oct 27, 3:04 PM

Internal note

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SME OFFICE HOURS SCHEDULE & SOCIALCAST PAGES:
<https://support.air-watch.com/resources/99004577-T3-Office-Hours>

Please attempt to replicate/test settings before asking a question. Question tickets are for questions on the product that are not covered in documentation or cannot be confirmed via testing. Please note questions may require research before they can be answered. A direct question with proper context will help us provide a better answer. Please fill in all required Zendesk fields to the left. Do not edit macro fields (this text).

- Priority: Medium
- If HIGH or URGENT, provide reason:
- If HIGH or URGENT, Team Lead Sign-off:

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Customer: N/A
 Customer Ticket (If any): N/A
 Customer-facing Ticket Age (Days): 1
 Similar Tickets Researched (If any): KB, Josh Burris
 Is the Documentation (Knowledge Base, Resource Portal, etc.) missing information? If so, please link:
<https://support.air-watch.com/solutions/1846>

Question & Context:

- PENDING AGENT After Enrolling Win 10 VM

Screenshots, Logs, Verified settings, Expected behavior, Testing methodology, Supporting material, etc.:

- Tried all of the following/attached but still can't get the VM to enroll and configure normally like another one that was fine just like it. Thanks for any help/tips you can give.

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Ajay Padmakumar Oct 27, 5:39 PM

Robert,

A couple of things:

1. The agent you have the screenshot of is the VMware AirWatch Agent that is downloaded from the store and is mainly used for Location Services. The "Pending Agent" is due to the AirWatch Protection Agent not being installed on the device.
2. The version of the Windows 10 Desktop VM you are using is not supported. It is running 10.0.10240 which has some breaking changes with regards to MDM from Microsoft's side. I would recommend you use either Build 1511 (10.0.10586) or Build 1607 (10.0.14393)
3. The Protection Agent is installed silently in the Background for the Pro, EDU and Enterprise SKUs of Windows 10 Desktop. On the Home Edition SKU it comes down as a Web Clip and needs to be installed manually by the End User, similar to how it is done on Windows 8.1 Desktops

Thanks,
Ajay

Robert Thompson Oct 28, 9:17 AM

Thanks for the tips Ajay, Windows updates ended up locking my admin account and I have to get back with my system admin so I'll close this out for now.