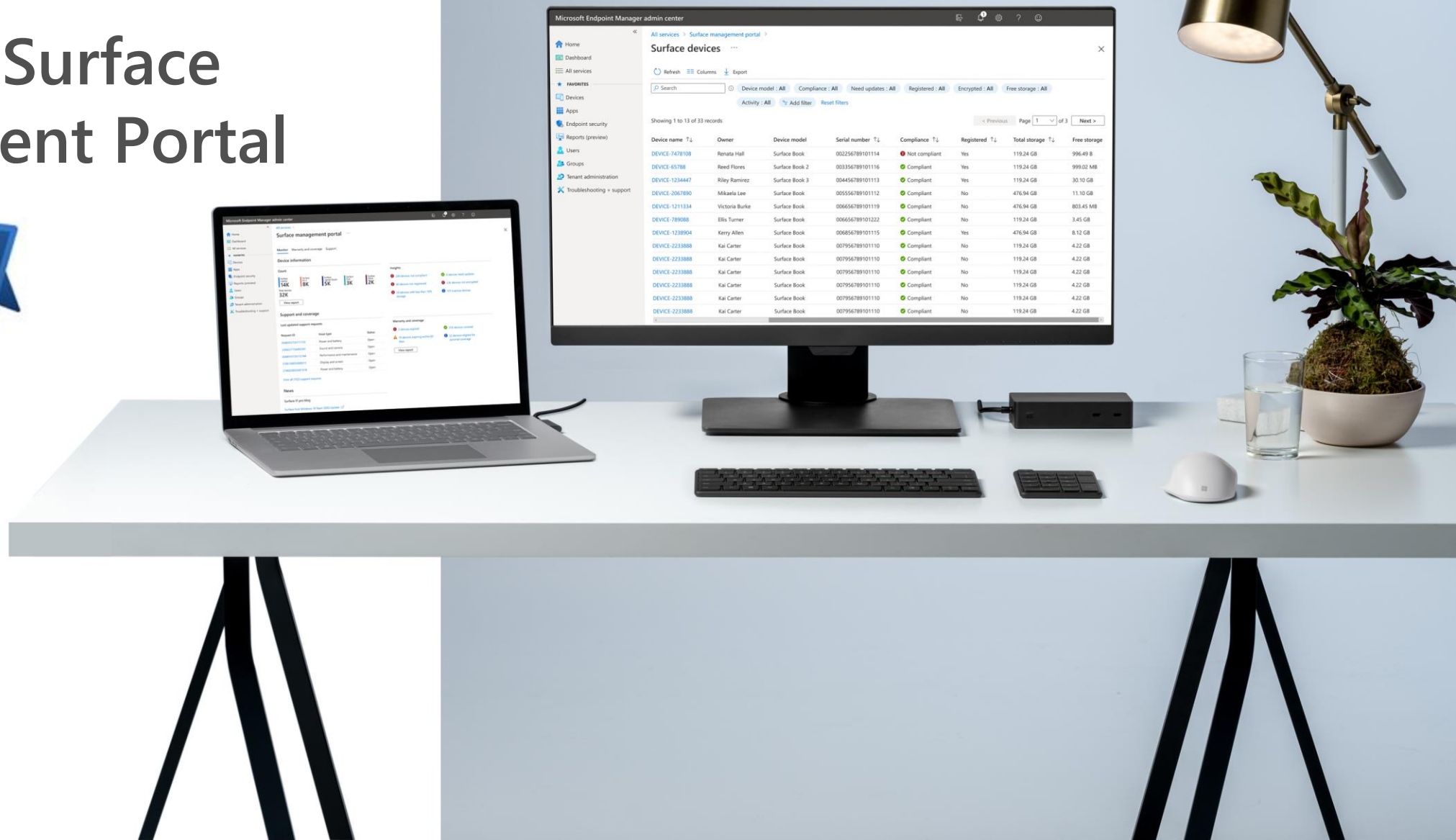
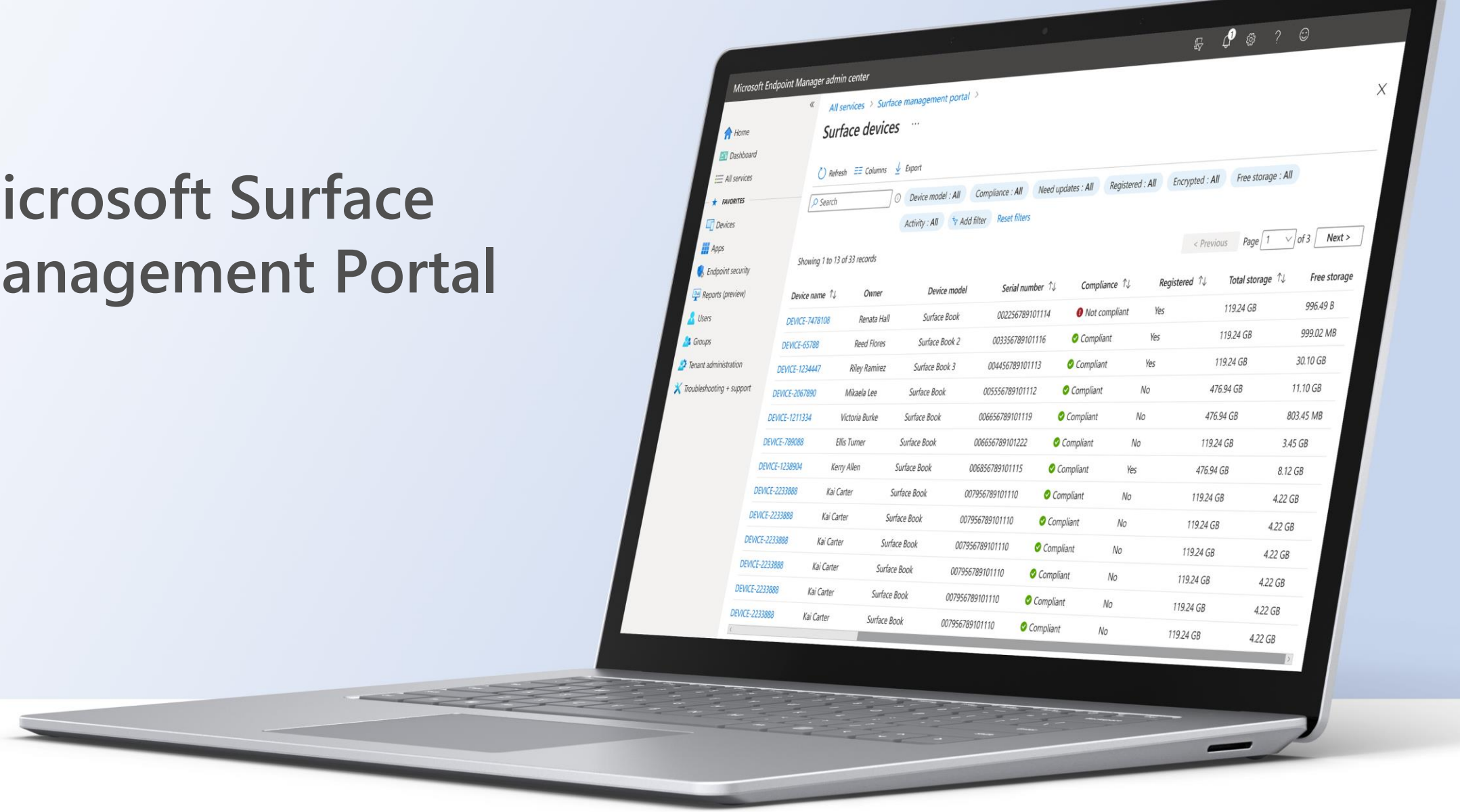
Microsoft Surface Management Portal



Microsoft Surface

Microsoft Surface Management Portal



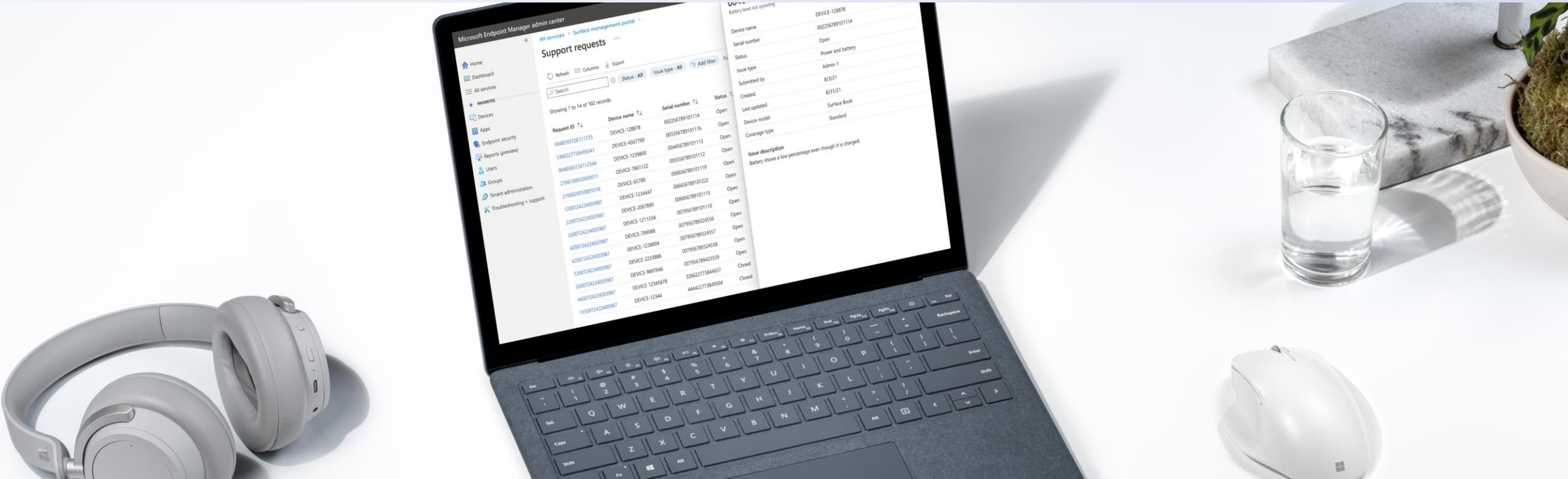
Centralized solution for **IT admins** to self-serve,
manage and monitor Surface devices at scale in Microsoft Endpoint Manager

Customer Value

Reduce IT cost for the organization

Ability for customers to self-serve

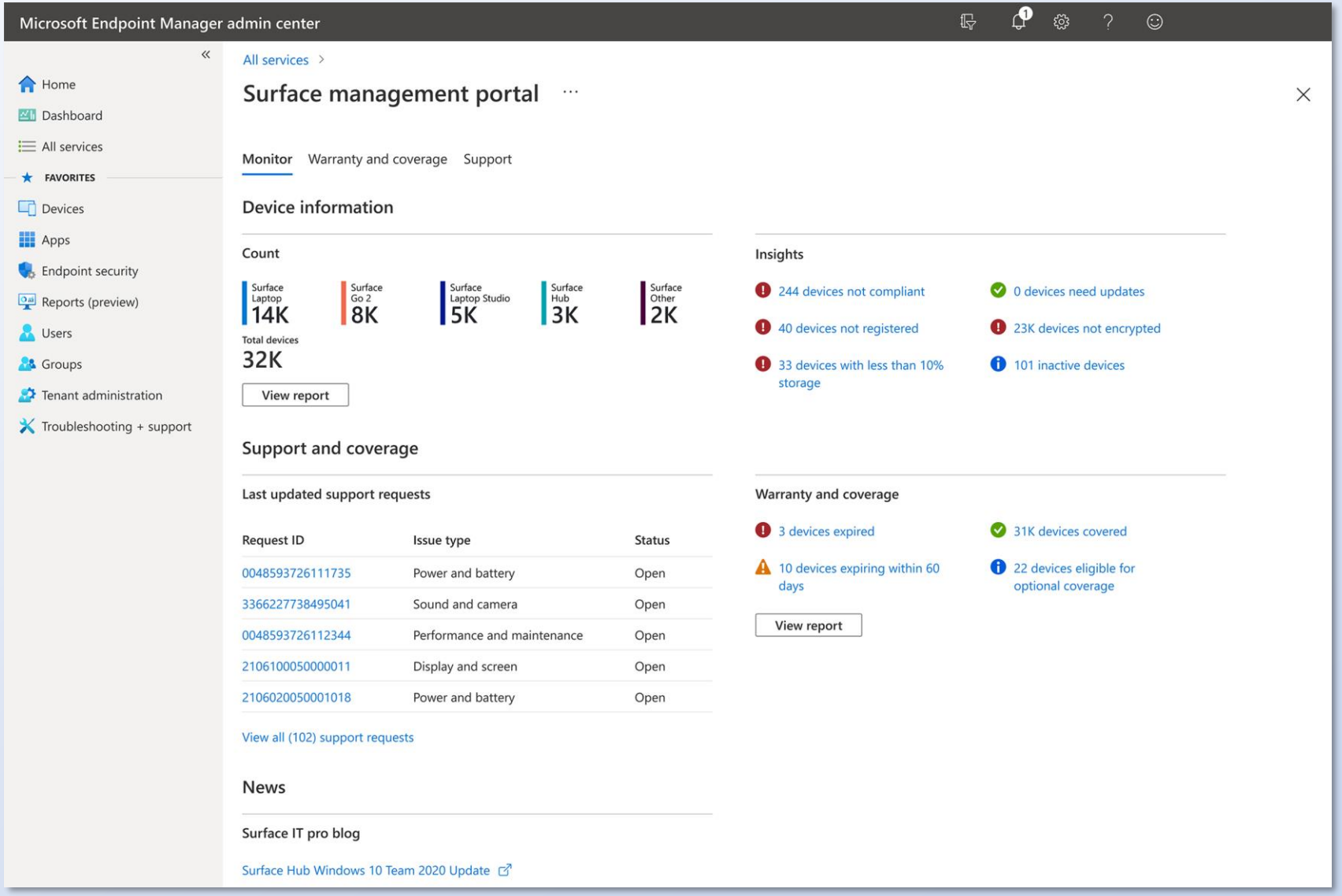
Better post-sale experience for managed devices



Tool Overview

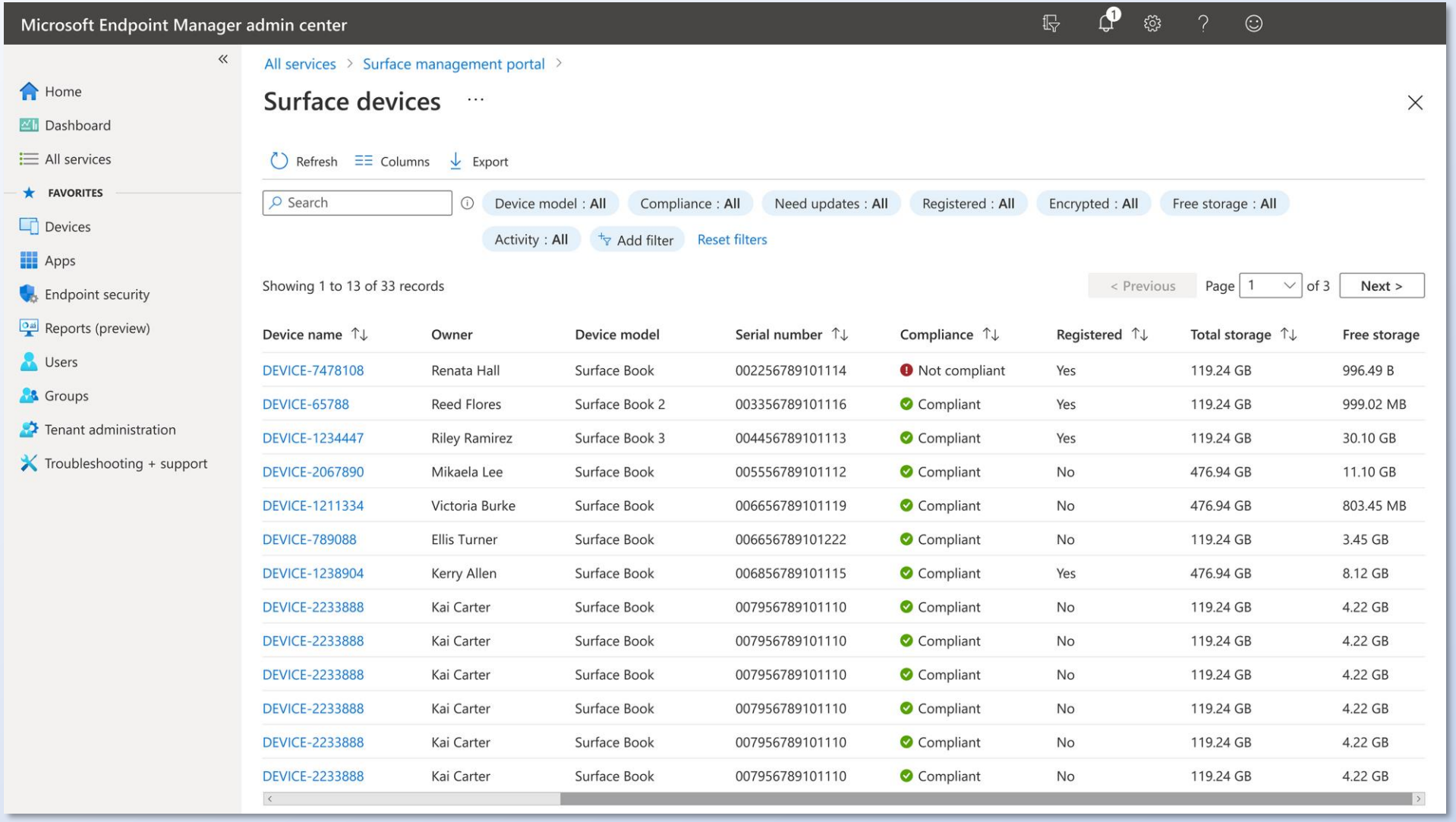
Centralize visualization of different features

1. Device overview
2. All Devices
3. Warranty
4. Support



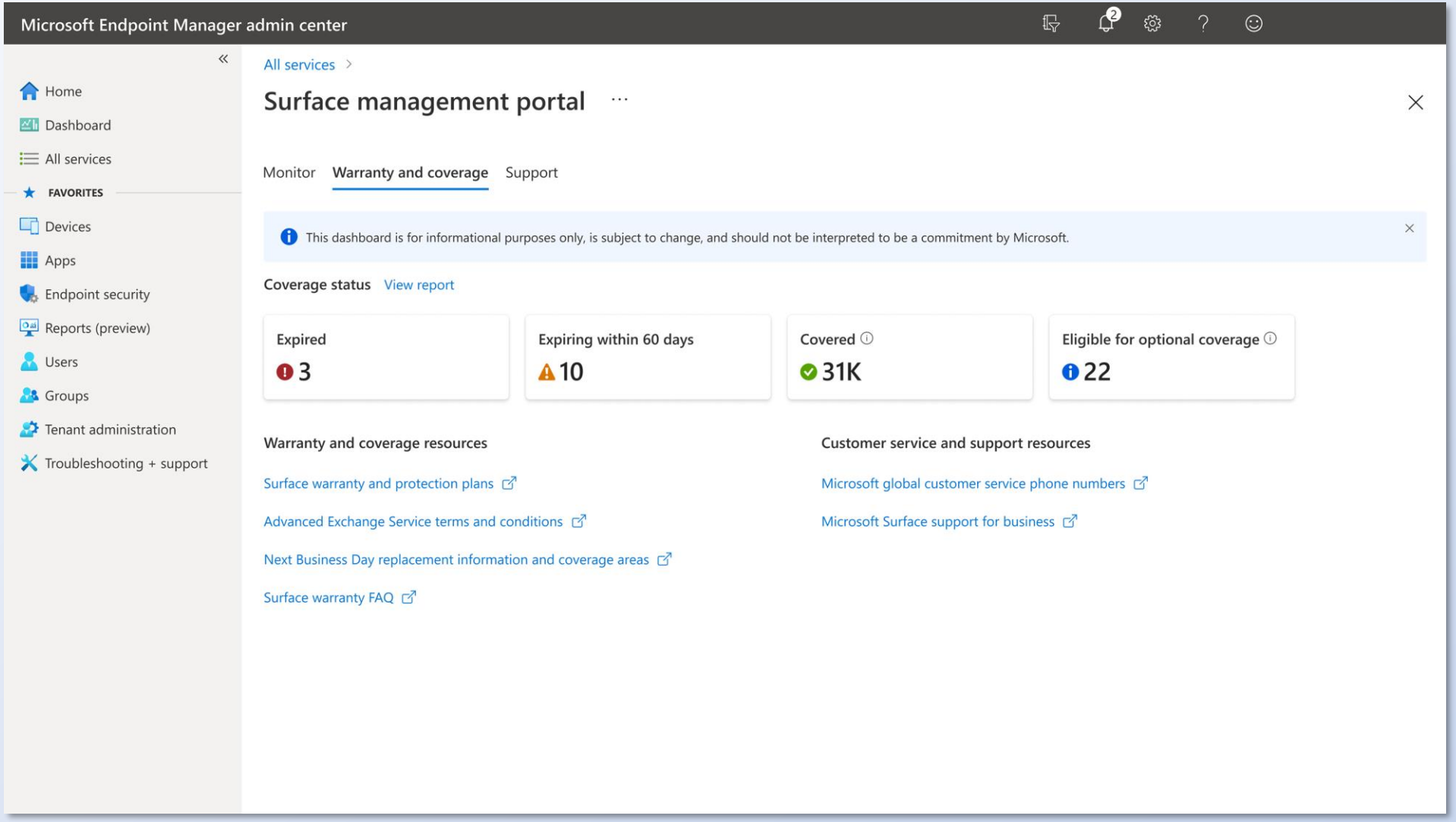
All Devices

View insights into the health of all Surface device in one location



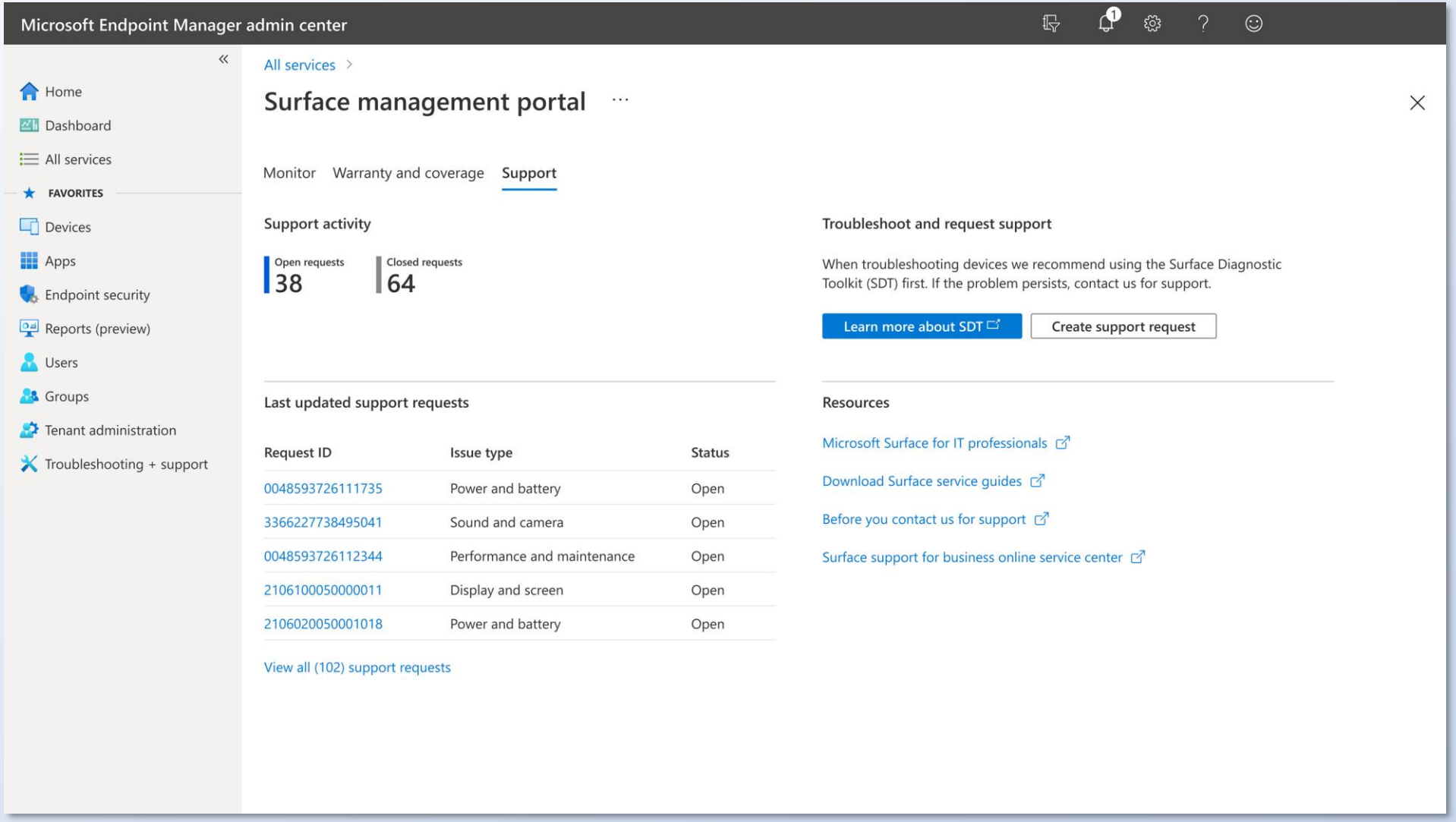
Warranty

Manage all the warranty data and get quick insights into expiring warranty devices in an instant



Support

All your Surface support needs in one location



Getting Started

System Requirements for Microsoft Surface Management Portal

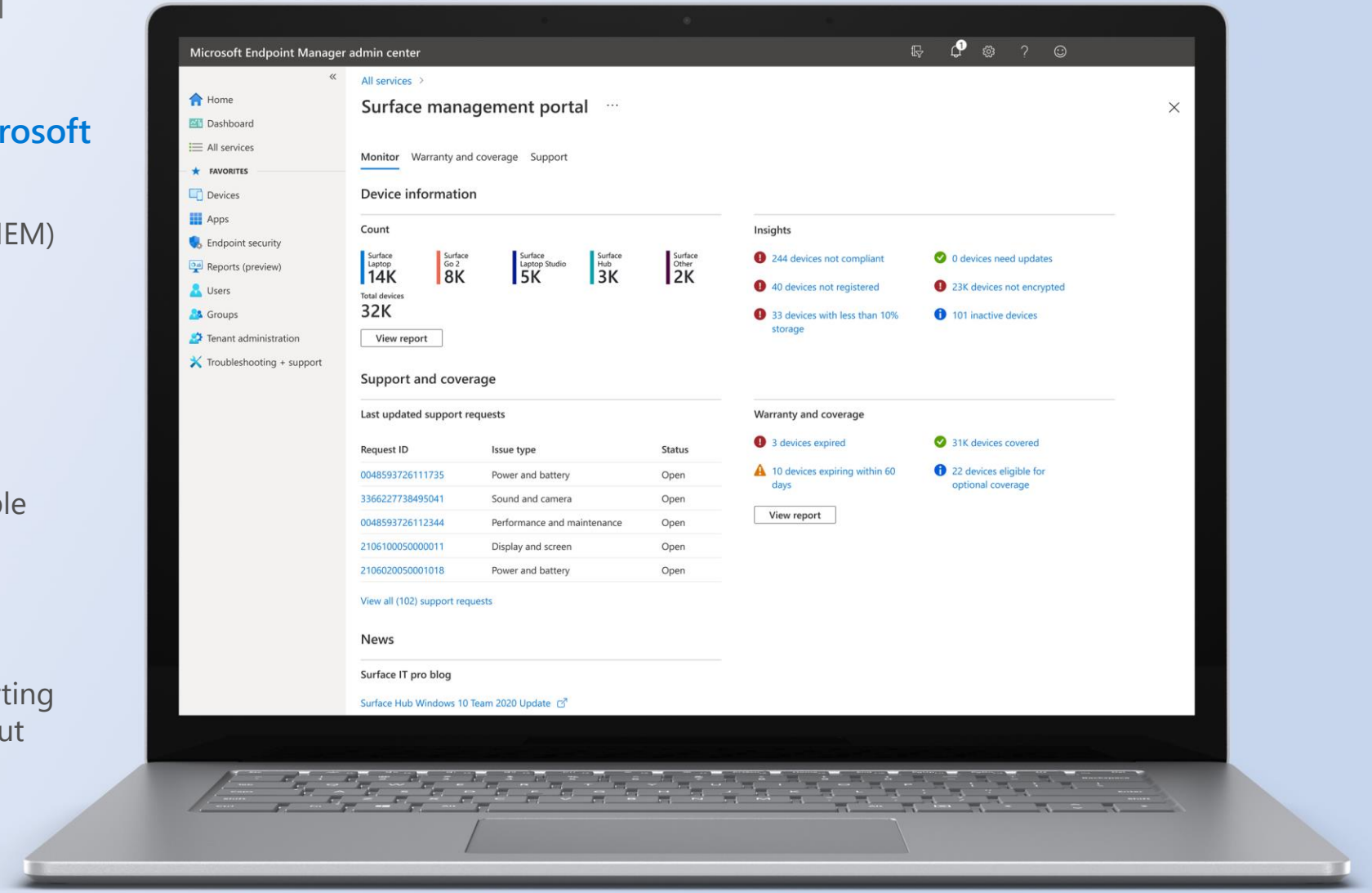
- Microsoft End Point Manager (MEM)
- Device enrolled through Intune
- Surface Devices in the estate

Installation

- This will be automatically available from MEM

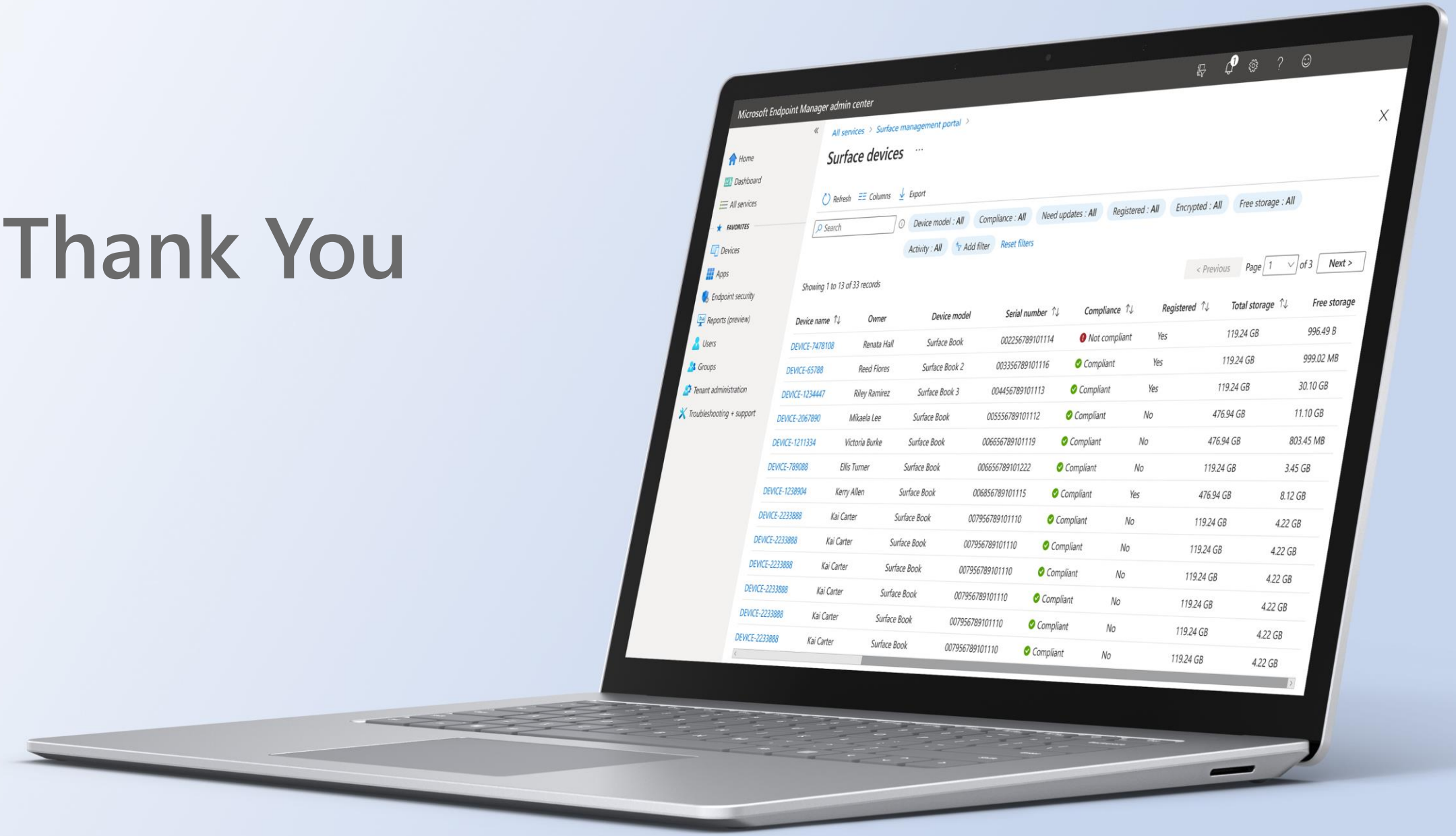
Availability

- The tool will appear in MEM starting in the US Oct 28, and then roll out worldwide by the end of 2021



Questions?

Thank You


Microsoft Endpoint Manager admin center
All services > Surface management portal
Surface devices
Home
Dashboard
All services
FAVORITES
Devices
Apps
Endpoint security
Reports (preview)
Users
Groups
Tenant administration
Troubleshooting + support
Refresh
Columns
Export
Search
Device model : All
Compliance : All
Need updates : All
Registered : All
Encrypted : All
Free storage : All
Activity : All
Add filter
Reset filters
Showing 1 to 13 of 33 records
< Previous
Page 1 of 3
Next >
Device name
Owner
Device model
Serial number
Compliance
Registered
Total storage
Free storage
DEVICE-7478108 Renata Hall Surface Book 002256789101114 Not compliant Yes 119.24 GB 996.49 B
DEVICE-65788 Reed Flores Surface Book 2 003356789101116 Compliant Yes 119.24 GB 999.02 MB
DEVICE-1234447 Riley Ramirez Surface Book 3 004456789101113 Compliant Yes 119.24 GB 30.10 GB
DEVICE-2067890 Mikaela Lee Surface Book 005556789101112 Compliant No 476.94 GB 11.10 GB
DEVICE-1211334 Victoria Burke Surface Book 006656789101119 Compliant No 476.94 GB 803.45 MB
DEVICE-789088 Ellis Turner Surface Book 006656789101222 Compliant No 119.24 GB 3.45 GB
DEVICE-1238904 Kerry Allen Surface Book 006856789101115 Compliant Yes 476.94 GB 8.12 GB
DEVICE-2233888 Kai Carter Surface Book 007956789101110 Compliant No 119.24 GB 4.22 GB
DEVICE-2233888 Kai Carter Surface Book 007956789101110 Compliant No 119.24 GB 4.22 GB
DEVICE-2233888 Kai Carter Surface Book 007956789101110 Compliant No 119.24 GB 4.22 GB
DEVICE-2233888 Kai Carter Surface Book 007956789101110 Compliant No 119.24 GB 4.22 GB
DEVICE-2233888 Kai Carter Surface Book 007956789101110 Compliant No 119.24 GB 4.22 GB
DEVICE-2233888 Kai Carter Surface Book 007956789101110 Compliant No 119.24 GB 4.22 GB

Examples of what it looks like in code now

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Tenant administration
Troubleshooting + support

Surface management portal ...

Monitor | Warranty and coverage | Support

Device information

Count

Surface Pro X	Surface Laptop 3	Surface Pro 7	Surface Book 3	Other
78	20	19	18	50

Total devices
185

View report

Insights

- 163 devices not compliant
- 0 devices not registered
- 6 devices with less than 10% storage
- 0 devices need updates
- 35 devices not encrypted
- 137 inactive devices

Support and coverage

Last updated support requests

Request ID	Issue type	Status
121092825002956	Display and Screen	Closed

View all (1) support requests

Warranty and coverage

- 149 devices expired
- 12 devices expiring within 60 days
- 19 devices covered
- 0 devices eligible for optional coverage

View report

News

Surface IT Pro blog

- Deep dive review of Surface Laptop Studio & Surface Pro 8
- More spares now available for commercial customers
- Windows 10 Team 2020 Update 1 released to all Surface Hubs
- Introducing Teams Rooms on Surface Hub
- Microsoft Teams certified accessory tour
- View all articles

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All devices

...

Device activity

Active last 24 hrs	Inactive 30+ days	Inactive 3+ months
0	44	137

Device status

Not compliant	Needs updates	Not registered	Not encrypted
163	0	0	35

Storage space

Less than 10% storage	10% - 30%	Greater than 30%
6	0	179

Search all device records

Refresh Columns Export

Search by Serial number, Email, Device name, Phone number, Operating system, Model

Showing 1 to 50 of 185 records

< Previous Page 1 of 4 Next >

Device name	Device model	Compliance	Registered	Total storage	Free storage	Encrypted	OS Version	Managed device owner type	Device enrollment type	Enrolled date
DESKTOP-02U508H	Surface Go	Compliant	Yes	117.44GB	66.762GB	No	10.0.19043.1165	company	windowsAzureADJoin	2020-08-24T19:15:08Z
DESKTOP-03O3K55	Surface Go	Compliant	Yes	117.44GB	61.566GB	No	10.0.19043.1165	company	windowsAzureADJoin	2020-08-24T19:14:52Z
DESKTOP-0A40AA8	Surface Pro 7	Not compliant	Yes	238.47GB	193.45GB	No	10.0.18363.1621	company	windowsAzureADJoin	2020-08-24T19:14:49Z
DESKTOP-0BHEQ50	Surface Pro X	Not compliant	Yes	238.47GB	203.53GB	Yes	10.0.19042.804	company	windowsAzureADJoin	2020-08-24T19:14:49Z
DESKTOP-0E22IE0	Surface Pro X	Not compliant	Yes	238.47GB	202.99GB	No	10.0.18363.1379	company	windowsAzureADJoin	2020-08-24T19:14:49Z
DESKTOP-0UP66VJ	Surface Book 3	Not compliant	Yes	953.87GB	898.25GB	Yes	10.0.18363.1049	company	windowsAzureADJoin	2020-08-24T19:14:54Z
DESKTOP-137ITV7	Surface Pro 7	Not compliant	Yes	476.94GB	443.08GB	Yes	10.0.18362.295	company	windowsAzureADJoin	2021-03-02T13:03:57Z
DESKTOP-1PLQ7V1	Surface Pro X	Not compliant	Yes	238.47GB	203.61GB	Yes	10.0.19042.804	company	windowsAzureADJoin	2020-08-24T19:14:50Z
DESKTOP-1R5F5BG	Surface Pro X	Not compliant	Yes	238.47GB	205.16GB	Yes	10.0.19042.804	company	windowsAzureADJoin	2020-08-24T19:14:50Z
DESKTOP-22UMU3R	Surface Pro 7	Not compliant	Yes	476.94GB	438.51GB	Yes	10.0.18363.720	company	windowsAzureADJoin	2021-03-01T23:57:43Z

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Surface management portal

Monitor | Warranty and coverage | Support

This dashboard is for informational purposes only, is subject to change, and should not be interpreted to be a commitment by Microsoft.

Coverage status View report

Expired	Covered	Expiring	Eligible
149	19	12	0

Warranty and coverage resources

- Surface warranty and protection plans
- Advanced Exchange Service terms and conditions
- Next Business Day replacement information and coverage areas
- Surface warranty FAQ

Customer service and support resources

- Microsoft global customer service phone numbers
- Microsoft Surface support for business

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Coverage status

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Columns Export

Showing 1 to 50 of 180 records

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Device name	Device model	Coverage status	Coverage end date	Coverage type	Managed device owner type	OS	OS Version	Device enrollment type
DESKTOP-02U508H	Surface Go	Expired	Fri Sep 20 2019 23:59:59 G...	Standard Coverage	company	Windows	10.0.19043.1165	windowsAzureADJoin
DESKTOP-03O3K55	Surface Go	Expired	Fri Sep 20 2019 23:59:59 G...	Standard Coverage	company	Windows	10.0.19043.1165	windowsAzureADJoin
DESKTOP-0A40AA8	Surface Pro 7	Expired	Sun Dec 06 2020 22:59:59 G...	Standard Coverage	company	Windows	10.0.18363.1621	windowsAzureADJoin
DESKTOP-0BHEQ50	Surface Pro X	Expired	Tue Jan 19 2021 22:59:59 G...	Standard Coverage	company	Windows	10.0.19042.804	windowsAzureADJoin
DESKTOP-0E22IE0	Surface Pro X	Expired	Tue Jan 19 2021 22:59:59 G...	Standard Coverage	company	Windows	10.0.18363.1379	windowsAzureADJoin
DESKTOP-0UP66VJ	Surface Book 3	Expired	Wed Jun 30 2021 23:59:59 ...	Standard Coverage	company	Windows	10.0.18363.1049	windowsAzureADJoin
DESKTOP-137ITV7	Surface Pro 7	Expired	Thu Dec 24 2020 22:59:59 G...	Standard Coverage	company	Windows	10.0.18362.295	windowsAzureADJoin
DESKTOP-1PLQ7V1	Surface Pro X	Expired	Sun Jan 10 2021 22:59:59 G...	Standard Coverage	company	Windows	10.0.19042.804	windowsAzureADJoin
DESKTOP-1R5F5BG	Surface Pro X	Expired	Tue Jan 19 2021 22:59:59 G...	Standard Coverage	company	Windows	10.0.19042.804	windowsAzureADJoin
DESKTOP-22UMU3R	Surface Pro 7	Expired	Thu Dec 24 2020 22:59:59 G...	Standard Coverage	company	Windows	10.0.18363.720	windowsAzureADJoin
DESKTOP-231GT9M	Surface Pro X	Expired	Tue Jan 19 2021 22:59:59 G...	Standard Coverage	company	Windows	10.0.18362.657	windowsAzureADJoin
DESKTOP-27II5F4	Surface Pro X	Expired	Tue Jan 19 2021 22:59:59 G...	Standard Coverage	company	Windows	10.0.19042.804	windowsAzureADJoin
DESKTOP-2IF59GG	Surface Pro 7	Expired	Thu Dec 24 2020 22:59:59 G...	Standard Coverage	company	Windows	10.0.18362.295	windowsAzureADJoin
DESKTOP-2IHDMCK	Surface Pro X	Expired	Tue Jan 19 2021 22:59:59 G...	Standard Coverage	company	Windows	10.0.18363.1316	windowsAzureADJoin
DESKTOP-3JD415A	Surface Go	Expired	Fri Sep 20 2019 23:59:59 G...	Standard Coverage	company	Windows	10.0.19043.1165	windowsAzureADJoin
DESKTOP-45QINJ3	Surface Pro X	Expired	Tue Jan 19 2021 22:59:59 G...	Standard Coverage	company	Windows	10.0.19042.804	windowsAzureADJoin