

**QUESTION:**

How long did it take to review and clean up your group policies?

ANSWER:

The review and clean-up process took about 3 months to complete.

QUESTION:

Could you provide information for enterprise level warranty coverage including repair and replacement options?

ANSWER:

We offer extensive warranty options on Surface hardware. Warranty options include extension of manufacturer's warranty for up to 4 years from date of purchase, the ability to add on accidental damage and next business day support, and for the Surface Laptop 3 and Surface Pro X, the ability to retain your SSD if your device is defective.

QUESTION:

We have found that deploying feature updates via Windows Update for Business (WUfB) has, more often than not, yielded in just the Feature update being installed and not any applicable monthly cumulative updates. With the ability to control the process via a Task sequence in System Center Configuration Manager, will there ever be better feature parity with the modern process?

ANSWER:

The Configuration Manager task sequence provides capabilities that are useful for resolving compat issues. Early with Windows 10 we relied heavily on this to fix issues. Over time we got to a point where we didn't need the functionality so WUfB was a good alternative. That's one of the biggest considerations when deciding to move to WUfB. While the WUfB team continues to improve the service, I don't think they will replicate the exact same features that are available in Configuration Manager.

QUESTION:

Is Microsoft Endpoint Manager included in Office 365 Business subscriptions?

ANSWER:

Microsoft 365 for Business includes Intune, so it would be covered. Here's a link to more information:

<https://docs.microsoft.com/en-us/office365/servicedescriptions/microsoft-365-service-descriptions/licensing-microsoft-365-in-smb>.

QUESTION:

We have now been dealing with multiple months of cumulative updates that either have killed off printing capabilities or introduced issues with LOB applications. Does Modern management provide an ability to rollback updates when required?

ANSWER:

Yes, with Intune administrators can rollback back updates from the console. It's referred to as uninstall in the [Manage Windows 10 software updates in Intune](#) documentation.

QUESTION:

We are a financial company and cannot break specific applications. How do you test your critical applications before updates? Can you roll-back a user if there is a major issue? Any documentation on this?

ANSWER:

We do test applications before deploying feature updates to ensure they continue to work, however we don't test everything. We work with the business unit owners to identify critical apps and those are the ones we test on a regular basis. If we find issues, we test other non-critical apps with similar components. We can rollback updates using Intune, but we usually let users decide if they want to roll back and let them initiate the process. [Streamlining Application Compatibility Testing](#) at Microsoft describes the process in detail.

For more information

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