

# Troubleshooting

Troubleshooting of Android management issues.

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# Android EMM Known Issues

## Functionality

Issue	Notes	Reference
Enrollment of more than 500 devices is blocked by Google's API	<a href="https://bayton.org/blog/2024/03/amapi-permissible-usage/">https://bayton.org/blog/2024/03/amapi-permissible-usage/</a> discusses this issue introduced in Q4/2024 by Google. The AMAPI API has a hard limit now of 500 devices by default. There is a form: <a href="https://goo.gle/android-enterprise-response">https://goo.gle/android-enterprise-response</a> that can request that Google raise this limit for your account.	
Can not import or create placeholders	FileWave hopes to implement in future release	
Devices do not show in smart groups		
No paid app distribution (AKA group license purchases)	Paid apps not currently implemented in Google API	
Wiping device, but not removing from FW does not get previous associations	FileWave hopes to implement in future release	GOOG-216
Compliance policy breaks model update  Error at model update: <div><pre>[ERROR] 2019-06-07 15:50:56,075 (exception): Internal Server Error: /android/emm/process_pending_emm_calls/Traceback (most recent call last): [...]googleapiclient.errors.HttppError: &lt;HttpError 400 when requesting https://androidmanagement.googleapis.com/v1/enterprises/LC01d4gn82/policies/default?alt=json returned "complianceRules are deprecated. Use policyEnforcementRules instead."</pre></div>	Google API was suddenly changed.  Code fix already in future release.  If you were on 13.1.0 when EMM was enabled in your license, then you will need a fix before or after upgrading to 13.1.1.  To request a patch use the <a href="#">Feedback Portal : Question</a> (must be apart of the EMM program to use)	
Default Apps removed after enrolment	Google standard behaviour is to remove default, installed apps on enrolment.  <a href="#">Workaround available in 15.3+</a>  GUI option to follow in a future update.	GOOG-965

## Minor (Aesthetics) Issues

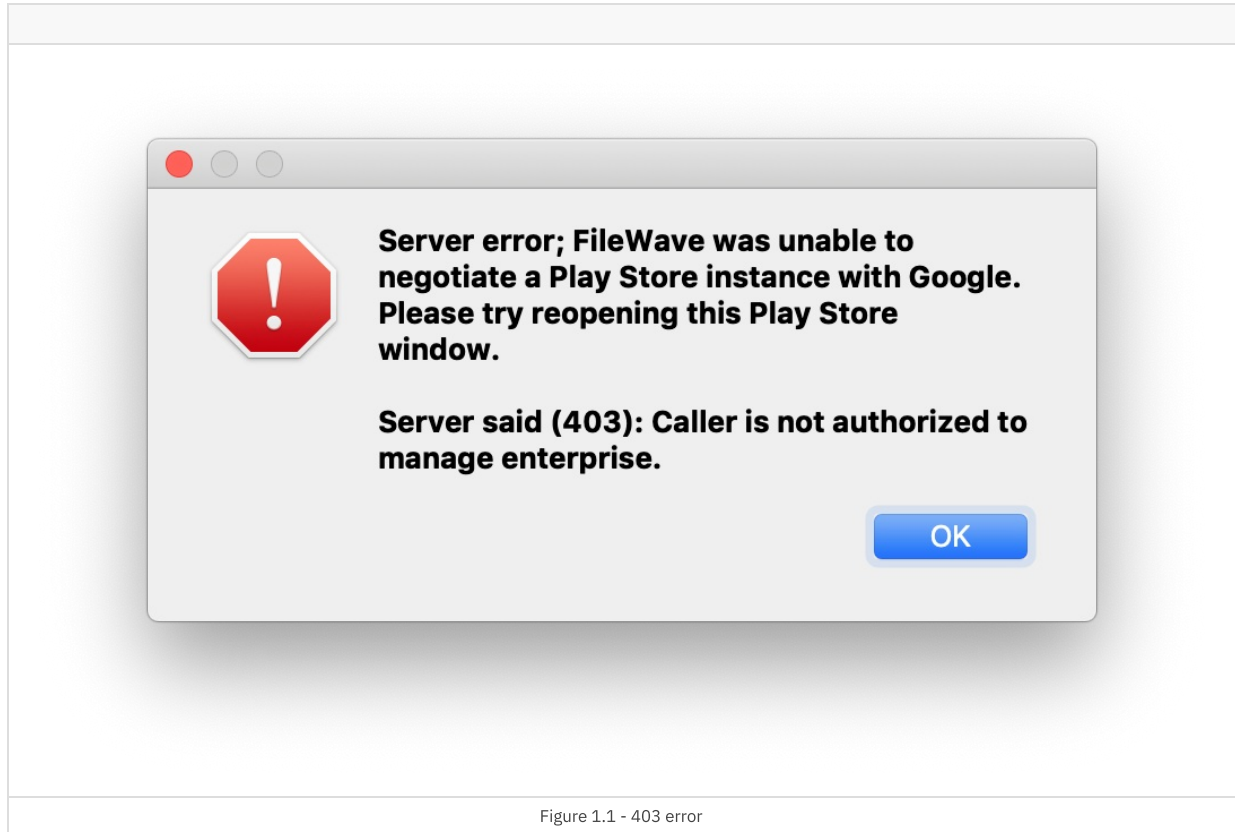
Issue	Notes	Reference
You cannot put the FileWave Client APK on an EMM enrolled device		
Closing and reopening the Android signup window before completion will display the wrong Google Org Name	FileWave hopes to implement in future release	GOOG-187
No Command History in device details	FileWave hopes to implement in future release	
The Serial Number I see in FileWave does not match the Serial Number I see on the device.	Some devices (Predominately Samsung) have two serial numbers, to see these on the device: Settings > Google > Device Policy > ⋮ (vertical ellipse) > Device Details. Scroll to the bottom to see the serials.	

# Google Play Store Errors

## Android EMM Google Play store errors

If you see a 403 error (Figure 1.1):

Server error; FileWave was unable to negotiate a Play Store instance with Google.  
Please try reopening this Play Store window.  
Server said (403): Caller is not authorized to manage enterprise.



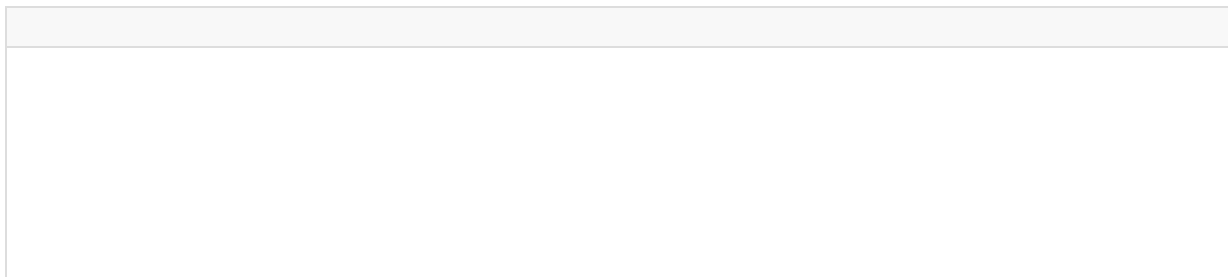
Check your admin permissions by [Managing FileWave Administrators](#). If you keep seeing the error after checking permissions wait a while before opening the Google Window again. Opening it too much will disable your EMM connection and you might start seeing the 500 error below.

If you see a 500 error (Figure 1.2):

Server error; FileWave was unable to negotiate a Play Store instance with Google.  
Please try reopening this Play Store window.  
  
Server said (500): Problem with Android EMM enterprise; Please check your FileWave Dashboard.

Then your EMM may be disabled, check the dashboard for errors and then check your enterprise status Admin → Preferences → Google → Configure Service Account.

Then select "Re-Enable Enterprise" (Figure 1.3):



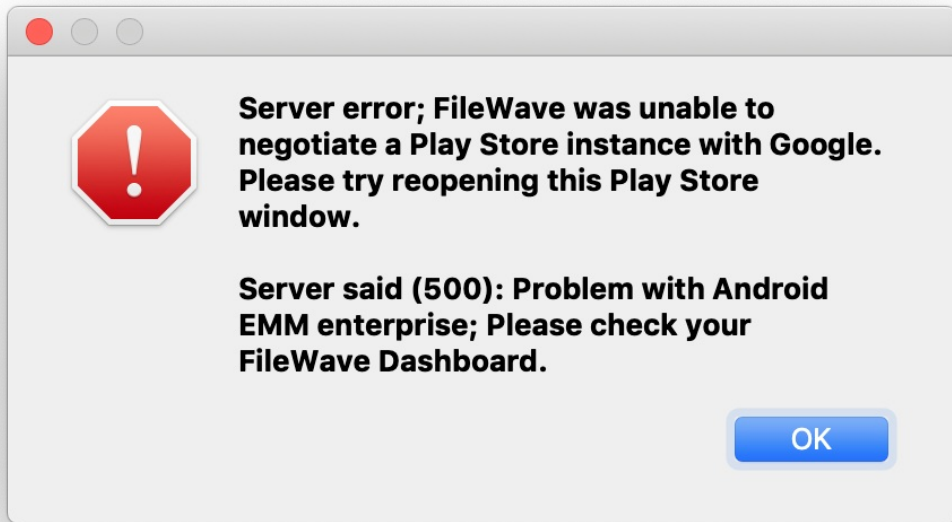


Figure 1.2 - 500 error

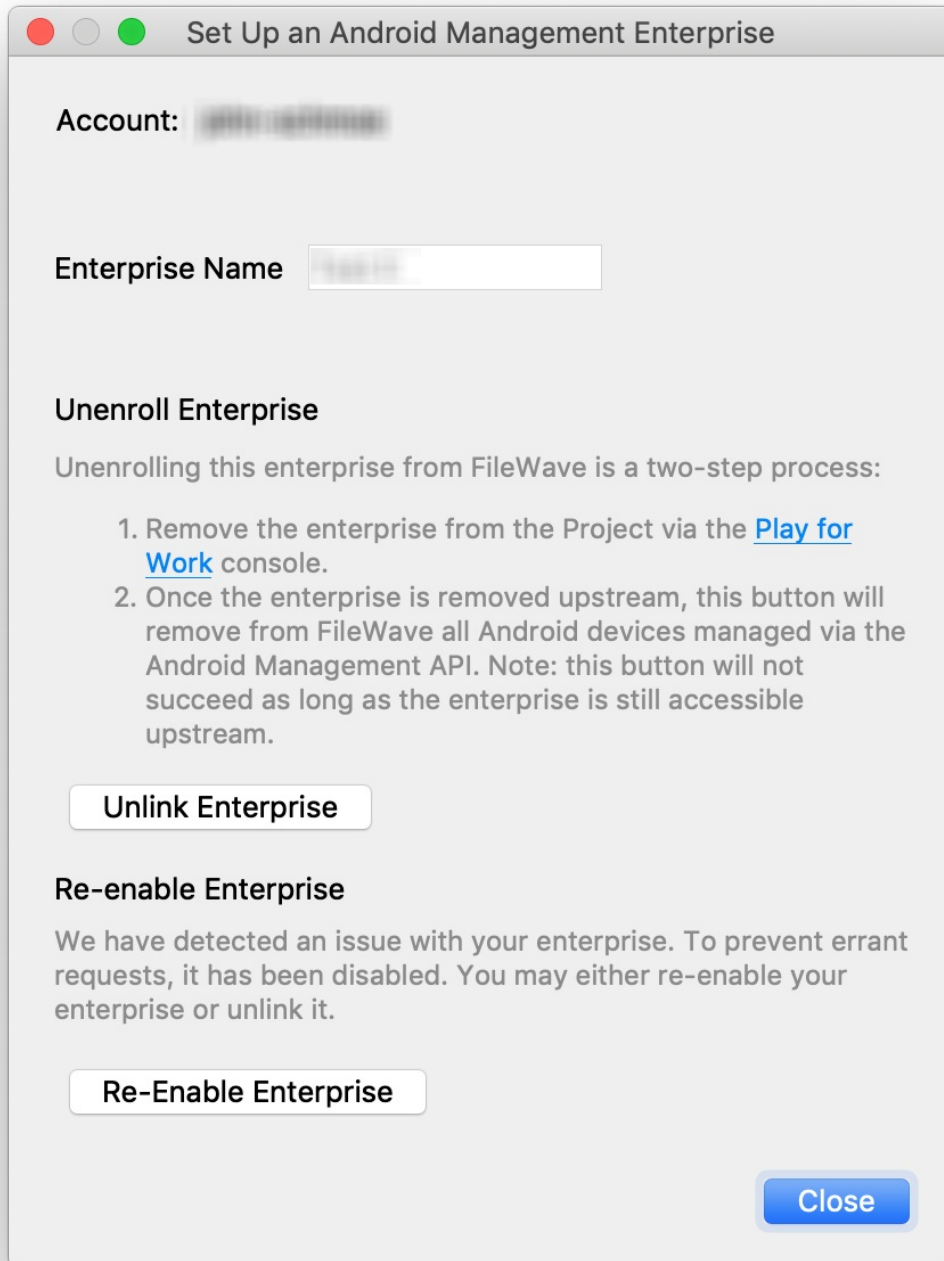



Figure 1.3 - Store has been disabled

## Android 500 device limit on enrollment

 This article will be updated as we find out more information. Last updated: December 19, 2024

### What

Google's [Permissible Usage](#) page has updated from no explicit maximum number of devices per project (it was a soft 1000 prior, referenced below) to now topping out at 500 devices. In addition, the [Android Enterprise features list \(requirements\)](#) has additionally been updated from the prior 1000 devices to reflect the updated quota.

# When/Why

In the past this quota was not automatically enforced, and the number of devices in the documented limit for an unverified AMAPI solution was 1000 although not ever seen to be enforced. FileWave is a validated partner however as you can see:

<https://androidenterprisepartners.withgoogle.com/provider/#!/5163783169245184> It was discovered on December 16, 2024 that there is a 500 device limit being enforced suddenly.

The AMAPI API now enforces this quota, which wasn't the case before. The addition of two new events returned to project administrators via a `UsageLogEvent`, which is a collection of various events logged on devices from the use of ADB to power on/off, external media mounting, and so on, suggest the API itself has the limits baked right in:

```
"MAX_DEVICES_REGISTRATION_QUOTA_WARNING",  
"MAX_DEVICES_REGISTRATION_QUOTA_EXHAUSTED"
```

## How

Despite the addition of these new, actively enforced quotas, it remains possible to request a higher limit on a case by case basis. Google now provide a form to - amongst other things - "respond to a quota limit":

Updated Dec 18, 2024: You can create a support case with [Customer Technical Support](#) and then we will ask Google to adjust the limit. FileWave is investigating what the longer term solution is for this with Google. Google is aware that FileWave is a validated partner ( <https://androidenterprisepartners.withgoogle.com/provider/#!/5163783169245184> ) so this issue appears on the surface to be an error on Google's part that they are enforcing a lower limit, but we are investigating.

## Related Content

- <https://bayton.org/blog/2024/03/amapi-permissible-usage/>
- <https://goo.gle/android-enterprise-response>
- <https://androidenterprisepartners.withgoogle.com/provider/#!/5163783169245184>