

Android EMM Known Issues and Historical Notes

i Version context. This table includes current Android Enterprise constraints alongside older FileWave EMM incidents and resolved-version notes. Use the version and ticket references in each row before applying an old workaround to a current environment.

Functionality and enrollment

Issue	Notes	Reference
Enrollment of more than 500 devices is blocked by Google's API	https://bayton.org/blog/2024/03/amapi-permissible-usage/ 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: https://goo.gle/android-enterprise-response that can request that Google raise this limit for your account.	
Cannot 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 a device without removing it from FileWave does not restore previous assignments	FileWave hopes to implement in future release	GOOG-216
Compliance policy breaks model update Error at model update: <pre>[ERROR] 2019-06-07 15:50:56,075 (exception): Internal Server Error: /android/emm/process_pending_emm_calls/
Traceback (most recent call last): [...]googleapi-client.errors.HttpError: <HttpError 400 when requesting https://androidmanagement.googleapis.com/v1/</pre>	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. For this historical issue, eligible EMM program participants could request the patch through Feedback Portal: Question .	

Issue	Notes	Reference
enterprises/LC01d4gn82/policies/default?alt=json returned "complianceRules are deprecated. Use policyEnforcementRules instead."		
Default Apps removed after enrolment	Google standard behaviour is to remove default, installed apps on enrolment. Workaround available in 15.3+ GUI option to follow in a future update.	GOOG-965

Interface and device-detail 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, predominantly Samsung models, report two serial numbers. On the device, open Settings > Google > Device Policy > ⋮ > Device Details, then scroll to the bottom to review both serial numbers.	

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