

Android EMM Known Issues

Functionality

| 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. | |
| 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: <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 Feedback Portal : Question (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. Workaround available in 15.3+ 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. | |

