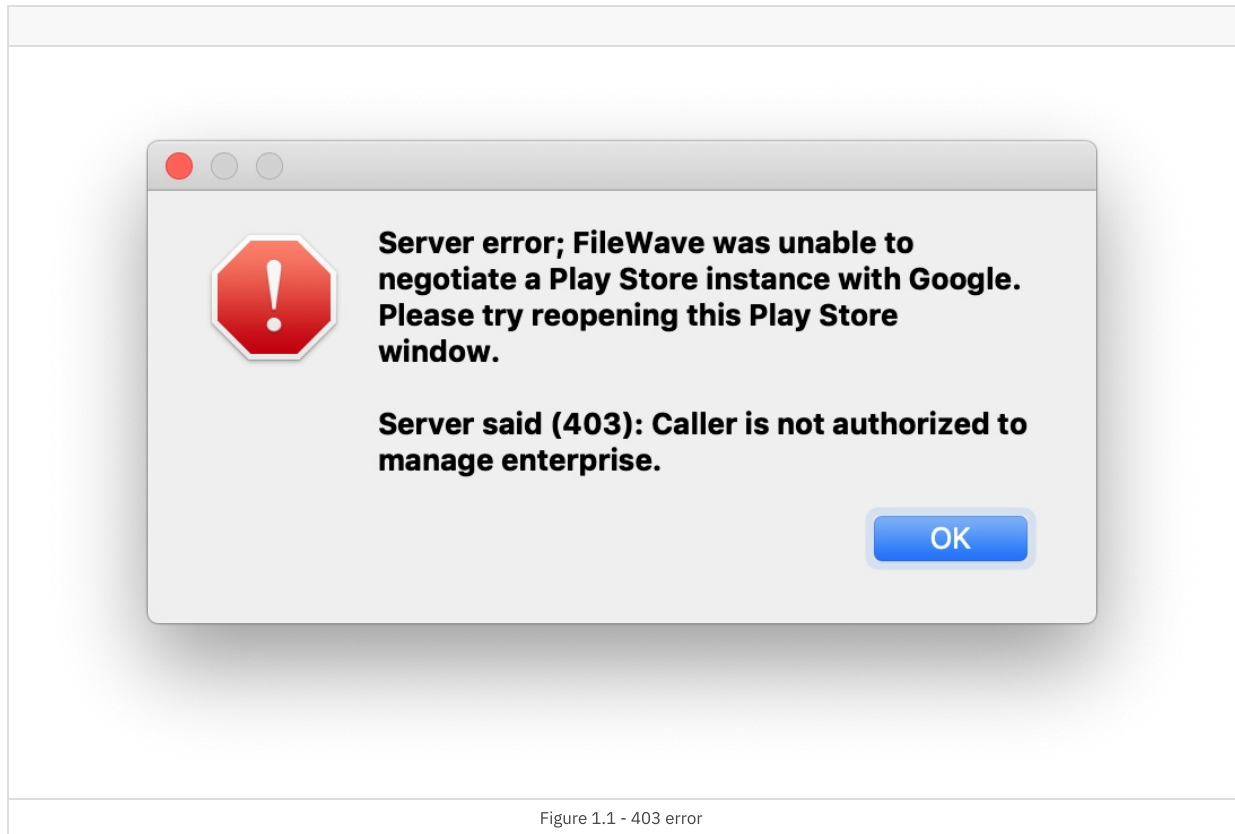


# Google Play Store Errors

## 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.



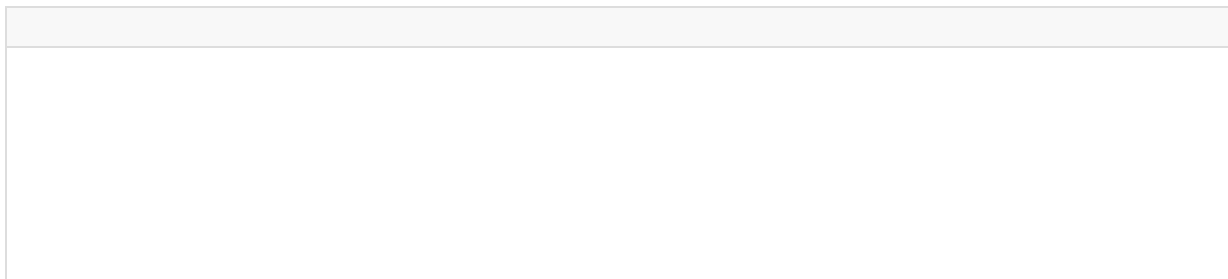
Check your admin permissions by [Managing FileWave Administrators](#). If you keep seeing the error after checking permissions wait a while before opening the Google Window again. Opening it too much will disable your EMM connection and you might start seeing the 500 error below.

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):



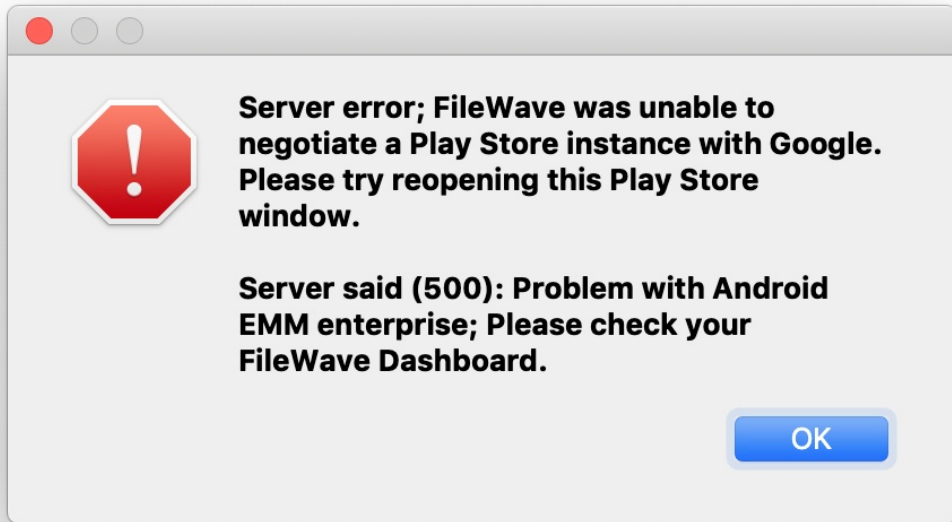


Figure 1.2 - 500 error

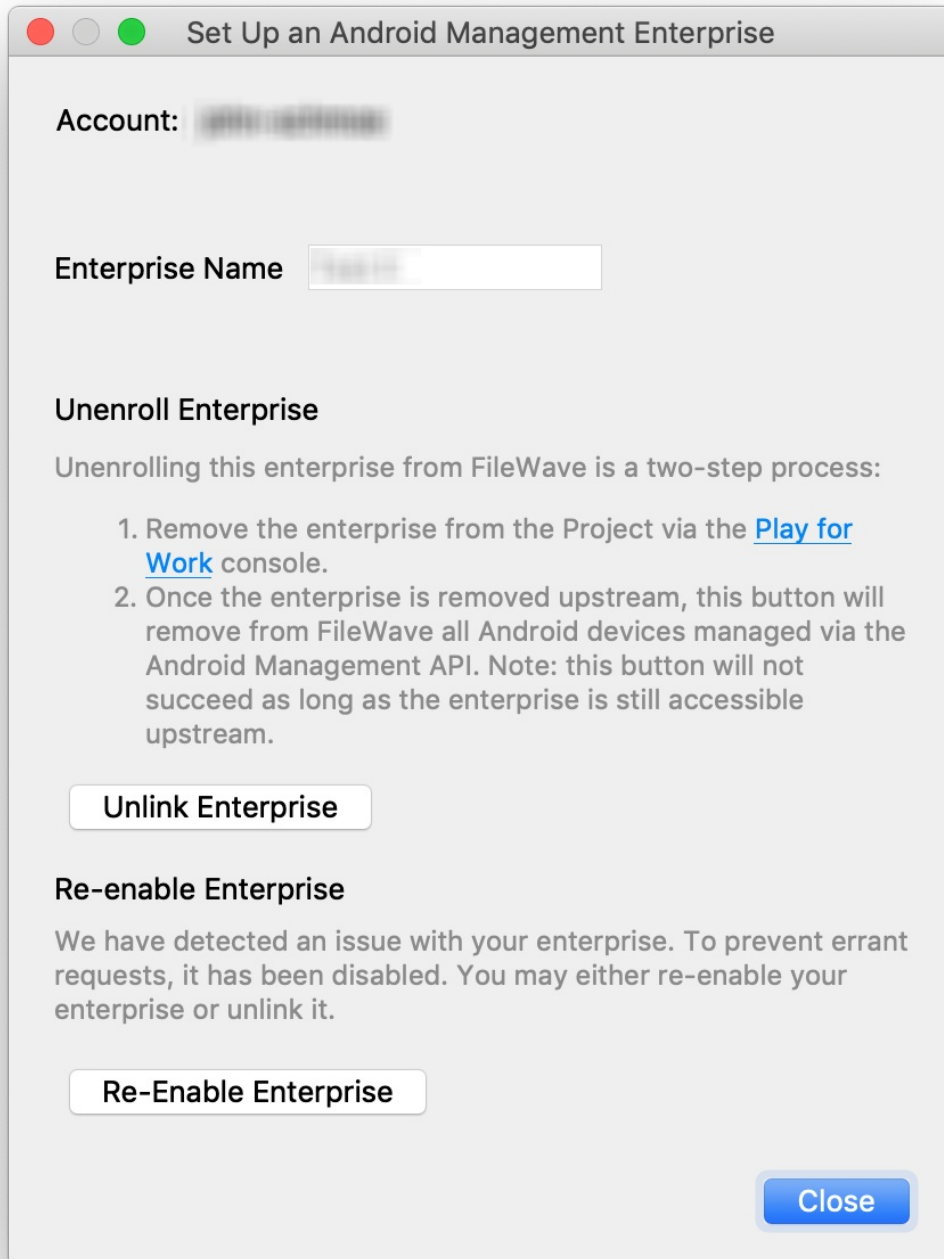


Figure 1.3 - Store has been disabled

🔄Revision #3

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