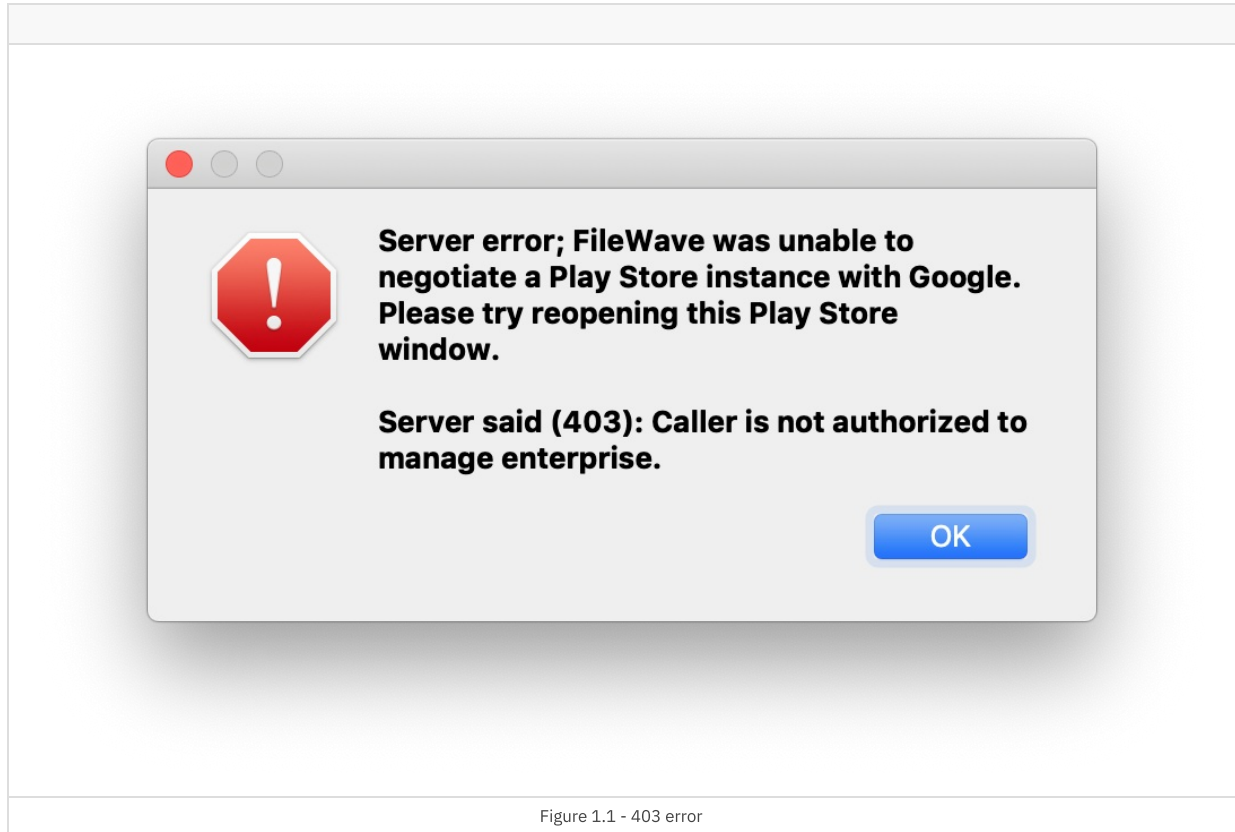# Google Play Store Errors

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.
```
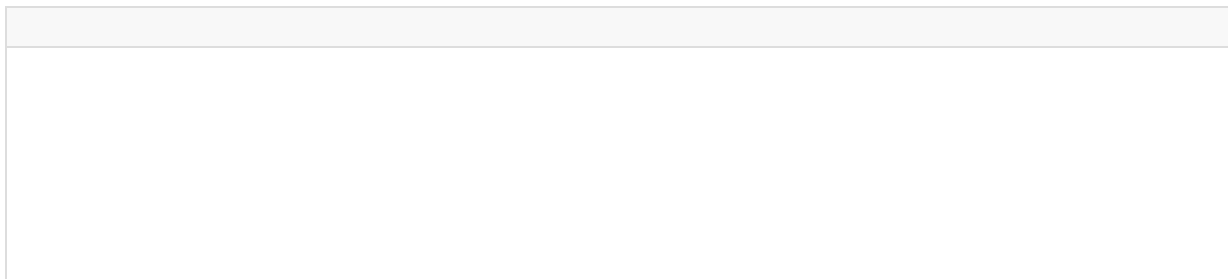

Figure 1.1 - 403 error

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.

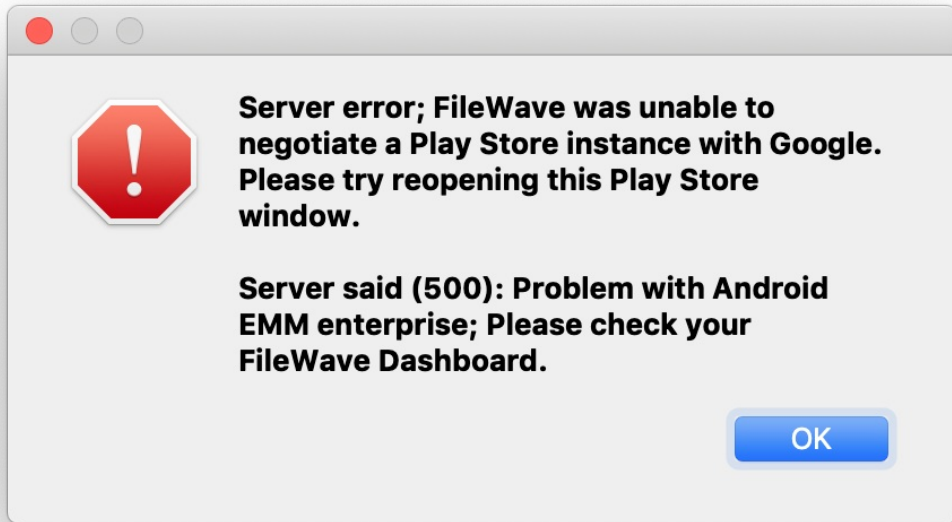Then select "Re-Enable Enterprise" (Figure 1.3):
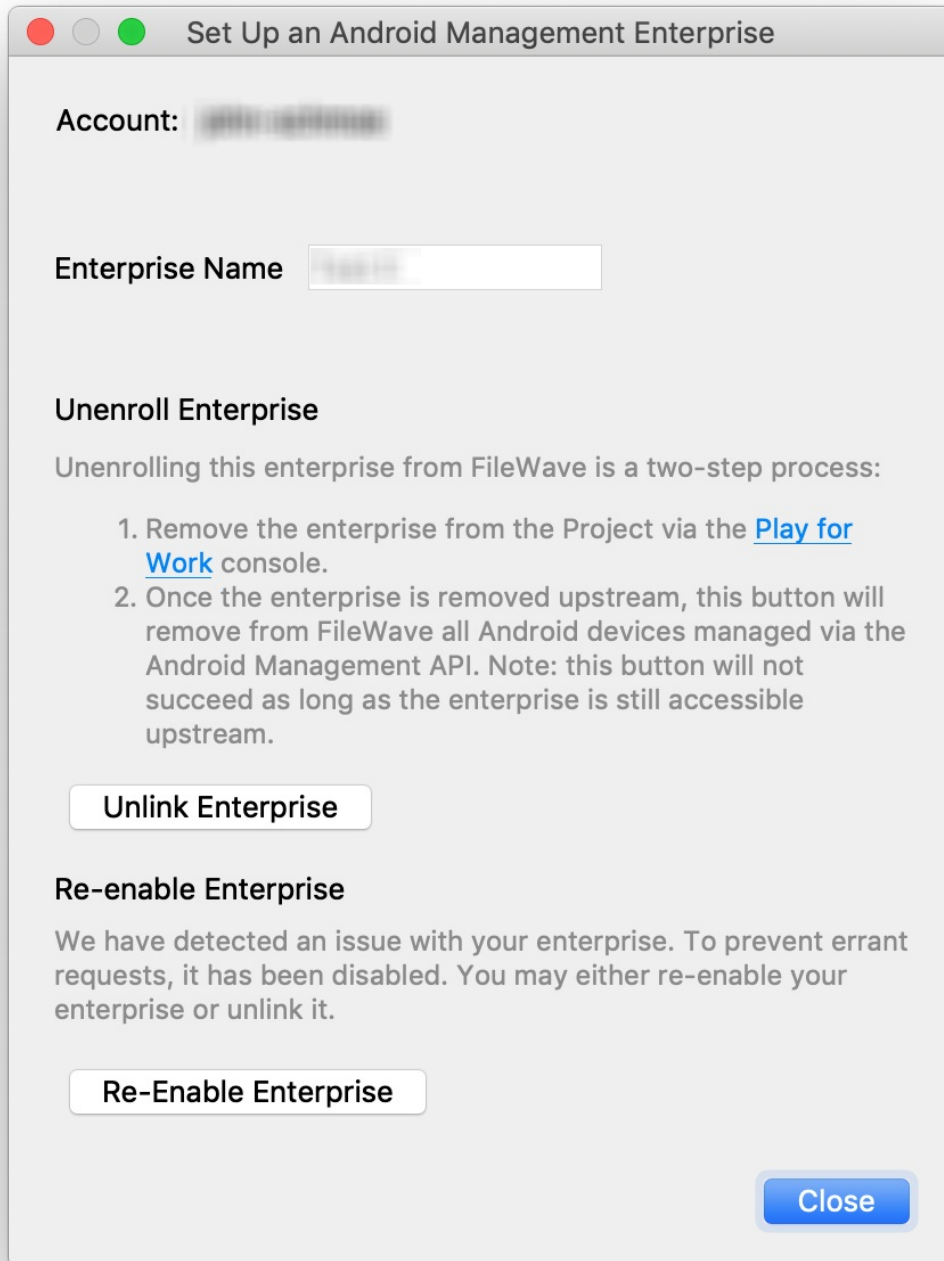
Figure 1.2 - 500 error

Set Up an Android Management Enterprise

Account: [blurred]

Enterprise Name [blurred]

Unenroll Enterprise

Unenrolling this enterprise from FileWave is a two-step process:

1. Remove the enterprise from the Project via the **Play for Work** console.
2. Once the enterprise is removed upstream, this button will remove from FileWave all Android devices managed via the Android Management API. Note: this button will not succeed as long as the enterprise is still accessible upstream.

Unlink Enterprise

Re-enable Enterprise

We have detected an issue with your enterprise. To prevent errant requests, it has been disabled. You may either re-enable your enterprise or unlink it.

Re-Enable Enterprise

Close

Figure 1.3 - Store has been disabled

Revision #3
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