


Android EMM Known Issues

Functionality

Issue	Notes	Reference
Can not import or create placeholders	FileWave hopes to implement in future release	
Devices do not show in smart groups	FIXED: FW v 13.2	
No paid app distribution (AKA group license purchases)	Paid apps not currently implemented in Google API	
Free Disk Space inaccurate	FileWave hopes to implement in future release	GOOG-194
Fileset Report - Empty	FIXED: FW v 13.2	GOOG-219
Wiping device, but not removing from FW does not get previous associations	FileWave hopes to implement in future release	GOOG-216
Automatic add of mobile device does not add EMM Android	FileWave hopes to implement in future release FIXED: FW v 13.2	GOOG-175
Wipe a device with WiFi off creates duplicate devices	FIXED: FW v 13.2	GOOG-163
Devices are hidden (or show and then hide) in the new mobile UI	Workaround: Change sorting (e.g. by time or model). Code fix already in future release. FIXED: FW v 13.2	GOOG-254
Compliance policy breaks model update	Google API was suddenly changed. Code fix already in future release.	
<p>Error at model update</p> <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.HttpError: <HttpError 400 when requesting https://androidmanagement.googleapis.com/v1/enterprises/LC01d4gn82/policies/default?alt=json returned "complianceRules are deprecated. Use policyEnforcementRules instead."></pre>	 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)	

Minor (Aesthetics) Issues

Issue	Notes	Reference
Device status can not be changed from "Not Tracked"	Geolocation not currently implemented in Google API	FB-40
You cannot put the FileWave Client APK on an EMM enrolled device		
Fileset Status - delay between	Google API has its own unpublished timers	GOOG-199
Fileset Status - Does not show version	FileWave hopes to implement in future release	GOOG-196
Android Service preferences window sometimes cuts txt	FileWave hopes to implement in future release FIXED: FW v 13.2	GOOG-184

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	FB-42
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.	