

Device Function Policy

Troubleshooting for Device function policies

"Location is on although the policy did not set it"

A new Device Function policy starts with **Location Mode** set to **LocationEnforced**, and a device group without a Device Function policy enforces location as well, so devices can report their position for the device map. Set **Location Mode** to **LocationUserChoice** or **LocationDisabled** if the group must not enforce location.

"Device function policy with this name already exists in this enterprise"

Choose a different **Description Name**.

"Cannot delete device function policy because it is used in configuration"

Remove the policy from every device group that uses it, then delete it again.

"A device ignores a setting"

Check the device type and Android version: **Microphone Access** and **Network Reset Disabled** only work on fully managed devices, **PrintingDisallowed** needs Android 9 or later, and enforcing **Location Mode** on a work profile (Android 11 or later) requires the user to change the setting themselves.

"The screen still turns off while charging"

Check that the right power source is selected in **Stay On Plugged Mode** — AC, USB and wireless charging are controlled separately.

"Devices in this group are not on the map"

Check that **Location Mode** is **LocationEnforced** (or the group has no Device Function policy), that the devices run KMM Client `v0.6.0 (40)` or newer, and request a fresh position from the device page.