

Device Groups

Troubleshooting for Device groups

"Device group name cannot start with system reserved prefix 'initial_'."

The prefix is reserved for the automatically created initial setup groups. Choose another name.

"Group name can only contain ASCII letters (a-z, A-Z), numbers (0-9), hyphens, and underscores."

Remove spaces and special characters from the **Name ID**.

"Group cannot be deleted while it has devices assigned"

Open the group, select the devices under **Group devices** and remove them with **Remove selected from group**, then delete the group.

"Default group cannot be deleted" or "Cannot delete devices from the default group"

The default group is the fallback for devices removed from other groups, so it must always exist and keeps its devices. Move a device onward by enrolling it into another group.

"Setup Action '...' requires an application with install type 'REQUIRED_FOR_SETUP'."

The Interaction policy's setup action launches an app that is not delivered with install type **RequiredForSetup** in this group. Adjust the app's Application policy or the setup action.

"Only one kiosk application is allowed." or "Only kiosk custom launcher or application role kiosk can apply"

The group has more than one kiosk. Keep a single Application policy with the **Kiosk** role, or the kiosk custom launcher alone.

"The group keeps going Out of Sync"

That is how policy edits reach devices: changing any policy or managed configuration the group uses marks it Out of Sync. Select the sync icon to push the changes.

To see **Out of Sync** groups use the **Out of Sync** filter on the device group list, or the **Out of Sync** card on the dashboard, to see every group that needs a sync.

"Tasks for a published group show Open or Pending for a long time"

Devices that are not connected receive their tasks when they connect. The task stays Open until then instead of failing. Check the device's **Client connection** dot; if it is red, work through the connectivity checklist in the FAQ.

"Use Security service can't be switched on"

It requires **Use Client** to be on. The two switches sit side by side; the question mark beside each explains what it installs.

"Devices got the wrong apps or files after publish"

Fixed in 1.6.0: devices always receive the apps and files of their own group and enterprise, and each task is sent once. If an older publish left a device in that state, publish the group again.

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