

Interaction Policy

Troubleshooting for Interaction Policies

"Interaction policy with this name already exists in this enterprise"

Choose a different **Description Name**.

"If any kiosk setting is set, then all kiosk settings must be set to a value other than 'Unspecified'."

Fill in every Kiosk dropdown, or use **Clear Kiosk settings** to reset them all.

"Kiosk status bar 'NotificationsAndSystemInfoEnabled' requires kiosk system navigation to be either 'NavigationEnabled' or 'HomeButtonOnly'."

Showing notifications needs a working home button — change **Kiosk system navigation** accordingly.

"Screen brightness mode must be either 'Automatic' or 'Fixed' when screen brightness is set."

Either clear **Screen brightness %** or choose an enforcing brightness mode.

"Screen timeout must be set when mode is SCREEN_TIMEOUT_ENFORCED" or "When screen timeout is set, mode must be SCREEN_TIMEOUT_ENFORCED"

Screen timeout and **ScreenTimeoutEnforced** belong together: set both or neither.

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

This appears when saving a device group: the app launched by the setup action must be in the same device group with install type **RequiredForSetup**. Adjust the app's Application policy or the

setup action.

"Cannot delete interaction policy because it is used in configuration"

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

The setup action does not run on devices

If the device group contains the device management client app, the policy's setup action is replaced with the system's own client-launch action. Check also that the launch app is delivered with install type **RequiredForSetup**.

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