

Network And Connectivity Policy

Troubleshooting for Network and connectivity policies

Network and connectivity policy with this name already exists in this enterprise

Choose a different **Description Name**.

PAC URI cannot be configured when direct proxy settings are enabled

Clear either **Proxy PAC URL** or the **Proxy Host / Port / Exclusion List** fields.

At least one SSID must be specified if Wi-Fi allowlist is enabled

Add at least one name under **Wifi SSIDs**, or change **Wifi SSID Policy Type**.

SSIDs must not be specified if Wi-Fi policy type is Unspecified

Remove the names from **Wifi SSIDs** or choose a policy type.

A passphrase is required when any security type other than 'None' is selected

Enter a **Passphrase** for WepPsk, WpaPsk or Wep8021x networks.

Passphrase is not required if security type is WPA-EAP, WPA3-Enterprise_192 or Unspecified

Clear the **Passphrase** for that configuration.

WEP PSK must be 10 or 26 characters

Enter the WEP key in its 10- or 26-character hexadecimal form.

Enterprise Wi-Fi requires at least one domain suffix. / Invalid domain suffix: ...

Fill in **EAP Domain Suffix Match** with comma-separated domain names that each contain a dot.

WPA-EAP or WPA3-Enterprise_192 must contain: EAP Outer, Identity, Server CA Ref, Client Cert Type, Client Cert Ref and Network Certificates

Fill in all EAP fields and add at least one certificate, or choose a personal security type.

Cannot delete network and connectivity 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 **Min Android** column against the device's Android version, and make sure the device is company-owned. Most Network Access and Wi-Fi Policies settings do not apply to personally owned devices.

Devices lost their Wi-Fi networks after the policy was applied

Configure Wifi = DisallowConfiguringWifi removes all networks from a fully managed device except those under **Network Configurations**. Add the needed networks there, or turn on **Escape Hatch Enabled** so users can reconnect.

An enterprise (EAP) network does not connect

Enterprise Wi-Fi is not yet delivered to devices in the current release. Use a personal network for now.

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