

Security Policy

Troubleshooting help for Security policies

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

Choose a different **Description Name**.

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

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

Devices have no lock screen

Lockscreen disabled is **Yes** by default in a new policy. Open the policy and switch it to **No**.

The minimum character fields have no effect

Minimum letters, **Minimum lower case**, **Minimum non letter**, **Minimum numeric**, **Minimum symbol** and **Minimum upper case** only apply when **Quality** is **Complex**. **Minimum length** also applies to the other password-based qualities.

Devices lost their Wi-Fi networks

Turning **Common criteria mode** off after it was enabled can remove the user-configured Wi-Fi networks on the device. Push the needed networks through a Network and Connectivity policy.

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