

System Update Policy

Troubleshooting for System update policy

"System update policy with this name already exists in this enterprise"

Choose a different **Description Name**.

"Windowed update type requires start and end minutes to be set"

Fill in **Start Minutes** and **End Minutes** (0–1439), or choose another **Update Type**.

"Start and end minutes can only be set if update type is Windowed"

Clear **Start Minutes** and **End Minutes**, or switch the **Update Type** to **Windowed**.

"Invalid: Start date for month" or "Invalid: End date for month"

A freeze period date does not exist — check that the day fits the month (months 1–12, days 1–31).

"Freeze period must not exceed 90 days"

Shorten the freeze period.

"Freeze periods must not overlap" or "Each freeze period must be separated by at least 60 days."

Adjust the freeze period dates so the periods are apart from each other.

"Cannot delete system update policy because it is used in configuration"

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

Updates install even though a freeze period is active

Freeze periods require an **Update Type** other than **Unspecified**. Set the type to Automatic, Windowed or Postpone.

Google Play system updates wait for a reboot

Google Play system updates (Mainline updates) are downloaded automatically but are only installed when the device reboots.

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