

Changes to Password Expiration and Camera policies may not affect Android devices with a native ActiveSync account

Devices Affected

The Password Expiration setting on the ZENworks Mobile Management server will sync to Android devices running OS 3.0 or greater and the ZENworks Mobile Management device app.

The Allow/Disallow Camera setting on the ZENworks Mobile Management server will sync to Android devices running OS 4.0 or greater and the ZENworks Mobile Management device app.

Behavior

On Android devices that use the native ActiveSync protocol, changes to these policies may not be implemented on the device as expected, since the device settings will take precedence over changes made to these policies on the server. This is not an issue on devices that use the TouchDown application.

- ♦ At initial setup of the ActiveSync account, the settings from the server are implemented on the device.

- ♦ If the Password Expiration is disabled at setup, but subsequently enabled, the change is implemented on the device.
- ♦ If the Password Expiration is enabled at setup, but subsequently disabled or number of expiration days are altered, the change is not implemented on the device.
- ♦ If the Allow Camera is disabled at setup, but subsequently enabled, the change is implemented on the device.
- ♦ If the Allow Camera is enabled at setup, but subsequently disabled, the change is not implemented on the device.

Remedy

A remedy for this is to remove the ActiveSync account from the device and recreate it, so that settings from the server are implemented.

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