

BYOD Troubleshooting

I was able to enroll into AirWatch and received AirWatch profiles but was not able to connect to CNUSD-BYOD.

***Check date/time on device.**

Error message when trying to enroll using windows store AirWatch Agent "You do not have the right privileges to perform this operation. Please talk to your admin."

***The account that the user is logged into does not have admin level access on the device, user will need admin privileges to enroll device.**

Error trying to install .NET framework

***Not compatible with Windows S, [enroll using AirWatch Agent App from Windows Store](#)**

Enrolled successfully but is not able to browse the web

***Device did not have enough time to receive wireless profiles, could take anywhere from 3-10 minutes for Windows profiles to generate certificate and install. If certificates and profiles are installed, check DNS settings on wireless adapter.**

Error message: Your account is not allowed to enroll

***RUP not signed, [learn how to update your Responsible Use Policy status](#)**