WeGuard® Support

Device Enrollment - What to do when the device doesn't provision itself out of the box?

Hello and Welcome to WeGuard Knowledge-base Series.

In this KB article, We will explain the steps to follow when the device doesn't provision itself out of the box.

First, check that the device is registered for zero-touch enrollment using the portal. Find the device using the hardware identifier, such as the IMEI number. If you don't find the device, contact the device reseller and ask them to register the device.

Next, confirm that you applied a configuration to the device. Find the device using the portal, and check that the Configuration column of the table isn't listed as *No config*. Devices without a configuration aren't provisioned through zero-touch enrollment and boot unmanaged.

If you make either of the changes above, you'll need to factory reset the device so that zero-touch enrollment provisions it.

Finally, check that the device has a working data connection when it's being set up. Zero-touch enrollment needs a connection to Google servers. The connection can be ethernet, Wi-Fi, or cellular data. If you're using cellular data when roaming, note that the setup wizard blocks the use of roaming data by default.

If there's no data connection, or if the connection blocks traffic to Google servers, then the zero-touch enrollment flow is skipped. If zero-touch enrollment is skipped but the device has a configuration, then the device resets itself after the first connection to Google servers. The system warns the person using the device one hour before the reset.

We hope this article was useful. Thank you for reading.

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