Devices assigned to tenants are not displayed

Troubleshooting · https://manual.amnimo.com/en/docs/troubleshooting/devices-assigned-to-tenants-are-not-displayed/

If the tenant to which the device is assigned has been changed in the Service Management Portal, The assigned device may not display correctly on the device management system of the tenant to which it is assigned.

If this function is used at that time, the device list will be repaired and the device will be displayed correctly.

Note that the tenant to be repaired is the executed device management system tenant and all its sub-tenants.

Device List Repair Procedure

The following example illustrates the procedure for repairing the device list.

Case:
Although a device is assigned to tenant name "Technical Support 1", it appears as if the device is assigned to tenant name "Technical Support 2".

1. In the device list, click on the device list repair icon .

2. [Click Repair.

3. The device list will be repaired and the correct tenant name will appear.