



Samsung Knox and Android 10

Critical Issue Advisory

Samsung devices enter recovery mode after Knox users upgrade wirelessly to Android 11 using Firmware Over The Air (FOTA)

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Samsung devices enter recovery mode after Knox users upgrade wirelessly to Android 11 using Firmware Over The Air (FOTA)

Summary

After Samsung Knox users upgrade wirelessly to Android 11 (using FOTA), their devices enter recovery mode. While in recovery mode, the devices do not work normally and require a factory reset.

Impact

This issue affects users in the following configuration:

- The user's device is a Samsung S10, A50, or A60. For more information, refer to [the information](#) from Samsung.
- The user has upgraded wirelessly to Android 11 using FOTA
- The user's device was activated using the Work and personal-user privacy (Samsung Knox) or Work and personal-full control (Samsung Knox) activation types

Note: This issue does not affect devices that were activated using the Android Enterprise activation types.

Workaround

You must perform a factory reset on the affected devices. For more information about performing a factory reset while in recovery mode, refer to steps 4-8 in [this Samsung article](#).

Administrators can control the device software releases that are installed on Samsung Knox devices, if they are being managed by BlackBerry UEM. For more information, refer to the [BlackBerry UEM Administration Guide](#).

Resolution

Samsung is releasing a fix for this issue in late May 2021.

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