



BlackBerry UEM

Critical Issue Advisory

The end of service for Samsung KNOX E-FOTA for MDM devices is July 31, 2022

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Summary

Knox Enterprise Firmware Over-the-Air (E-FOTA) is a Samsung-operated software distribution service. It delivers app updates, bug fixes, firmware updates, and security patches to Samsung devices that are running the Android operating system. MDM administrators can use E-FOTA to control the deployment of these updates to their enterprise devices.

Samsung is ending its E-FOTA service on MDM systems on July 31, 2022. For more information, refer to [the information](#) from Samsung.

Impact

Samsung has already released E-FOTA One, which is the replacement service for E-FOTA on MDM. E-FOTA on MDM customers must transition to using E-FOTA One before July 31, 2022, to avoid interruptions to service. Users that have not migrated by this date will no longer receive FOTA updates.

Resolution

For more information about the service transition from E-FOTA on MDM to E-FOTA One, refer to [the information](#) from Samsung.

For instructions on using E-FOTA One with BlackBerry UEM, visit support.blackberry.com/community to read article [69901](#).

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