



Critical Issue Advisory

If Allow Factory Reset is disabled in a KSP policy, Samsung devices might become unmanaged if device wipe command is sent from UEM

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If Allow Factory Reset is disabled in a KSP policy, Samsung devices might become unmanaged if device wipe command is sent from UEM (EMA-17549, EMM-151743)

Summary

Samsung devices that have a Knox Service Plugin (KSP) policy set to disable "Allow Factory Reset" will not stop BlackBerry UEM from attempting a device factory reset. The factory reset will fail and leave the devices orphaned from BlackBerry UEM with no way for customers to reset to factory defaults and no way to re-add the devices to BlackBerry UEM so that they can be managed.

Impact

Knox Service Plugin (KSP) is a Samsung solution that can be used to configure Samsung-specific features on devices that are enabled for Knox Platform for Enterprise (KPE). If a customer uses KSP to disable "Allow Factory Reset" on these devices but later sends a wipe command from BlackBerry UEM to the same devices, the devices will be disconnected from BlackBerry UEM and they will not perform a factory reset. While in this state, the devices cannot be re-added to BlackBerry UEM and the factory reset cannot be performed because the devices remain restricted. The devices would have to be sent to an official Samsung Repair Center to be reset. This is an issue that Samsung has documented on their website. For more information, visit <https://docs.samsungknox.com/admin/knox-service-plugin/kbas> to read article 844.

Samsung devices with the following activation types are impacted by this issue:

- Work and personal - full control (Android Enterprise fully managed device with work profile)
- Work space only (Android Enterprise fully managed device)
- Work space only (Samsung Knox)
- Work and personal - full control (Samsung Knox)

Samsung devices enrolled in Knox Manage don't encounter this issue because Knox Manage checks the KSP configuration before it proceeds with a factory reset.

Resolution

UEM administrators should ensure that the "Allow Factory Reset" policy is set to Enable before they send a wipe command to Samsung devices that are enabled for KPE. For more information, visit support.blackberry.com/community to read article 107388.

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