



BlackBerry UEM

Critical Issue Advisory

Administrators will be unable to manage software updates on some Samsung devices until they are deregistered from Samsung's E-FOTA infrastructure after July 31, 2022

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Summary

The end of service date for Samsung KNOX E-FOTA is July 31, 2022. If you have set a Samsung device firmware rule in your organization's device SR requirements profile for your organization's Samsung devices, you will not be able to manage software updates for those devices until they have been deregistered from Samsung's E-FOTA infrastructure.

Impact

Administrators will be unable to manage software updates on some Samsung devices after July 31, 2022.

Workaround

In the BlackBerry UEM console, send an empty device SR requirements profile to the affected users. Using an empty device SR requirements profile overwrites the affected profile and triggers the necessary changes to be sent to Samsung's infrastructure to deregister the devices from Samsung's E-FOTA servers. For more information about configuring a device SR requirements profile, refer to the [Controlling the software updates that are installed on devices](#) and [Create a device SR requirements profile for Samsung Knox devices](#) topics in the UEM Administration Guide.

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