

# ESET Tech Center

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## How to resolve "Trusted SIM card" warning to unlock CDMA mobile devices

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<https://support.eset.com/kb6022>

### Issue

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ESET Endpoint Security for Android continually issues a "Trusted SIM card" warning and locks the device

You have a mobile device without a SIM card

### Solution


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To resolve the issue where a CDMA device receives the "Trusted SIM cards" warning, disable the "Trusted SIM cards" setting on the devices following the instructions below.

### Disable "trusted SIM cards" setting in ESET Remote Administrator

If you do not use ESET Remote Administrator to manage your network

[Perform these steps on individual client workstations](#)

1. Open ESET Remote Administrator Web Console (ERA Web Console) in your web browser and log in. [How do I open ERA Web Console?](#)
2. Click **Admin**  → **Policies** and then select the **Security Product for Android** policy that you want to modify.

3. Click **Policies** → **Edit**.
4. Expand **Settings**, click **Anti-Theft** and then expand the **Anti-Theft** section.
5. Click the slider bar next to **Enable trusted SIM cards** to disable and ensure the flag is set to **Apply** to overwrite any existing policies.
6. Click **Finish** to save your changes.



**Figure 1-1**

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## Disable "Trusted SIM cards" setting on individual devices

1. Open ESET Endpoint Security for Android. [How do I open my ESET product?](#)
2. Tap **Anti-Theft**.



**Figure 2-1**

3. Tap the slider bar next to **Trusted SIM cards** to disable.



**Figure 2-2**

Tags  
Android  
ERA 6.x  
MDM