

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

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

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

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