

SIMs management

On Android devices, the Device editor provides a **SIMs management** panel to manage the SIMs and eSIM profiles installed on the device, to add or remove eSIM profiles, and to view the history of the eSIM commands sent to the device. This panel is available only for Android devices.

SIM information is reported by fully managed devices when **Network info** reporting is enabled in the device policy (this option is always enabled by Cerberus Enterprise). See the [Status reporting](#) page.

Device EID

The EID (eUICC Identifier) identifies the eSIM hardware of the device. Carriers use it to bind eSIM profiles to the device, so retrieving it is usually the first step of an eSIM provisioning workflow.

- **Company-owned devices** (Android 13 and above): the EID is reported automatically with the device status and no user interaction is required.
- **Personally-owned devices** (Android 13 and above): use the **Request EID** button. The user will see a notification on the device asking to share the EID, and can approve or decline the request. The EID is shown only if the user approves. While the request is pending, the button remains disabled.

Sending an EID request shows a confirmation dialog first, because the user will see a notification on the device.

Installed SIMs

The **Installed SIMs** table lists the SIMs currently known for the device, including physical SIMs and eSIM profiles. On personally-owned devices, eSIM profiles installed with the **Add eSIM** command are shown even when the device does not report SIM information.

- **Carrier:** the carrier name associated with the SIM (when reported).
- **Phone number:** the phone number associated with the SIM (when reported).
- **ICCID:** the Integrated Circuit Card Identifier of the SIM.

- **Activation state:** whether the eSIM is activated or not. Reported only for eSIMs on Android 15 and above.
- **Configuration mode:** whether the eSIM was configured by an administrator or by the user. Reported only for eSIMs on Android 15 and above.
- **SIM type:** shows whether the device reports the entry as an eSIM.

eSIMs with an ongoing or executed (not failed) removal command show a temporary **Removing** activation state. The entry disappears from the list when the device reports the updated SIM list. While a removal is in progress, the remove button is not available, to avoid sending the same command twice.

Remove eSIM

Use the remove button next to an installed eSIM to remove its profile from the device. A confirmation dialog asks you to confirm the ICCID of the eSIM to be removed before the command is sent. Removing an eSIM is supported on Android 15 and above.

Add eSIM

The **Add eSIM** section installs a new eSIM profile on the device (supported on Android 15 and above). It requires:

- **Validity:** how long the command is valid if it cannot be executed immediately.
- **Activation code:** the activation code for the eSIM profile, provided by the carrier. You can enter the full code, or only the SM-DP+ address to let the device discover a profile the carrier already linked to its EID.
- **Activation state:** whether the eSIM profile should be activated automatically after download, or left not activated for manual activation by the user.

Command history

Below the Add eSIM section, the panel shows the history of the eSIM commands sent to the device: **Add eSIM**, **Remove eSIM**, and **Request EID**. The table is sortable and supports pagination. Some rows can be expanded to view the command parameters (for example the activation code or the ICCID) and the execution status, including the eSIM error details when an operation fails on the device.

- **Creation date**
- **Command**

- **Validity**
- **Status**
- **Error:** shows the eSIM error status (for example *User denied*, *Invalid activation code*, or *ICCID not found*) when the command execution reports it.
- **Execution date**

Wipe eSIMs on wipe and disenroll

When you wipe the device from the Commands panel, the **Wipe eSIMs** flag controls whether eSIM profiles are removed with the wipe. On personally-owned devices with a work profile this flag is enabled by default (managed eSIMs are removed, personally-owned eSIMs are not affected). The same flag is available in the **Disenroll device** confirmation dialog.

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