SIMs management

The device page provides a **SIMs management** panel. On Android devices it manages the SIMs and eSIM profiles installed on the device, adds or removes eSIM profiles and shows the history of the eSIM commands sent to the device. On company-owned iPhones and cellular iPads it shows the SIMs and eSIM plans reported by the device and lets the device download the eSIM plans prepared by the carrier: see **iPhone and iPad** below.

> 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.

iPhone and iPad

The panel is shown for iPhones and for iPads that reported cellular data (a Wi-Fi-only iPad has none), only when the device is company-owned and isn't a User Enrollment. The device is asked for its cellular information with the device information: at enrollment, every day, with **Refresh device information**, when its ownership becomes company-owned, and a few minutes after **Refresh cellular plans**.

- **Device EID**: the EID reported with the SIMs, with a button to copy it for the carrier. If the device doesn't report it, the user finds it in Settings > General > About.
- **Reported**, **Data roaming**, **Personal Hotspot** and **Modem firmware**: when the device answered and the state it reported. Data roaming and Personal Hotspot can be changed with **Device settings** in the Commands panel, which shows the current state too.
- **SIMs**: one row per SIM or eSIM plan (dual SIM devices have two), with the slot as reported by the device, its label and its type (**eSIM** when the device reports the EID with it, **SIM card** otherwise), the carrier (the home carrier in a tooltip when the device is roaming on another network), phone number, ICCID, EID, IMEI, the SIM used for data and for calls, and roaming. An eSIM slot without a plan is shown greyed as **No plan**.
- **This device reported no SIM** means the device answered without any SIM; **No cellular information yet** means it hasn't answered yet: use **Refresh device information**.

> Phone numbers, ICCID, IMEI and EID identify the person and the line: they're never asked to personally-owned devices or User Enrollments. When a device becomes personally-owned, the information is removed at once and hidden in the results of the old device information commands in the command history. It isn't exported and isn't written in the system logs.

Refresh cellular plans

iPhone and iPad can't install an eSIM from an activation code. The carrier binds (reserves) the eSIM plan to the EID of the device on its eSIM server (SM-DP+) and gives you the address of that server; **Refresh cellular plans** then asks the device to download the plans waiting for it. The **Refresh cellular plans** button of the panel selects the command in the Commands panel, where you enter the **Carrier eSIM server URL**:

- **An https:// address**, sent as it is. Addresses with http://, a user name or password, or a # part aren't accepted.
- **A host name**, for example *smdp.carrier.example*, sent as https://smdp.carrier.example.
- **An LPA activation code** (LPA:1$server$code, the text of an eSIM QR code): only the server is used, because the command can't carry the code. The plan must be bound to the device EID by the carrier, otherwise the device finds nothing to download.

The device installs and activates the plan without asking the user, also when it isn't supervised. Success in the command history means the device accepted the request, not that a plan was installed: installing can take up to three minutes, and Cerberus Enterprise asks the device for its SIMs again about three minutes later, so the new plan appears in the panel. The errors 36001 (the device couldn't reach its cellular system), 36002 (no eSIM support) and 36003 (cellular system busy, try again later) are explained in the system logs. A plan downloaded once can't be downloaded again: if the installation fails, contact the carrier. The command is also available for several devices at once in the **Apple device actions** menu of the Devices page.

What Apple doesn't allow

- **Add eSIM** from an activation code: not possible, use **Refresh cellular plans** with a plan bound to the EID.
- **Remove eSIM**: an eSIM can't be removed remotely one at a time. Erasing the device with **Keep the eSIM data plan** off removes all eSIMs. To stop a single plan, ask the carrier to deactivate it: the plan stays on the device but can't connect.
- **Request EID**: not needed, the EID comes with the SIMs of company-owned devices.
- **Macs** have no cellular or eSIM management.

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