

Reference	Submitter	Feedback/update description	Action	Devices affected	Comments	Live date
#16045	Tripti Sharma	Feedback In t/s for data issue abroad or UK there is a point asking us to disable 4G on device but does not give the steps on how to disable it Impact: Takes lot of time to chk with others what the steps are and cust just waiting for us to guide them	The Enable/disable 4G scenario has been added to the 'Issues while abroad' thread of International issues troubleshooter. https://three.lucidcx.com/uad/index.jsp#ref=20-4386480&l=uad&d=Apple/iPhone%206&s=International_Issues&steps=q102321,a102323,q470023,a470027,q421192,a421196,q470031,a470033,q470037,a470040,q248764,a248768,q106309,a248772,q249426,a249428,q439556,a439559,q249432,a249434,q457090,a457094,q249438,a250323,q250327,a250330,q249447,a249449,q249455,a249461,q249469,a249473,q249477,a249479,q249505,a470001,q470009,a470011,q470015	- All devices	No further action required.	09.08.2017
#15748	Shama Khan	Feedback For troubleshooting for incoming International SMS – tells to check SMS agreement – no link to refer too Impact: unable to proceed further – understand reason cant get Intl sms	The International issues script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-4386480&l=uad&d=Motorola/Moto%20G%204G&s=International_Issues&steps=q102321,a102322,q102324,a102329,q103637,a103640,q103642	- All devices	No further action required.	09.08.2017
NA	NA	General Agent2 updates	An article has been created to explain the issue, and steps to mitigate the situation before the software patch has been release. - Loss of My Knox data after upgrading to Android 7.0	- Samsung Galaxy S6 - Samsung Galaxy S6 Edge - Samsung Galaxy S6 Edge Plus	No further action required.	09.08.2017