

Introduction of Auto Blocker in One UI 6.0(Android U OS)

Customer Consultant / Online FAQ reference Guide

Version 1.1

HQ MX Quality Administration Group

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Notice

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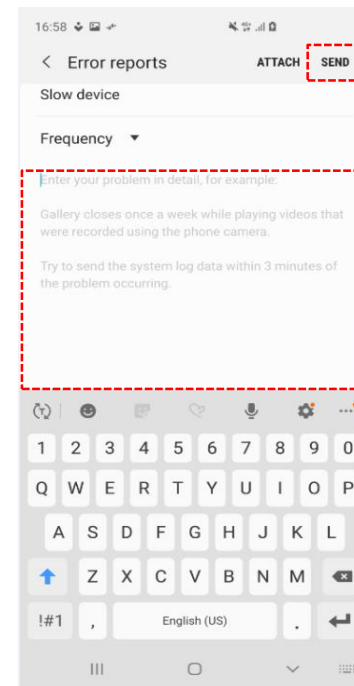
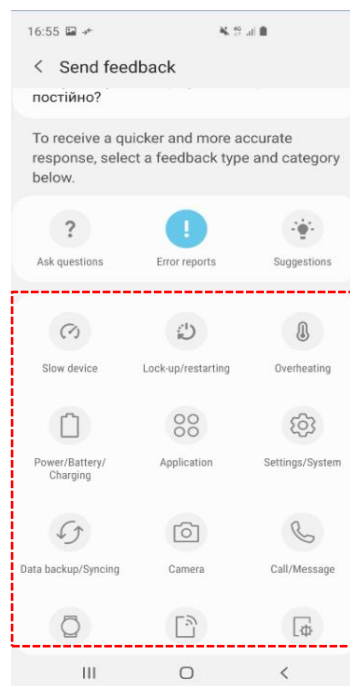
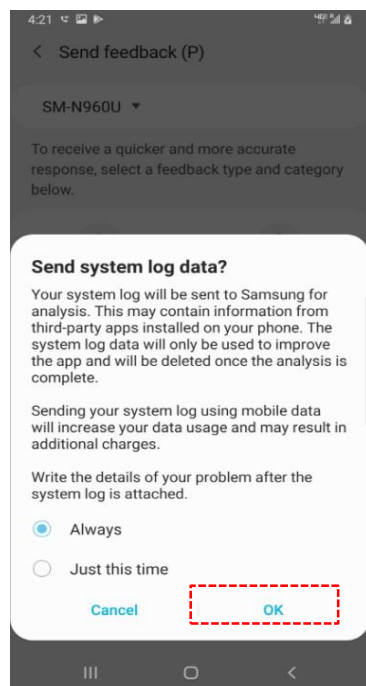
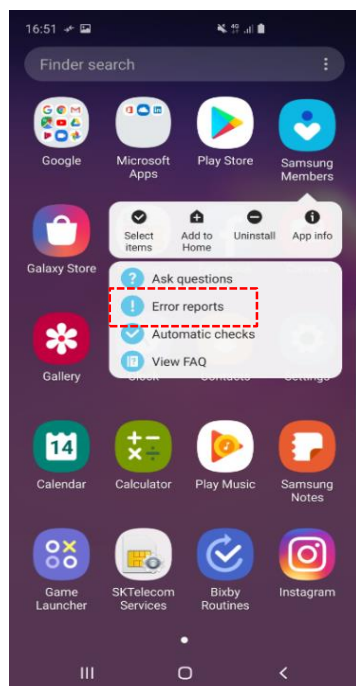
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Network Operator Contact Centres	No
WEB FAQ / How to guide creation for Samsung.com sites	Conditional
Samsung Authorised Service centres (ASC)	Yes
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*Customer Life/Property/Identity Theft issues should follow the dedicated immediate report process for this not common consulting process

If you couldn't give to customers any solution based on this guide or your basic information while consulting, please advise to users to register Log file through Samsung Members.(If Samsung Members is not pre-installed on device, user need to install the application firstly) Then, HQ MX CS team and relevant teams will search for solution and reply to users. Samsung is committed to providing the best possible mobile experience to customers.

[How to report error using Samsung Members application]

1. Touch and hold Samsung Members icon on Apps screen and Tap **Error reports**
2. Tap **OK** on agreement popup for sending system log data
3. Select Symptom category
4. Describe problem in detail and **SEND**.



[For internal reference information]

Affected models : From One UI 6.0 (Android U OS) or later version

Auto Blocker is a new feature launching from One UI 6.0 (Android U OS) on Galaxy device.

Recently, more security threats such as malware attacks, malicious data breaches, vulnerable software are increasing to the mobile devices by various ways, so there need to provide for the customer enhanced security protection feature to protect from it.

Auto Blocker provides easy and integrated security settings for the users who are not familiar with phone security settings so that they can trust and use safely while using the device through Galaxy Security experience.

However, there may experience uncomfortable or misunderstanding because of the behavior of concept through the feature.

- 1) Block app installation from unknown source not through authorized app stores such as Galaxy Store, Google Play Store.
- 2) Block commands being sent to the phone from PC or equipment connecting by USB cable.
- 3) Block images suspected of containing malware in the 3rd party messaging apps by Messaging app protection feature.

* Path : Settings > Security and privacy > Auto Blocker (Default : Off)

<Detailed functions of Auto Blocker feature>

- Block APK side loading (block app installation from unknown source)
- Block input of commands by USB cable to protect the device from connected equipment that may have malware
- Turn on App protection mode with security checks for malicious activity on the installed apps is activated automatically which is supported 'App protection' option in Device care menu
- Apply Samsung Message Guard expanded to 3rd party messaging apps to block images suspected of containing malicious program
- Block installation with unofficial SW binary through download mode by USB cable

[Affected models]

- From One UI 6.0 (Android U OS) or later version

※ Some of specific option or availability may vary by model code, region or country, carrier and SW version.

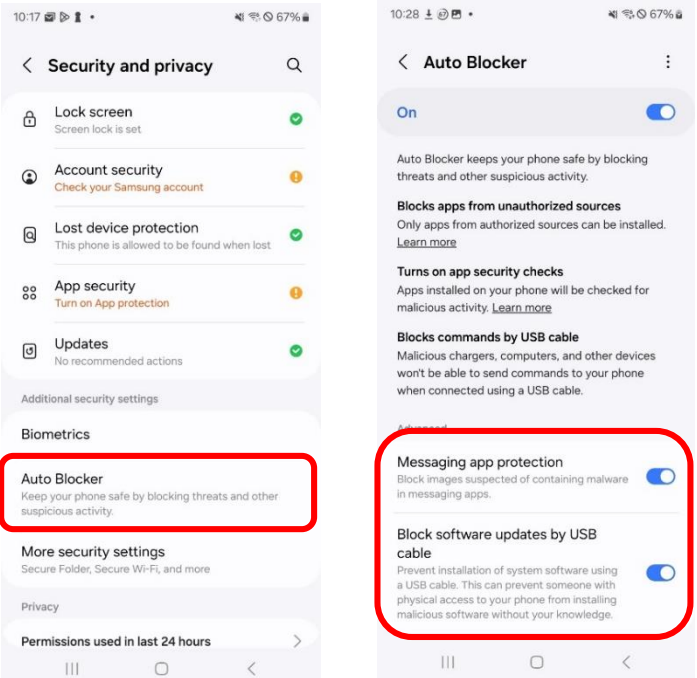
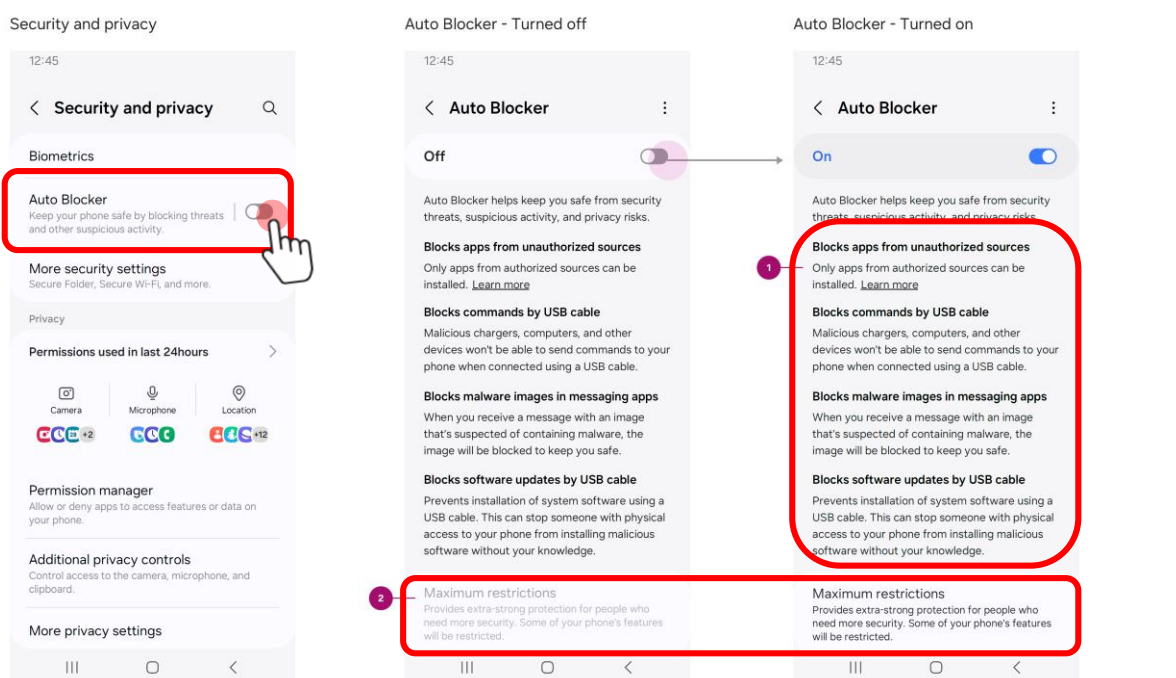
<About Auto Blocker feature - updated in One UI 6.1.1>

Updated at 2024.7.10

[For internal reference information]

Affected models : From One UI 6.1.1 or later version

- More several features of Auto Blocker is updated in One UI 6.1.1.
- User can set to enable Auto Blocker in Security and privacy menu depth quickly.
- **Auto Blocker will be turned on by default during Setup Wizard step(Default : On)**, and user can change set option of Auto Blocker on it
- The models installed with earlier than One UI 6.1.1 will keep the menu and UI as it is, and if the device is updated to the One UI 6.1.1, features will be updated(However, relevant settings are maintained with existing options)

Earlier than One UI 6.1.1	From One UI 6.1.1
 10:17 67% < Security and privacy - Lock screen - Account security - Lost device protection - App security - Updates Additional security settings Biometrics Auto Blocker Keep your phone safe by blocking threats and other suspicious activity. More security settings Privacy Permissions used in last 24 hours 10:28 67% < Auto Blocker On Auto Blocker keeps your phone safe by blocking threats and other suspicious activity. Blocks apps from unauthorized sources Only apps from authorized sources can be installed. Learn more Turns on app security checks Apps installed on your phone will be checked for malicious activity. Learn more Blocks commands by USB cable Malicious chargers, computers, and other devices won't be able to send commands to your phone when connected using a USB cable. Messaging app protection Block images suspected of containing malware in messaging apps. Block software updates by USB cable Prevent installation of system software using a USB cable. This can prevent someone with physical access to your phone from installing malicious software without your knowledge.	 Security and privacy 12:45 < Security and privacy Biometrics Auto Blocker Keep your phone safe by blocking threats and other suspicious activity. More security settings Privacy Permissions used in last 24hours Permission manager Additional privacy controls More privacy settings Auto Blocker - Turned off 12:45 < Auto Blocker Off Auto Blocker helps keep you safe from security threats, suspicious activity, and privacy risks. Blocks apps from unauthorized sources Only apps from authorized sources can be installed. Learn more Blocks commands by USB cable Malicious chargers, computers, and other devices won't be able to send commands to your phone when connected using a USB cable. Blocks malware images in messaging apps When you receive a message with an image that's suspected of containing malware, the image will be blocked to keep you safe. Blocks software updates by USB cable Prevents installation of system software using a USB cable. This can stop someone with physical access to your phone from installing malicious software without your knowledge. Maximum restrictions Provides extra-strong protection for people who need more security. Some of your phone's features will be restricted. Auto Blocker - Turned on 12:45 < Auto Blocker On Auto Blocker helps keep you safe from security threats, suspicious activity, and privacy risks. Blocks apps from unauthorized sources Only apps from authorized sources can be installed. Learn more Blocks commands by USB cable Malicious chargers, computers, and other devices won't be able to send commands to your phone when connected using a USB cable. Blocks malware images in messaging apps When you receive a message with an image that's suspected of containing malware, the image will be blocked to keep you safe. Blocks software updates by USB cable Prevents installation of system software using a USB cable. This can stop someone with physical access to your phone from installing malicious software without your knowledge. Maximum restrictions Provides extra-strong protection for people who need more security. Some of your phone's features will be restricted.

- Some main features are optional when enabling Auto Blocker.

- ① Auto Blocker activates 4 main features by default.
- ② Maximum restrictions feature is newly added as an optional feature(Default : Off)
→ can only be turned on if Auto Blocker is enabled

※ Some of specific option or availability may vary by model code, region or country, carrier and SW version.



Q: What is Auto Blocker feature?**Affected models : From One UI 6.0 (Android U OS) or later version**

A: Auto Blocker is a new feature launching from One UI 6.0 (Android U OS) on Galaxy device.

It is selectable feature to improve the level of protection for apps and data and to protect the phone safely by blocking various security threats or suspicious activities of unintended app or source such as malware, malicious program in advance.

Q: What is Auto Blocker feature supported model?

Affected models : From One UI 6.0 (Android U OS) or later version

A: From One UI 6.0 (Android U OS), the Auto Blocker feature is newly supported. You can use the Auto Blocker feature on the Phone and Tablet which is installed with One UI 6.0 or later version.

Q: What specific functions are provided in Auto Blocker feature?

Affected models : From One UI 6.0 (Android U OS) or later version

A: By enabling it, Auto Blocker feature provides several functions to block some malicious activity that may be harmful to the your device. So that you may experience some malfunctioning phenomenon because of misunderstanding of the settings after turning on those functions, but it is not a defect.

- 1) Block app installation from unknown source not through authorized app stores such as Galaxy Store, Google Play Store. So only apps from authorized app stores can be installed.
- 2) Block commands being sent to the phone from PC or equipment connecting by USB cable. So malicious chargers, PCs, and other devices won't be able to send commands to the phone when connected using a USB cable.
- 3) Block images suspected of containing malware in the 3rd party messaging apps by Messaging app protection feature

* Path : Settings > Security and privacy > Auto Blocker (Default : Off)

<Detailed functions of Auto Blocker feature>

- Block APK side loading (block app installation from unknown source)
- Block input of commands by USB cable to protect the device from connected equipment that may have malware
- Turn on App protection mode with security checks for malicious activity on the installed apps is activated automatically which is supported 'App protection' option in Device care menu
- Apply Samsung Message Guard expanded to 3rd party messaging apps to block images suspected of containing malicious program
- Block installation with unofficial SW binary through download mode by USB cable

Q: How can I use Auto Blocker feature?**Affected models : From One UI 6.0 (Android U OS) or later version**

A: You can enable 'Auto Blocker' feature and some advanced functions in the settings. And app protection which is supported 'App protection' option in Device care menu with security checks for malicious activity on the installed apps will be automatically activated when turning on the Auto Blocker.

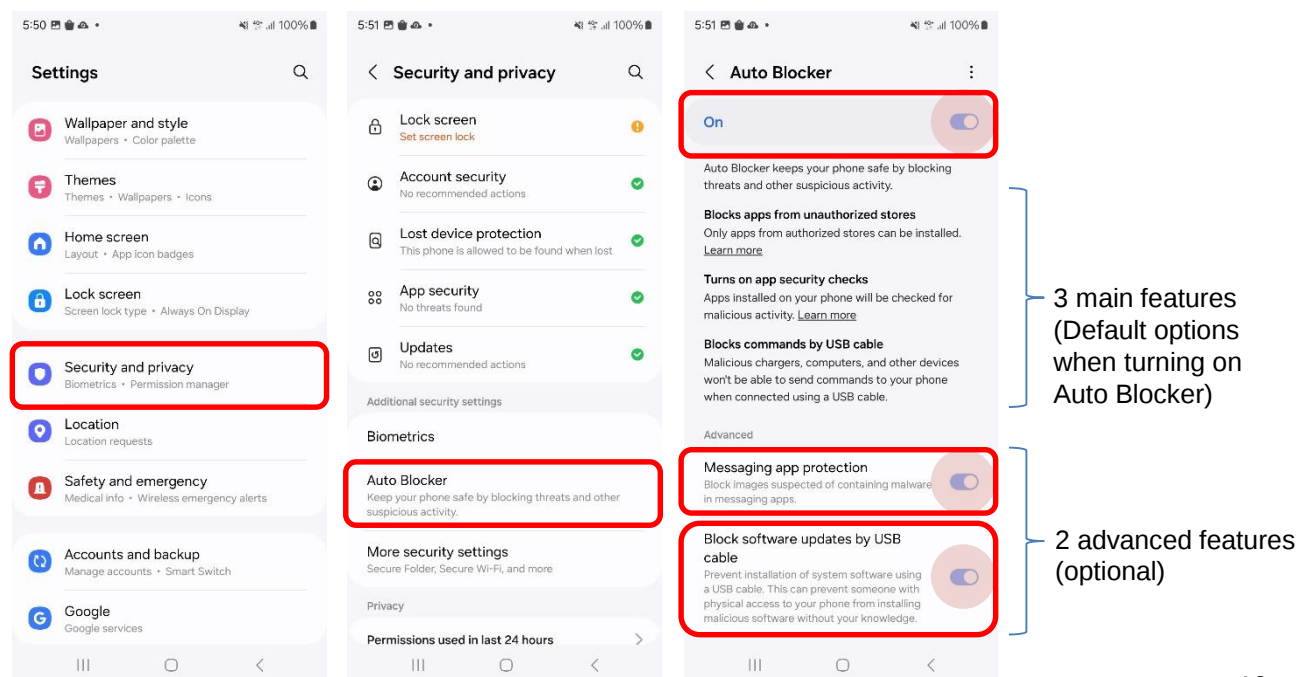
By enabling it, you may experience some malfunctioning phenomenon because of misunderstanding of the settings after turning on those functions, but it is not a defect.

* Path : Settings > Security and privacy > Auto Blocker (Default : Off)

- ① Turn on Auto Blocker
- ② Turn on Messaging app protection
- ③ Turn on Block software updates by USB cable

* When activating the ①Auto Blocker at the first time, the 3 main features and 2 advanced features(②,③) are turned on automatically.

- 3 main features : Default options with Auto Blocker
- 2 advanced features : Optional



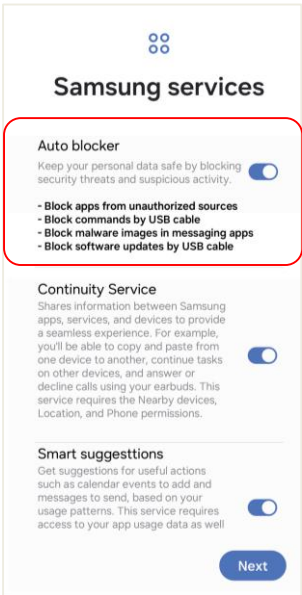
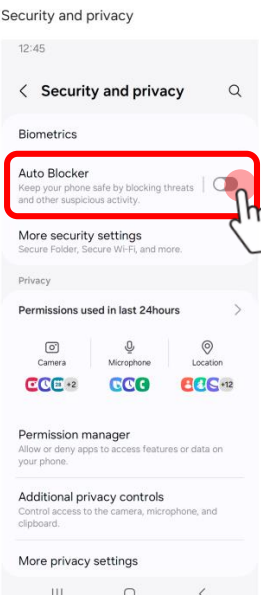
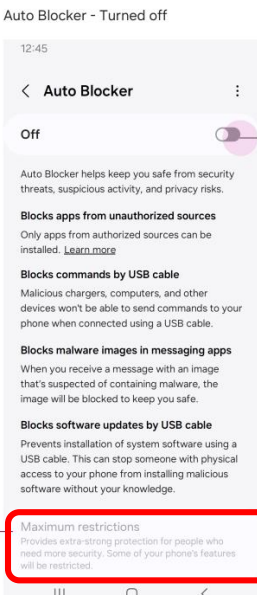
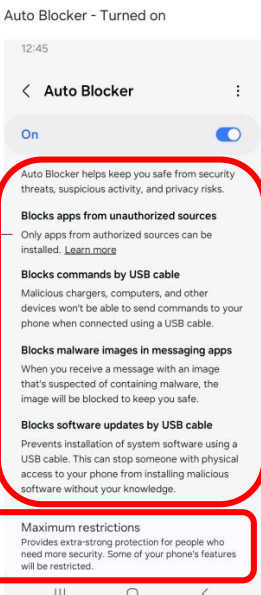
Q: How can I use Auto Blocker feature?**Affected models : From One UI 6.1.1 or later version**

A: From One UI 6.1.1, some options are changed and several features are added. You can set to enable Auto Blocker in Security and privacy menu depth quickly.

- Auto Blocker activates 4 main features by default.
- Maximum restrictions feature is newly added as an optional feature(Default : Off). → can only be turned on if Auto Blocker is enabled.
- Turns on App protection is included under Maximum restrictions feature and turned on when the feature is enabled.
- **Auto Blocker will be turned on by default during Setup Wizard step(Default : On)**, and you can change set option of Auto Blocker on it.
- The models installed with earlier than One UI 6.1.1 will keep the menu and UI as it is, and if the device is updated to the One UI 6.1.1, features will be updated(However, relevant settings are maintained with existing options).

* Path : ① During Setup Wizard(Default : On) or ② Settings > Security and privacy > Auto Blocker

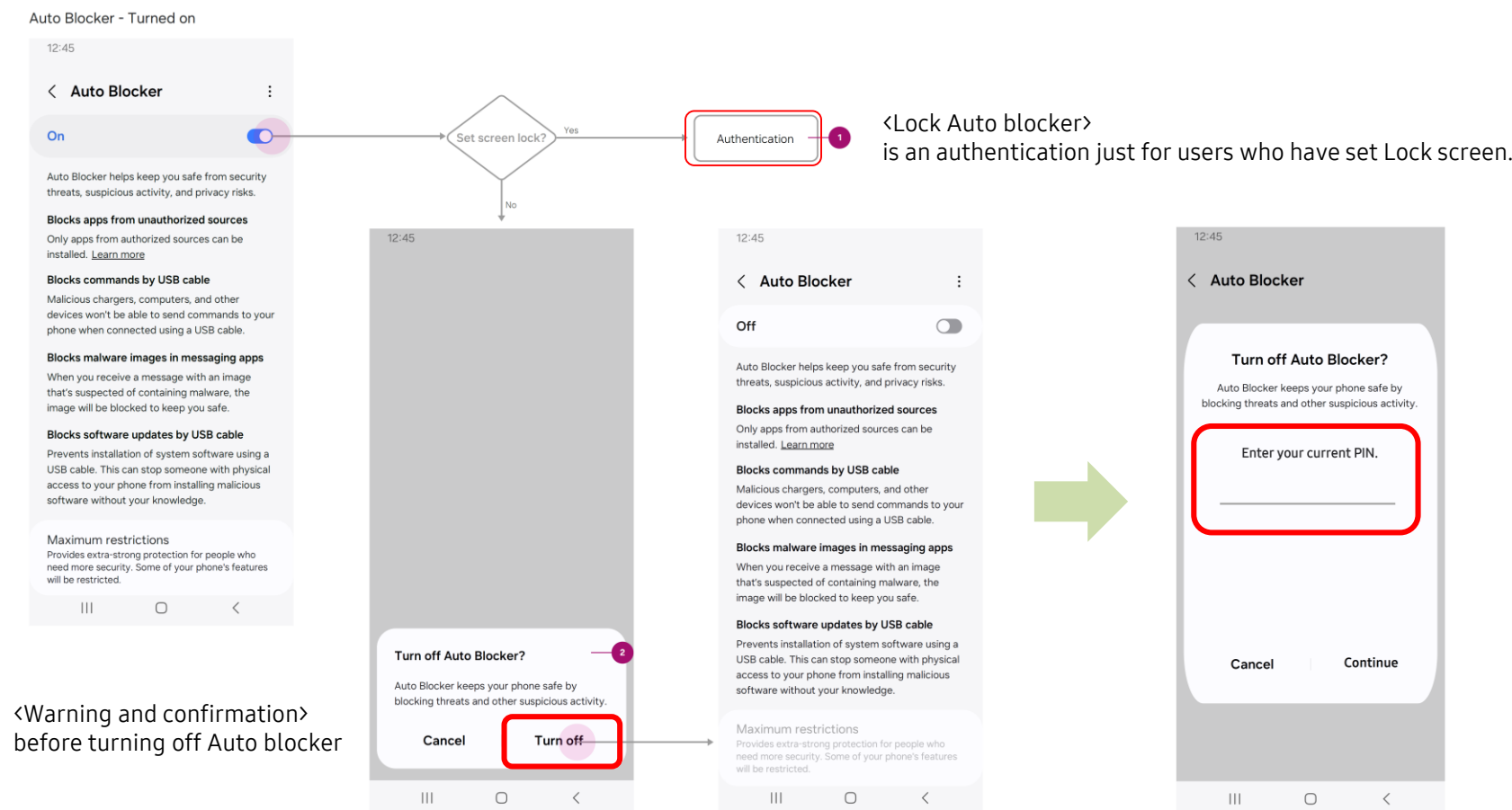
- Turn on Auto Blocker / Turn on Maximum restrictions

During Setup Wizard	In the settings		
			

Q: How can I use Auto Blocker feature?

Affected models : From One UI 6.1.1 or later version

A: Lock Auto Blocker feature is newly introduced to prevent others from turning Off the enabled Auto Blocker without the user's consent. So, users who have set Lock screen have to unlock when turning Off the Auto Blocker by default.

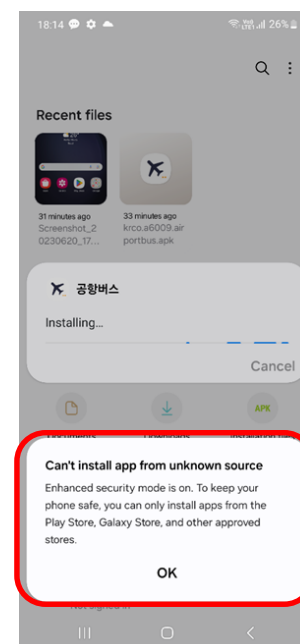
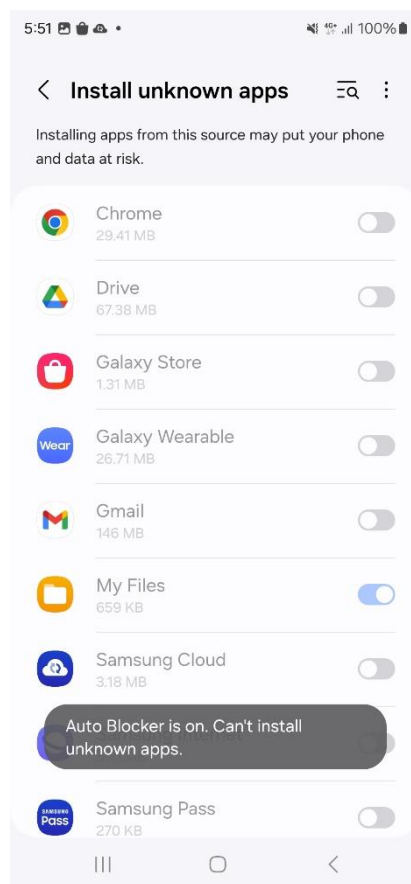
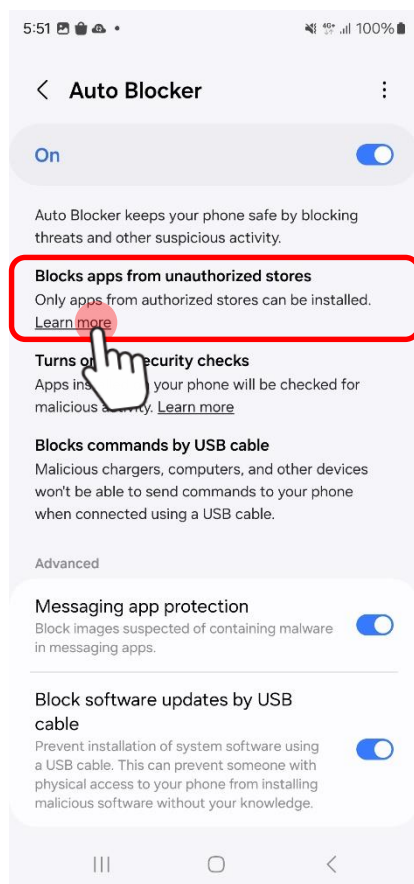


Q: What specific function can be unable to use when turning on the 'Blocks apps from unauthorized sources' feature?

Affected models : From One UI 6.0 (Android U OS) or later version

A: When turning on the 'Auto Blocker', apps from unauthorized sources are blocked so that only apps from authorized app stores can be installed. And 'Install unknown apps' menu is disabled, so also apps allowed from those source, work apps for Android Work Profile and such apps not from app stores can't be installed.

You can see more details through 'Learn more' menu on 'Blocks apps from unauthorized sources' in Auto Blocker.



Pop-up when blocked

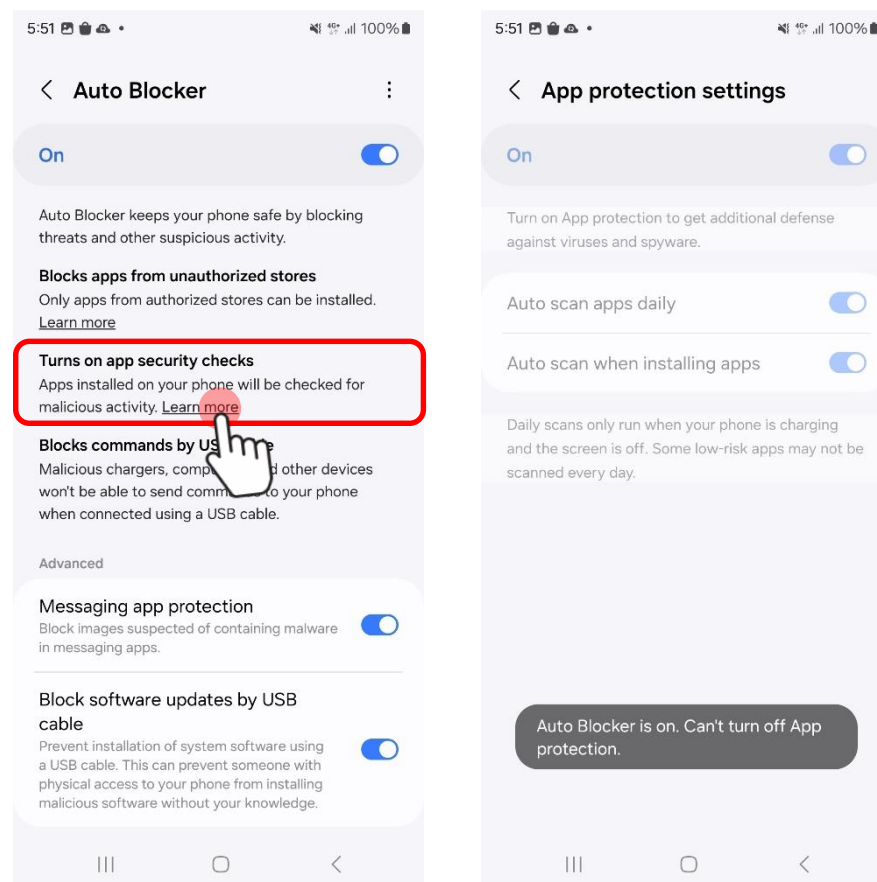
※ Some of specific option or availability may vary by model code, region or country, carrier and SW version.

Q: What specific function can be able to use when turning on the 'Turns on app security checks' feature?

Affected models : From One UI 6.0 (Android U OS) or later version

A: When turning on the 'Auto Blocker', app protection mode is automatically activated. That is supported 'App protection' option in Device care menu. If Auto Blocker is turned on, you can't turn off that function or change the settings.

You can see more details through 'Learn more' menu on 'Turns on app security checks' in Auto Blocker.

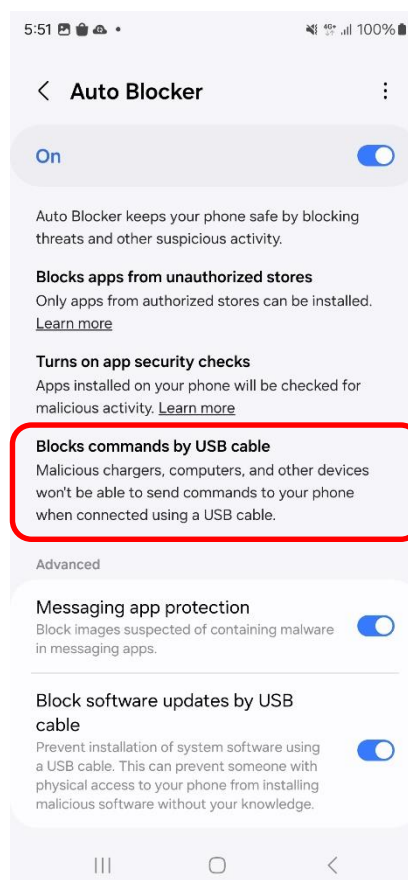


Q: What specific function can be unable to use when turning on the 'Blocks commands by USB cable' feature?

Affected models : From One UI 6.0 (Android U OS) or later version

A: When turning on the 'Auto Blocker', it blocks commands input from equipment such as PC, charger and other devices to the connected phone by USB cable, and USB debugging mode is disabled.

So, it protects the phone from connected equipment that may have malware.



What is 'Messaging app protection' feature?

Updated at 2024.7.10

Q: What is 'Messaging app protection' feature?

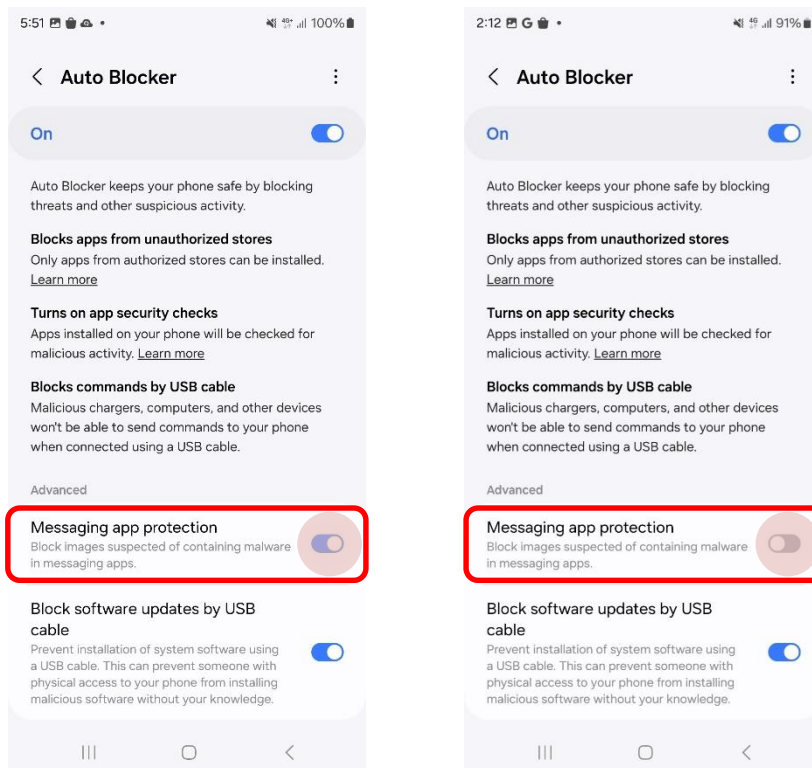
Affected models : From One UI 6.0 (Android U OS) or later version

A: With Samsung Message Guard provided, it protects the phone from potential threats by blocking suspected images that may have malware in the Samsung and Google's basic Messages app.

When turning on the 'Auto Blocker', Samsung Message Guard applies 3rd party messaging apps as well including to the basic Samsung Messages app. KakaoTalk*, Facebook Messenger, WhatsApp, Telegram are additionally included 3rd party messaging apps.

'Messaging app protection' feature is advanced function in Auto Blocker, it can be selectively turned On and Off while using Auto Blocker with turned on.

* From One UI 6.1.1, KakaoTalk is not supported in the Messaging app protection



※ Some of specific option or availability may vary by model code, region or country, carrier and SW version.

What specific function can be unable to use when turning on the 'Block software updates by USB cable' feature?

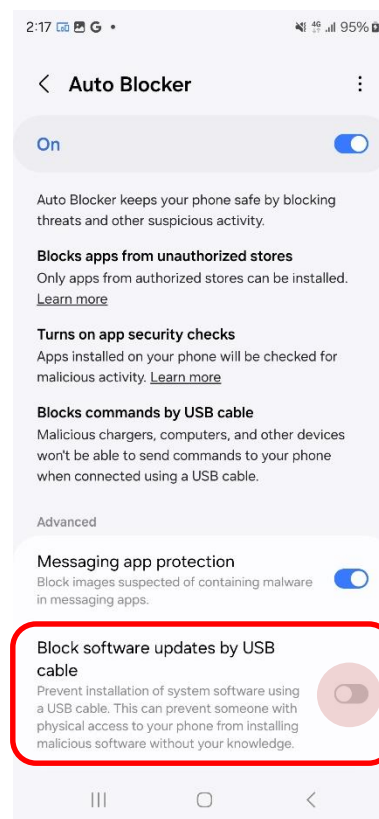
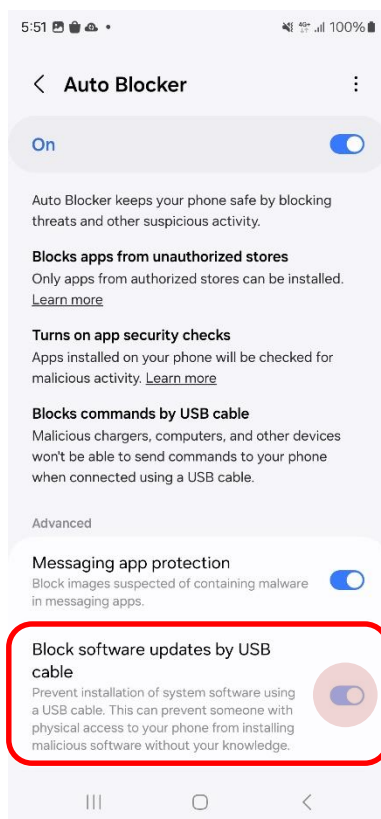
Updated at 2023.10.26

Q: What specific function can be unable to use when turning on the 'Block software updates by USB cable' feature?

Affected models : From One UI 6.0 (Android U OS) or later version

A: It blocks any system SW installation by USB cable through equipment such as the PCs, downloading tool. But installation with official SW dedicated for each models can be allowed with no problem.

'Block software updates by USB cable' feature is advanced function in Auto Blocker, it can be selectively turned On and Off while using Auto Blocker with turned on.



※ Some of specific option or availability may vary by model code, region or country, carrier and SW version.

Auto Blocker is basically set to default Off, is it no problem even I set it to Off option?

Updated at 2023.10.26

Q: Auto Blocker is basically set to default Off, is it no problem even I set it to Off option?

Affected models : From One UI 6.0 (Android U OS) or later version

A: Basically, there has been provided with various functions to keep the device safe on the Samsung phones. 'Auto Blocker' feature is selectable function to prevent unknown security threats by blocking specific functions that user does not use frequently.

You can be secure and relieved while using the device.

However, to protect the phone both from unknown source or known method such as malware containing program in the messaging apps, tools by USB cable, downloading apps from unauthorized sources, etc., it can be helpful to block potential threats by activating the 'Auto Blocker' feature and enhanced functions.

Q: What specific function can be unable to use when turning on the 'Auto Blocker' feature?**Affected models : From One UI 6.0 (Android U OS) or later version**

A: By enabling it, 'Install unknown apps' menu is disabled and settings can't be changed to block apps from unauthorized sources.

App protection mode with security checks for malicious activity on the installed apps can't be turned off or the settings can't be changed.

Commands input, SW updates and USB debugging mode by cable can't be worked from equipment such as PC, charger and other devices to the connected phone.

<Detailed functions of Auto Blocker feature>

- Block APK side loading (block app installation from unknown source)
- Block input of commands by USB cable to protect the device from connected equipment that may have malware
- Turn on App protection mode with security checks for malicious activity on the installed apps is activated automatically which is supported 'App protection' option in Device care menu
- Apply Samsung Message Guard expanded to 3rd party messaging apps to block images suspected of containing malicious program
- Block installation with unofficial SW binary through download mode by USB cable

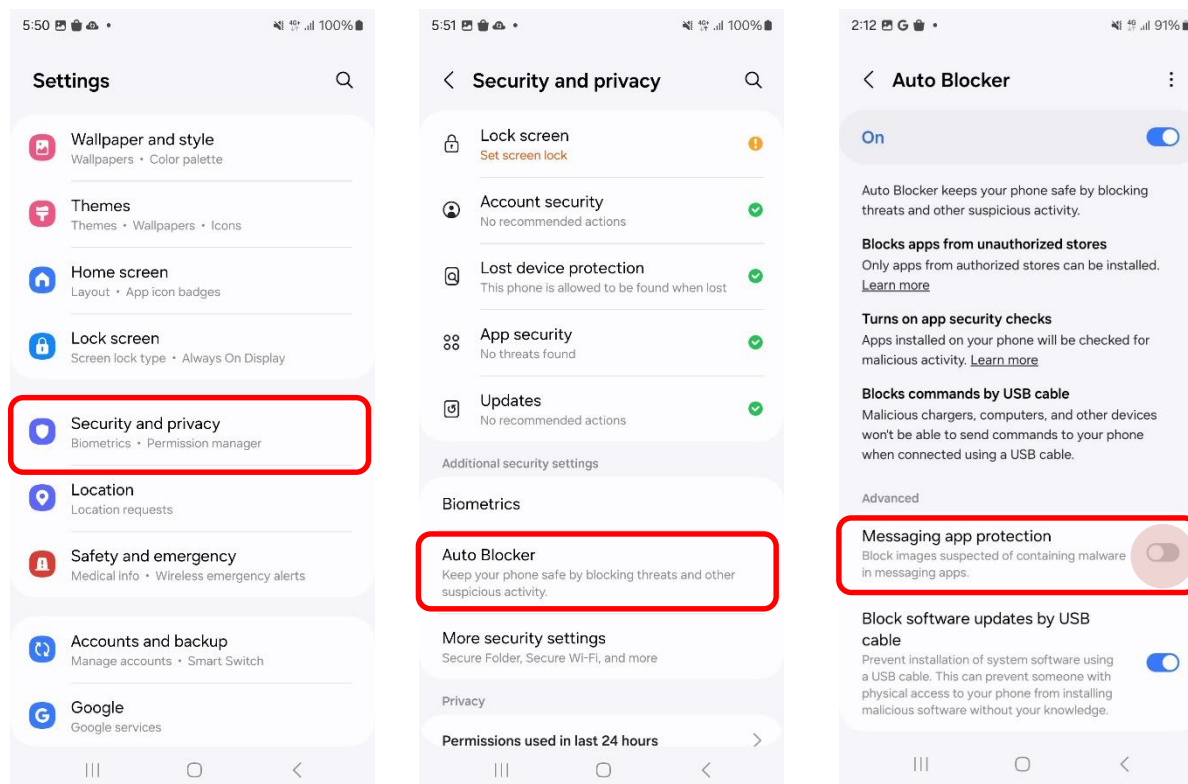
Q: Image files is not showing on the messaging apps, what is the problem?

Affected models : From One UI 6.0 (Android U OS) or later version

A: There may have various causes that make not work with showing the images on the messaging apps.

And in case of being activated the 'Messaging app protection' feature, suspected images that may have malware can be blocked to protect the phone from potential threats. So, you can check if the function is turned On in the settings.

* Path : Settings > Security and privacy > Auto Blocker (Default : Off) > Messaging app protection



※ Some of specific option or availability may vary by model code, region or country, carrier and SW version.

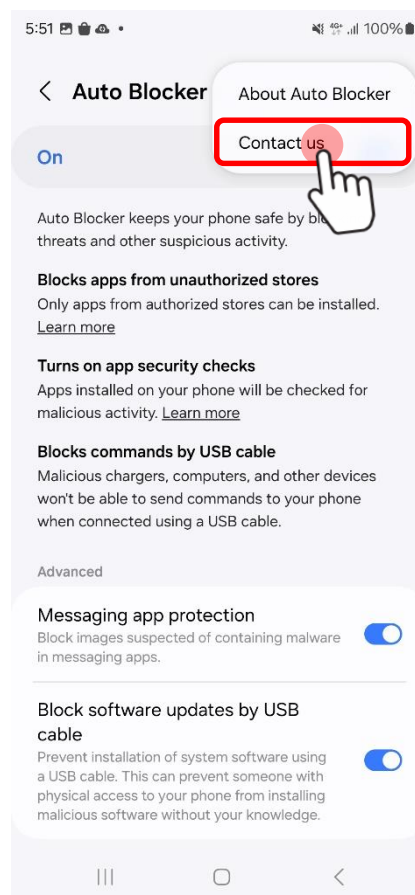
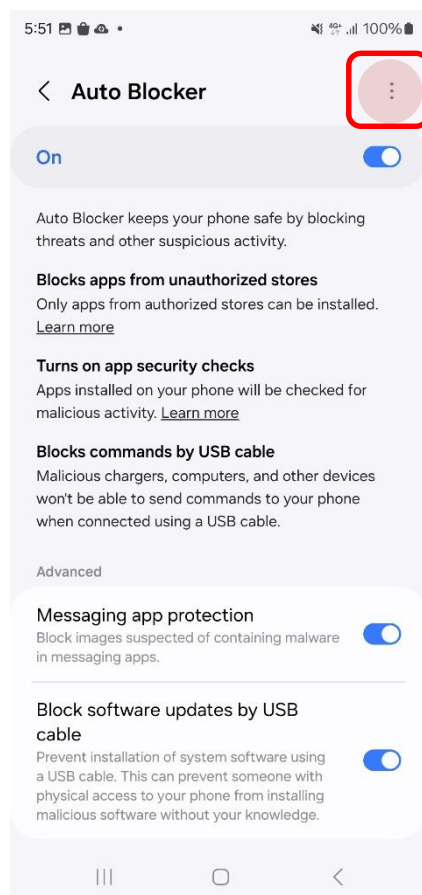
Is there any way to get supports for some inquiries or inconveniences while using the 'Auto Blocker' feature?

Updated at 2023.10.26

Q: Is there any way to get supports for some inquiries or inconveniences while using the 'Auto Blocker' feature?

Affected models : From One UI 6.0 (Android U OS) or later version

A: You can reach the 'Contact us' menu to get further supports through the more options path in Auto Blocker menu.



※ Some of specific option or availability may vary by model code, region or country, carrier and SW version.

Q: What specific functions can I use in Maximum restrictions?**Affected models : From One UI 6.1.1 or later version**

A: You can use Maximum restrictions feature to have more strong protection for the phone. When turning on the 'Maximum restrictions', all the options are automatically activated including app protection (for the first time use of App protection, you need to agree to EULA and Privacy Policy for App protection. If not, you can't turn on Maximum restrictions), and some of your phone's features will be restricted. If 'Maximum restrictions' function is turned on, you can't turn off or change those restricted features on the settings.

[Maximum restrictions]

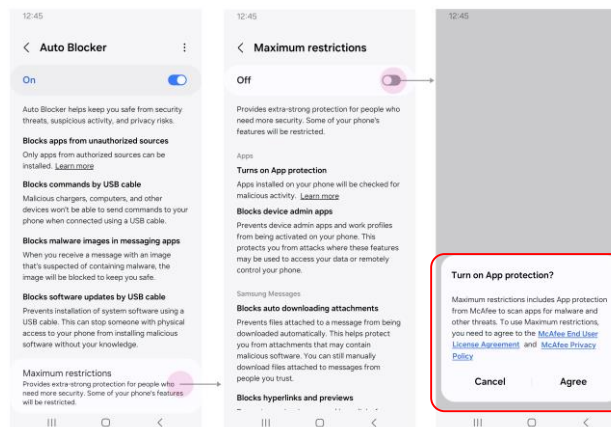
* A feature that has been already provided from One UI 6.0

- 1) Apps (Turn on App protection*, Blocks devices admin apps)
- 2) Samsung Messages (Blocks auto downloading attachments, Blocks hyperlinks and previews, Removes location data when sharing pictures)
- 3) Samsung Gallery (Blocks shared albums, Removes location data when sharing pictures)

① <Apps> Turns on App protection (not supported for the USA carrier's model)

- It enables the malware detecting solution served by Samsung co-worked with McAfee. It is supported from 'App protection' option in Device care menu. You can see more details through 'Learn more' menu on 'Turns on App protection' in Maximum restrictions.

*Path : Settings > Device care > App protection



When using App protection for the first time, users may need to agree to the EULA and PP provided by McAfee(Tencent for China). Accordingly, a consent pop-up may be provided upon turning on Maximum restrictions. If you don't agree to it, Maximum restrictions function can't be turned on.

Q: What specific functions can I use in Maximum restrictions?

Affected models : From One UI 6.1.1 or later version

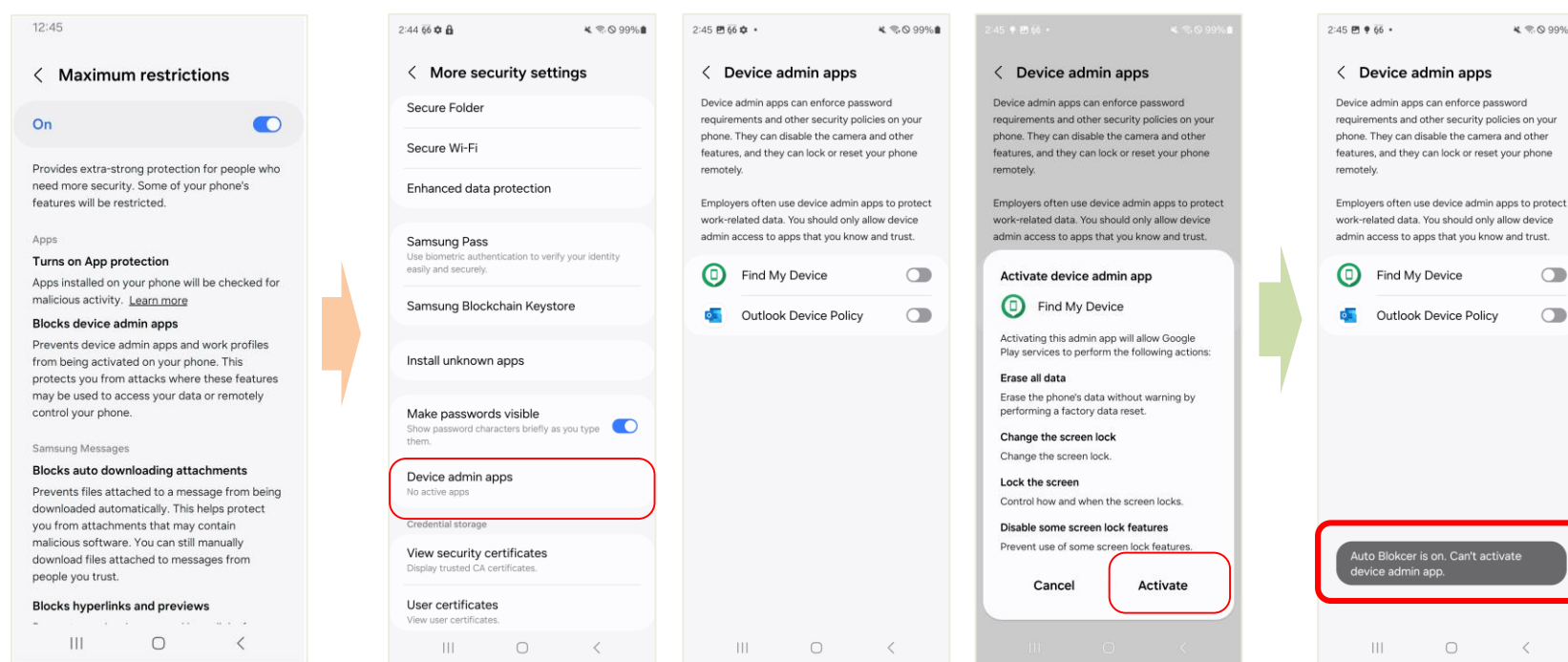
A:

② <Apps> Blocks device admin apps

- It prevents suspicious device admin apps and work profiles from being activated newly and use device admin permissions. After enabling the features, All activated apps with device admin permissions and work profile creation will be blocked. And you can activate each apps to allow device admin access after deactivating the feature.

*Path : It blocks 'Settings > Security and privacy > More security settings > Device admin apps > Activate'

※ Some of specific option or availability may vary by model code, region or country, carrier and SW version.



* Device admin app activation is blocked with toast popup. User cannot create a work profile through the device admin app, such as MDM.

Q: What specific functions can I use in Maximum restrictions?

Affected models : From One UI 6.1.1 or later version

A:

③ <Samsung Messages> Blocks auto downloading attachments

- It helps protect a user from attachments that may contain malicious software. If enabled, auto download will be blocked. You can download the attachments manually by tapping the messages.

*Path : It turns Off 'Chatting+ settings > Auto download(while roaming)', 'More settings > Multimedia messages > Download automatically(while roaming)' and displays it in dim state

Samsung Messages (Chatting+)

Samsung Messages (MMS)

* User can still manually download files attached to messages by clicking the messages.

Q: What specific functions can I use in Maximum restrictions?

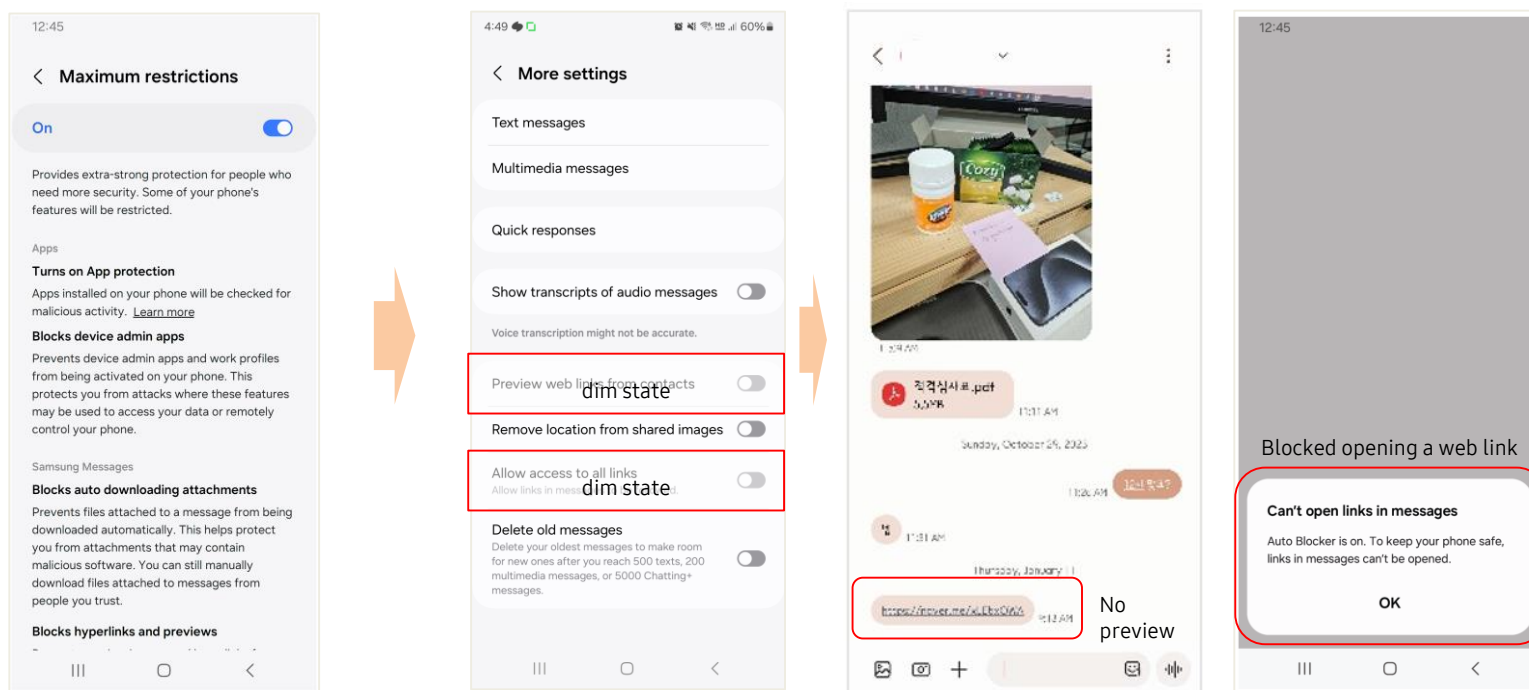
Affected models : From One UI 6.1.1 or later version

A:

④ <Samsung Messages> Blocks hyperlinks and previews

- It helps protect a user from accidentally visiting malicious websites. If enabled, you can't open the links or Quick Share even on the notification panel and can't see the web link previews in the Samsung Messages app. You can copy and paste or type the web address to open it in a browser by manually.

*Path : It turns Off 'More settings > Preview web links from contacts', 'More settings > Allow access to all links' and displays it in dim state



* A user cannot see web link previews and open web links from messages. If needed, the user will need to copy and paste or type a web address in a browser.

Q: What specific functions can I use in Maximum restrictions?

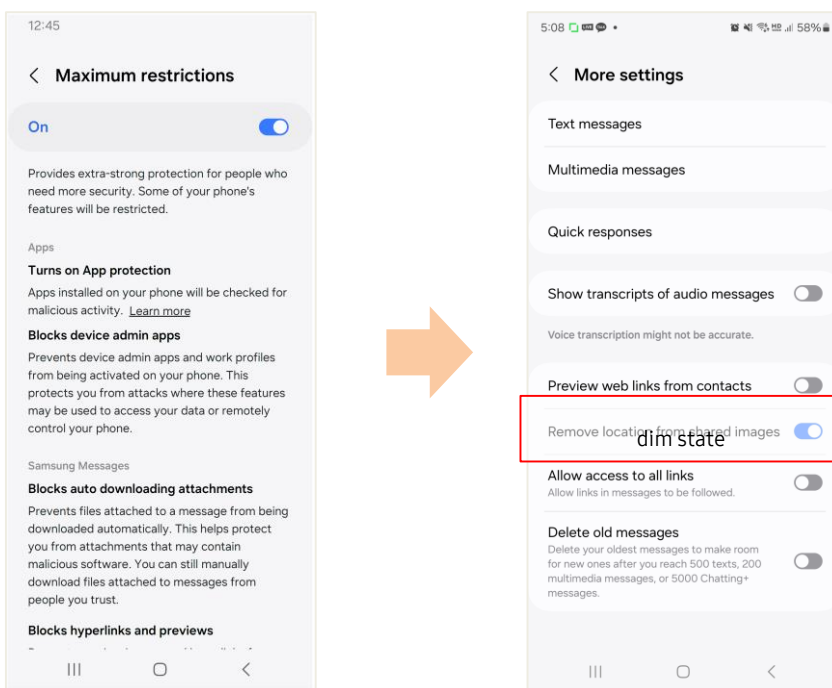
Affected models : From One UI 6.1.1 or later version

A:

⑤ <Samsung Messages> Removes location data when sharing pictures

- It prevents the recipient from being able to determine where the picture was taken.

*Path : It turns On 'More settings > Remove location from shared images' and displays it in dim state



* When a user attaches a picture to a message, location data will be removed from the picture before it's sent.

Q: What specific functions can I use in Maximum restrictions?

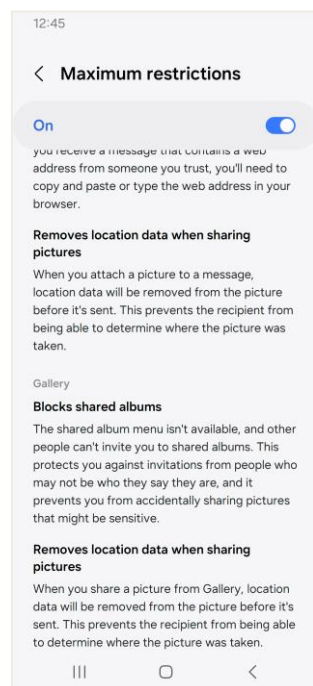
Affected models : From One UI 6.1.1 or later version

A:

⑥ <Samsung Gallery> Blocks shared albums (Shared album, Shared family album)

- It helps protect users from pictures that may contain malicious codes. If enabled, you can't create a new Shared album/Shared family album and access shared albums that are used before, and shared albums invitations from others will be blocked.

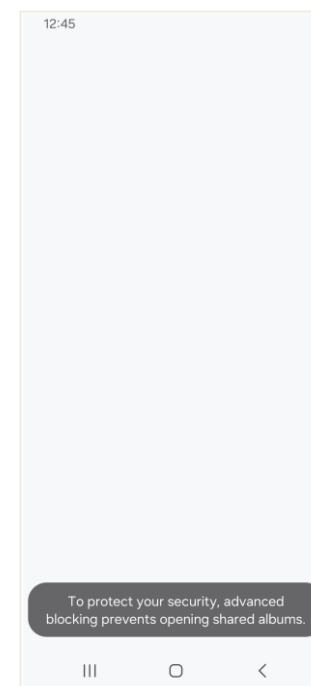
*Path : It forces shared albums and related menu not to be visible in the Gallery app, and blocks a user from being invited to shared albums



Shared albums are invisible.



Gallery > + > Create Shared album/Shared family album is disabled.



* User cannot create new shared albums and access shared albums that are used before.
Shared albums invitations from others are blocked.

Invitation is blocked.
(Invitation link share case)

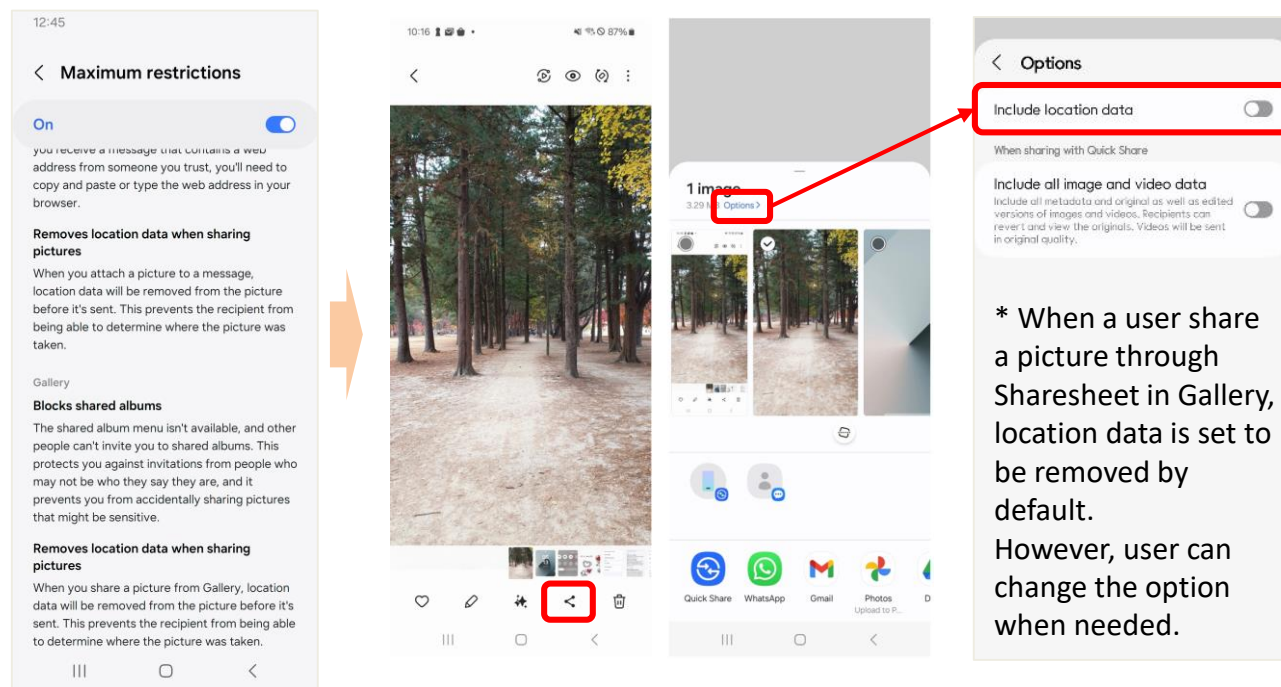
Q: What specific functions can I use in Maximum restrictions?**Affected models : From One UI 6.1.1 or later version**

A:

⑦ <Samsung Gallery> Removes location data when sharing pictures

- It prevents the recipient from being able to determine where the picture was taken. If enabled, location data will be set to be removed by default when you share pictures through Sharesheet in the Gallery app. However, you can change the option to include location data when needed.

*Path : It turns Off 'Share > Options > Include location data' every time picture sharing



* Only in case of having location information on the image, 'Include location data' option will be shown

* When a user share a picture through Sharesheet in Gallery, location data is set to be removed by default. However, user can change the option when needed.

Date	Version	Comments
2023.10.26	V1.0	HQ MX Quality Administration Group made initial version : - Page 4 : for internal reference information about Auto Blocker feature - Page 5~18 : Q&A pages
2024.7.11	V1.1	HQ MX Quality Administration Group updated : - Page 10 : updated phrase with more description - Page 5,11,12,16,22~28 : added pages and phrase regarding new features and changed concept in One UI 6.1.1