📁 Public Trackers > Cloud Platform > Security & Identity > Security Command Center   304883141 ▾

← ↻ ☆   Google Play Protect Flags Samsung Wallet as Harmful App   +1   Hotlists   Mark as Duplicate   🔔   ⋮

| Comments (3) | Dependencies | Duplicates (0) | Blocking (0) | Resources (3) |

[Infeasible]   Bug   P2 | + Add Hotlist

👥 **STATUS UPDATE**   No update yet.   [Edit]

📄 **DESCRIPTION** pa...@gmail.com created issue #1

Description

I, along with hundreds of other users, have encountered a recurring issue where Google Play Protect flags the Samsung Wallet app as a harmful application on various Samsung devices. The war

A detailed discussion regarding this issue, including experiences of multiple users, can be found on the official Google Support thread 🔗here.

Furthermore, here is a log snippet associated with the warning for your reference:

```
10-12 17:49:35.907  7157  7537 I SAMSUNGWALLET:
[Hint_e] isHomePackageRunning topPkgName =
com.android.settings, topClsName = com.android.settings.SubSettings,
return false, se : false
```

The occurrence of this issue across a substantial number of devices indicates a potential bug that warrants investigation. We seek clarification and assistance in resolving this issue to ensure th

Thank you for your attention to this matter. We look forward to a resolution and clarification on the issue.

✓ Links (3)

🔗 **Links (3)**

" ...n regarding this issue, including experiences of multiple users, can be found on the official Google Support thread 🔗here ."

" ... issue seems to be outside of the scope of Issue Tracker. This Issue Tracker is a forum for end users to report bugs and request features on Google Cloud products. Please go through 🔗link to lea

"I recommend you to 🔗ask the technical questions on Stack Exchange sites which are best suited for this type of questions."

COMMENTS

pa...@gmail.com <pa...@gmail.com> #2

More Specific Logs

Here are the more specific logs:

```
10-12 17:49:41.661  7157  7157 I SAMSUNGWALLET: [ServiceTypeTable] isSupportSimonMultiCsc : 240
10-12 17:49:41.661  7157  7157 I SAMSUNGWALLET: [Hint_IntroHintService] Hint Status - already invisible, skip hide : Home Package Not Running
10-12 17:49:44.770  1336  4953 W WindowManager: WIN DEATH: Window{be63819 u0 com.samsung.android.spay/com.samsung.android.spay.provisioning.wallet.WalletP
10-12 17:49:44.771  1336  4953 W InputManager-JNI: Input channel object 'be63819 com.samsung.android.spay/com.samsung.android.spay.provisioning.wallet.Wal
10-12 17:49:44.771  1336  4953 V WindowManager: Remove Window{be63819 u0 com.samsung.android.spay/com.samsung.android.spay.provisioning.wallet.WalletProvi
10-12 17:49:44.781  1202  1202 I Layer   : id=3963 removeFromCurrentState be63819 com.samsung.android.spay/com.samsung.android.spay.provisioning.wallet.Wa
10-12 17:49:44.782  1202  1202 I SurfaceFlinger: id=3963 Removed be63819 com.samsung.android.spay/com.samsung.android.spay.provisioning.wallet.WalletProvi
10-12 17:49:44.782  1202  1202 I Layer   : id=3963 Destroyed be63819 com.samsung.android.spay/com.samsung.android.spay.provisioning.wallet.WalletProvision
10-12 17:49:44.804  1336  1687 W UsageStatsService: Unexpected activity event reported! (com.samsung.android.spay/com.samsung.android.spay.provisioning.wa
10-12 17:49:46.081 12185 12185 I SAMSUNGWALLET: AppInitStatusHolder] 22292938)
10-12 17:49:46.289  1336  1528 I WindowManager:   Force removing ActivityRecord{c3913fb u0 com.samsung.android.spay/.provisioning.wallet.WalletProvisionin
10-12 17:49:46.289  1202  1361 I SurfaceFlinger: id=3966 Removed eb6f18a ActivityRecordInputSink com.samsung.android.spay/.provisioning.wallet.WalletProvi
10-12 17:49:46.316  1202  1202 I Layer   : id=3961 removeFromCurrentState ActivityRecord{c3913fb u0 com.samsung.android.spay/.provisioning.wallet.WalletPr
10-12 17:49:46.316  1202  1202 I Layer   : id=3966 removeFromCurrentState eb6f18a ActivityRecordInputSink com.samsung.android.spay/.provisioning.wallet.Wa
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10-12 17:49:46.317  1202  1202 I Layer   : id=3961 Destroyed ActivityRecord{c3913fb u0 com.samsung.android.spay/.provisioning.wallet.WalletProvisioningAct
10-12 17:49:46.317  1202  1202 I Layer   : id=3966 Destroyed eb6f18a ActivityRecordInputSink com.samsung.android.spay/.provisioning.wallet.WalletProvision
10-12 17:49:46.331  8533  8605 I Finsky  : [87] vgf.a(312): Showing notification: [ID=package..remove..request..com.samsung.android.spay, Title=Uninstall
10-12 17:51:10.825  8533  8588 I Finsky  : [77] vgf.a(312): Showing notification: [ID=package..remove..request..com.samsung.android.spay, Title=Uninstall
```

These detailed logs highlight an issue where the Samsung Wallet app is consistently flagged, and associated activities are forcibly removed or stopped by the system. The WindowManager, I

I'm concerned as a user because it's not clear why this app, a native application developed by Samsung, is being marked as harmful. It appears there might be a conflict or an error that is trig

I'm looking forward to an investigation into this issue and an update that will either eliminate these false positives or provide specific steps to ensure the security and functionality of affected

ba...@google.com <ba...@google.com>

Assigned to ba...@google.com.

ba...@google.com <ba...@google.com> #3

Status: Won't Fix (Infeasible)

Hello

Thank you for reaching out to us!

This issue seems to be outside of the scope of Issue Tracker. This Issue Tracker is a forum for end users to report bugs and request features on Google Cloud products. Please go through

I recommend you to ⇔ask the technical questions on Stack Exchange sites which are best suited for this type of questions.

I'm going to close this thread which will no longer be monitored. In case you want to report a new issue, please do not hesitate to create a new Issue Tracker describing your issue.

Thanks & Regards,
Manish Bavireddy.
Google Cloud Support