



eSIM inactive and impossible to enable/remove

+1 9 Hotlists (1) Mark as Duplicate

Comments (31) Dependencies Duplicates (1) Blocking (0) Resources (9)

Infeasible Bug P2 + Add Hotlist

STATUS UPDATE No update yet. Edit

DESCRIPTION jo...@thesquareplanet.com created issue #1

This morning, both the eSIMs on my Pixel 7 (TQ2A.230505.002) suddenly stopped working simultaneously. When I now go into the SIMs panel under Network & internet, they both show up as inactive in safe mode:

When I try to erase either eSIM, I see an exception in the logs:

```
05-24 17:10:34.568 2217 2217 I ConfirmDialogFragment: Showing dialog with title =Erase this downloaded SIM?
05-24 17:10:34.580 1351 3365 D CoreBackPreview: Window{338a81f u0 com.android.settings/com.android.settings.network.telephony.DeleteEuiccSubscriptionDialog
05-24 17:10:34.587 1351 3365 D CoreBackPreview: Window{b5b896 u0 com.android.settings/com.android.settings.network.telephony.DeleteEuiccSubscriptionDialogA
05-24 17:10:34.596 1351 1568 I ActivityTaskManager: Displayed com.android.settings/.network.telephony.DeleteEuiccSubscriptionDialogActivity: +82ms
05-24 17:10:35.378 2217 2217 I ConfirmDialogFragment: dialog onClick =-1
05-24 17:10:35.379 2217 2217 I DeleteEuiccSubscriptionDialogActivity: Subscription deletion confirmed
05-24 17:10:35.379 2217 2217 V SidecarFragment: SidecarFragment.setState(): Sidecar Class: com.android.settings.network.telephony.DeleteEuiccSubscriptionSi
05-24 17:10:35.380 2217 2217 I DeleteEuiccSubscriptionSidecar: Deleting subscription ID: 1
05-24 17:10:35.382 1351 3365 D CoreBackPreview: Window{338a81f u0 com.android.settings/com.android.settings.network.telephony.DeleteEuiccSubscriptionDialog
05-24 17:10:35.384 1351 1963 W InputManager-JNI: Input channel object '338a81f com.android.settings/com.android.settings.network.telephony.DeleteEuiccSubsc
05-24 17:10:35.397 1351 1571 V WindowManager: Unknown focus tokens, dropping reportFocusChanged
05-24 17:10:35.401 2717 2717 I EuiccGoogle: [2] UiccSlotsManager.getFirstActiveEuiccSlotId: isRemovableEsimDefault: false
05-24 17:10:35.401 2717 2717 I EuiccGoogle: [2] EuiccServiceImpl.onCreate: onCreate DSDS mode: simCardState is 0
05-24 17:10:35.402 2717 2717 I EuiccGoogle: [2] Partner.getResourceEntry: Partner app=com.google.android.euiccoverlay, Resource name=esim_supported_countri
05-24 17:10:35.402 2717 2717 I EuiccGoogle: [2] Partner.getResourceEntry: Partner app=com.google.android.euiccoverlay, Resource name=esim_unsupported_count
05-24 17:10:35.404 2717 9753 I EuiccGoogle: [69] EuiccServiceImpl.onDeleteSubscription: onDeleteSubscription: delete slotId = -1, iccId = [00000000-FYIIHA
05-24 17:10:35.405 2717 9753 I EuiccGoogle: [69] EuiccServiceImpl.lockWriteLock: Successfully grant SIM state write lock
05-24 17:10:35.405 2717 9753 I EuiccGoogle: [69] EuiccServiceImpl.ensureSlotIsEuiccAndActive: ensureSlotIsEuiccAndActive: slotId = -1, forceDeactivateSim =
05-24 17:10:35.407 1351 1963 D CoreBackPreview: Window{b4cf52a u0 com.android.settings/com.android.settings.network.telephony.DeleteEuiccSubscriptionDialog
05-24 17:10:35.407 2717 9753 I EuiccGoogle: [69] EuiccServiceImpl.ensureSlotIsEuiccAndActive: Passed in slotId=-1; euiccIsActive=false; targetSlotIsRemovab
05-24 17:10:35.408 2717 9753 E EuiccGoogle: [69] EuiccServiceImpl.ensureSlotIsEuiccAndActive: Multiple active slots supported, but slotId -1 is not active
05-24 17:10:35.408 2717 9753 E EuiccGoogle: com.google.android.flib.log.WhatATerribleException
05-24 17:10:35.408 2717 9753 E EuiccGoogle: at com.google.android.flib.log.Blog.wtf(PG:4)
05-24 17:10:35.408 2717 9753 E EuiccGoogle: at com.google.android.euicc.logging.EuiccGoogleLog.wtf(PG:1)
05-24 17:10:35.408 2717 9753 E EuiccGoogle: at com.android.euicc.service.EuiccServiceImpl.ensureSlotIsEuiccAndActive(PG:31)
05-24 17:10:35.408 2717 9753 E EuiccGoogle: at com.android.euicc.service.EuiccServiceImpl.onDeleteSubscriptionInternal(PG:1)
05-24 17:10:35.408 2717 9753 E EuiccGoogle: at com.android.euicc.service.EuiccServiceImpl.onDeleteSubscription(PG:5)
05-24 17:10:35.408 2717 9753 E EuiccGoogle: at android.service.euicc.EuiccService$IEuiccServiceWrapper$9.run(EuiccService.java:892)
05-24 17:10:35.408 2717 9753 E EuiccGoogle: at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1137)
05-24 17:10:35.408 2717 9753 E EuiccGoogle: at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:637)
05-24 17:10:35.408 2717 9753 E EuiccGoogle: at java.lang.Thread.run(Thread.java:1012)
05-24 17:10:35.410 1351 9754 I DropBoxManagerService: add tag=system_app_wtf isTagEnabled=true flags=0x2
05-24 17:10:35.410 2717 9753 I EuiccGoogle: [69] EuiccServiceImpl.onDeleteSubscriptionInternal: onDeleteSubscriptionInternal: slotId = -1, iccId = [00000000
05-24 17:10:35.410 2717 9753 I EuiccGoogle: [69] EuiccServiceImpl.onDeleteSubscriptionInternal: onDeleteSubscriptionInternal: slotCheckResult = 131083
05-24 17:10:35.410 2717 9753 I EuiccGoogle: [69] EuiccServiceImpl.unlockWriteLock: SIM state write lock is locked by the current thread. Unlock it.
05-24 17:10:35.411 2717 9753 I EuiccGoogle: [69] EuiccErrorMapper.mapErrorCode: Mapping for error code: 131083
05-24 17:10:35.411 2717 9753 I EuiccGoogle: [69] EuiccErrorMapper.mapErrorCode: Mapping error code: 131083 to: 33554432
05-24 17:10:35.411 2717 9753 I EuiccGoogle: [69] EuiccServiceImpl.onDeleteSubscription: onDeleteSubscription errorCode: 131083, mapped to: 33554432
05-24 17:10:35.420 2217 2217 I EuiccOperationSidecar: Result code : 2; detailed code : 0
05-24 17:10:35.420 2217 2217 E DeleteEuiccSubscriptionDialogActivity: Failed to delete the subscription.
05-24 17:10:35.420 2217 2217 V SidecarFragment: SidecarFragment.setState(): Sidecar Class: com.android.settings.network.telephony.DeleteEuiccSubscriptionSi
05-24 17:10:35.420 2217 2217 V SidecarFragment: SidecarFragment.setState(): Sidecar Class: com.android.settings.network.telephony.DeleteEuiccSubscriptionSi
05-24 17:10:35.421 3870 3870 I GoogleInputMethodService: GoogleInputMethodService.onFinishInput():3302
05-24 17:10:35.422 3870 3870 I GoogleInputMethodService: GoogleInputMethodService.updateDeviceLockedStatus():2152 repeatCheckTimes = 0, unlocked = true
05-24 17:10:35.423 3870 3870 I GoogleInputMethodService: GoogleInputMethodService.onStartInput():1930 onStartInput(EditorInfo{inputType=0x0(NULL) imeOption
05-24 17:10:35.423 3870 3870 I GoogleInputMethodService: GoogleInputMethodService.shouldHideHeaderOnInitialState():4116 ShouldHideHeaderOnInitialState= fa
05-24 17:10:35.424 3870 3870 I GoogleInputMethodService: GoogleInputMethodService.updateDeviceLockedStatus():2152 repeatCheckTimes = 2, unlocked = true
05-24 17:10:35.435 1351 3357 D CoreBackPreview: Window{d564d32 u0 com.android.settings/com.android.settings.network.telephony.DeleteEuiccSubscriptionDialog
05-24 17:10:36.275 1351 3357 D CoreBackPreview: Window{d564d32 u0 com.android.settings/com.android.settings.network.telephony.DeleteEuiccSubscriptionDialog
05-24 17:10:36.278 1351 3365 W InputManager-JNI: Input channel object 'd564d32 com.android.settings/com.android.settings.network.telephony.DeleteEuiccSubsc
```

When I try to re-enable either eSIM, I don't get an exception, but instead just an odd-looking error:

```
05-24 17:10:37.329 2217 2217 I ConfirmDialogFragment: Showing dialog with title =Turn on Google Fi?
05-24 17:10:38.164 2217 2217 I ConfirmDialogFragment: dialog onClick =-1
05-24 17:10:38.165 2217 2217 I ToggleSubscriptionDialogActivity: User confirmed to enable the subscription.
05-24 17:10:38.201 2217 2217 V SidecarFragment: SidecarFragment.setState(): Sidecar Class: com.android.settings.network.SwitchToEuiccSubscriptionSidecar, S
05-24 17:10:38.227 2217 2217 I UiccSlotUtil: firstEsimSlot: -1
```

```
05-24 17:10:38.227 2217 2217 D SwitchToEuiccSidecar: There is no esim, the TargetSlot is -1
05-24 17:10:38.227 2217 2217 I ToggleSubscriptionDialogActivity: Failed to enable the eSIM profile.
```

And here's what appears in the logs when I try the "Erase downloaded SIMs" option under "Reset options" in "System" (which has no effect):

```
05-24 17:49:31.981 1336 1372 D CoreBackPreview: Window{73db64f u0 com.android.settings/com.android.settings.SubSettings}: Setting back callback null
05-24 17:49:31.985 1336 1913 W InputManager-JNI: Input channel object '73db64f com.android.settings/com.android.settings.SubSettings (client)' was disposed
05-24 17:49:31.989 2690 8213 I EuiccGoogle: [54] EuiccServiceImpl.getProfileInfoList: getProfileInfoList: slotId = -1.
05-24 17:49:31.989 2690 8213 I EuiccGoogle: [54] EuiccServiceImpl.getEidFromSlotId: getEidFromSlotId: slotId = -1.
05-24 17:49:31.989 2690 8213 I EuiccGoogle: [54] UiccSlotsManager.getEidForSlot: getEidForSlot: -1
05-24 17:49:31.992 2690 8213 I EuiccGoogle: [54] UiccSlotsManager.getPreferredEuiccSlotId: isRemovableEsimDefault: false
05-24 17:49:31.992 2690 8213 E EuiccGoogle: [54] UiccSlotsManager.getPreferredEuiccSlotId: Cannot find Euicc on device
05-24 17:49:31.992 2690 8213 I EuiccGoogle: [54] UiccSlotsManager.getEidForSlot: getEidForSlot: preferred Euicc slotId is -1
05-24 17:49:31.992 2690 8213 E EuiccGoogle: [54] UiccSlotsManager.getEidForSlot: Cannot find preferred Euicc
05-24 17:49:31.992 2690 8213 E EuiccGoogle: [54] EuiccServiceImpl.getEidFromSlotId: Failed to get EID for slotId: -1
05-24 17:49:31.992 2690 8213 E EuiccGoogle: com.android.euicc.service.EuiccServiceException: Cannot find preferred Euicc slot (Error Code=0x20009)
05-24 17:49:31.992 2690 8213 E EuiccGoogle: at com.android.euicc.telephony.UiccSlotsManager.getEidForSlot(PG:8)
05-24 17:49:31.992 2690 8213 E EuiccGoogle: at com.android.euicc.service.EuiccServiceImpl.getEidFromSlotId(PG:3)
05-24 17:49:31.992 2690 8213 E EuiccGoogle: at com.android.euicc.service.EuiccServiceImpl.getProfileInfoList(PG:2)
05-24 17:49:31.992 2690 8213 E EuiccGoogle: at com.android.euicc.service.EuiccServiceImpl.onEraseSubscriptions(PG:4)
05-24 17:49:31.992 2690 8213 E EuiccGoogle: at com.android.euicc.service.EuiccServiceImpl.onEraseSubscriptions(PG:1)
05-24 17:49:31.992 2690 8213 E EuiccGoogle: at android.service.euicc.EuiccService$IEuiccServiceWrapper$12.run(EuiccService.java:947)
05-24 17:49:31.992 2690 8213 E EuiccGoogle: at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1137)
05-24 17:49:31.992 2690 8213 E EuiccGoogle: at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:637)
05-24 17:49:31.992 2690 8213 E EuiccGoogle: at java.lang.Thread.run(Thread.java:1012)
05-24 17:49:31.992 2690 8213 E EuiccGoogle: [54] EuiccServiceImpl.getEidFromSlotId: Failed getting EID.
05-24 17:49:31.992 2690 8213 I EuiccGoogle: [54] EuiccServiceImpl.getProfileInfoList: getProfileInfoList: null eid
05-24 17:49:31.993 2690 8213 I EuiccGoogle: [54] EuiccServiceImpl.lockWriteLock: Successfully grant SIM state write lock
05-24 17:49:31.993 2690 8213 I EuiccGoogle: [54] EuiccServiceImpl.ensureSlotIsEuiccAndActive: ensureSlotIsEuiccAndActive: slotId = -1, forceDeactivateSim =
05-24 17:49:31.996 2690 8213 I EuiccGoogle: [54] EuiccServiceImpl.ensureSlotIsEuiccAndActive: Passed in slotId=-1; euiccIsActive=false; targetSlotIsRemovab
05-24 17:49:31.996 1336 1529 V WindowManager: Unknown focus tokens, dropping reportFocusChanged
05-24 17:49:31.996 2690 8213 E EuiccGoogle: [54] EuiccServiceImpl.ensureSlotIsEuiccAndActive: Multiple active slots supported, but slotId -1 is not active
05-24 17:49:31.996 2690 8213 E EuiccGoogle: com.google.android.flb.log.WhatATerribleException
05-24 17:49:31.996 2690 8213 E EuiccGoogle: at com.google.android.flb.log.Blog.wtf(PG:4)
05-24 17:49:31.996 2690 8213 E EuiccGoogle: at com.google.android.euicc.logging.EuiccGoogleLog.wtf(PG:1)
05-24 17:49:31.996 2690 8213 E EuiccGoogle: at com.android.euicc.service.EuiccServiceImpl.ensureSlotIsEuiccAndActive(PG:31)
05-24 17:49:31.996 2690 8213 E EuiccGoogle: at com.android.euicc.service.EuiccServiceImpl.onEraseSubscriptionsInternal(PG:1)
05-24 17:49:31.996 2690 8213 E EuiccGoogle: at com.android.euicc.service.EuiccServiceImpl.onEraseSubscriptions(PG:13)
05-24 17:49:31.996 2690 8213 E EuiccGoogle: at com.android.euicc.service.EuiccServiceImpl.onEraseSubscriptions(PG:1)
05-24 17:49:31.996 2690 8213 E EuiccGoogle: at android.service.euicc.EuiccService$IEuiccServiceWrapper$12.run(EuiccService.java:947)
05-24 17:49:31.996 2690 8213 E EuiccGoogle: at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1137)
05-24 17:49:31.996 2690 8213 E EuiccGoogle: at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:637)
05-24 17:49:31.996 2690 8213 E EuiccGoogle: at java.lang.Thread.run(Thread.java:1012)
05-24 17:49:31.998 1336 8214 I DropBoxManagerService: add tag=system_app_wtf isTagEnabled=true flags=0x2
05-24 17:49:31.998 2690 8213 I EuiccGoogle: [54] EuiccServiceImpl.onEraseSubscriptionsInternal: onEraseSubscriptionsInternal: slotId = -1, resetOptions = 1
05-24 17:49:31.998 2690 8213 I EuiccGoogle: [54] EuiccServiceImpl.switchBackToInitialSlotMapping: No need to switch back to initial slot mapping
05-24 17:49:31.999 2690 8213 I EuiccGoogle: [54] EuiccServiceImpl.unlockWriteLock: SIM state write lock is locked by the current thread. Unlock it.
05-24 17:49:32.008 2690 8213 I EuiccGoogle: [54] EuiccErrorMapper.mapErrorCode: Mapping for error code: 131083
05-24 17:49:32.008 2690 8213 I EuiccGoogle: [54] EuiccErrorMapper.mapErrorCode: Mapping error code: 131083 to: 33554432
05-24 17:49:32.008 2690 8213 I EuiccGoogle: [54] EuiccServiceImpl.onEraseSubscriptions: onEraseSubscriptions errorCode: 131083, mapped to: 33554432
05-24 17:49:32.010 3310 3310 I GoogleInputMethodService: GoogleInputMethodService.onFinishInput():3302
05-24 17:49:32.012 3310 3310 I GoogleInputMethodService: GoogleInputMethodService.updateDeviceLockedStatus():2152 repeatCheckTimes = 0, unlocked = true
05-24 17:49:32.013 3310 3310 I GoogleInputMethodService: GoogleInputMethodService.onStartInput():1930 onStartInput(EditorInfo{inputType=0x0(NULL) imeOption
05-24 17:49:32.013 3310 3310 I GoogleInputMethodService: GoogleInputMethodService.shouldHideHeaderOnInitialState():4116 ShouldHideHeaderOnInitialState = fa
05-24 17:49:32.014 3310 3310 I GoogleInputMethodService: GoogleInputMethodService.updateDeviceLockedStatus():2152 repeatCheckTimes = 2, unlocked = true
```

This struck me as odd, so I dug into the AOSP and found the source of the re-enable error:

[https://android.googlesource.com/platform/packages/apps/Settings/+android-platform-13.0.0\\_r7/src/com/android/settings/network/SwitchToEuiccSubscriptionSidecar.java#101](https://android.googlesource.com/platform/packages/apps/Settings/+android-platform-13.0.0_r7/src/com/android/settings/network/SwitchToEuiccSubscriptionSidecar.java#101)

I suspect the error is actually somewhere in `src/com/android/settings/network/UiccSlotUtil.java`, and there's even a not-too-old change in

<https://android.googlesource.com/platform/packages/apps/Settings+/log/master/src/com/android/settings/network/UiccSlotUtil.java>

that may be related, I'm not sure?

In case it's relevant, until recently I had a physical SIM card for one carrier, and then an eSIM for Google Fi. Last week, in preparation for switching carriers for the physical SIM, I installed a second

What's worrying is that based on what I can tell so far, there is *no* way to recover from this. A factory reset doesn't erase downloaded SIMs, and trying to erase the downloaded SIMs doesn't work

I also reached out to Google Fi support earlier today. This seemed somewhat beyond them, but I know they looped in a "specialist" that was going to follow up by email. In case it's useful to link t

Hopefully you or someone else see what might be going wrong here! Happy to help provide further debugging/logs if that'd be useful. Cheers, Jon

[https://drive.google.com/file/d/1\\_U1UN8QMXEobUjHqVz6Ab84kQCELy6T/view?usp=drive\\_web](https://drive.google.com/file/d/1_U1UN8QMXEobUjHqVz6Ab84kQCELy6T/view?usp=drive_web) (bugreport-panther-TQ2A.230505.002-2023-05-25-08-23-49.zip) [https://drive.google.com/file/d/1\\_U1UN8QMXEobUjHqVz6Ab84kQCELy6T/view?usp=drive\\_web](https://drive.google.com/file/d/1_U1UN8QMXEobUjHqVz6Ab84kQCELy6T/view?usp=drive_web)

## ✓ Links (9)

"[https://android.googlesource.com/platform/packages/apps/Settings/+android-platform-13.0.0\\_r7/src/com/android/settings/network/SwitchT...](https://android.googlesource.com/platform/packages/apps/Settings/+android-platform-13.0.0_r7/src/com/android/settings/network/SwitchT...)"

"<https://android.googlesource.com/platform/packages/apps/Settings+/log/master/src/com/android/setting...>"

"[https://drive.google.com/file/d/1\\_U1UN8QMXEobUjHqVz6Ab84kQCELy6T/view?usp=drive\\_web](https://drive.google.com/file/d/1_U1UN8QMXEobUjHqVz6Ab84kQCELy6T/view?usp=drive_web) (bugreport-panther-TQ2A.230505.002-2023-05-25-08-23-49.zip) [https://drive.google.com/file/d/1\\_U1UN8QMXEobUjHqVz6Ab84kQCELy6T/view?usp=drive\\_web](https://drive.google.com/file/d/1_U1UN8QMXEobUjHqVz6Ab84kQCELy6T/view?usp=drive_web)

"[https://drive.google.com/file/d/1\\_U1UN8QMXEobUjHqVz6Ab84kQCELy6T/view?usp=drive\\_web](https://drive.google.com/file/d/1_U1UN8QMXEobUjHqVz6Ab84kQCELy6T/view?usp=drive_web) (bugreport-panther-TQ2A.230505.002-2023-05-25-08-23-49.zip) [https://drive.google.com/file/d/1\\_U1UN8QMXEobUjHqVz6Ab84kQCELy6T/view?usp=drive\\_web](https://drive.google.com/file/d/1_U1UN8QMXEobUjHqVz6Ab84kQCELy6T/view?usp=drive_web)

"[https://drive.google.com/file/d/1\\_U1UN8QMXEobUjHqVz6Ab84kQCELy6T/view?usp=drive\\_web](https://drive.google.com/file/d/1_U1UN8QMXEobUjHqVz6Ab84kQCELy6T/view?usp=drive_web)

COMMENTS



**fi...@google.com** <fi...@google.com> [#2](#)

*Assigned to pm...@google.com.*

eSIM card is absent.. over to modem team to investigate further

```
UiccSlot:
  mActive=false
  mIsEuicc=false
  isEuiccSupportsMultipleEnabledProfiles=false
  mIsRemovable=false
  mLastRadioState={1=1}
  mIccIds={1=}
  mPortIdxToPhoneId={1=1}
  mEid=
  mCardState=CARDSTATE_ABSENT
  mUiccCard=null

  mUiccSlots[1]=Handler (com.android.internal.telephony.uicc.UiccSlot) {a916ea6}
UiccSlot:
  mActive=true
  mIsEuicc=false
  isEuiccSupportsMultipleEnabledProfiles=false
  mIsRemovable=true
  mLastRadioState={0=1}
  mIccIds={0=}
  mPortIdxToPhoneId={0=0}
  mEid=
  mCardState=CARDSTATE_ABSENT
  mUiccCard=null
```



**hd...@google.com** <hd...@google.com> [#3](#)

*Reassigned to pa...@google.com.*

Hi Edison,

Could you help to check if this is the same issue as MEP Recovery Failure?

Thanks!



**hd...@google.com** <hd...@google.com> [#4](#)

Hi Pankaj,

Please help to check it.

Thanks!



**hd...@google.com** <hd...@google.com> [#5](#)

[https://drive.google.com/file/d/1\\_U1UN8QMXEobEUjhQvz6Ab84kQCELy6T/view](https://drive.google.com/file/d/1_U1UN8QMXEobEUjhQvz6Ab84kQCELy6T/view)



**jo...@thesquareplanet.com** <jo...@thesquareplanet.com> [#6](#)

I ordered a physical SIM from Google Fi which just arrived in the mail. By plugging it in, my service for Fi was (unsurprisingly) restored. The Google Fi eSIM has also disappeared from the list under the "Reset options" tools menu (as before).



**pa...@google.com** <pa...@google.com> [#7](#)

*Reassigned to va...@google.com.*

Hi Jon ,

Could you help to enable modem logs and provide the power on logs again using below steps

1. Enable from Developer Option 1-a) Go to Setting > About phone. 1-b) Tap "Build number" until it shows "You are now a developer!".
2. Go to Settings > System > Developer options
3. Turn on "Enable verbose vendor logging".
  - Reboot the device and then reproduce the issue
  - Grab a bug report if the issue still exists

Thanks



**pa...@google.com** <pa...@google.com> [#8](#)

Hi Van ,

Can you help to coordinate with reporter to get modem logs for this issue steps in comment#7

Thanks



**jo...@thesquareplanet.com** <jo...@thesquareplanet.com> [#9](#)

Sure thing! Here's what I did:

1. Enabled verbose vendor logging.
2. Took out the Google Fi physical SIM card.
3. Checked the two eSIM are again listed, both stuck inactive.
4. Rebooted into safe mode.
5. Opened Settings -> Network.
6. Disabled airplane mode.
7. Waited for SIMs to no longer be grayed out.
8. `adb logcat > fi-all-steps-verbose-vendor.log`
9. Opened SIMs.
10. Opened inactive Google Fi eSIM (first listed).
11. Clicked "Use SIM" -> "yes" -> got error.
12. Clicked "Erase SIM" -> "yes" -> got error.
13. Went back to SIM list.
14. Opened inactive NiceMobil eSIM (second listed).
15. Clicked "Use SIM" -> "yes" -> got error.
16. Clicked "Erase SIM" -> "yes" -> got error.
17. Went back to Settings, then System -> Reset options.
18. Clicked "Erase downloaded SIMs" -> "yes" -> dialog closed.
19. `adb logcat`
20. Went back to SIM list. Confirmed both eSIMs are still there and inactive.
21. `adb bugreport`

Files:

- [https://drive.google.com/file/d/1ALrGcCTmhoE06qwIWMjsxNcd2Kp7g5bH/view?usp=drive\\_web](https://drive.google.com/file/d/1ALrGcCTmhoE06qwIWMjsxNcd2Kp7g5bH/view?usp=drive_web) (bugreport-panther-TQ2A.230505.002-2023-05-28-20-24-01.zip)
- [https://drive.google.com/file/d/1SgyTUaYb4i33L8ImRbpy0z4Z82mdj2he/view?usp=drive\\_web](https://drive.google.com/file/d/1SgyTUaYb4i33L8ImRbpy0z4Z82mdj2he/view?usp=drive_web) (fi-all-steps-verbose-vendor.log.gz)



**jo...@thesquareplanet.com** <jo...@thesquareplanet.com> [#10](#)

Probably worth pointing out that the Google Fi eSIM disappears when I plug in the physical Google Fi SIM card, but *reappears* when I plug that SIM card back out. Not sure if that's relevant to



**jo...@thesquareplanet.com** <jo...@thesquareplanet.com> [#11](#)

Hi folks! Just checking in whether there was anything else you were waiting on from me here? I didn't see any other asks than what I provided above, but entirely possible I missed something



**jo...@thesquareplanet.com** <jo...@thesquareplanet.com> [#12](#)

I'm going to try an upgrade to the Android U Beta (via the opt-in beta program) to see if that might help resolve the issue.



**jo...@thesquareplanet.com** <jo...@thesquareplanet.com> [#13](#)

No such luck unfortunately. Still broken in the same way.



**wi...@gmail.com** <wi...@gmail.com> [#14](#)

Hello,

I have a Pixel 6 phone and am affected by what it seems to be exactly the same bug. `adb logcat` is showing me a very similar log as the one posted by Jon above.

The problem started happening yesterday. I had 3 eSIMs in my device, but only one of them active and valid. I tried downloading a new eSIM for a service that I'd just bought, which failed. Wh

I have not tried factory resetting the phone yet, but I tried everything else: rebooting into safe mode, resetting the network/mobile settings, erasing all downloaded SIMs, to no avail.

IMO this is a very concerning issue. As of now, I cannot enable nor delete any of my eSIMs and cannot download new ones into the device.

Please let me know if you need more details about the failure.



**wi...@gmail.com** <wi...@gmail.com> [#15](#)

Forgot to say: my Pixel 6 phone is running Android 13 (TQ3A.230805.001).



**wi...@gmail.com** <wi...@gmail.com> [#16](#)

Hello,

Is there any news about this bug? I have been in touch with Google Support as well, but so far they have not been able to help much. I would really appreciate if we could get any update about this.

Thank you.



**hd...@google.com** <hd...@google.com> [#17](#)

*Reassigned to pa...@google.com.*

Hi Will,

Could you help to enable modem logs and provide the power on logs again using below steps

Enable from Developer Option

- 1-a) Go to Setting > About phone.
- 1-b) Tap "Build number" until it shows "You are now a developer!".
- Go to Settings > System > Developer options
- Turn on "Enable verbose vendor logging".
- Reboot the device and then reproduce the issue

Grab a bug report if the issue still exists



**wi...@gmail.com** <wi...@gmail.com> [#18](#)

Hello,

Thanks for the reply.

Here's the full log after rebooting the device and reproducing the problem.

Thank you.

 **esim2.log**  
2 MB [View](#) [Download](#)



**pa...@google.com** <pa...@google.com> [#19](#)

Hi Will,

Could you help to share the bugreport captured after following steps in comment#17.

Thanks



**wi...@gmail.com** <wi...@gmail.com> [#20](#)

Hello,

Sure. Here's the file I generated, along with new logs.

Thanks.

[https://drive.google.com/file/d/1nKPD\\_UWtRB2TJIBHqXHYVSoIPsbktH0L/view?usp=drive\\_web](https://drive.google.com/file/d/1nKPD_UWtRB2TJIBHqXHYVSoIPsbktH0L/view?usp=drive_web) (bugreport-oriole-TQ3A.230805.001-2023-08-29-17-21-32.zip)

[https://drive.google.com/file/d/1mpE4qQ5apVUktNDhAgABPmdwOsmnBiwT/view?usp=drive\\_web](https://drive.google.com/file/d/1mpE4qQ5apVUktNDhAgABPmdwOsmnBiwT/view?usp=drive_web) (esim3.log)



**wi...@gmail.com** <wi...@gmail.com> [#21](#)

I just wanted to provide a bit more information.

When I reboot the phone to reproduce the bug, neither the eSIMs nor the physical SIM are immediately recognized when the phone finishes booting up. I have to wait almost 5 minutes for the SIMs to become available. After the SIMs become available, whenever I try to erase an eSIM I get a generic error saying:

```
Can't erase SIM

This SIM can't be erased due to an error.

Restart your device and try again.
```

Restarting the device does not fix the problem.

Please let me know if there is any other information you need.

Thanks.



**pa...@google.com** <pa...@google.com> [#22](#)

Hi Will ,

I have requested access permission to drive link for bugreport. Also , Can you please try to upload the bugreport(bugreport-oriole-TQ3A.230805.001-2023-08-29-17-21-32.zip) to this bug

Thanks

**wi...@gmail.com** <wi...@gmail.com> [#23](#)


Hi,

I've accepted the request; sorry about that. Yeah, I will upload the bugreport to this bug as well.

Thanks.

**wi...@gmail.com** <wi...@gmail.com> [#24](#)

Here it is.

 **bugreport-oriole-TQ3A.230805.001-2023-08-29-17-21-32.zip**  
22 MB [Download](#)

**wi...@gmail.com** <wi...@gmail.com> [#25](#)

Hello Pankaj et al,

I just would like to confirm that you have been able to access all the requested files. Please let me know if there's anything else I can provide to help with the investigation.

Thanks.

**wi...@gmail.com** <wi...@gmail.com> [#26](#)

Hi there,

Apologies for insisting, but I'd really like to be able to use eSIMs on my phone again. Is there any status update on this bug? Any other information I can provide to help with the investigation/

Thanks!

**pa...@google.com** <pa...@google.com> [#27](#)

*Status: Won't Fix (Infeasible)*

RMA process initiated for users facing esim mute issue, close this bug.

**ji...@gmail.com** <ji...@gmail.com> [#28](#)

in last year my pixel3 is the same problem, today my pixel is the same problem too.

**ji...@gmail.com** <ji...@gmail.com> [#29](#)

in last year my pixel3 is the same problem, today my pixel4 is the same problem too.

**ab...@gmail.com** <ab...@gmail.com> [#30](#)

may I know any news on that , my Pixel 4a(5g) had the exact same problem

**la...@gmail.com** <la...@gmail.com> [#31](#)

*Comment has been deleted.*

Message last modified on Nov 6, 2023 06:43AM