

Some Samsung devices experience email, VPN errors due to missing Microsoft Intune certificates

Microsoft just said that some Samsung devices that have signed up for Microsoft Intune with a work account will experience email and VPN connection problems after upgrading to Android 12. The cause of the problem is a lack of certificates.

Microsoft Intune is a cloud computing service designed to help administrators manage Windows, macOS, iOS/iPadOS, and Android applications and devices in an enterprise environment.

It also enforces device-specific policies when accessing proprietary data from personal or corporate-owned devices.

Problems with Gmail, Outlook and VPN

"Recently, Microsoft Intune received crash warnings for Samsung devices registered with a work account. After updating to Android 12, some email and VPN clients will lose access to into certificates when users try to access them (such as Gmail and AnyConnect VPN)," shared the Intune Support Team.

"The lack of a certificate makes it impossible for users to access their email on Gmail and to not open the VPN app."

According to Microsoft, people who try to use the AnyConnect VPN app will see a message saying that the client certificate the application needs to connect to its server cannot be found and should choose another valid certificate instead. position.

The Gmail app also prompts Samsung device users who encounter a certificate selection hole when accessing Gmail and then displays a "Unable to connect to server" error after selecting the appropriate certificate.

Customers also reported that they had problems accessing email through Outlook because SMIME certificates deployed with Microsoft Endpoint Manager would disappear from Outlook's SMIME settings after upgrading to Android 12.



Temporary solutions

Currently, Samsung and Microsoft are working closely together to quickly find a way to solve the problems. However, users can fix it by clearing the app data cache for the affected VPN apps.

Gmail can be restored by deleting the user and reinstalling the work account and Company Portal on each device, or the IT administrator deleting and re-adding the Gmail device configuration.

As reported by some users, if Outlook is affected you can solve it by uninstalling the application and then reinstalling it.

Microsoft is also investigating another Microsoft Intune bug that caused Samsung Galaxy devices fully managed by Android Enterprise to enter a non-compliant state after restarting themselves or installing specified updates.

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