

eScan Mobility Management (EMM / eScan MDM): eScan Container app closes and eScan Container is not created on the device, why?

To implement containerization on a device, the device needs to support encryption. Some higher-end handsets running Lollipop (5.x) and higher, encryption is enabled out-of-the-box, while on some older or lower-end devices, you have to turn it ON.

The device having encryption option depends upon the manufacturer of the device and the device OS. **Eg:** some non-stock Android handsets might not have the encryption feature and that might be the reason for the eScan Container not getting created on the device.

How to check if the device is compatible?

Download the **Test DPC (Device Policy Controller)** app from the Google play store and install the app. Test DPC is a test app from Google to check the device compatibility for containerization. In this case, eScan container will **not** get installed on this device i.e. you will not be able to use COD/BYOD features.

<https://play.google.com/store/apps/details?id=com.afwsamples.testdpc>

If the DPC installs correctly and still the eScan Container app does not, please contact eScan technical support with the details of the device, eScan container apk version, OS and error.

Unique solution ID: #1436

Author: Samir Mhatre

Last update: 2019-04-02 15:31