

Troubleshooting Rooted Android Devices

Store Type	Full Service, Service Only and Advanced Exchange
Device Type	Android Devices

Overview:

Rooting a phone (or getting root) is the process of modifying the operating system on a device to obtain complete control over it. By rooting a device, the user can then alter certain built-in functionality of the device. Rooting is strongly discouraged by Sprint and device manufacturers.

Since there is currently no way of proving that a device has been rooted by a customer, suspected rooted devices should be handled as follows:

Advanced Exchange Locations

If the customer is experiencing issues that are suspect to be caused by rooting the device.

Step	Action
1	Educate the customer on the risks involved in rooting their device: <ul style="list-style-type: none"> • Rooting can cause irreparable damage to the device. • Rooting can result in an inoperable device. • Rooting may result in all customer data and customizations being lost.
2	Open an eTicket and exchange the device per standard DHRP procedures. Refer to Processing a Handset Issue with eTicket in an AE Only Location and Processing DHRP Orders for more information.
3	In the eTicket, document the specific issues with the device and note that the device is suspected of being rooted.

Full Service or Service Only Locations

If the customer is experiencing issues that are suspect to be caused by rooting the device.

Step	Action
1	Educate the customer on the risks involved in rooting their device: <ul style="list-style-type: none"> • Rooting can cause irreparable damage to the device. • Rooting can result in an inoperable device. • Rooting may result in all customer data and customizations being lost.
2	Open an eTicket and document the specific issues with the device. Also, note that the device is suspected of being rooted.
3	Attempt to resolve the issue by reloading the device software. Refer to the PDA and Connection Card Troubleshooting and Using Device Triage Laptop Job Aid for more information.
4	If the issue cannot be resolved, exchange the device per standard DHRP procedures. Refer to Processing a Handset Issue with eTicket in a Full Service Location and Processing DHRP Orders for more information.