What can be done if an Android erasure gets stuck at 0%?

Created date	Updated date	Affects version	Fix version
16 Feb 2017	06 Apr 2020	Mobile Diagnostics and Erasure - all versions	N/A

Problem

After starting an erasure, Android device seems to be stuck at 0% and does not progress further into the erasure.

Cause

There can be a pop-up in the device screen after starting erasure that has to do with "Verify apps" feature in newer Android devices. The pop-up typically says: "Allow Google to regularly check device activity for security problems, and prevent or warn about potential harm."

See more information in Google's documentation: Help protect against harmful apps with Google Play Protect.

Resolution

The pop-up should be acknowledged by the user from the device screen for the erasure to proceed.