

Release Note: Knox Manage v20.2

February 27, 2020

Please refer to the below list of new features and improvements to be released with Knox Manage v20.2 scheduled for February 27th 2020.

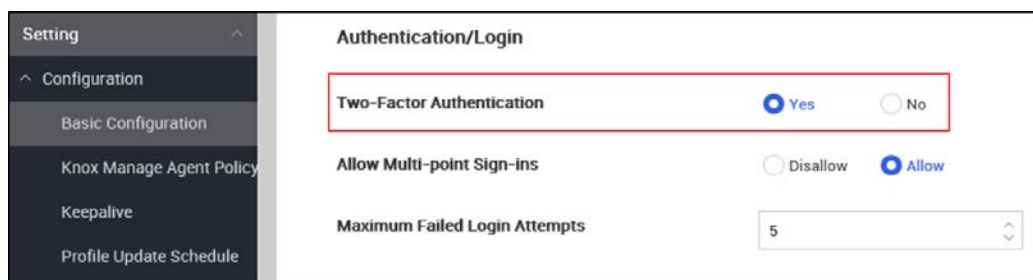
Highlights

1. [Console] Two-Factor Authentication
2. [UI/UX] Kiosk Wizard, Remote Support Tool
3. [Console] Samsung Account SSO
4. [Console] New Widget based Dashboard
5. [Console] Enhanced File Export & Download
6. [Profile] Samsung Knox for Android Enterprise
7. [Kiosk] Exit Kiosk mode
8. [iOS] Enhanced Device Enrollment Program (DEP)

Details

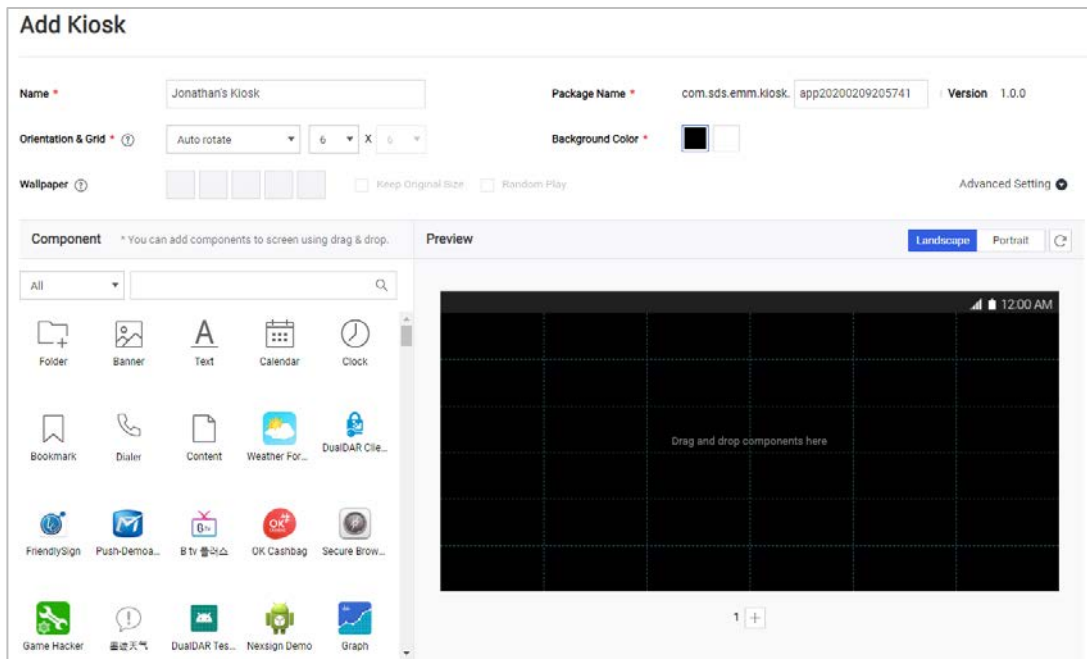
1. [Console] Two-Factor Authentication

- Knox Manage v20.2 implements the default login setting as Two-Factor Authentication to enforce more secure access to admin console. A newly registered tenant after v20.2 will be configured with Two-Factor Authentication as default.
- In case of the existing tenants, we kindly recommend that you change the setting to Two-Factor Authentication login. (Setting > Configuration > Basic Configuration > Two-Factor Authentication) Please make sure the email address and phone number are correct to receive the OTP.



2. [UI/UX] Improved design for Kiosk Wizard

- Knox Manage v20.2 introduces new design for Kiosk Wizard for better user experience.



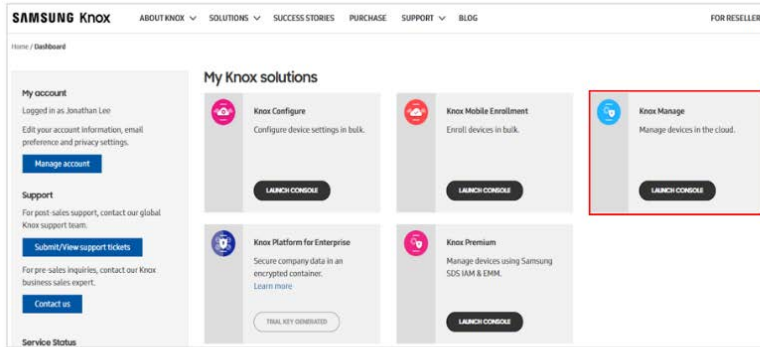
3. [UI/UX] Improved design for Remote Support Tool

- Knox Manage v20.2 introduces new design for Remote Support Viewer.

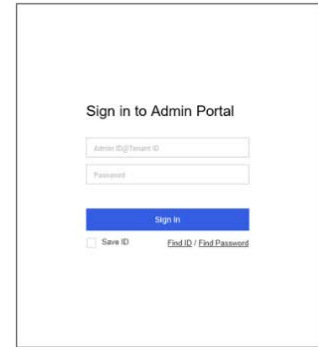


4. [Console] Samsung Account SSO

- IT Admin can login to Knox Manage admin console via two ways: Samsung Account SSO and KM console direct login.
- To access with Samsung Account SSO, first login to Knox Portal (samsungknox.com), and then launch KM admin console without additional Knox Manage login.



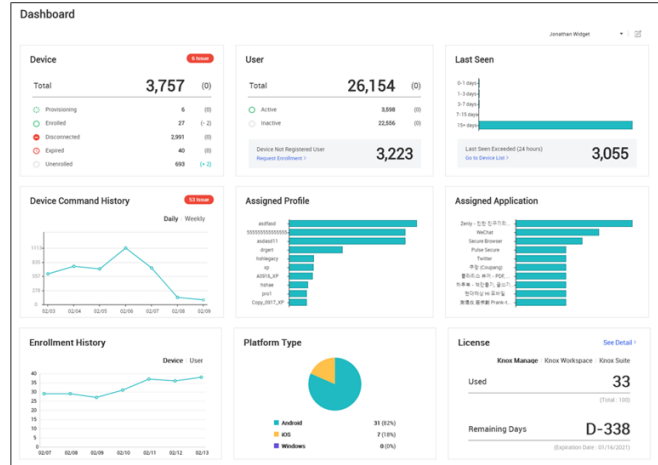
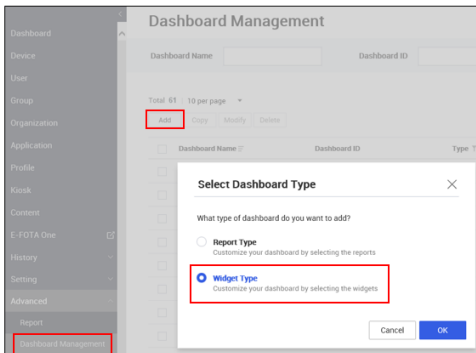
[Option 1] Knox Portal with Samsung account



[Option 2] KM console with KM ID

5. [Console] New widgets based Dashboard

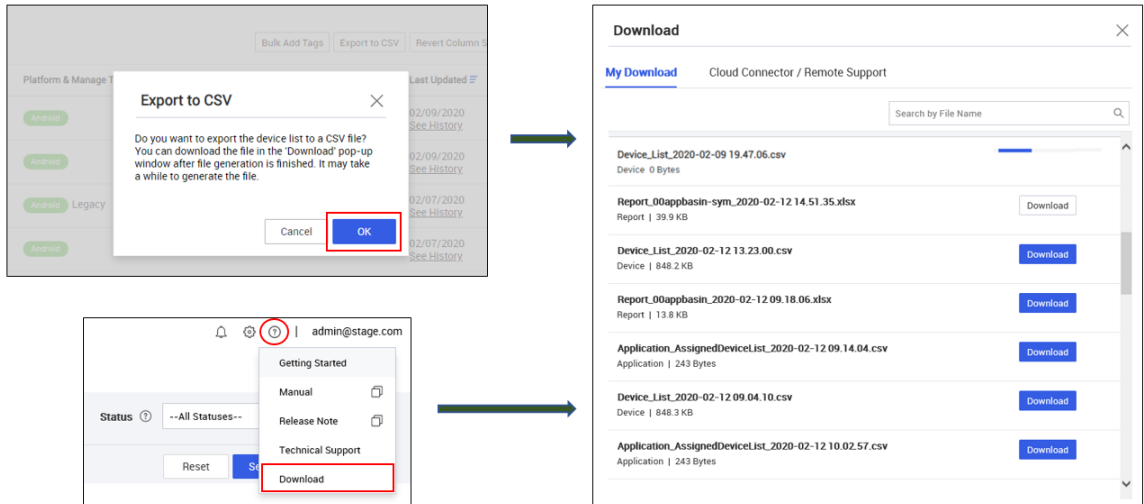
- IT Admin can create the diverse dashboards with newly introduced widget styles.
 - 15 types of widget with different layout styles



6. [Console] Enhanced File Export & Download

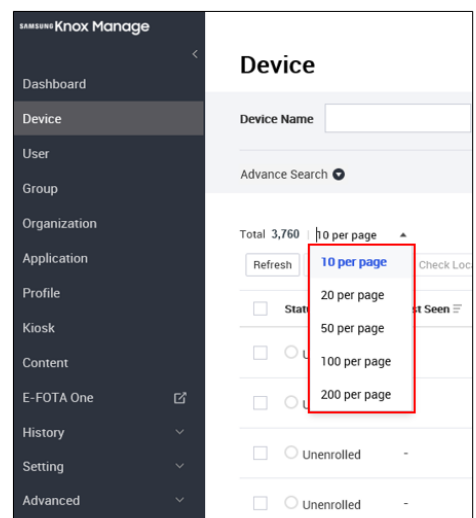
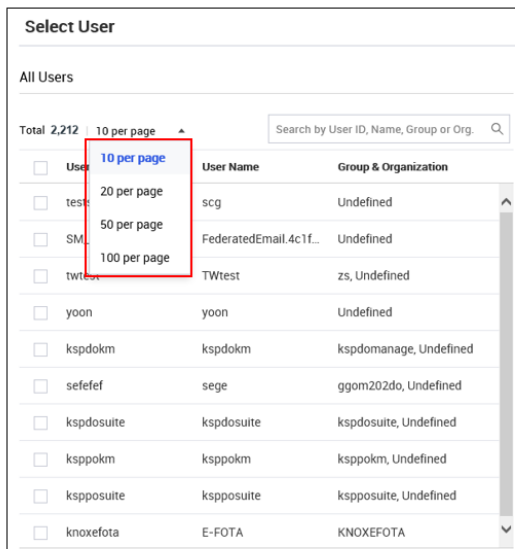
- Knox Manage v20.2 improves the file export feature with process separation, File generation and download. This enhancement guarantee the file export without connection time out failure from large file size.

- First, generate the file by clicking 'Export to CSV'.
- Next, download the generated file from pop-up window where you can see the downloading progress.



7. [Console] Max. number of users/devices per page

- The maximum number of users and devices per page is now increased from 10 to 100, and the maximum number of devices in the list page is increased from 100 to 200.



8. [Console] Default Android Manage Type

- Default value of 'Android Manage Type' is changed from 'Android Legacy' to 'Android Enterprise'

The image shows two side-by-side screenshots of the console interface. The left screenshot is titled 'Add User' and the right is 'Add Organization'. Both forms have a red box highlighting the 'Android Manage Type' dropdown menu. In the 'Add User' form, the dropdown is set to 'Android Enterprise'. In the 'Add Organization' form, the dropdown is also set to 'Android Enterprise'. The 'Add Organization' form also shows 'AD/LDAP Sync' set to 'Disable'.

9. [Agent] Direct Boot support (on Locked status)

- Knox Manage v20.2 implements the 'Direct Boot Support' which enables most of major device commands and policies applicable to device even when the device is in a locked status which means the device has never been unlocked after power on.
- To date, applications including Knox Manage agent have not been able to run on the devices that have just been powered on without any unlock attempts.
- From v20.2, Knox Manage can run on locked device and 10 device commands and most of policies are applicable.

10. [Application] 'Need Update' status added for internal app

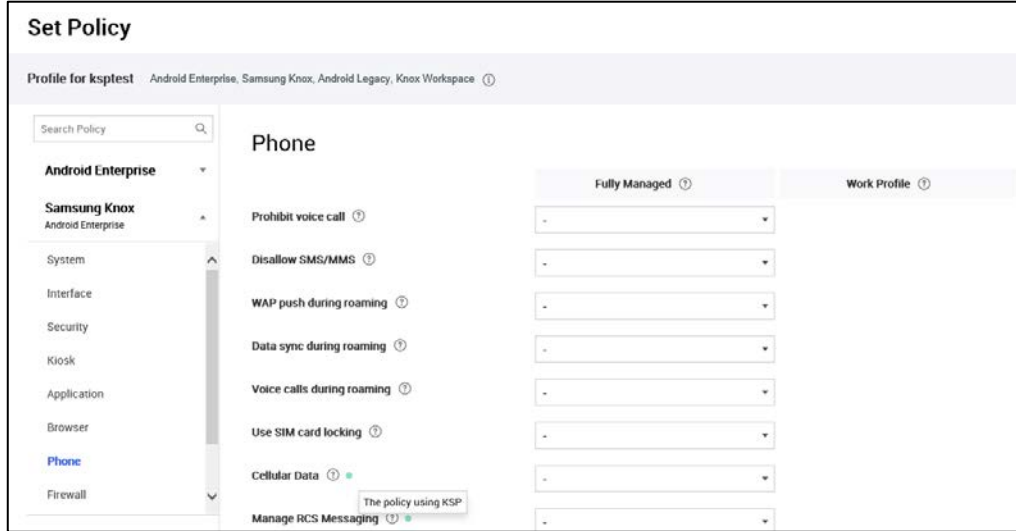
- Knox Manage v20.2 adds a status of 'Need Update' for the applications need update. IT Admin can check the applications which need update from internal application detail and send the 'Update' command.

The screenshot shows the 'Application Detail' page for an internal application named 'Graph'. The application is categorized as 'Knox Manage Portal'. Below the application details is a table of devices. The table has columns for 'Device Status & Name', 'IMEI / MEID', 'User Name', 'Platform & Manage Type', 'Install Status', 'App Version', and 'Last Assigned'. The first two rows show devices with 'Installed' status. The second row has a red box highlighting the 'Need Update' checkbox in the 'Install Status' column.

Device Status & Name	IMEI / MEID	User Name	Platform & Manage Type	Install Status	App Version	Last Assigned
<input checked="" type="checkbox"/> j1_Android_2	353557063255600	Jay One	Android Legacy	Installed		11/20/2018
<input type="checkbox"/> j1_Android_2	353557063255600	Jay One	Android Legacy	Installed		11/20/2018

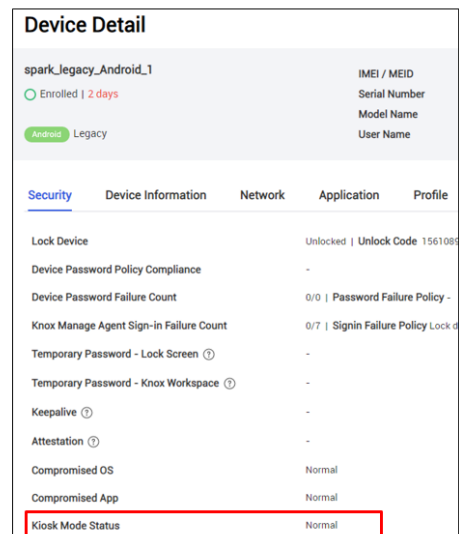
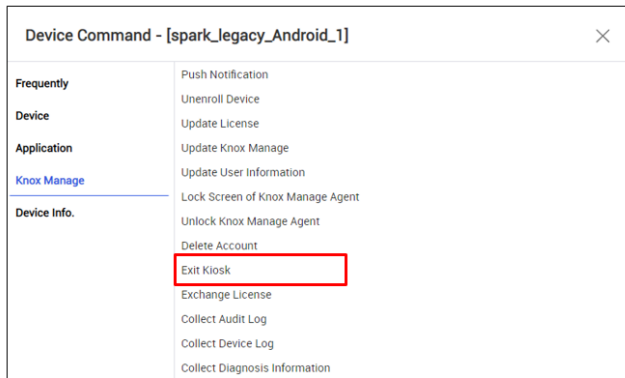
11. [Profile] Samsung Knox for Android Enterprise

- Samsung only features implemented by Knox API are now moved to 'Samsung Knox (Android Enterprise)' category as below. KSP (Knox Service plug-in) policies are also added and marked as green dot.



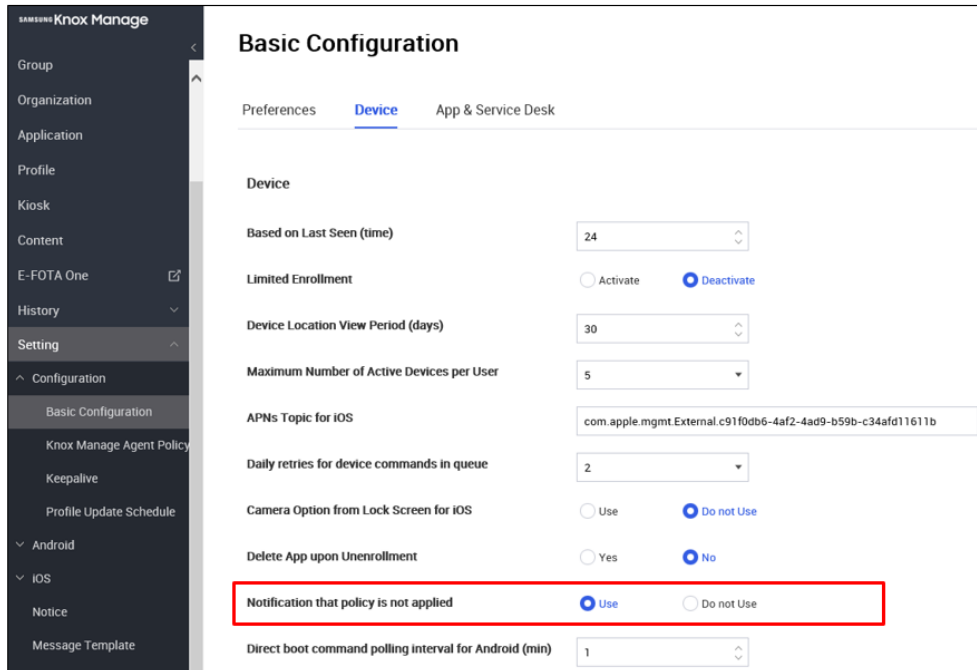
12. [Kiosk] Exit Kiosk mode

- Knox Manage v20.2 newly adds 'Exit Kiosk' device command. With this command, device can exit Kiosk mode without unenroll process. To apply Kiosk mode again, IT admin has to update the profile again to the device.
- IT admin can check device status in 'Device detail' (Device > Device detail > Security > Kiosk Mode Status). Kiosk application will not be uninstalled in the Exit Kiosk mode.



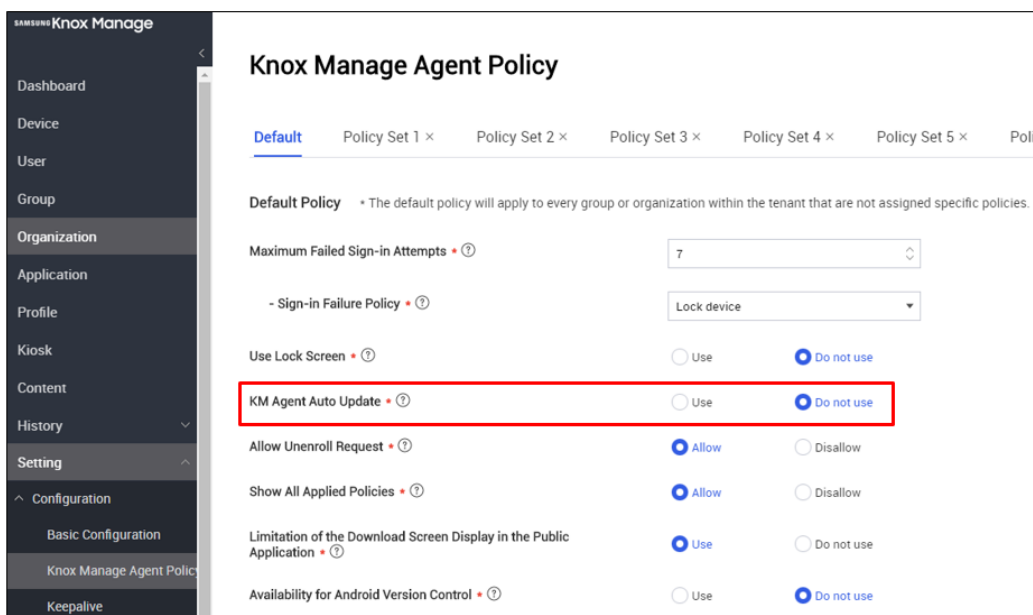
13. [Setting] Notification for devices without policy applied

- IT Admin can configure the notification setting whether to notify the devices when the device policy is applied or not. (Setting > Configuration > Basic Configuration > Device)



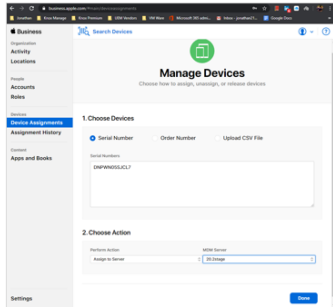
14. [Setting] KM Agent Auto Update

- IT Admin configure whether to update KM agent automatically or not. If it set as 'Use', notification will be displayed on device status bar when new version is uploaded. And the notification cannot be removed by users. (Setting > Configuration > Knox Manage Agent Policy)

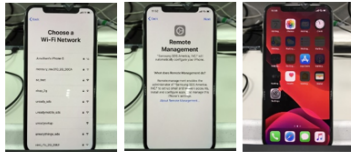


15. [iOS] Enhanced Device Enrollment Program(DEP)

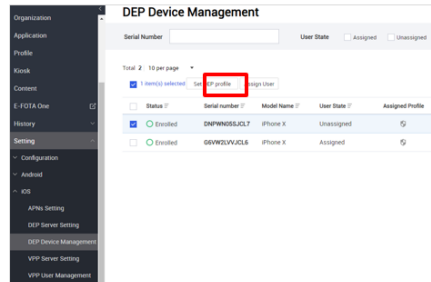
- To date, Knox Manage only supports one unique account on DEP enrollment. From v20.2, IT admin can assign users to each DEP enrolled devices. Upon user assignment, KM agent will be silently installed at the devices.
- IT can admin can update DEP default profile for end users device initialization.



① Register DEP devices at Apple Business Manager.



② Do the factory reset with DEP device.



③ Assign every other user to the enrolled every device at DEP



④ Download KM agent silently (No need to login)

Device

Device Name: MDE / MEEID or Serial Number User Name: Status: --All statuses--

Advance Search:

Total: 3,759 | 10 per page

Refresh	Device Control	Check Location	Remote Support	Manage Tag	Update Location	Unenroll	Delete	Bulk Add Tags	Export to CSV	Revert Color	
<input type="checkbox"/>	Status	Last Seen	Device Name	MDE / MEEID	Serial Number	User Name	Device Tag	Platform & Manage Type	Mobile Number	Enrolled Type	Last Updated
<input type="checkbox"/>	Enrolled	6/11	AppleDEP_JOSL4	3549420929615	DMPFN055JCL7	Jonathan Lee	-	Android	+621991211204	DEP	6/21/2020 09:35:53

⑤ You can use whole feature based on user regardless of DEP device.

16. Others

- Knox Manage v20.2 supports zoom-in/out and refresh feature in Kiosk bookmark browser.
- Knox manage v20.2 supports 'Data Saver Mode' policy for both Android Legacy and Android Enterprise devices.

Resolved Issues and Improvements

[KMVOC-8553 / 00178499] v19.9 - High Contrast Text Color in "Add Control App"

[KMVOC-8821 / 00182472] Export to CSV on Device page lead to error 504 Gateway Time-out

[KMVOC-8828 / 00182625] Configure VPN for application not working on Knox Workspace.

[KMVOC-8844 / 00182824] [TMS problem with tenants]

[KMVOC-8859 / 00183224] Profile Rest after modify

[KMVOC-8873 / 00183022] Unable to delete Control app

[KMVOC-8890 / Internal] Browser mobile version of portal is no longer available

[KMVOC-8909 / 00184191] LDAP Problem

[KMVOC-8914 / Internal] Sync Service - User Base DN

[KMVOC-8917 / 00184377] Updated General area APK and it pushed inside the workspace

[KMVOC-8926 / 00178798] Unable to edit App Permission Exception List for com.hikvision.hikconnect

[KMVOC-8949 / 00184197] configure User based authentication for Exchange with KM SCC, NDES.

[KMVOC-8983 / 00184977] Typo mistake in Knox Manage Portal

[KMVOC-8987 / 00185269] Updated Private Google Play Store App not reflected in KM console

[KMVOC-8992 / 00184610] Duplicated added application cannot be removed.

[KMVOC-8999 / Internal Testing] Profile's policy view is not shown

[KMVOC-9006 / Urgent] JDM device issue (with v19.12 - 2.2.6.08)

[KMVOC-9036 / Internal] Android Enterprise setup issue