

SAMSUNG



**Configuration email apps in Android
Enterprise?**

Version 1.0.

November 2021

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About this guide

This guide provides an overview of the Samsung Email configuration in the Knox Manage console. The process presented here shows the configuration of business e-mails on an Android device that have been activated in Android Enterprise mode.

Samsung Email application configuration allows not only for e-mail set up, but also blocking the addition of other e-mail's accounts on the company device.

Please note that described configuration concerns currently available versions of both solutions and it is only reference for Samsung's customers in the process of its implementation.

This guide does not provide information on full Knox Manage (KM) configuration. To check other functionalities, please see the [KNOX DOCUMENTATION](#).

For additional information about Samsung Solutions, go to [Samsung Knox Product](#) site.

Revision history

Version	Knox Manage	Date	Revisions
1.0.	21.9.	October 11, 2021	First release.

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Working environment

Prerequisites

Device

Device: Samsung Xcover Pro

Software version: Android 11.0

Application

Samsung Email 6.1.51.1

Microsoft Outlook 4.2137.2

Gmail 2021.09.10.397347674.Release

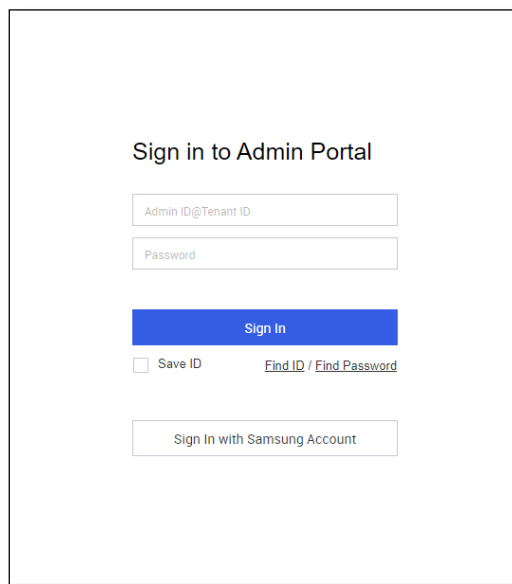
Knox Manage agent 21.9(2.4.4.07)

Console

Knox Manage version: 21.9 (210827)

Server location

Login at Knox Manage Console to assigned server instance using your Samsung Account via www.samsungknox.com



The image shows a screenshot of a web form titled "Sign in to Admin Portal". The form contains the following elements:

- A text input field labeled "Admin ID@Tenant ID".
- A text input field labeled "Password".
- A blue button labeled "Sign In".
- A checkbox labeled "Save ID" with a link "Find ID / Find Password" next to it.
- A text input field labeled "Sign In with Samsung Account".

Profile configuration

Android Enterprise

Knox Service Plugin

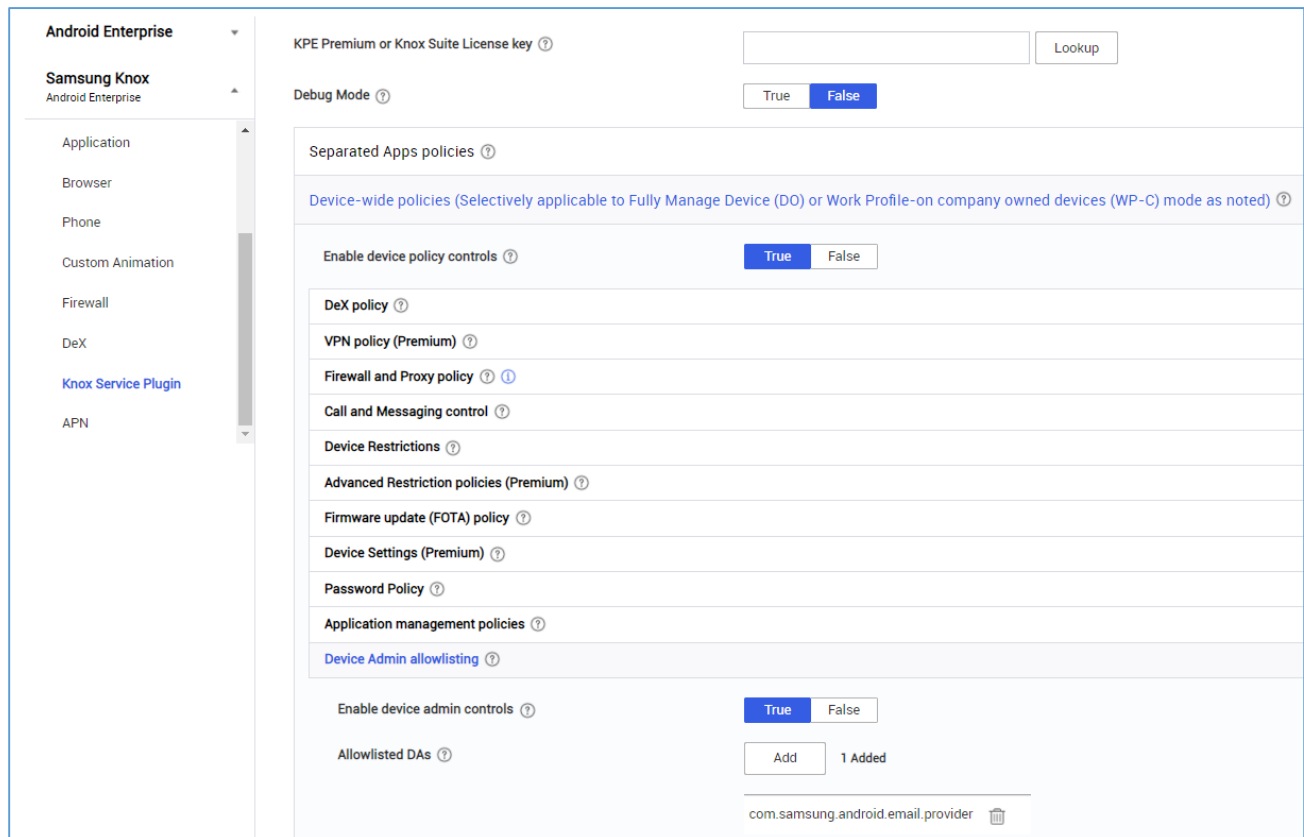
Settings within the Samsung Knox and Knox Service Plugin work only on Samsung Secure by Knox devices. KSP does not work on devices from other manufacturers.

The following description of settings refers to the situation when the IT administrator in the settings for **Android Enterprise > System > Account Modification** has set the option to **Disallow**. This setting makes it impossible to add private accounts such as Google, Samsung etc. in the company space.

Settings in Fully managed mode.

Go to **Profile > Samsung Knox > Knox Service Plugin**. Click to **Device-wide policies** menu. Change the **Enable device policy controls** settings to **True**. Find **Device Admin allowlisting setting** and change **Enable device admin controls** to **True**. In the **Allowlisted DAs** line, click **Add** button and added **Samsung Email**, or **Microsoft Outlook** from the list. For **Gmail** application, it is not required to add it to Device admin allowlisted.

The following example shows the Samsung Email application.

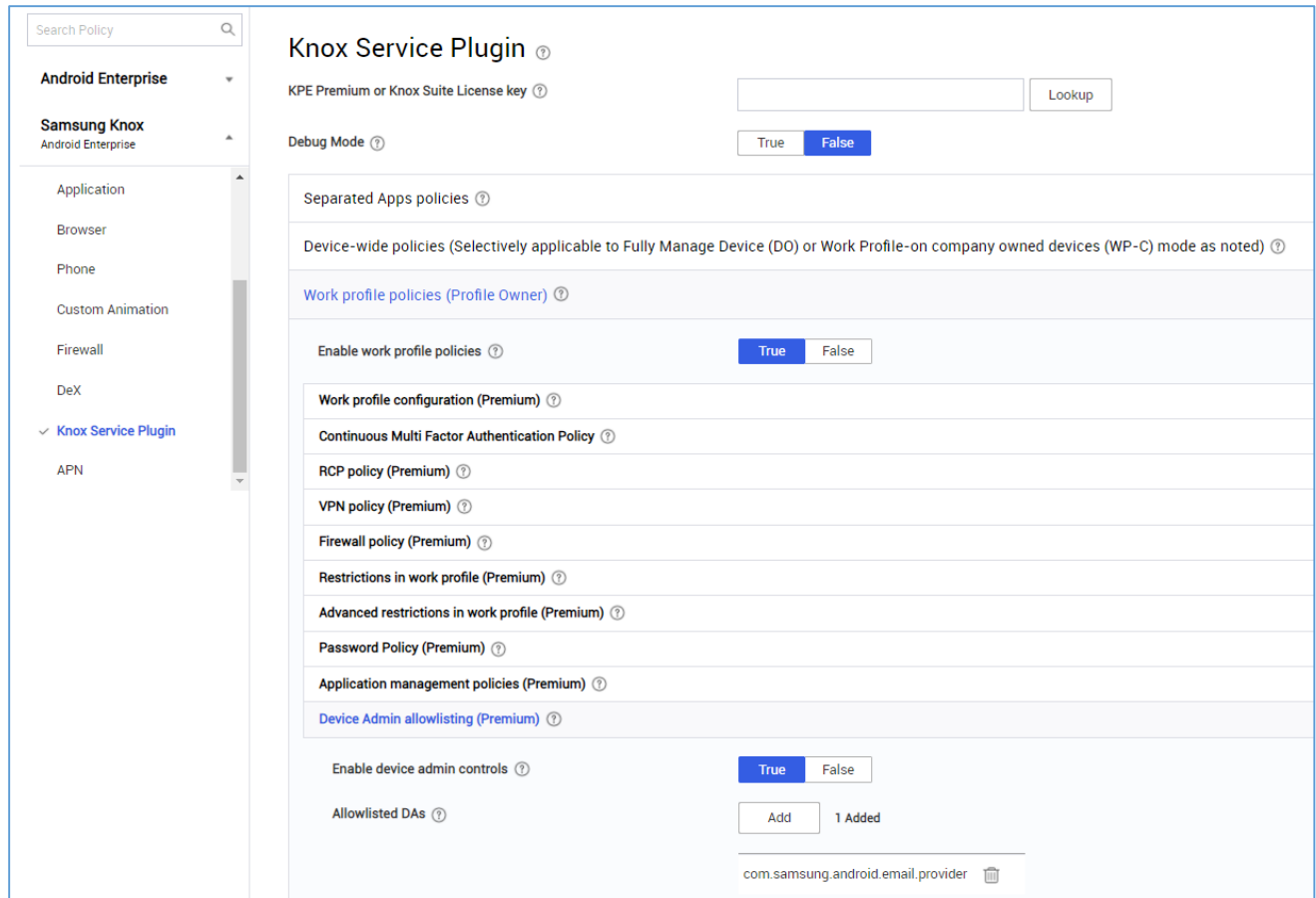


Settings in Work profile mode.

In work profile setting requires a Knox Suite or Knox Platform for Enterprise license to be activated.

Go to **Profile > Samsung Knox > Knox Service Plugin**. Click to **Work profile polices (Profile Owner)** menu. Change the **Enable device policy controls** settings to **True**. Find **Device Admin allowlisting setting** and change **Enable device admin controls** to **True**. In the **Allowlisted DAs** line, click **Add** button and added **Samsung Email**, or **Microsoft Outlook** from the list. For **Gmail** application, it is not required to add it to Device admin allowlisted.

The following example shows the Samsung Email application.



Add email application

The following steps describe the configuration of corporate mail in Samsung Email. The key advantage of the application is the ability to block the addition of private e-mail accounts in the application from the settings.

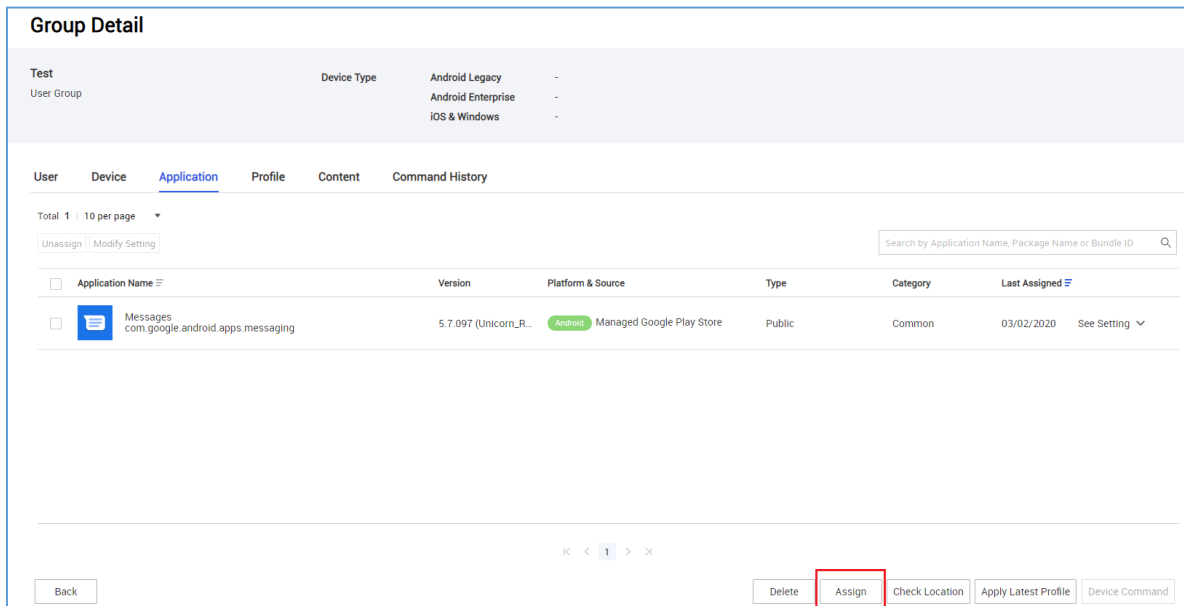
The following description presents two variants.

The first variant describes how to add and configure applications when you add them to a group.

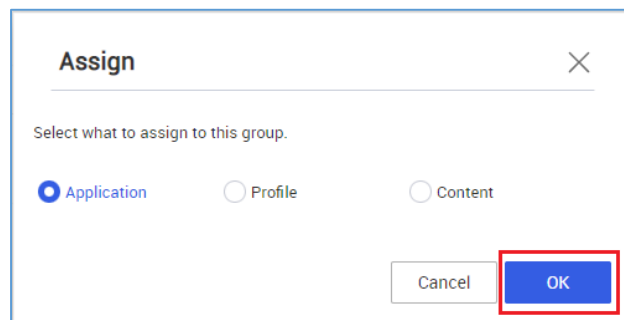
The second variant describes modifying the configuration of the added application to the group.

Assigning and configuring applications

Go to [Menu Group](#), click on the name of the group to which you want to assign the application. At the bottom of the page, click on the [Assign](#) button.



In the [Assign](#) window, leave selection on [Application](#) and click the [OK](#) button.

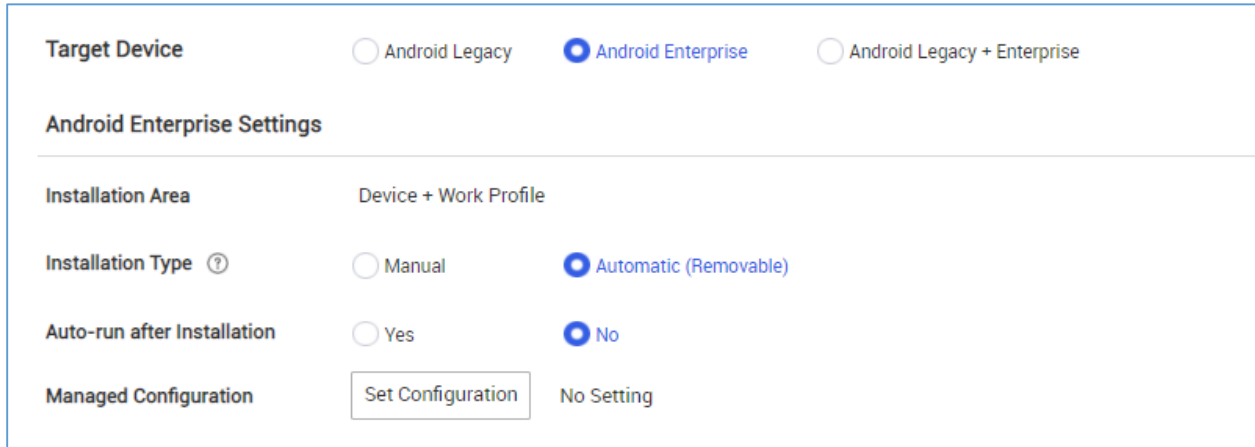


In the list of added managed applications, the example uses Samsung Email. You can find information on how to add managed applications in Android Enterprise here: <https://docs.samsungknox.com/admin/knox-manage/add-public-applications-using-managed-google-play-store.htm>

In the **Assign Application** window, change the **Target Device** menu from Android Legacy to **Android Enterprise**.

The **Install Type** settings determine whether the device user will install the application manually or automatically after completing the registration process in Knox Manage. In our example, I use the **Automatic** option.

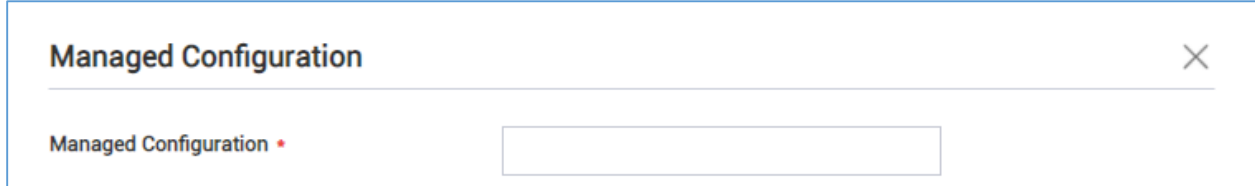
In order to enter e-mail configuration, click the **Set Configuration** button.



The screenshot shows the 'Assign Application' configuration window. At the top, the 'Target Device' section has three radio button options: 'Android Legacy', 'Android Enterprise' (which is selected), and 'Android Legacy + Enterprise'. Below this is the 'Android Enterprise Settings' section, which is divided into several rows. The first row is 'Installation Area' with the value 'Device + Work Profile'. The second row is 'Installation Type' with a help icon and two radio button options: 'Manual' and 'Automatic (Removable)' (which is selected). The third row is 'Auto-run after Installation' with two radio button options: 'Yes' and 'No' (which is selected). The fourth row is 'Managed Configuration' with a 'Set Configuration' button and a 'No Setting' option.

In **Manage Configuration**, first line is the configuration name.

Enter the name of the configuration and then enter the mandatory configuration settings:



The screenshot shows the 'Managed Configuration' dialog box. It has a title bar with the text 'Managed Configuration' and a close button (X) on the right. Below the title bar, there is a label 'Managed Configuration' followed by a red asterisk, and a text input field for entering the configuration name.

Manage Configuration Samsung Email app

Microsoft Exchange (on premises)

Configuration of accounts within the Exchange server allows you to create a dedicated configuration for to a device user, based on his or her e-mail address and name.

This configuration can be created in free applications such as Samsung Email, Ms Outlook and Gmail. Below are examples of configurations for each application.

Samsung Email application

In the managed configuration, the application you must configure according to the following example

The screenshot shows the 'Managed Configuration' interface for an Exchange ActiveSync account. It lists 'Configuration 1' with the following fields and values:

Field	Value	Action
Email address	\$(Email)	Lookup
User name	\$(UserID)	Lookup
Account password		Lookup
Modern Authentication	none	
Modern authentication authority url		Lookup
Modern authentication resource url		Lookup
EAS domain	\$(EmailDomain)	Lookup
Exchange server name	exch001: [REDACTED].com	Lookup
Use SSL	True	
Trust all	True	

- **Email address** – use Lookup button and find syntax name Email - **\$(Email)**
This variable automatically fill in the configuration with particular user's KM E-mail Address
- **User name** – use Lookup button and find syntax name User ID - **\$(UserID)**
This variable automatically fill in the configuration with particular user's KM User ID
- **Account password** - leave this field empty to be filled in by each user when logging in to the e-mail app for the first time

- **Modern Authentication** – leave the default setting
- **EAS domain** – use Lookup button and find syntax name Email Domain - **\${EmailDomain}**
This variable will automatically put the email domain in the application configuration.
- **Exchange server name** - insert Exchange server address (without protocol name – https)

MS Outlook application

Managed Configuration	
Managed Configuration *	CompanyMail
email address	<input type="text" value="\${Email}"/> <input type="button" value="Lookup"/>
description for account	<input type="text" value="Mail: \${FirstName} \${LastName}"/> <input type="button" value="Lookup"/>
exchange server url	<input type="text" value="exch001: [REDACTED].com"/> <input type="button" value="Lookup"/>
domain of user account	<input type="text" value="\${EmailDomain}"/> <input type="button" value="Lookup"/>
username	<input type="text" value="\${UserID}"/> <input type="button" value="Lookup"/>
server authentication method	<input type="text" value="Username and Password"/> <input type="button" value="Lookup"/>
Allowed Accounts ?	<input type="text"/> <input type="button" value="Lookup"/>
account type	<input type="text" value="BasicAuth"/> <input type="button" value="Lookup"/>
Block external images ?	<input type="text" value="False"/> ▼
Block external images (user change allowed) ?	<input type="text" value="True"/> ▼
Show external recipients MailTip ?	<input type="text" value="True"/> ▼

- **Email address** – use Lookup button and find syntax name Email - **\${Email}**
This variable automatically fill in the configuration with particular user's KM E-mail Address
- **Exchange server url** - insert Exchange server address (without protocol name – https)
- **Domain of user account** - use Lookup button and find syntax name Email Domain - **\${EmailDomain}**
- **Username** – use Lookup button and find syntax name User ID - **\${UserID}**
This variable automatically fill in the configuration with particular user's KM User ID
- **Server authentication method** - in the configuration you have to enter the following phrase:
Username and Password
- **Account type** - in the configuration you have to enter the following phrase: **BasicAuth**
- **Allowed Accounts** - Setting to block the addition of other accounts. Settings not working for on premise
- **Account type** – authentication is based on password and user. You must enter **BasicAuth**

Gmail application

Field	Value
Managed Configuration	CompanyMail
Email Address	\${Email}
Hostname or Host	exch001. [redacted] .com
Username	\${EmailDomain}\\${UserID}
Device Identifier	
Authentication Types	Allow Basic Authentication, Allow Modern...
SSL Required	True
Trust all Certificates (Warning: for testing purposes only)	False
Login Certificate Alias	
Allow Unmanaged Accounts	True
Default Email Signature	Regards: \${FirstName} \${FirstName}
Default Sync Window	3

- **Email Address** – use Lookup button and find syntax name Email - **\${Email}**
This variable automatically fill in the configuration with particular user’s KM E-mail Address
- **Hostname or Host** - insert Exchange server address (without protocol name – https).
- **Username** – use Lookup button and find syntax email domain slash name ID- **\${EmailDomain}\\${UserID}**
This variable automatically fill in the configuration with particular user’s KM User ID
- **Authentication Types** - selects from a list Allow Basic Authentication and Allow Modern Authentication

Microsoft Exchange use certificate authentication

This section describes the configuration to enable user authentication in email applications using a certificate.

Certificate Authority (CA)

A guide on how to set up a Certificate Authority can you found at this link:

<https://docs.samsungknox.com/admin/knox-manage/certificate-authority.htm>

A guide to creating templates certificates is available at this link:

<https://docs.samsungknox.com/admin/knox-manage/certificate-templates.htm>

A video version of the guide is also available: <https://www.youtube.com/watch?v=qqF8eS5UhGw>

Samsung Email application

The screenshot shows the configuration interface for the Samsung Email application. It features a list of settings, each with a text input field and a 'Lookup' button. The settings are as follows:

Field Name	Value	Action
Email address	\$(Email)	Lookup
User name	\$(UserID)	Lookup
Account password		Lookup
Modern Authentication	none	
Modern authentication authority url		Lookup
Modern authentication resource url		Lookup
EAS domain	\$(EmailDomain)	Lookup
Exchange server name	exch001. [REDACTED].com	Lookup
Use SSL	True	
Trust all	True	
CBA certificate alias	CompanyMail	Lookup

- **Email address** – use Lookup button and find syntax name Email - **\$(Email)**
This variable automatically fill in the configuration with particular user's KM E-mail Address
- **User name** – use Lookup button and find syntax name User ID - **\$(UserID)**
This variable automatically fill in the configuration with particular user's KM User ID
- **Account password** - leave this field empty to be filled in by each user when logging in to the e-mail app for the first time
- **Modern Authentication** – leave the default setting
- **EAS domain** – use Lookup button and find syntax name Email Domain - **\$(EmailDomain)**
This variable will automatically put the email domain in the application configuration.
- **Exchange server name** - insert Exchange server address (without protocol name – https)
- **CBA certificate alias** - here enter the name of the certificate template (in the document is an example of the name) that is added in the **Advanced > Certificate > Certificate Template** in Knox Manage configuration.

Gmail application

Managed Configuration

Managed Configuration *	CompanyMail
Email Address ?	\$(Email) <input type="button" value="Lookup"/>
Hostname or Host ?	exch001. [REDACTED].com <input type="button" value="Lookup"/>
Username ?	\$(EmailDomain)\\$(UserID) <input type="button" value="Lookup"/>
Device Identifier ?	<input type="text"/> <input type="button" value="Lookup"/>
Authentication Types ?	Allow Basic Authentication, Allow Modern... ▼
SSL Required ?	True ▼
Trust all Certificates (Warning: for testing purposes only) ?	False ▼
Login Certificate Alias ?	CompanyMail <input type="button" value="Lookup"/>
Allow Unmanaged Accounts ?	True ▼
Default Email Signature ?	Regards: \$(FirstName) \$(LastName) <input type="button" value="Lookup"/>
Default Sync Window ?	3

- **Email Address** – use Lookup button and find syntax name Email- **\$(Email)**
This variable automatically fill in the configuration with particular user’s KM E-mail Address
- **Hostname or Host** - insert Exchange server address (without protocol name – https).
- **Username** – use Lookup button and find syntax email domain slash name ID- **\$(EmailDomain)\\$(UserID)**
This variable automatically fill in the configuration with particular user’s KM User ID
- **Authentication Types** - selects from a list Allow Basic Authentication and Allow Modern Authentication.
- **Login Certificate Alias** - here enter the name of the certificate template (in the document is an example of the name) that is added in the **Advanced > Certificate > Certificate Template** in Knox Manage configuration.

Office 365 configuration

When using Office 365 mail, the administrator must remember to add a web browser to the management application (installed on the device). Authorization requires logging in to the Microsoft cloud using your company/school email address.

Samsung Email application

Managed Configuration	
Exchange ActiveSync accounts list	
Configuration 1 ×	
Email address ?	<input type="text" value="{Email}"/> <input type="button" value="Lookup"/>
User name ?	<input type="text" value="{Email}"/> <input type="button" value="Lookup"/>
Account password ?	<input type="text"/> <input type="button" value="Lookup"/>
Modern Authentication ?	<input type="text" value="Office 365 OAuth"/>
Modern authentication authority url ?	<input type="text"/> <input type="button" value="Lookup"/>
Modern authentication resource url. ?	<input type="text"/> <input type="button" value="Lookup"/>
EAS domain ?	<input type="text" value="{EmailDomain}"/> <input type="button" value="Lookup"/>
Exchange server name ?	<input type="text" value="outlook.office365.com"/> <input type="button" value="Lookup"/>
Use SSL ?	<input type="text" value="True"/>
Trust all ?	<input type="text" value="True"/>

- **Email address** – use Lookup button and find syntax name Email - **{Email}**
This variable automatically fill in the configuration with particular user’s KM E-mail Address
- **User name** – leave empty the default setting
- **Account password** - leave the default setting
- **Modern Authentication** – select the option Office 365 OAuth
- **EAS domain** – use Lookup button and find syntax name Email Domain - **{EmailDomain}**
This variable will automatically put the email domain in the application configuration.
- **Exchange server name** – enter address: **outlook.office365.com**

MS Outlook application

Managed Configuration	
Managed Configuration *	CompanyMail
email address	\$(Email) <input type="button" value="Lookup"/>
description for account	Mail: \${UserName} <input type="button" value="Lookup"/>
exchange server url	outlook.office365.com <input type="button" value="Lookup"/>
domain of user account	<input type="text"/> <input type="button" value="Lookup"/>
username	<input type="text"/> <input type="button" value="Lookup"/>
server authentication method	UPN Address or username <input type="button" value="Lookup"/>
Allowed Accounts ?	<input type="text"/> <input type="button" value="Lookup"/>
account type	ModernAuth <input type="button" value="Lookup"/>
Block external images ?	False <input type="button" value="v"/>
Block external images (user change allowed) ?	True <input type="button" value="v"/>
Show external recipients MailTip ?	True <input type="button" value="v"/>

In the managed configuration, the application you must configured according to the following example

- **Email address** – use Lookup button and find syntax name Email - **\$(Email)**
This variable automatically fill in the configuration with particular user's KM E-mail Address
- **Exchange server url** – enter address: **outlook.office365.com**
- **Domain of user account** - leave empty the default setting
- **Username** – leave empty the default setting
- **Server authentication method** - in the configuration you have to enter the following phrase: **UPN Address or username**
- **Account type** - in the configuration you have to enter the following phrase: **ModernAuth**

Gmail application

Managed Configuration	
Managed Configuration *	CompanyMail
Email Address ?	\$(Email) <input type="button" value="Lookup"/>
Hostname or Host ?	outlook.office365.com <input type="button" value="Lookup"/>
Username ?	\$(Email) <input type="button" value="Lookup"/>
Device Identifier ?	<input type="text"/> <input type="button" value="Lookup"/>
Authentication Types ?	Allow Modern Authentication ▼
SSL Required ?	True ▼
Trust all Certificates (Warning: for testing purposes only) ?	False ▼
Login Certificate Alias ?	<input type="text"/> <input type="button" value="Lookup"/>
Allow Unmanaged Accounts ?	True ▼
Default Email Signature ?	Regards: \${UserName} <input type="button" value="Lookup"/>
Default Sync Window ?	3

- **Email Address** – use Lookup button and find syntax name Email - **\$(Email)**
This variable automatically fill in the configuration with particular user's KM E-mail Address
- **Hostname or Host** - insert Exchange server address (without protocol name – https). at the end of the url after the colon you need the default port 443 for connections to the exchange server.
- **Username** – use Lookup button and find syntax name Email - **\$(Email)**
- **Authentication Types** - selects from a list Allow Modern Authentication.

Configuration IMAP

Samsung Email application

Managed Configuration

IMAP/POP3 Email accounts list

Configuration 1 ×

Email address ?	<input type="text" value="\${Email}"/>	Lookup
Protocol ?	<input type="text" value="IMAP"/>	
User name ?	<input type="text" value="\${Email}"/>	Lookup
Account password ?	<input type="text"/>	Lookup
Outgoing user name ?	<input type="text" value="\${Email}"/>	Lookup
Outgoing password ?	<input type="text"/>	Lookup
Receiving server name ?	<input type="text" value="show. [REDACTED]"/>	Lookup
Receiving port ?	<input type="text" value="993"/>	
Receiving security settings ?	<input type="text" value="SSL (Accept all certificates)"/>	
Sending server name ?	<input type="text" value="show. [REDACTED]"/>	Lookup

The settings for IMAP you can find later in the configuration, below the configuration for Exchange ActiveSync accounts list.

In the managed configuration, the application you must configure according to the following example

- **Email address** - use Lookup button and find syntax name Email - **\${Email}**
- This variable automatically fill in the configuration with particular user's KM E-mail Address
- **Protocol** – choice **IMAP** protocol
- **User name** – use Lookup button and find syntax name Email - **\${Email}**
- **Account password** - leave this field empty
- **Outgoing user name** – use Lookup button and find syntax name Email - **\${Email}**
- **Outgoing password** - leave this field empty
- **Receiving server name**- enter the set outgoing server name for you IMAP server.
- **Receiving port** - port settings (993 as in the example).

In the next step, set the outgoing mail server (SMTP). Find the settings **Sending server name**.

- **Sending server name** - enter the set outgoing server name for you SMTP server.
- **Sending port** – port settings

The last stage of configuration is to added the company domain to the domain list. Enter the name of your mail domain in the Allowed external domain field.

Managed Configuration

Retrieval size ⓘ 50 KB

Signature ⓘ Regards
\${UserName}Phone: \${Phc} Lookup

Set account as default ⓘ False

Enable disclaimer pop-up feature ⓘ False

Allow list of domains ⓘ ^

Configuration 1 × +

· Allowed external domain ⓘ \$(EmailDomain) Lookup

Allow forwarding ⓘ True

Allow HTML email ⓘ True

Allow settings change ⓘ True

Allow email notifications ⓘ True

- **Allowed external domain** – use Lookup button and find syntax name Email Domain - **`\${EmailDomain}`**

Additional settings in Manage Configuration

Description of account on the device

One of the settings within the managed configuration is the **Account name** * item. Here we can create a personalized description of the mail account on the device. It is a prerequisite to configure additional fields to describe the user when adding them to Knox Manage.

Samsung Email application

The Custom UI used in Knox Manage allows you to create personalised settings for the Samsung Email app.

The screenshot shows the 'Managed Configuration' interface for the Samsung Email application. The 'Account name' field is highlighted with a red box and contains the text 'Mail: \${FirstName} \${LastName}'. To its right is a 'Lookup' button. Below are other settings: 'Peak sync interval' and 'Off-peak sync interval' both set to 'Auto (when received)', 'Peak period start time' set to '420', and 'Peak period end time' set to '1320'.

It is enough if we use the available variables via the Lookup button. In my example, I used the syntax name First Name and Last Name.

*** The variables used will work, when the administrator configures the appropriate fields to describe the user.**

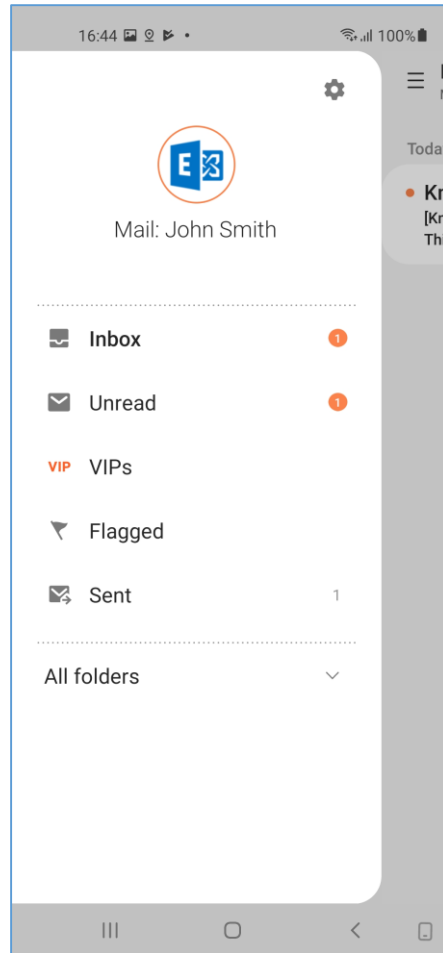
From example, You can use Syntax name:

First Name -> **\${FirstName}**

Last Name -> **\${LastName}**

User Name -> **\${UserName}**

Below is the view from the device.



Outlook Email application

Managed Configuration	
Managed Configuration *	<input type="text" value="ComapnyMail"/>
email address	<input type="text" value="\${Email}"/> <input type="button" value="Lookup"/>
description for account	<input type="text" value="Mail: \${FirstName} \${LastName}"/> <input type="button" value="Lookup"/>

- **Description for account *** – Account information. You can dynamically set a description based for example on the user's first and last name.

*** The variables used will work, when the administrator configures the appropriate fields to describe the user.**

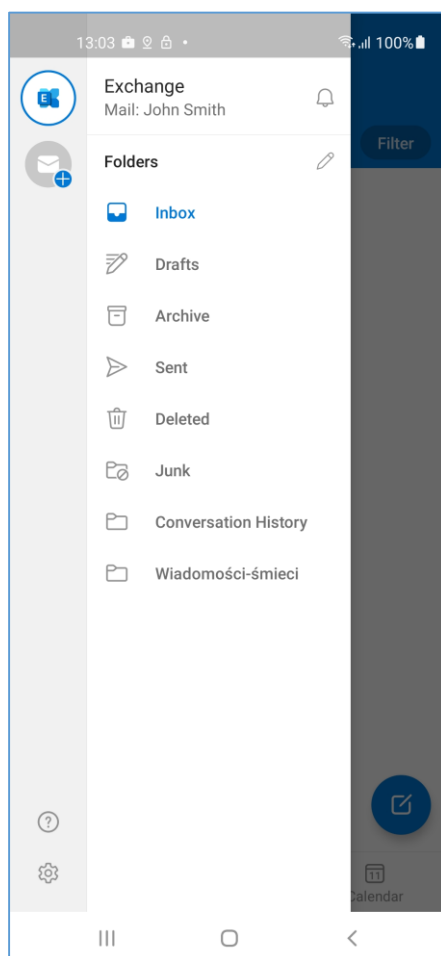
From example, You can used Syntax name:

First Name -> **\${FirstName}**

Last Name -> **\${LastName}**

User Name -> **`\${UserName}`**

Below is the view from the device

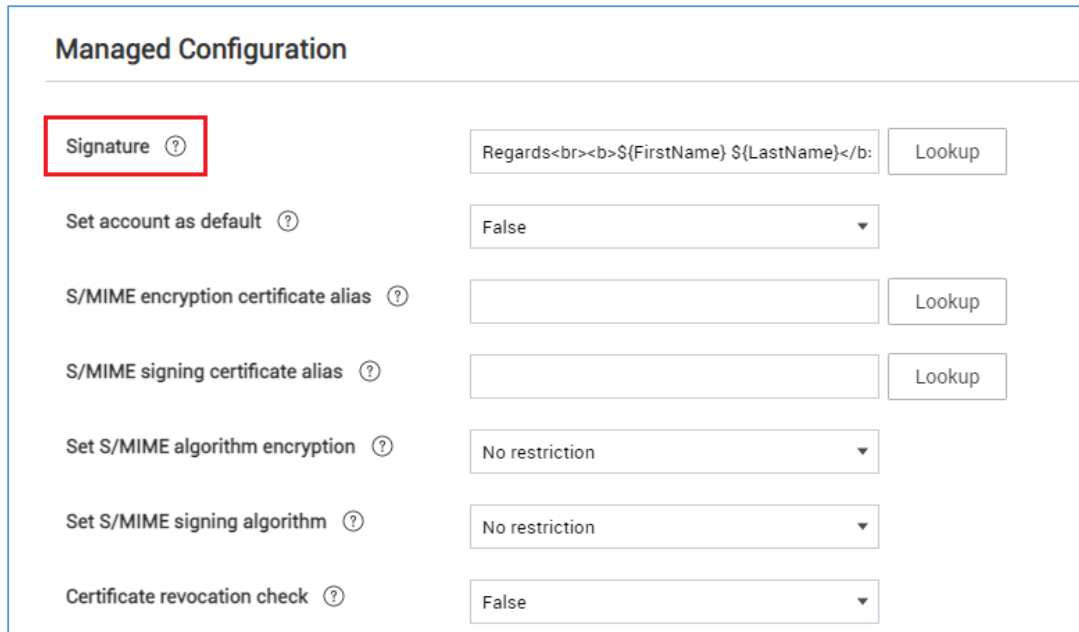


Personalised signature in email

On a similar basis, we can create a personalized email signature. The field in the configuration is called **Signature**

Here we can use html formatting. Please note that the field has a limited number of characters. We have not tested inserting graphics in the signature.

Samsung Email application



Managed Configuration	
Signature ?	Regards \${FirstName} \${LastName} Lookup
Set account as default ?	False
S/MIME encryption certificate alias ?	Lookup
S/MIME signing certificate alias ?	Lookup
Set S/MIME algorithm encryption ?	No restriction
Set S/MIME signing algorithm ?	No restriction
Certificate revocation check ?	False

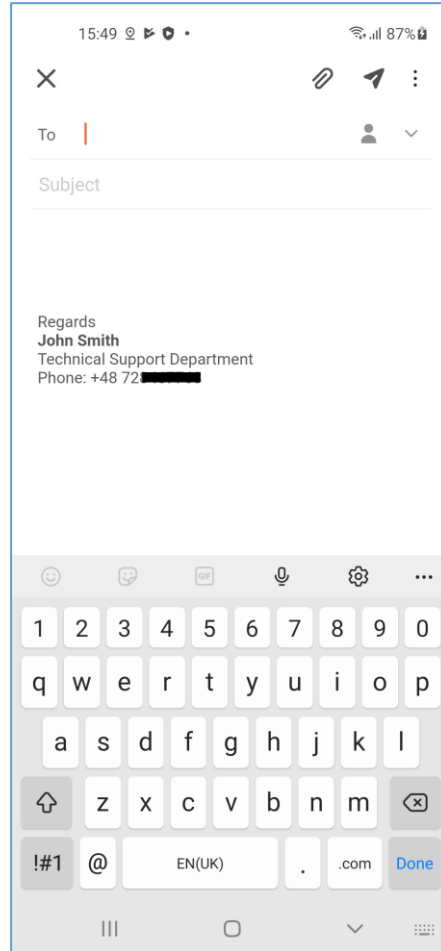
- **Default Email Signature *** - The field supports HTML coding.
The above entry contains the following information:
`Regards
${FirstName} ${LastName}
${Department}
Phone:
${PhoneNumber}`

*** The variables used will work, when the administrator configures the appropriate fields to describe the user.**

From example, You can used Syntax name:

First Name -> `${FirstName}`
Last Name -> `${LastName}`
User Name -> `${UserName}`
Department -> `${Department}`
Phone number -> `${PhoneNumber}`
Mobile number -> `${MobilePhone}`
Position -> `${Position}`
Work Location -> `${Site}`

This is how it looks in a new message created on the device.



Gmail application

Allow Unmanaged Accounts ?	False
Default Email Signature ?	Regards: \${FirstName} \${LastName} <input type="button" value="Lookup"/>
Default Sync Window ?	3

- Default Email Signature - * - The field does not support HTML coding. The above entry contains the following information:
Regards: \${FirstName} \${LastName}

*** The variables used will work, when the administrator configures the appropriate fields to describe the user.**

From example, You can used Syntax name:

First Name -> **\${FirstName}**

Last Name -> **\${LastName}**

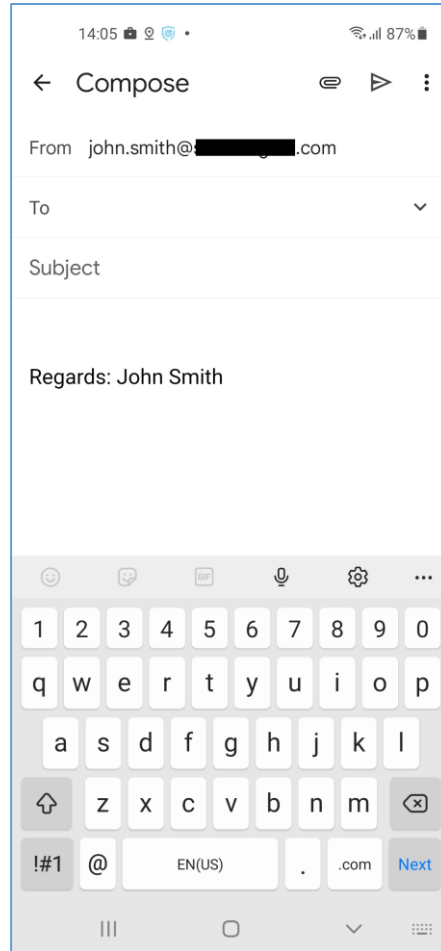
User Name -> **\${UserName}**

Department -> **\${Department}**

Phone number -> **\${PhoneNumber}**

Mobile number -> **`\${MobilePhone}`**
Position -> **`\${Position}`**
Work Location -> **`\${Site}`**

This is how it looks in a new message created on the device.



Blocking the addition of another account

Samsung Email application

The Samsung Email application allows within a managed configuration to block the addition of another email account (e.g. private). The setting that is responsible for this, and is visible as a separate setting, will work regardless of which email protocol you choose. The setting **Allow add email accounts** must change from Allow to **False**.

Managed Configuration

Managed Configuration *

Exchange ActiveSync accounts list

IMAP/POP3 Email accounts list

LDAP accounts configuration list

Block account addition

Allow add email accounts ?

Phone ID ?

Force bouncy castle mode ?

Summary of configuration

When configuration is done click the [Save](#) button.

After saving the e-mail configuration, the last step is just click the [Assign](#) button.

Samsung Email Android Managed Google Play | Public

Target Device Android Legacy **Android Enterprise** Android Legacy + Enterprise

Android Enterprise Settings

Installation Area

Installation Type ? **Manual** Automatic (Removable)

Auto-run after Installation Yes **No**

Managed Configuration