SAMSUNG

Configuration email apps in Android Enterprise?

Version 1.0.

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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
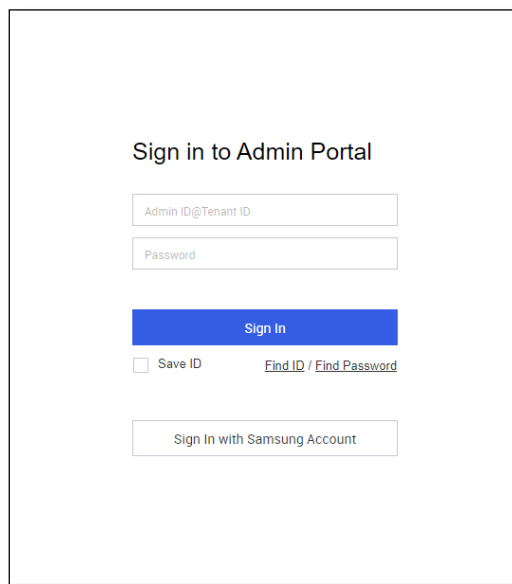
Gmail 2021.09.10.397347674.Release

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

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 polices** 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.
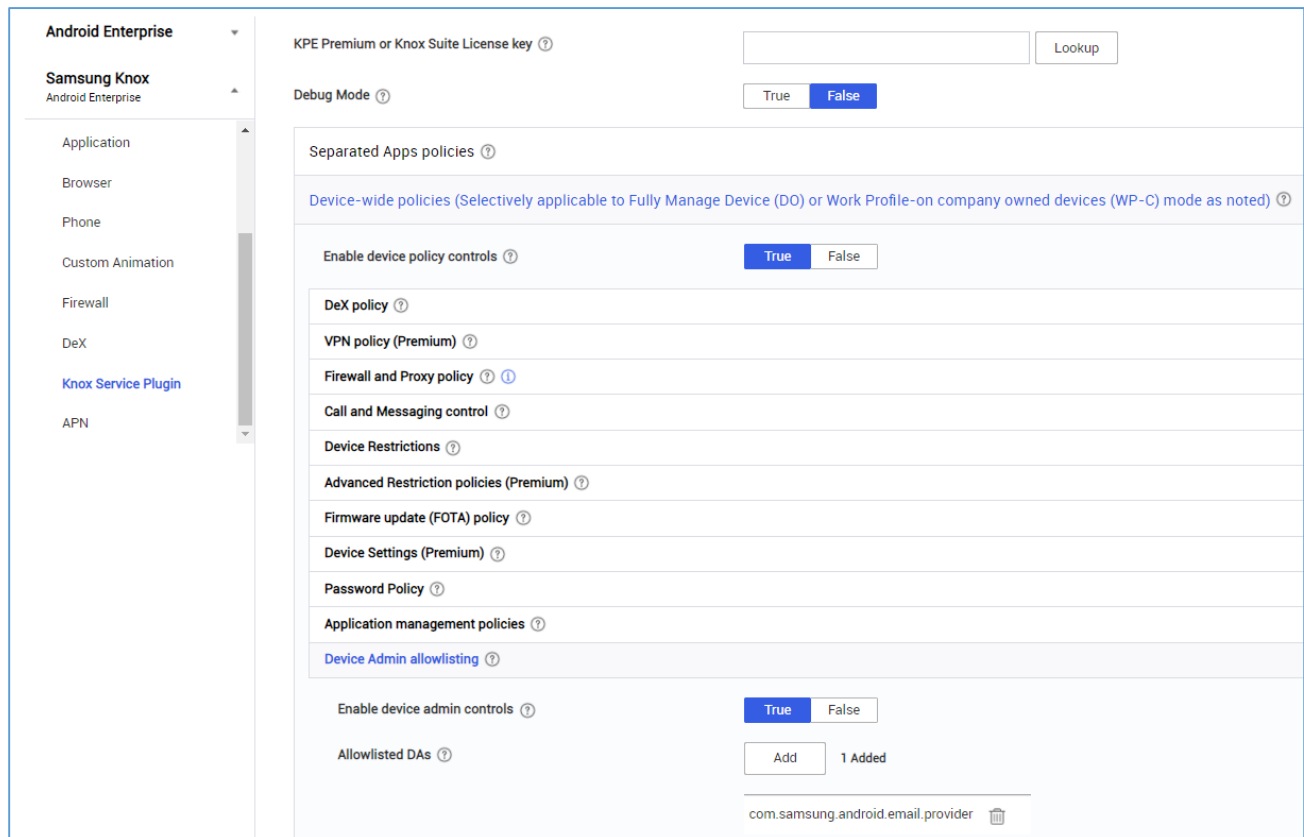
Settings in Work profile mode.

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.
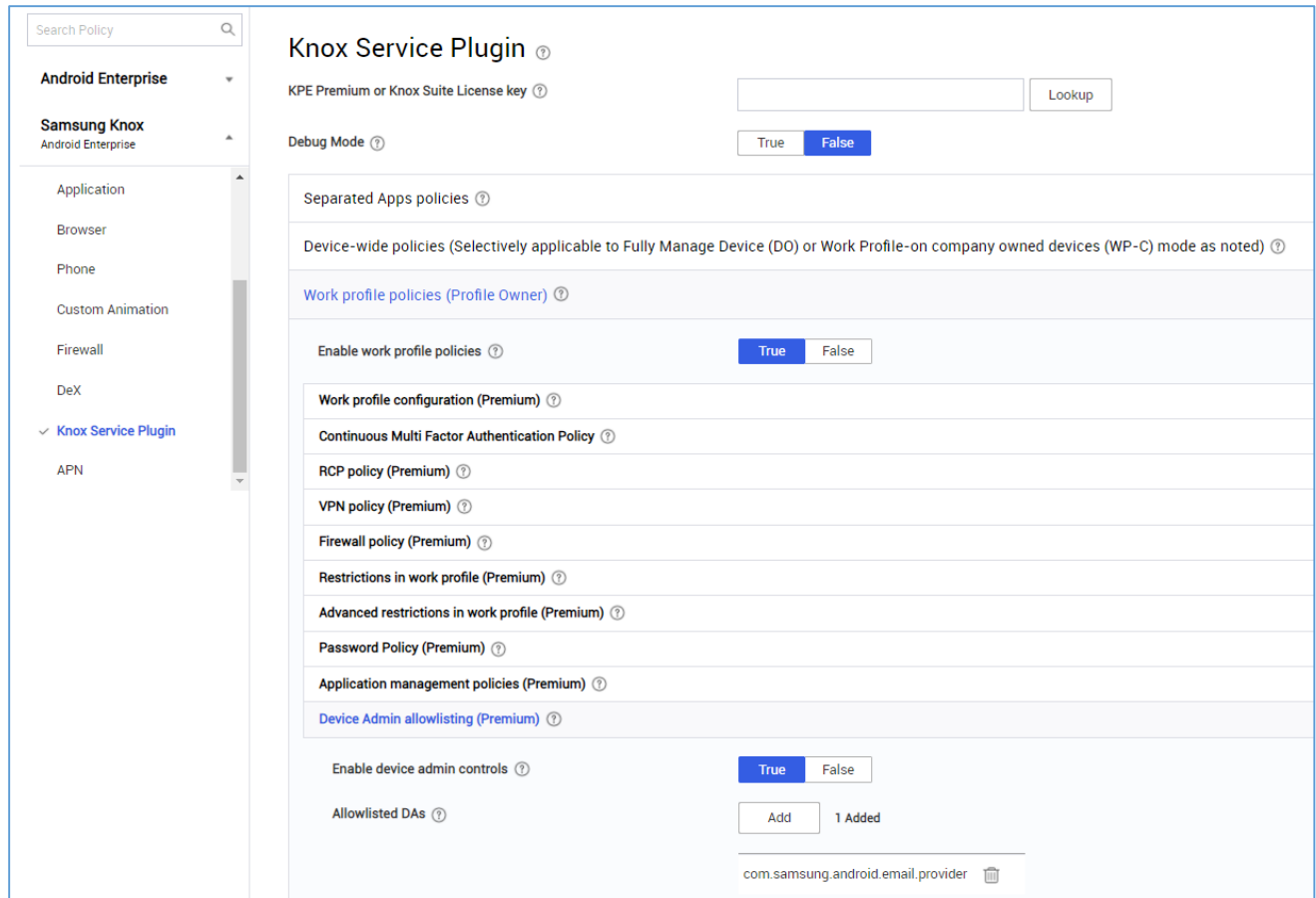
Add email application

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.
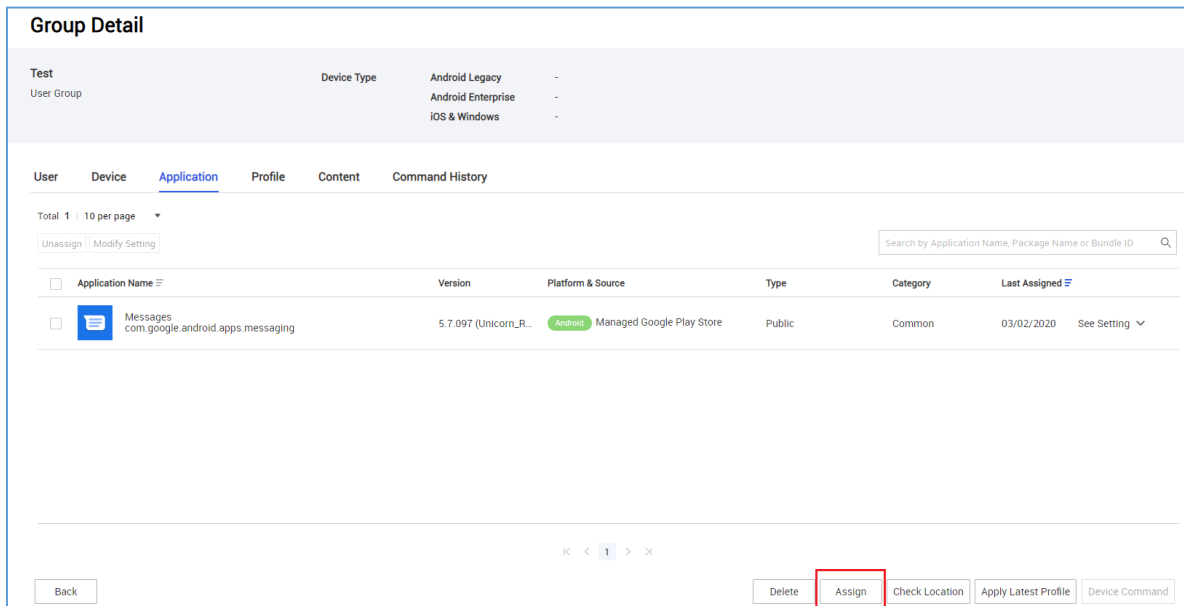
In the Assign window, leave selection on Application and click the OK button.
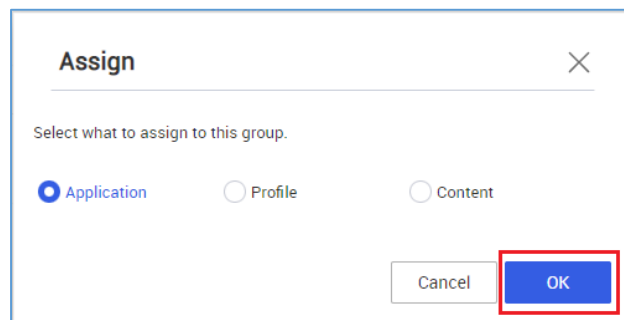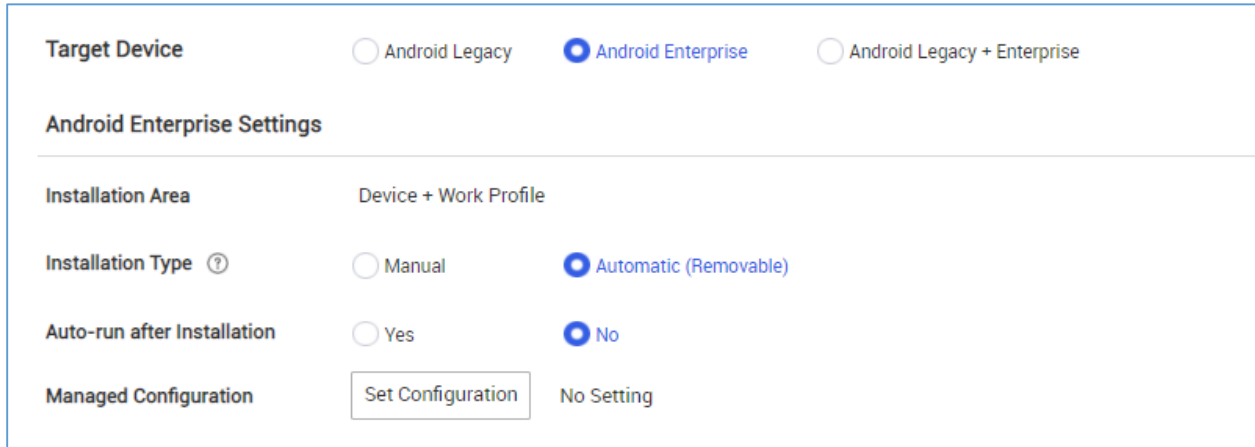
In the list of added managed applications, the example uses Samsung Email. You can find information on how to add managed applications in Android Enterprise here: https://docs.samsungknox.com/admin/knox-manage/add-public-applications-using-managed-google-play-store.htm

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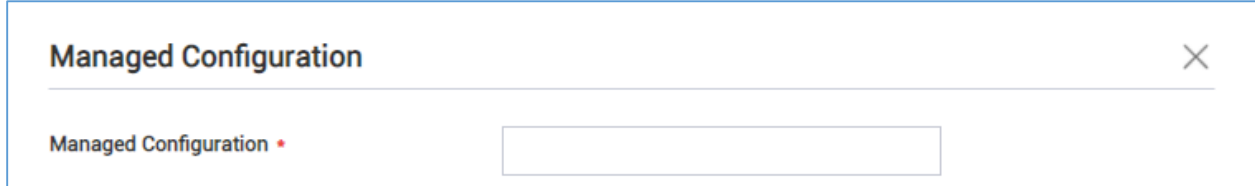
In order to enter e-mail configuration, click the Set Configuration button.

In Manage Configuration, first line is the configuration name.
Enter the name of the configuration and then enter the mandatory configuration settings:

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 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 configured according to the following example

- **Email address** – use Lookup button and find syntax name Email **- ${Email}**
  This variable automatically fill in the configuration with particular user's KM E-mail Address
- **User name** – use Lookup button and find syntax name User ID - **${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	${Email}	Lookup
description for account	Mail: ${FirstName} ${LastName}	Lookup
exchange server url	exch001.███████.com	Lookup
domain of user account	${EmailDomain}	Lookup
username	${UserID}	Lookup
server authentication method	Username and Password	Lookup
Allowed Accounts ⑦		Lookup
account type	BasicAuth	Lookup
Block external images ⑦	False ▼	
Block external images (user change allowed) ⑦	True ▼	
Show external recipients MailTip ⑦	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 Acounts** - 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

- **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

- **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

- **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

- 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}	Lookup
description for account	Mail: ${UserName}	Lookup
exchange server url	outlook.office365.com	Lookup
domain of user account		Lookup
username		Lookup
server authentication method	UPN Address or username	Lookup
Allowed Accounts ⓘ		Lookup
account type	ModernAuth	Lookup
Block external images ⓘ	False ▾	
Block external images (user change allowed) ⓘ	True ▾	
Show external recipients MailTip ⓘ	True ▾	

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

- **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

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

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

- Email address - use Lookup button and find syntax name Email - **${Email}**
- This variable automatically fill in the configuration with particular user's KM E-mail Address
- Protocol – choice **IMAP** protocol
- User name – use Lookup button and find syntax name Email - **${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.

- **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. Her 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.

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.
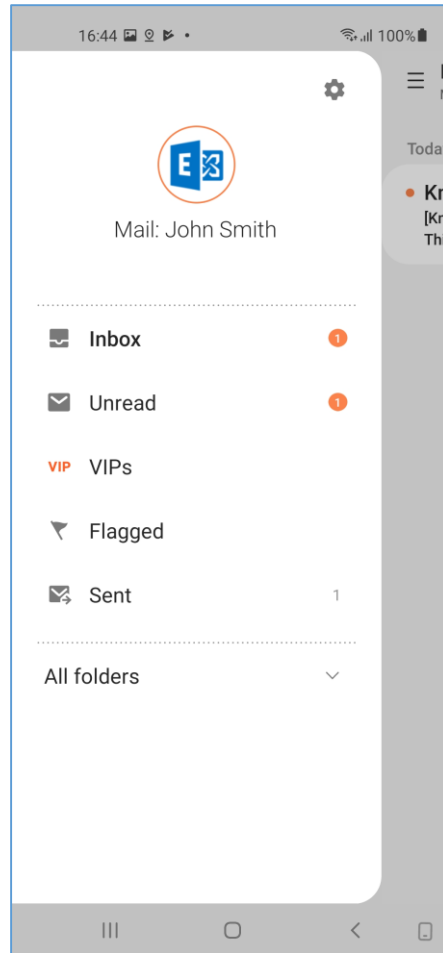
From example, You can used Syntax name:
First Name -> **${FirstName}**
Last Name -> **${LastName}**
User Name -> **${UserName}**

Below is the view from the device.

Outlook Email application

- **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.
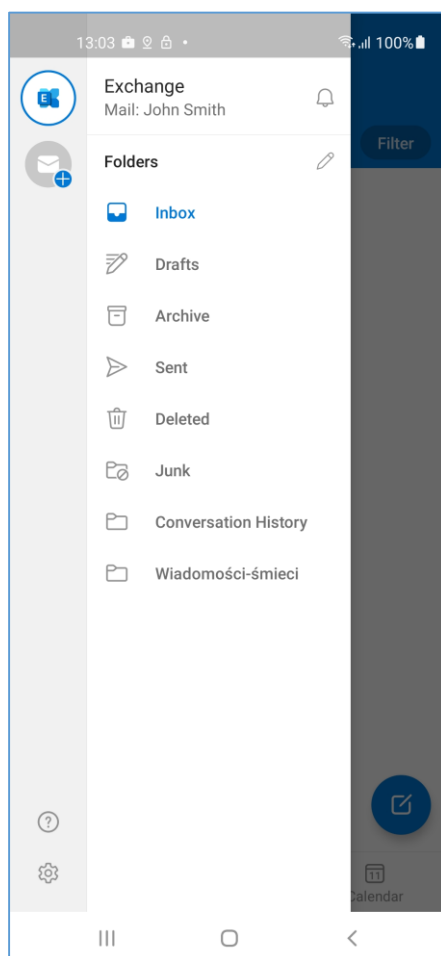 From example, You can used Syntax name:
  First Name -> **${FirstName}**
  Last Name -> **${LastName}**

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

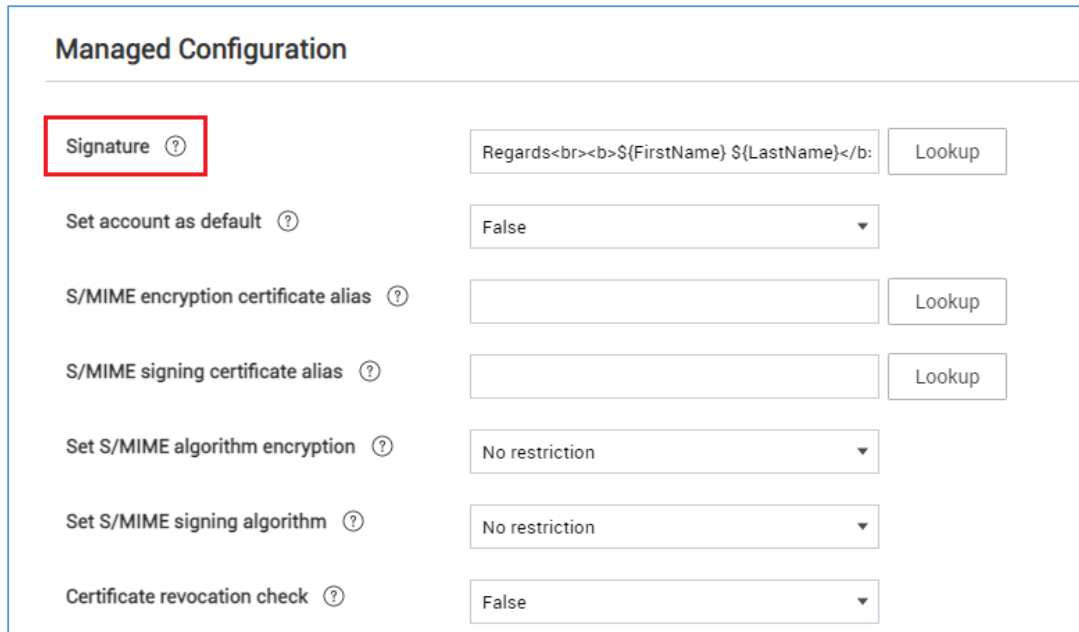Below is the view from the device

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.
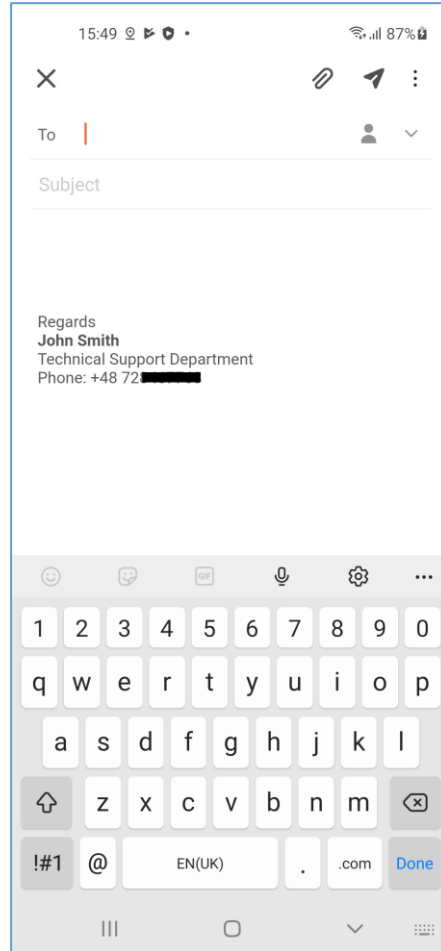
Samsung Email application

- **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

- 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}**
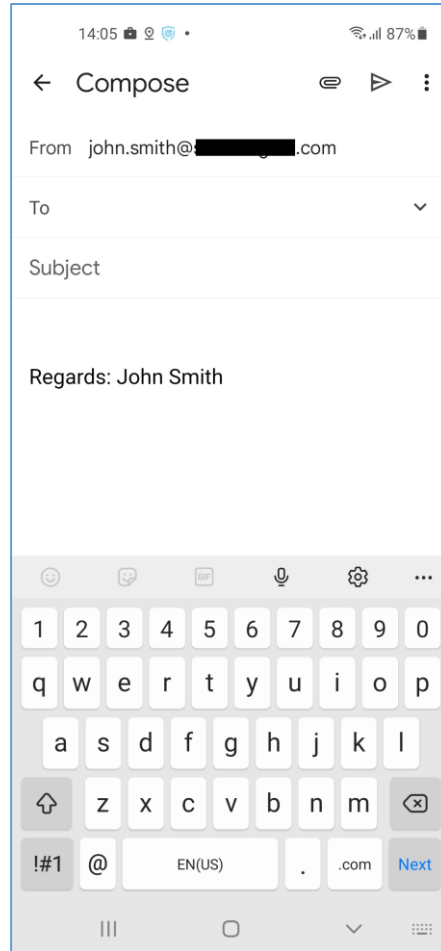 User Name -> **${UserName}**
  Department -> **${Department}**
  Phone number -> **${PhoneNumber}**

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**.

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.