VMware Workspace ONE UEM 2109

&

Knox Platform for Enterprise

July 2021

Samsung R&D Centre UK
(SRUK)

Agenda

1. How to gain access to VMware Workspace ONE UEM
2. Pre-requisites for Knox Platform for Enterprise
3. Configure Android Enterprise
4. Android Enterprise Deployment Modes
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    - Company-owned Device
    - Fully Managed Device with a Work Profile
        - Work Profile on a Company Owned Device
    - Dedicated Device
5. Managed Google Play [MGP] Configuration
6. AppConfig in Workspace ONE UEM
7. Configure Knox Platform for Enterprise : Standard Edition
8. Configure Knox Service Plugin [KSP]
9. Configure Knox Platform for Enterprise : Premium Edition

VMware Collateral & Contacts

Contacts:

sruk.rtam@samsung.com

Knowledge Base:

https://support.workspaceone.com/

https://www.vmware.com/products/workspace-one.html

VMWare Workspace ONE Solution:

https://www.youtube.com/channel/UCZTvfJMhQ5Oc5TFw465tcJQ

Trial Access:

https://www.vmware.com/workspace-one/free-trial.html

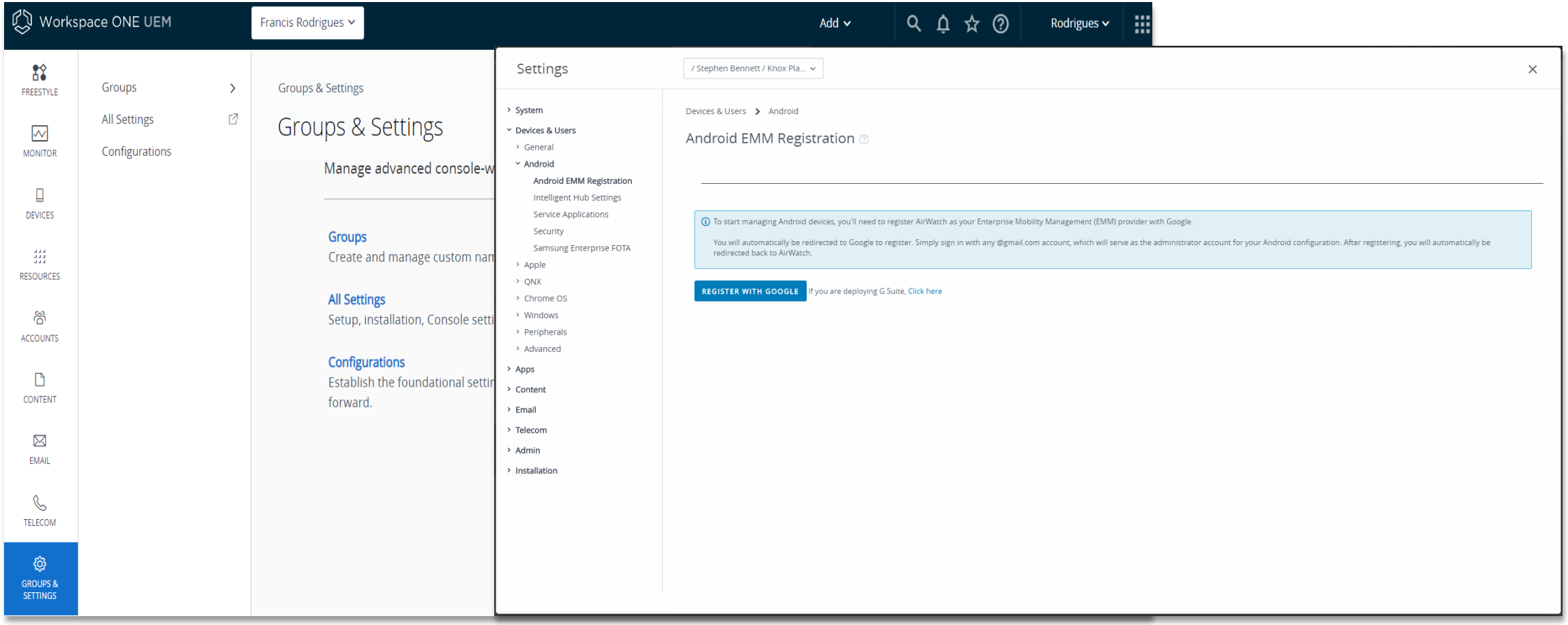
Pre-Requisites for Knox Platform for Enterprise

1. **Obtain access to VMware Workspace ONE UEM console**
2. **A Gmail account to map to Workspace ONE for Managed Google Play**
3. **Consider what enrollment method to use:**
   - Knox Mobile Enrollment (KME)
   - QR Code enrollment
   - Email enrollment
   - Server details enrollment

Configure Android Enterprise

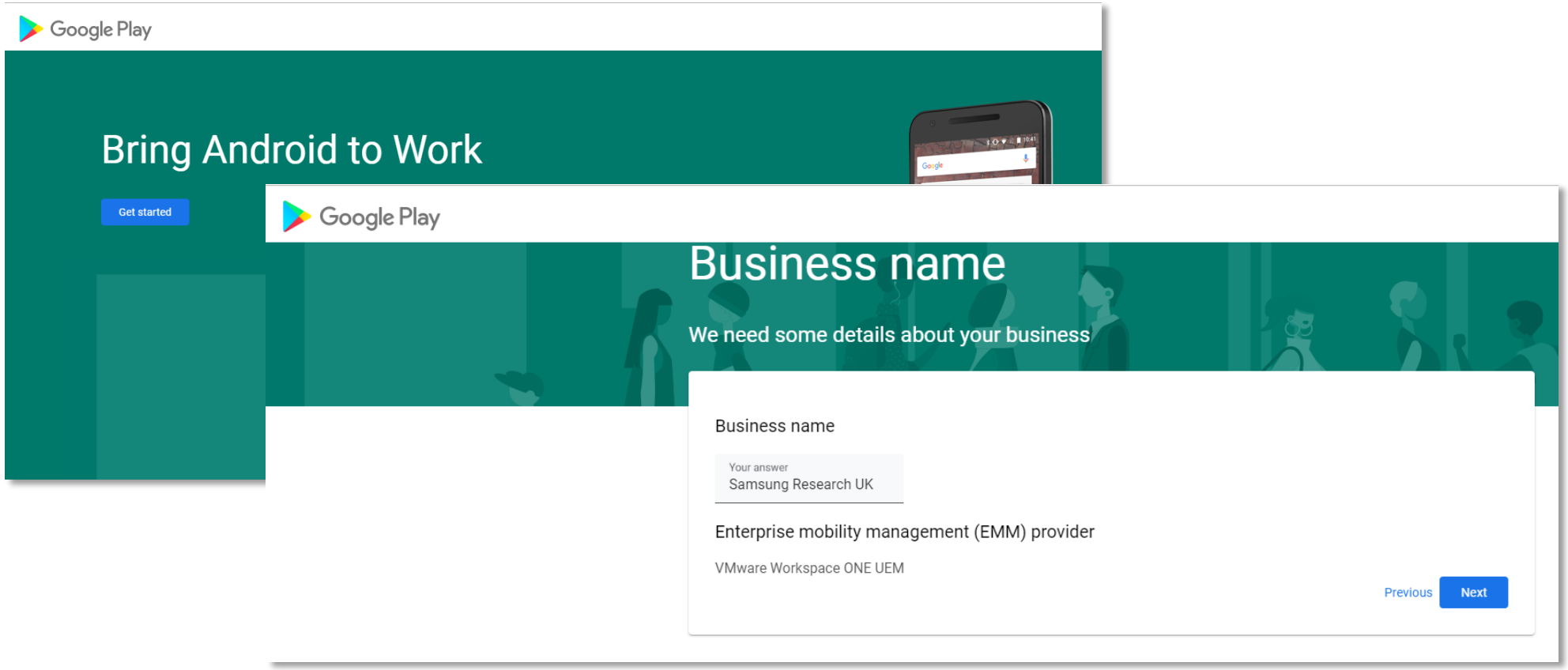
Configure Android Enterprise

- Log into Workspace ONE UEM Console. Navigate to: GROUPS & SETTINGS -> All Settings -> Devices & Users -> Android -> Android EMM Registration.
- Select REGISTER WITH GOOGLE button.



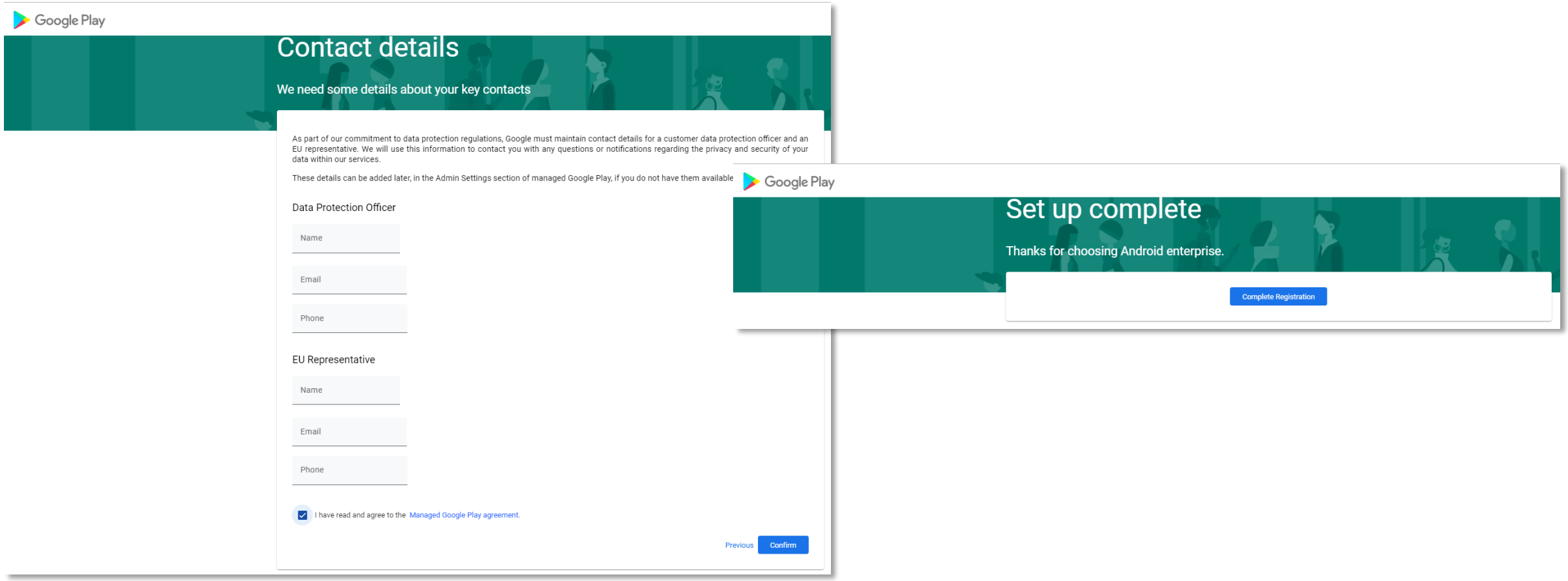
Configure Android Enterprise

- You will then get redirected to a Google Play screen. Click Sign In. Once signed in with your Gmail account, you will be redirected again. Select Get started.
- Fill out your Business name and Select Next to allow VMware Workspace ONE UEM to be your EMM provider.



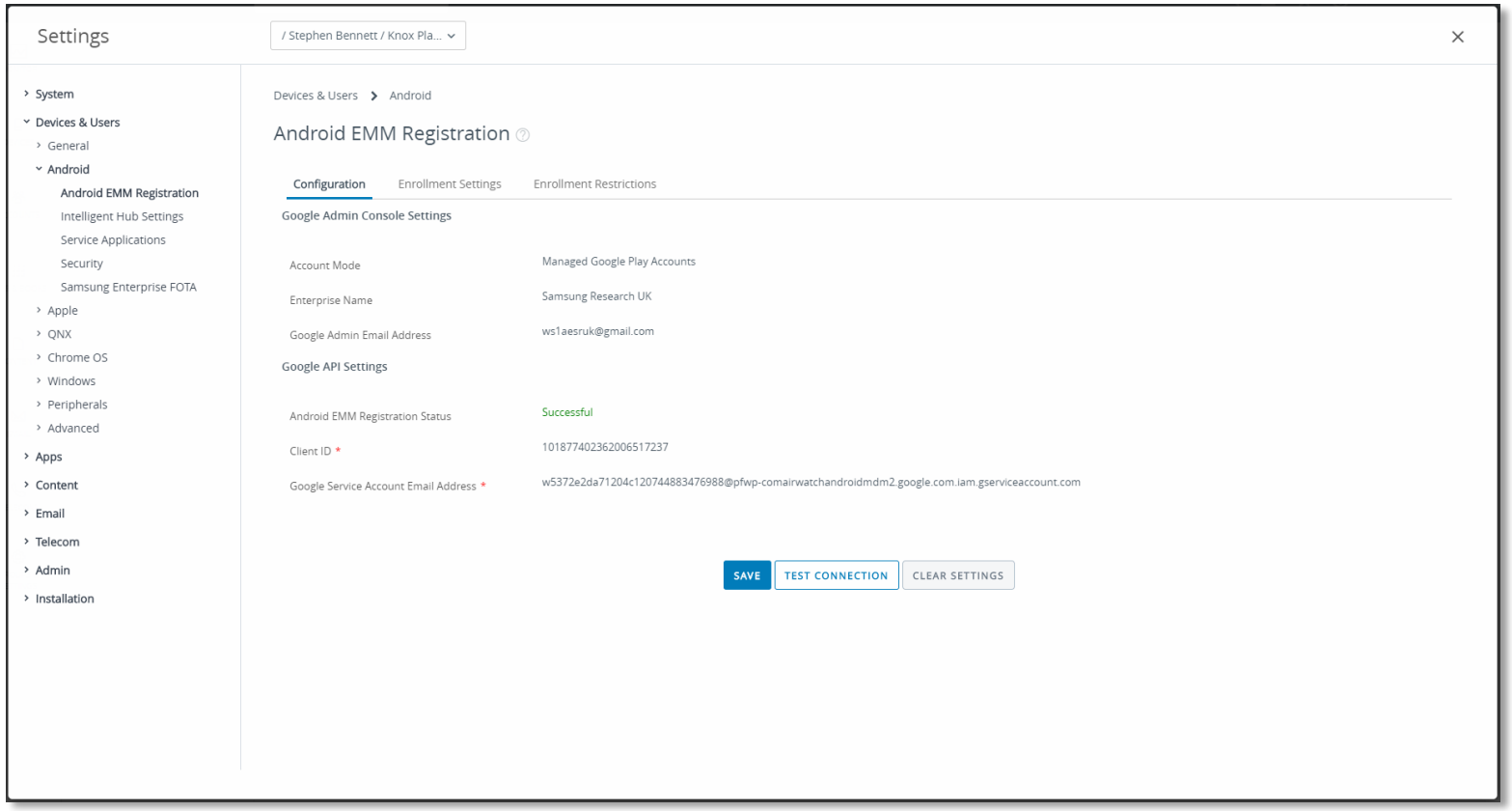
Configure Android Enterprise

- Fill out the Contact details page, tick the Managed Google Play agreement page and then select Confirm. These text fields are not mandatory, so you can alternatively leave them blank and just tick the Managed Google Play agreement and then select Confirm.
- Click Complete Registration to complete the Android Enterprise configuration and return to VMware Workspace ONE UEM Console.



Configure Android Enterprise

- You should now have been redirected back to the Android EMM Registration page and the configuration should now be completed and look similar to the below.
- Your Workspace ONE UEM tenant is now configured and ready to deploy Android Enterprise and Knox Platform for Enterprise: Standard Edition.



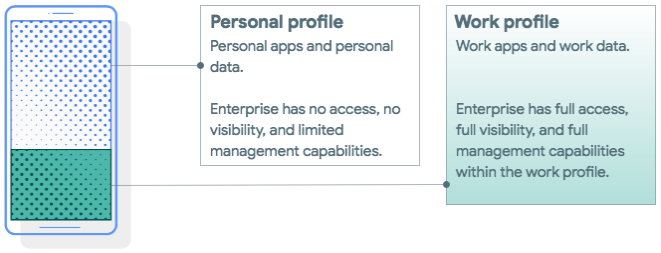
Android Enterprise Deployment Modes

Deployment Modes

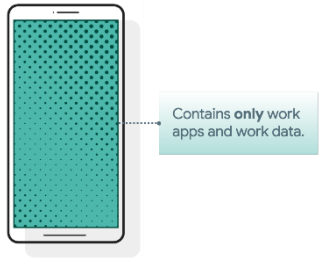
Android Enterprise can be deployed in the following 5 deployment modes

1. **BYOD** [*formerly known as Profile Owner*]
2. **Company-owned Device** [*formerly known as Device Owner*]
3. **Fully Managed device with a work profile** [*formerly known as COMP, up to Android 10*]
4. **Work Profile On Company owned Device** [*WPC, Android 11 or after]*
5. **Dedicated device** [*formerly known as COSU*]

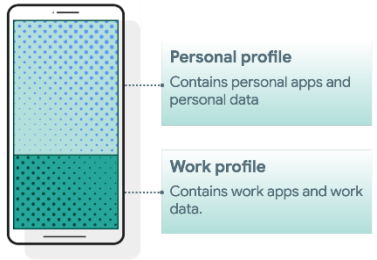
VMware Workspace ONE UEM can support **all** 5 of these deployment modes. In this next section we will show you how to configure each of these 5 deployment modes in VMware Workspace ONE UEM for your device fleet.



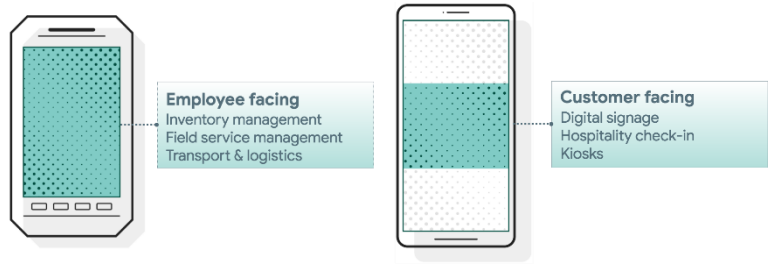
Bring Your Own Device [BYOD]



Company-owned Device



Fully Managed device with a Work Profile or Work Profile on Company Owned Device

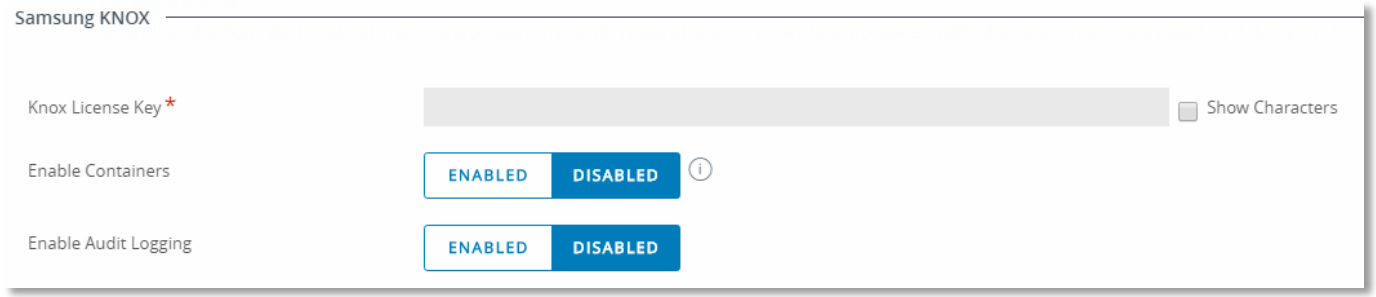


Dedicated Device

Android Enterprise BYOD Deployment

To enroll a device in the Android Enterprise BYOD deployment type, the final pre requisite is you need to ensure that the legacy Android container options are disabled. To do this:

- Go to *GROUPS & SETTINGS -> All Settings -> Devices & Users -> Android -> Intelligent Hub Settings*
- About half way down you will see a Samsung KNOX section. Set Enable Containers to DISABLED and ensure the Knox License Key field is blank. Then scroll all the way to the bottom and click Save.

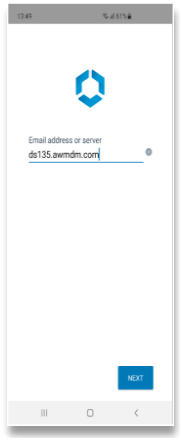


Android Enterprise BYOD Deployment

Now all you simply need to do is enroll your device by completing the following:

- On your device, go to the Google Play Store, download the VMware Intelligent Hub, and enroll your device into your tenant.

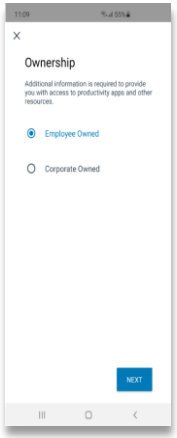
Install Intelligent Hub from Google Play Store



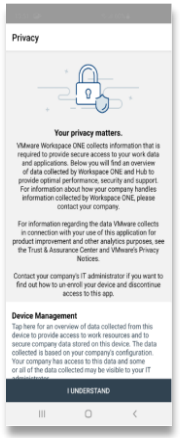
Enter server URL & hit NEXT

Enter Group ID & hit NEXT

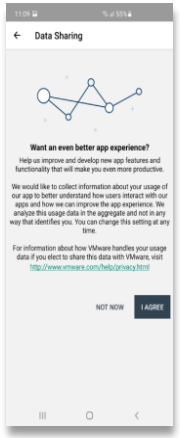
Enter credentials & hit NEXT



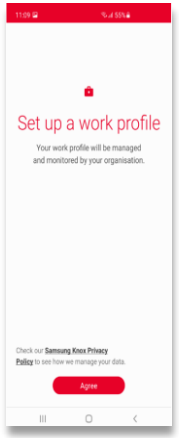
Select Employee Owned



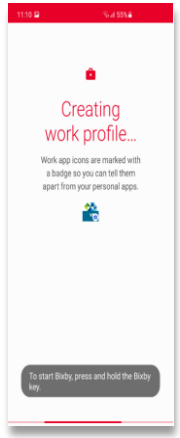
Accept privacy permissions



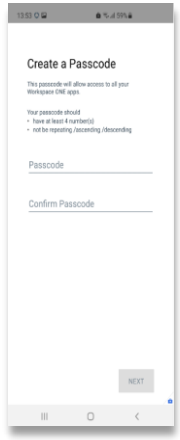
Agree to Data Sharing



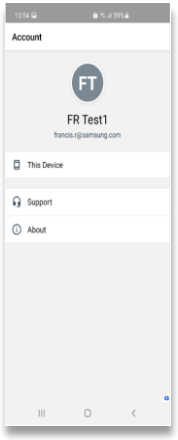
Click Agree to create Work Profile



Creating Work Profile



Create a Passcode



Successful Enrollment

Note: Work and Personal tabs plus icon Badges in Personal Profile

*You can also enroll your device using the alternative Workspace ONE UEM methods. For example QR Code.

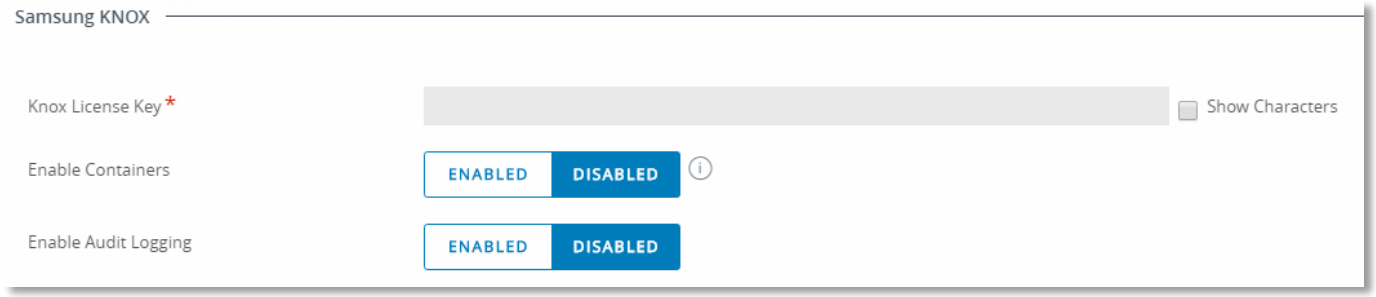
**Knox Mobile Enrollment is not a compatible enrollment method for this deployment type

Android Enterprise: Company-owned Device

Android Enterprise Company-owned Device Deployment

To enroll a device in the Android Enterprise Company-owned Device deployment type, the final pre requisites are you need to ensure that the legacy Android container options are disabled and that the Android EMM Registration Enrollment Settings are set correctly. To do this:

- Go to *GROUPS & SETTINGS -> All Settings -> Devices & Users -> Android -> Intelligent Hub Settings*
- About half way down you will see a Samsung KNOX section. Set Enable Containers to DISABLED and ensure the Knox License Key field is blank. Then scroll all the way to the bottom and click Save.

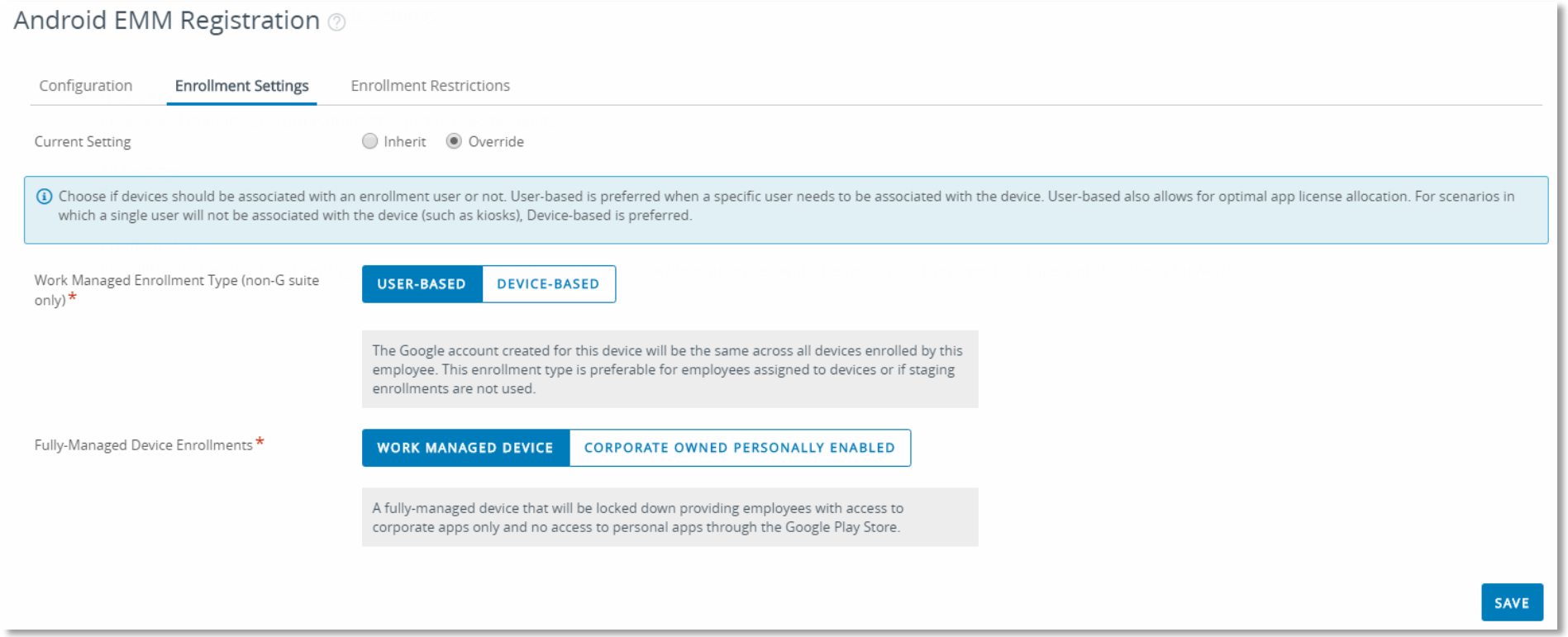


Android Enterprise: Company-owned Device

Android Enterprise Company-owned Device Deployment

To ensure that the Android EMM Registration Enrollment Settings are set correctly.

- Go to *Groups & Settings -> All Settings -> Devices & Users -> Android -> Android EMM Registration -> Enrollment Settings*
- Ensure **Work Managed Enrollment Type** is set to **USER-BASED** and **Fully-Managed Device Enrollments** is set to **WORK MANAGED DEVICE**.



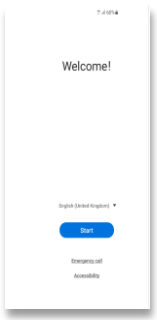
Android Enterprise: Company-owned Device

Android Enterprise Company-owned Device Deployment

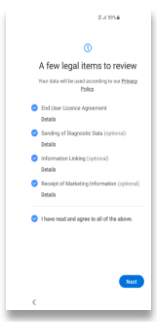
To enroll your device as an Android Enterprise Company-owned device, you need to ensure the device is factory reset and at the welcome screen. From here, there are 3 ways you can enroll your device into Workspace ONE UEM as an Android Enterprise Company-owned device.

1. DPC Identifier [Also known as the hashtag method] **afw#hub**
2. QR Code Enrollment / NFC Enrollment
3. Knox Mobile Enrollment

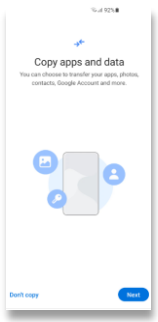
- Below is a screen-by-screen play to enroll your device using the DPC Identifier method.



Click Start arrow

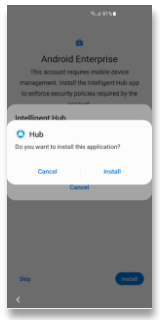


Accept T's & C's

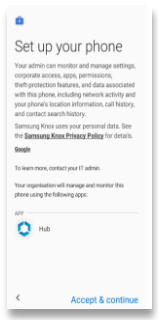


Skip Backup

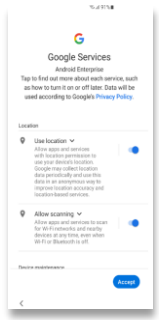
Enter **afw#hub** and click Next



Install Intelligent Hub



Accept & Continue

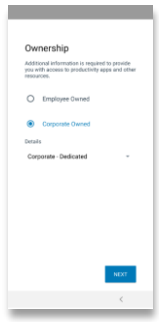


Accept Google Services

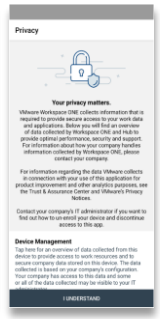
Enter UEM URL

Enter Group ID

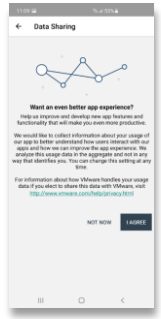
Enter Credentials



Select Company Owned

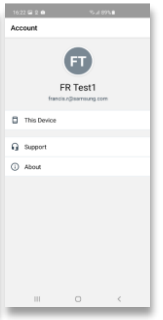


Accept Privacy Permissions



Agree to Data Sharing

Create a passcode



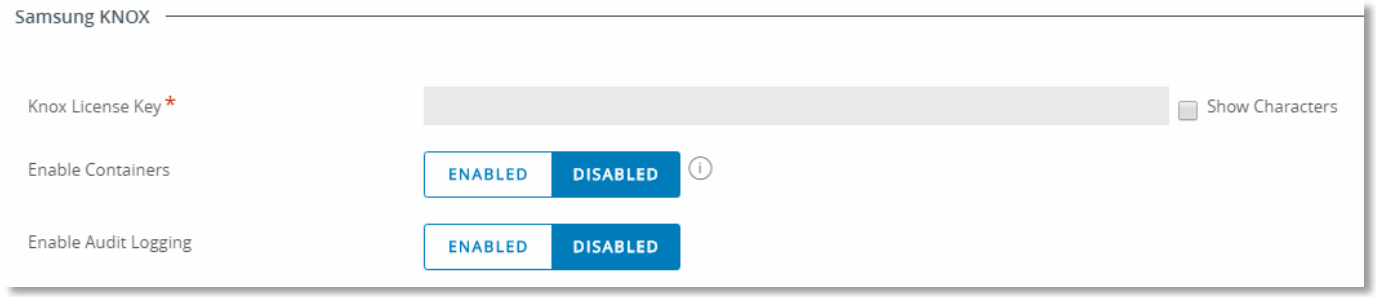
Device Enrollment Successful!

Android Enterprise: Fully Managed Device with a Work Profile or Work Profile on Company Owned Device [Android 11+]

Android Enterprise Fully Managed Device with a Work Profile or Work Profile on Company Owned Device

To enroll a device in the Android Enterprise Fully Managed Device with a Work Profile or Work Profile on Company Owned Device (Android 11+) deployment type, the final pre requisites are you need to ensure that the legacy Android container options are disabled and that the Android EMM Registration Enrollment Settings are set correctly. To do this:

- Go to *GROUPS & SETTINGS -> All Settings -> Devices & Users -> Android -> Intelligent Hub Settings*
- About half way down you will see a Samsung KNOX section. Set Enable Containers to DISABLED and ensure the Knox License Key field is blank. Then scroll all the way to the bottom and click Save.

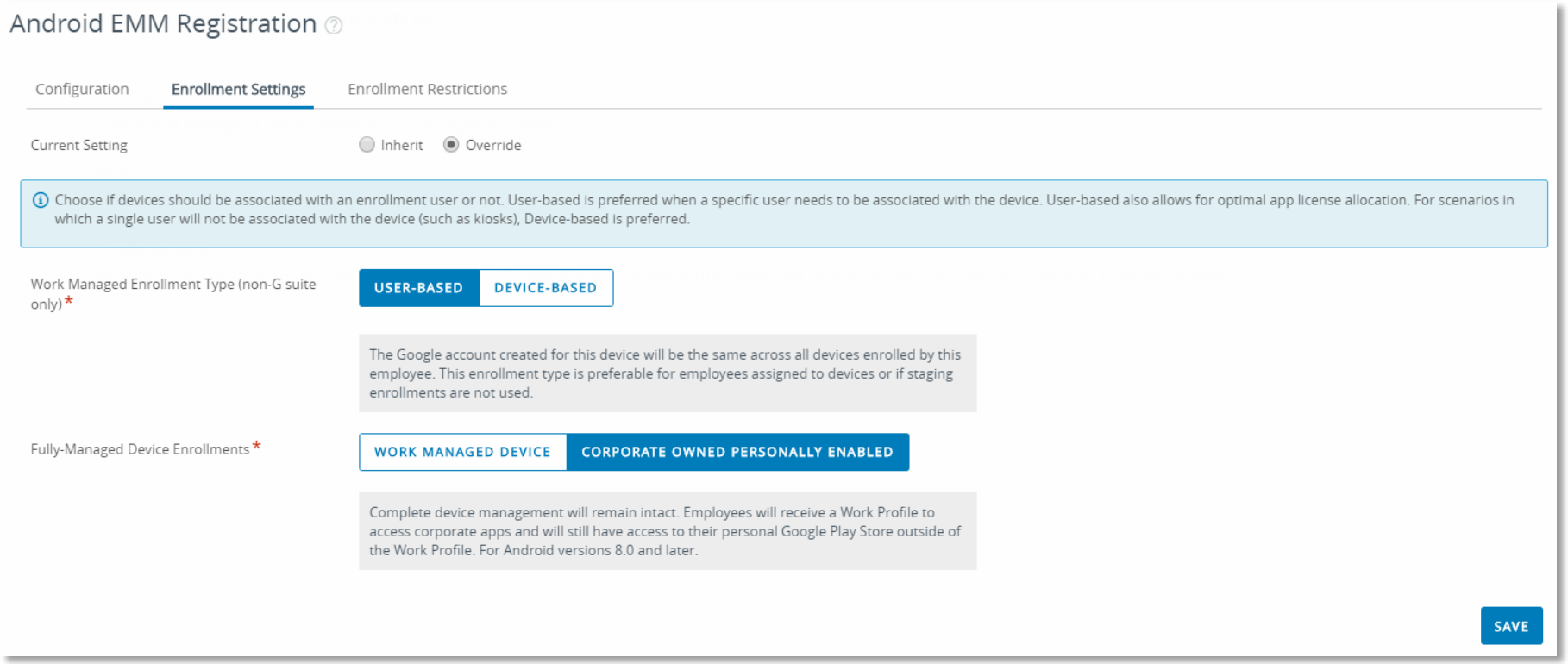


Android Enterprise: Fully Managed Device with a Work Profile or Work Profile on Company Owned Device [Android 11+]

Android Enterprise Fully Managed Device with a Work Profile Deployment & Work Profile on Company Owned Device

To ensure that the Android EMM Registration Enrollment Settings are set correctly.

- Go to *GROUPS & SETTINGS -> All Settings -> Devices & Users -> Android -> Android EMM Registration -> Enrollment Settings*
- Ensure **Work Managed Enrollment Type** is set to **USER-BASED** and **Fully-Managed Device Enrollments** is set to **CORPORATE OWNED PERSONALLY ENABLED**.

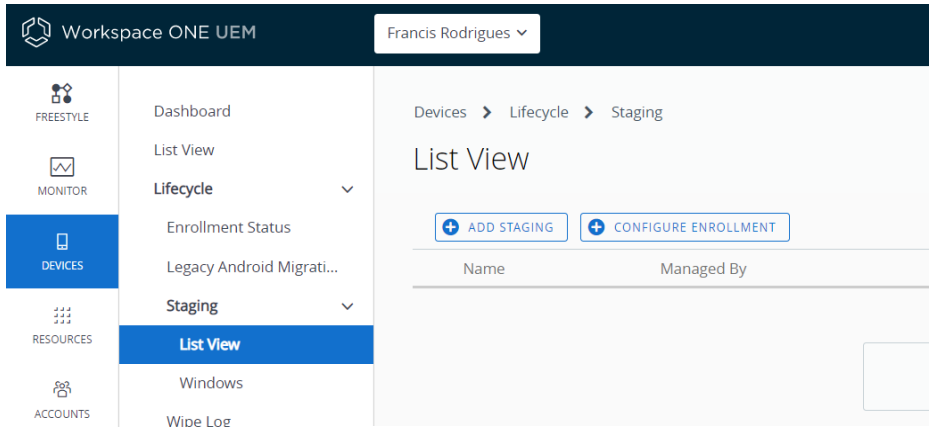


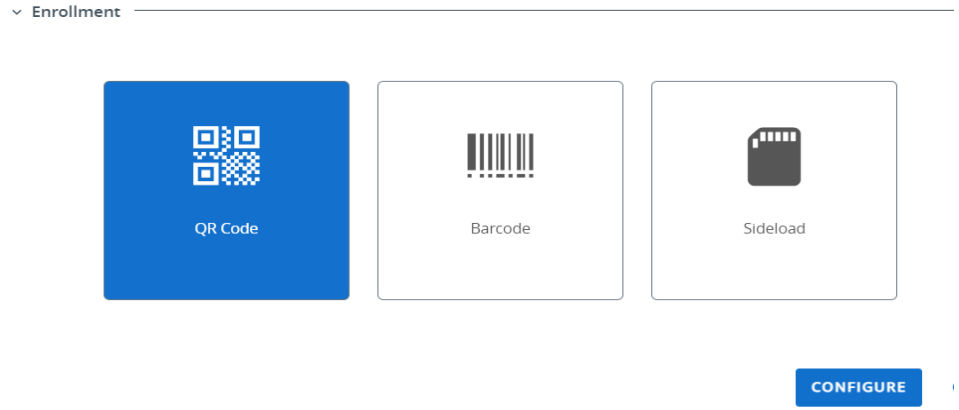
Android Enterprise: Fully Managed Device with a Work Profile or Work Profile on Company Owned Device [Android 11+]

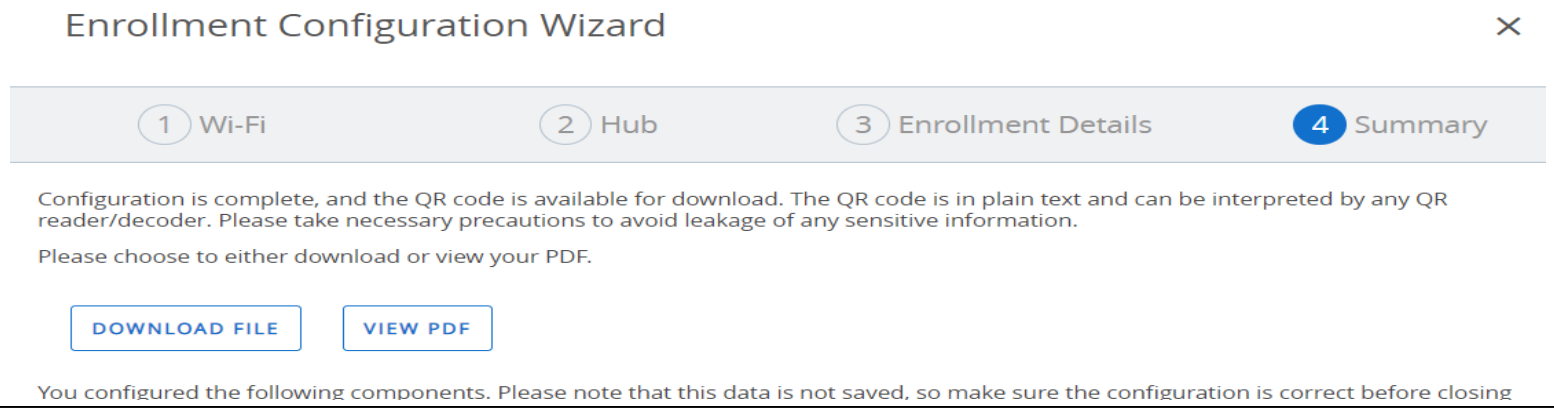
Android Enterprise Fully Managed Device with a Work Profile Deployment & Work Profile on Company Owned Device

To create the Workspace One UEM QR code for this type of enrollment, please do the following.

- Go to *DEVICES -> Lifecycle -> Staging -> List View -> + CONFIGURE ENROLLMENT*
- Choose *Android* (under Platform), -> *QR Code* (under Enrollment) -> *CONFIGURE*
- Configure the options for your environment and choose to *DOWNLOAD FILE prior to closing.* This file can be distributed accordingly.







Android Enterprise: Fully Managed Device with a Work Profile or Work Profile on Company Owned Device [Android 11+]

Android Enterprise Fully Managed Device with a Work Profile Deployment

To enroll your device as an Android Enterprise Fully Managed Device with a Work Profile, you need to ensure the device is factory reset and at the welcome screen. From here, there are 2 ways you can enroll your device into Workspace ONE UEM as an Android Enterprise Company-owned device.

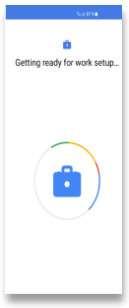
1. QR Code Enrollment / NFC Enrollment
2. Knox Mobile Enrollment

- Below is a screen-by-screen play to enroll your device using the QR code method. The QR Code is provided by your IT Admin

Tap 6 times to Scan QR code

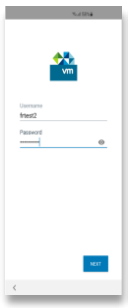
Scan QR Code

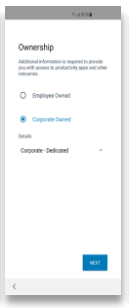
Click Next



Ready for Work setup

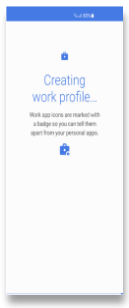

Enter Group ID


Enter Credentials

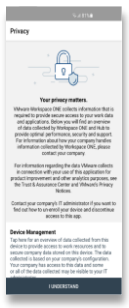


Select Company Owned

Setting Up Work Profile



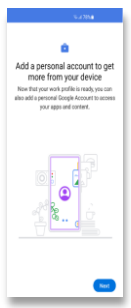
Create the Work Profile



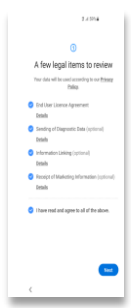
Accept Privacy Permissions

Agree to Data Sharing

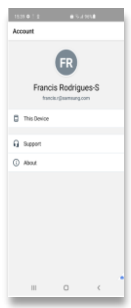
Create a Passcode



Add Personal Account



Accept Legal Terms



Device Enrollment Successful!


Work Profile & Personal Profile

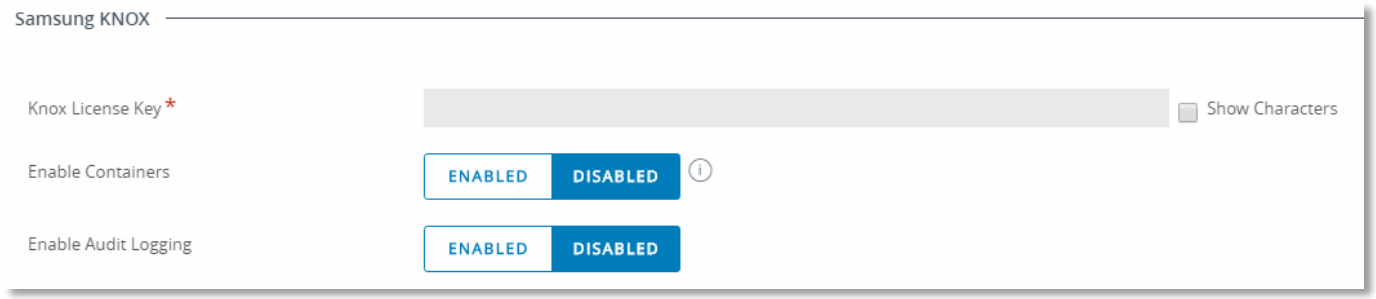
Device is owned By Organization

Android Enterprise: Dedicated Device

Android Enterprise Dedicated Device Deployment

To enroll a device in the Android Enterprise Dedicated Device deployment type, the final pre requisites are you need to ensure that the legacy Android container options are disabled and that the Android EMM Registration Enrollment Settings are set correctly. To do this:

- Go to *GROUPS & SETTINGS -> All Settings -> Devices & Users -> Android -> Intelligent Hub Settings*
- About half way down you will see a Samsung KNOX section. Set Enable Containers to DISABLED and ensure the Knox License Key field is blank. Then scroll all the way to the bottom and click Save.

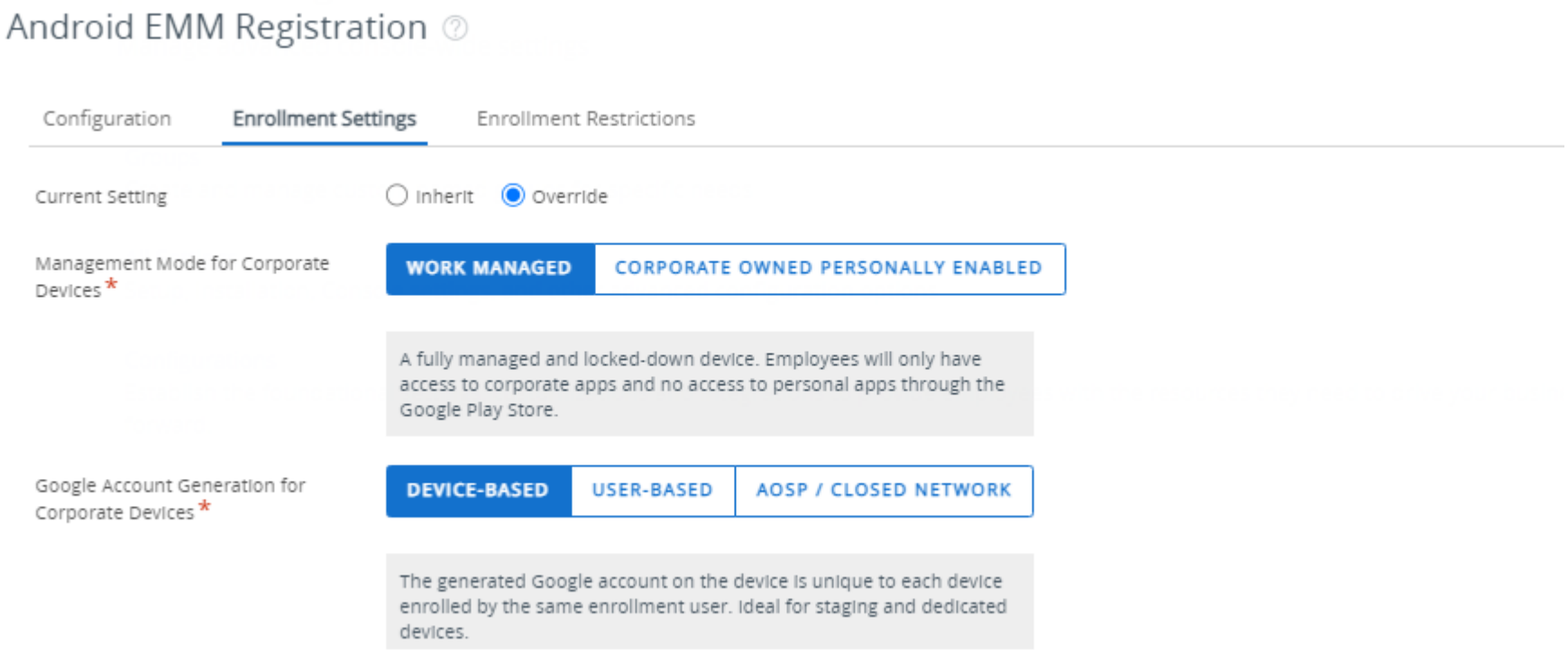


Android Enterprise: Dedicated Device

Android Enterprise Dedicated Device Deployment

To ensure that the Android EMM Registration Enrollment Settings are set correctly.

- Go to *GROUPS & SETTINGS -> All Settings -> Devices & Users -> Android -> Android EMM Registration -> Enrollment Settings*
- Ensure **Work Managed Enrollment Type** is set to **DEVICE-BASED** and **Fully-Managed Device Enrollments** is set to **WORK MANAGED DEVICE**.



Android Enterprise: Dedicated Device

Android Enterprise Dedicated Device Deployment

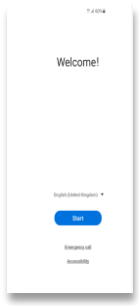
The Android Enterprise Dedicated Device deployment type has been integrated into the VMware Launcher profile. So you need to ensure that your Launcher profile has been created and assigned to your device prior to enrolling. You can create this profile by going to:

- *Devices -> Profiles & Resources -> Profiles -> ADD -> Android -> Launcher*

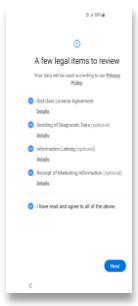
Once you have done this you than then enroll your device. To enroll your device, you need to ensure the device is factory reset and at the welcome screen. From here, there are 3 ways you can enroll your device into Workspace ONE UEM as an Android Enterprise Dedicated device.

1. DPC Identifier [Also known as the hashtag method] **afw#hub**
2. QR Code Enrollment / NFC Enrollment
3. Knox Mobile Enrollment

- Below is a screen-by-screen play to enroll your device using the DPC Identifier method.



Click Start arrow



Accept T's & C's

Skip Backup

Enter **afw#hub** and click Next

Install Intelligent Hub

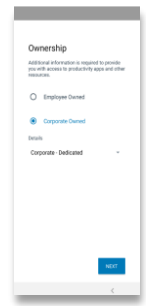
Accept & Continue

Setting Up Work Device

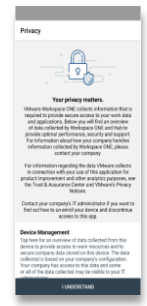
Enter UEM URL

Enter Group ID

Enter Credentials



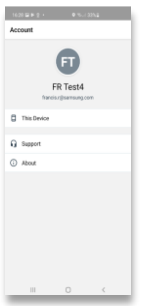
Select Company Owned



Accept Privacy Permissions

Agree to Data Sharing

Enter a Passcode

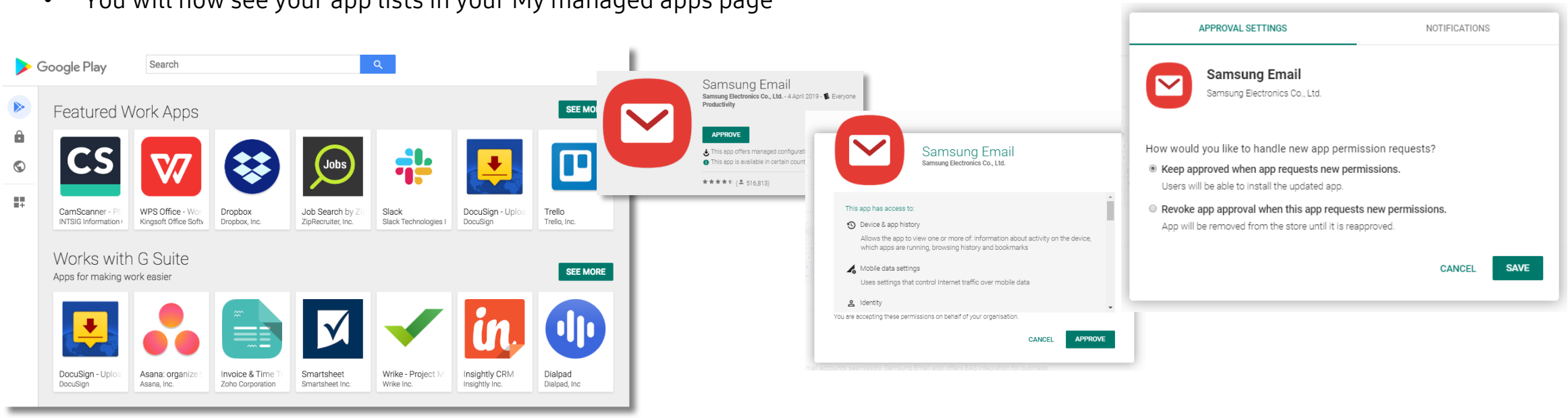


Device Enrollment Successful!

Managed Google Play Configuration

In the Configuring Android Enterprise section of this document, we completed the majority of the work needed to configure applications to be used for Managed Google Play. All we have left to do is the following:

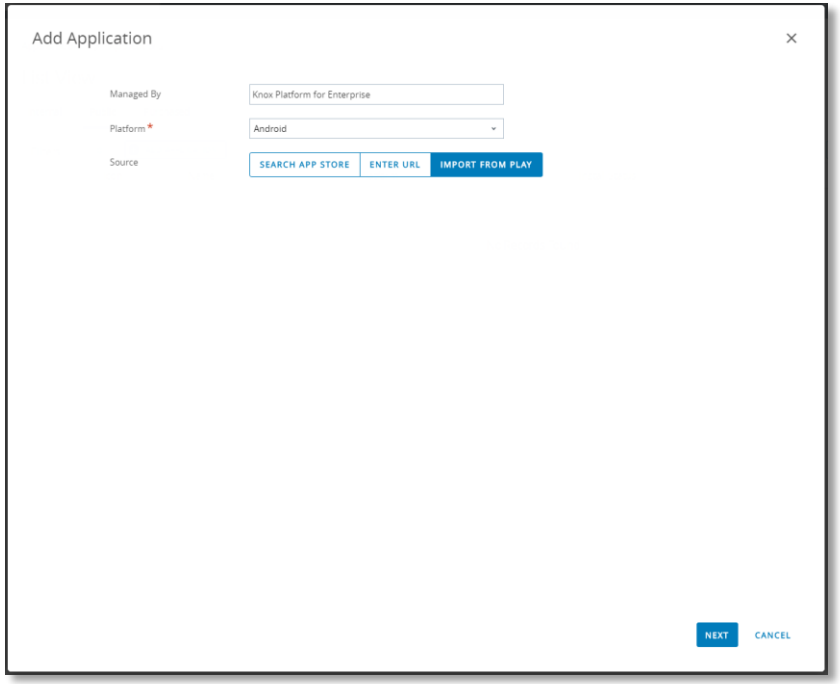
- Navigate to https://play.google.com/work and log in with the Gmail account you bound to Workspace ONE UEM in the Configuring Android Enterprise Section.
- Search for the App you want to distribute. For example; Samsung Email
- Click the APPROVE button.
- APPROVE the App Permission request
- Choose how you would like to handle new app permission requests and then click SAVE
- You will now see your app lists in your My managed apps page

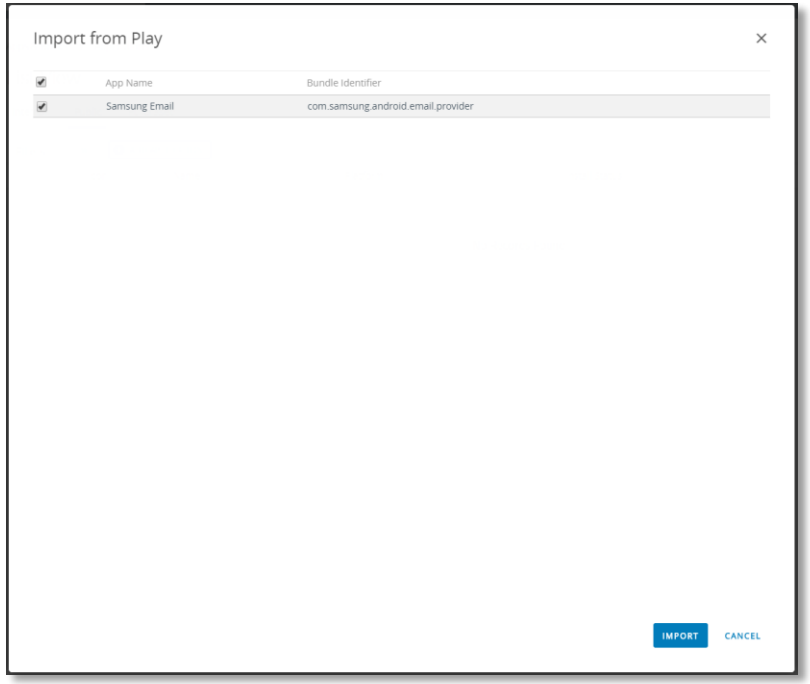


Managed Google Play Configuration

Now we have approved an application we would like to distribute in Workspace ONE UEM.

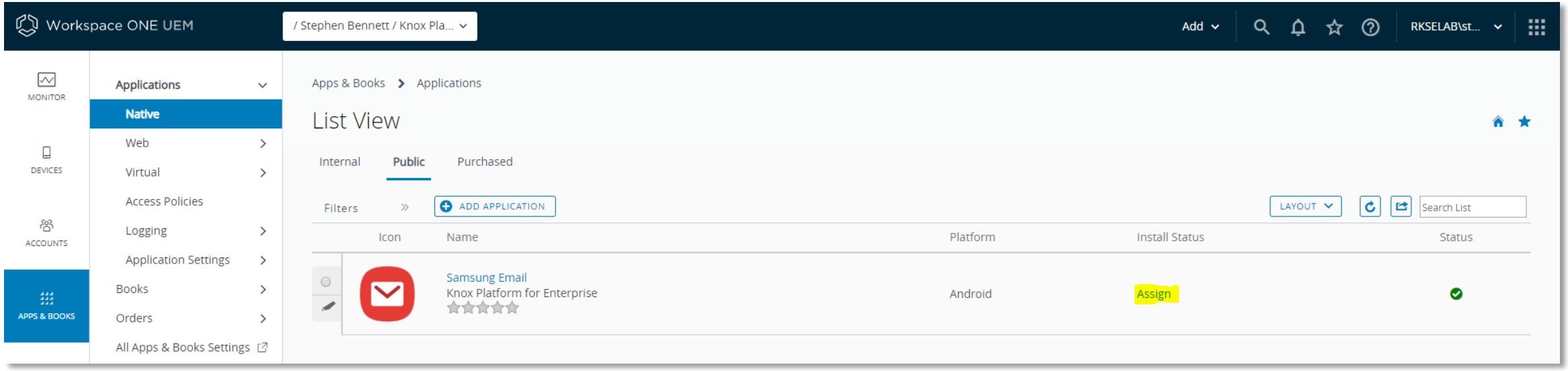
- Log in to your Workspace ONE UEM Console and navigate to the tenant you have configured Android Enterprise
- Navigate to **APPS & BOOKS -> Applications -> Native -> Public** and click ADD APPLICATION
- Select Android from the Platform drop down list
- Then select the IMPORT FROM PLAY option and click NEXT
- You should then see the Samsung Email app we approved in our Managed Google Play Store.
- Ensure the app is ticked and then click IMPORT.





Managed Google Play Configuration

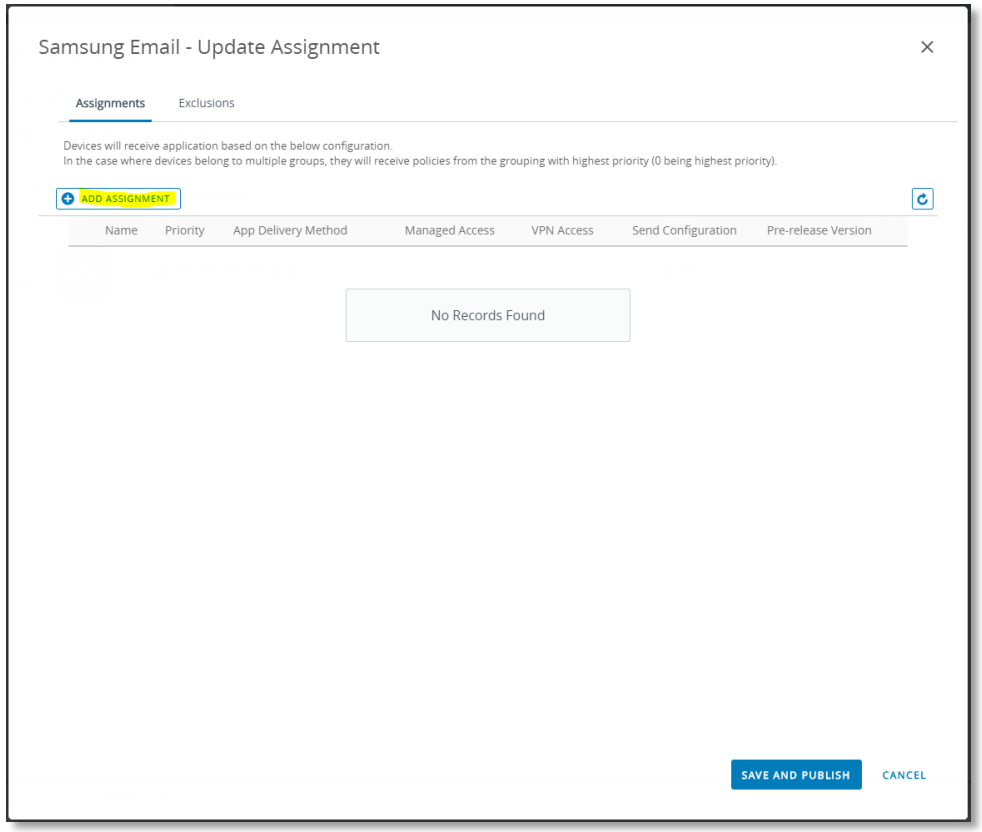
- You will now see the apps you approved imported into the Public list.
- Now we have imported the app, next we need to assign it to our users.
- Select the Assign button under the Install Status column for the app you wish to distribute.

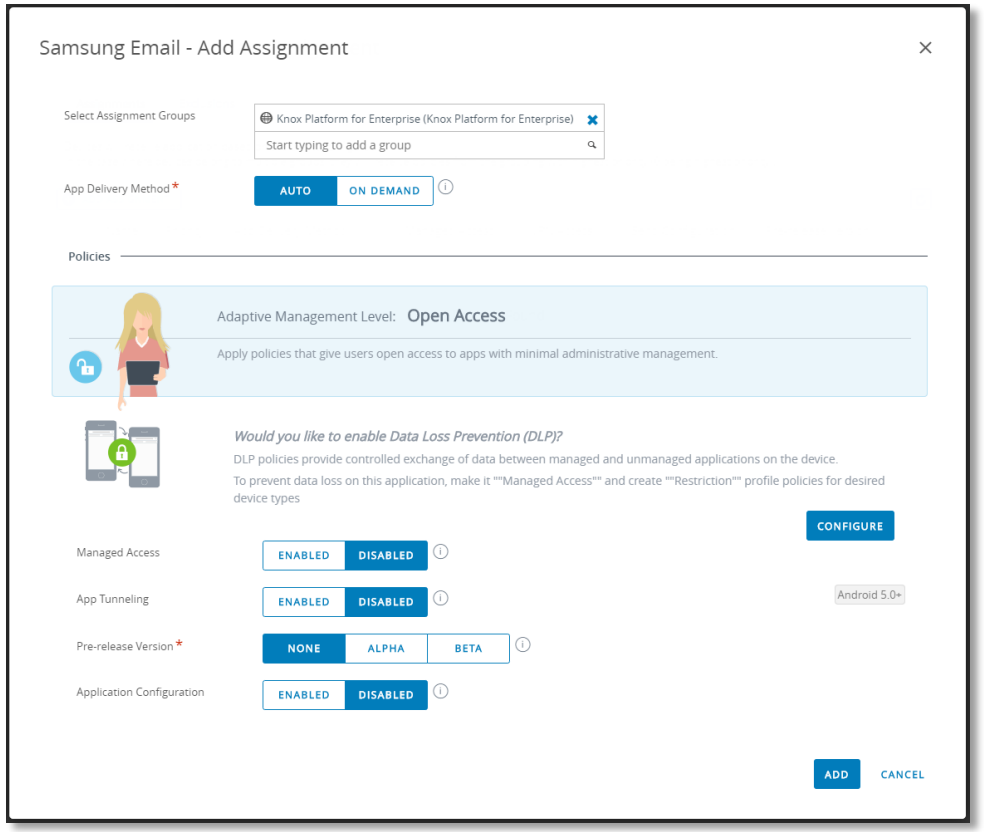


Managed Google Play Configuration

- Select ADD ASSIGNMENT from the pop up window that appears
- Next select the Assignment groups you wish to distribute this app too, along with the delivery method.

If you wish to send down an AppConfig profile along with your application, follow the instructions in the next section on how to do this. If you don't want to send down an AppConfig profile, or the app you are trying to deploy doesn't support AppConfig, simply click ADD to complete the deployment of your application.



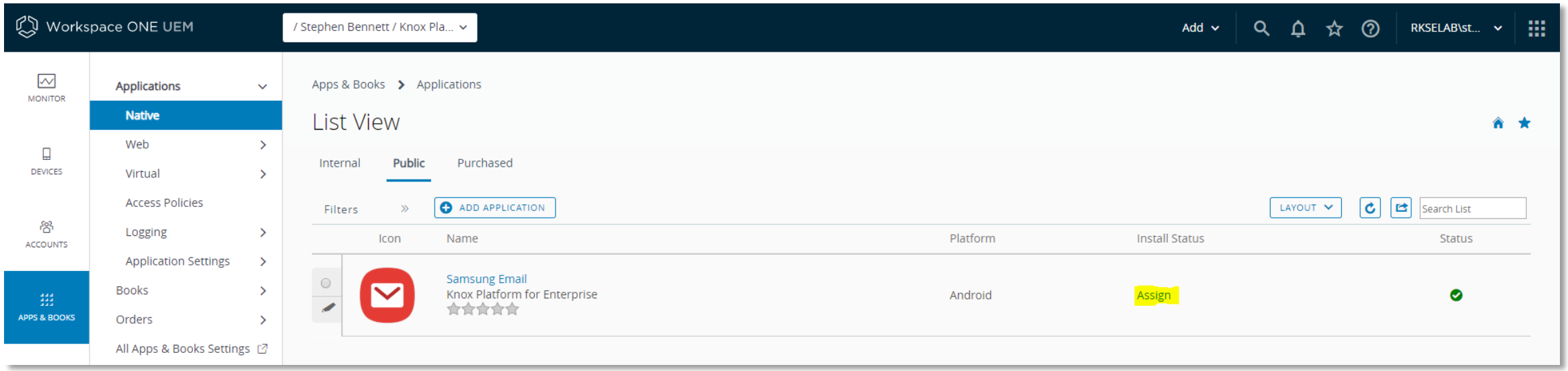


AppConfig on Workspace ONE UEM

AppConfig

AppConfig enables you to send down application configuration profiles along with your managed apps when you distribute them through your Managed Google Play Store. This saves on having to have the UEM implement the required APIs for the app you are using so you can remotely configure it. To use AppConfig on Workspace ONE UEM, follow the below instructions.

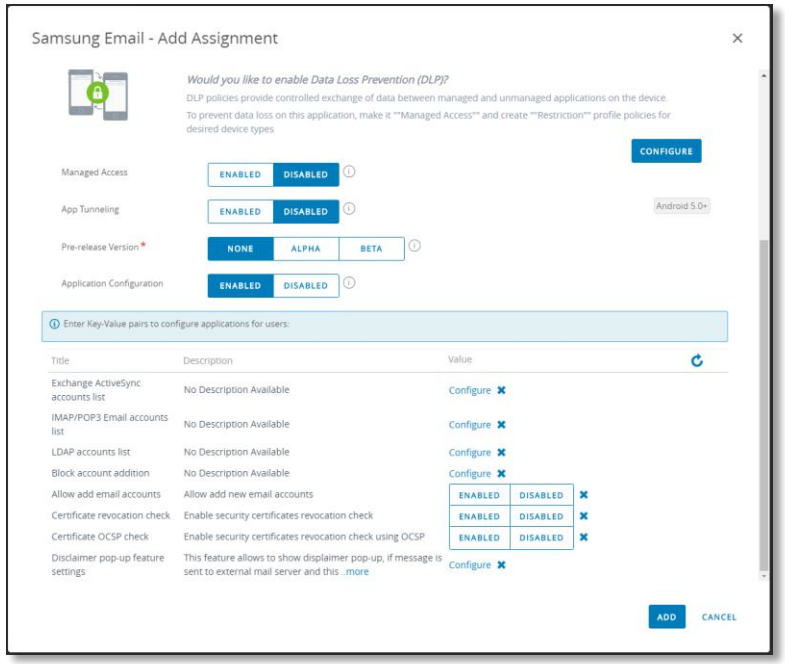
- Navigate to **Apps & Books -> Applications -> Native -> Public** and assign an app to the group you wish.

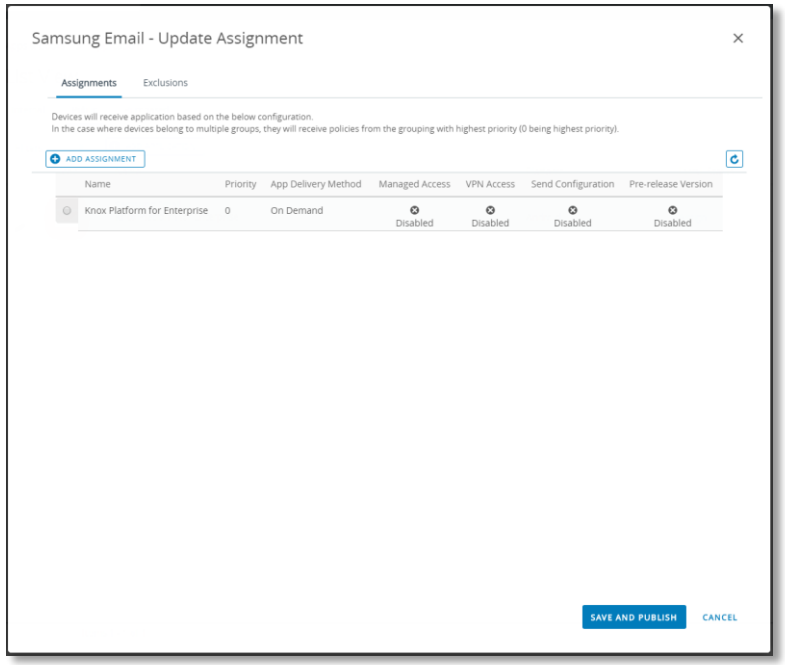


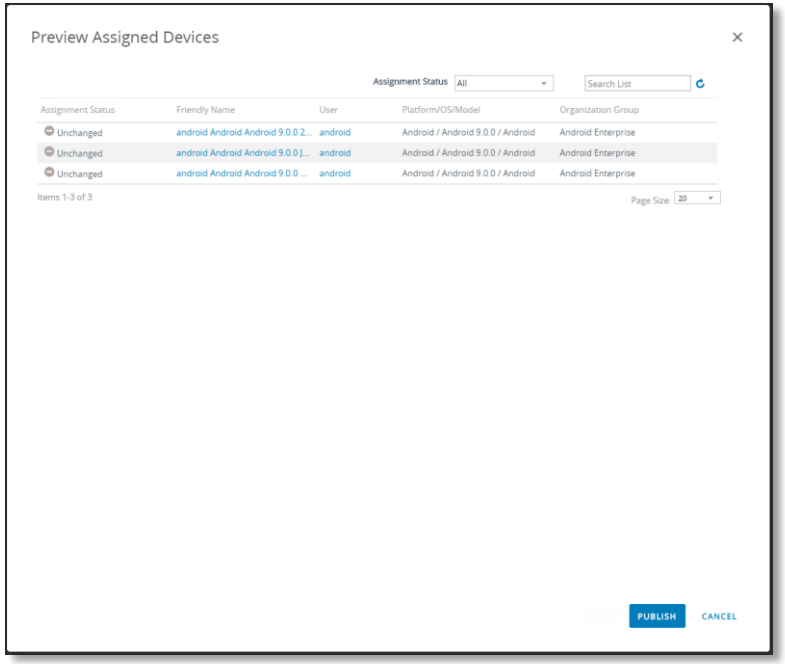
AppConfig on Workspace ONE UEM

AppConfig

- Before hitting the ADD button, scroll down to the Application Configuration section and select ENABLED. If the app has been developed in accordance to the AppConfig community, then you will see a list of variables you can configure below. Like in the below screenshot for the Samsung Native Email client.
- Configure the various options you wish and then when you are finished, click the ADD button.
- Confirm the assignment by clicking SAVE AND PUBLISH and then PUBLISH on the final screen. You have now used AppConfig to distribute a Managed Play app with a config profile.







Configure Knox Platform for Enterprise : Standard Edition

Knox Platform for Enterprise : Standard Edition

The Knox Platform for Enterprise solution provides a robust set of features on top of the core Android Enterprise platform, to fill security and management gaps and meet the strict requirements of highly regulated industries.

The Knox Platform for Enterprise solution comes in a two tiered offering:

- Knox Platform for Enterprise : Standard Edition [FREE]
- Knox Platform for Enterprise : Premium Edition [FREE or $ for some special options such as Dual DAR]

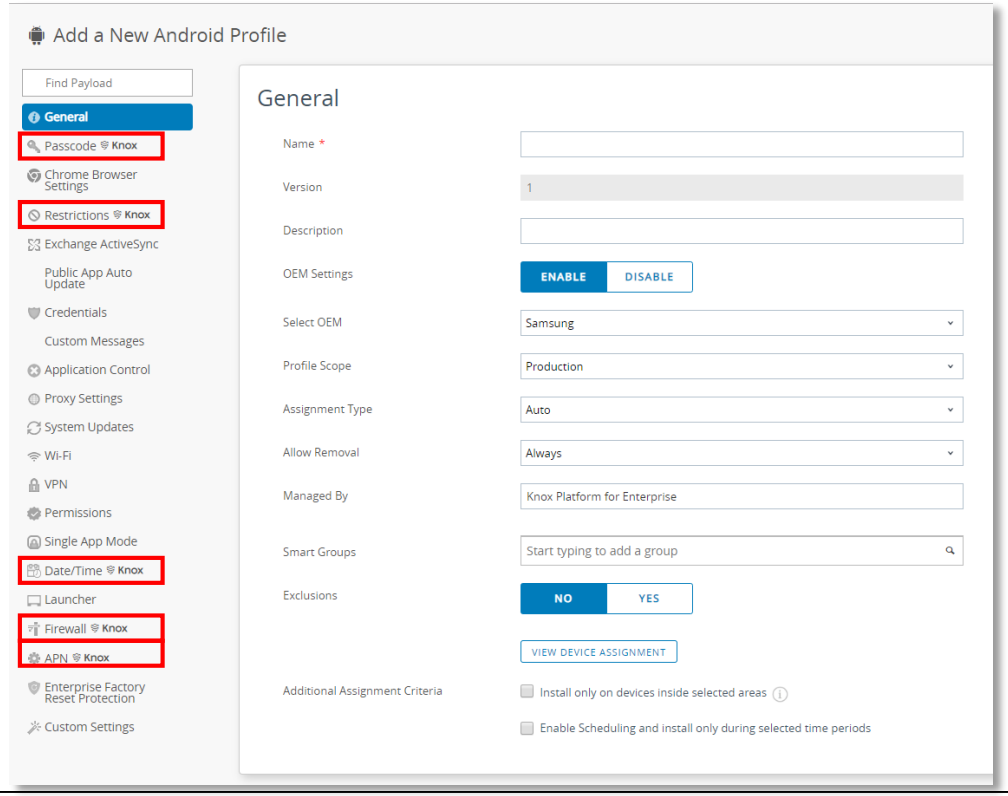
Knox Platform for Enterprise : Standard Edition offers free additional policies you can use to provide enhanced security, manageability and usability over your Samsung device fleet, running Android Enterprise 8 or above.

Configure Knox Platform for Enterprise : Standard Edition

Configure KPE : Standard Edition on VMware Workspace ONE UEM

To take advantage of the free additional APIs available in KPE Standard Edition, simply complete the below instructions.

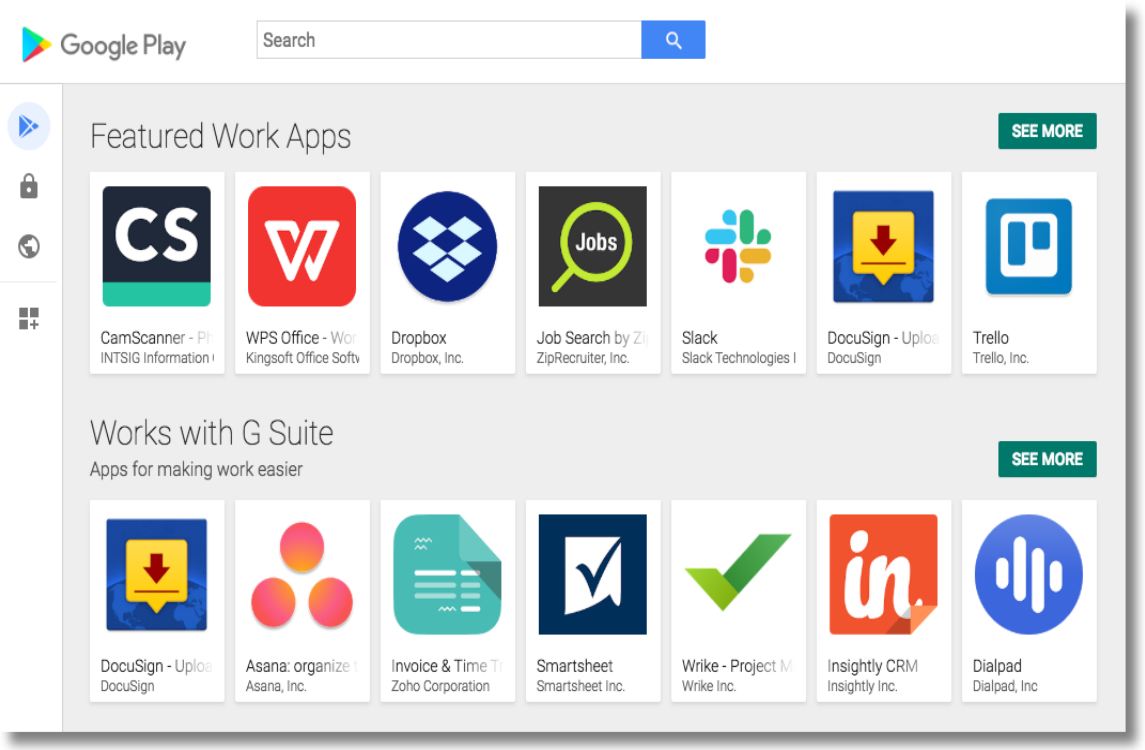
- Navigate to **Devices -> Profiles & Resources -> Profiles**
- Select **Add -> Add Profile -> Android**
- On the General payload screen, select the ENABLE button for OEM Settings, then select Samsung from the drop down
- You have now enabled all the additional KPE Standard APIs available to you in your payload. These have been highlighted for you using the Samsung Knox logo. You are now free to select those payloads and take advantage of the free additional APIs found in KPE Standard Edition!

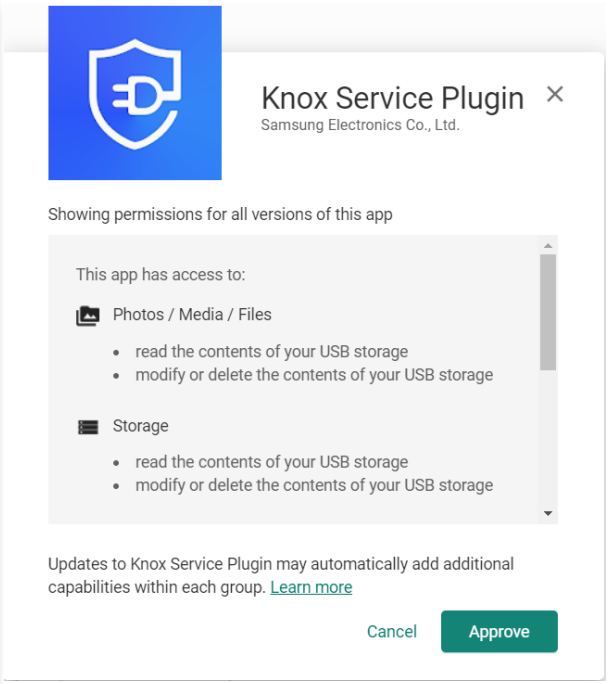


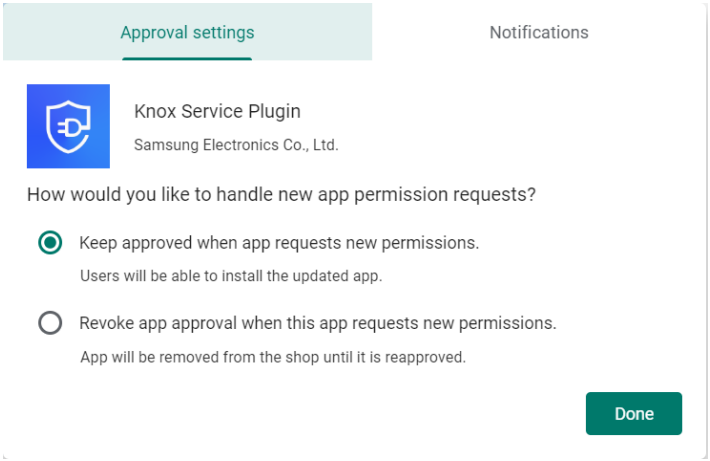
Note: When you apply a KPE Standard Policy to your device, you will notice the Android Enterprise briefcase icon change to a Knox Shield. This is how you will know you are now using Knox Platform for Enterprise.

Knox Service Plugin [KSP]

- Navigate to: https://play.google.com/work?hl=en_GB
- Search for and approve the Knox Service Plugin Application.
- Choose how you would like to handle new app permission requests and then click Done.
- You will now see KSP in your My managed apps page

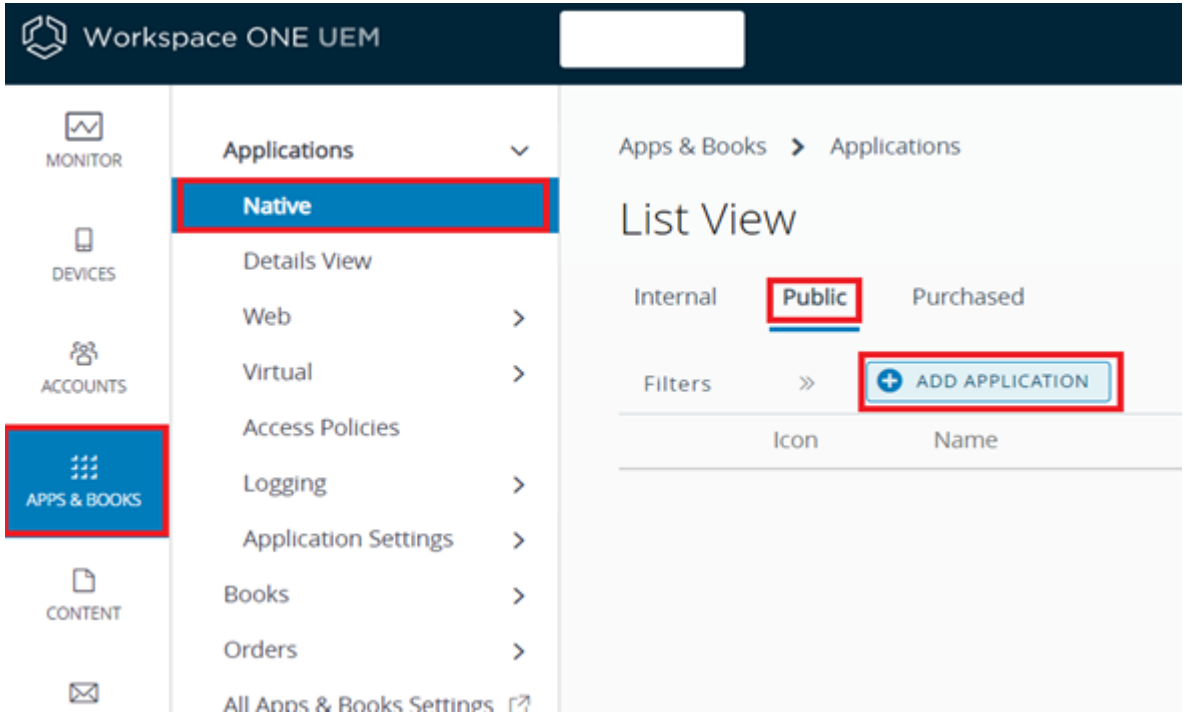


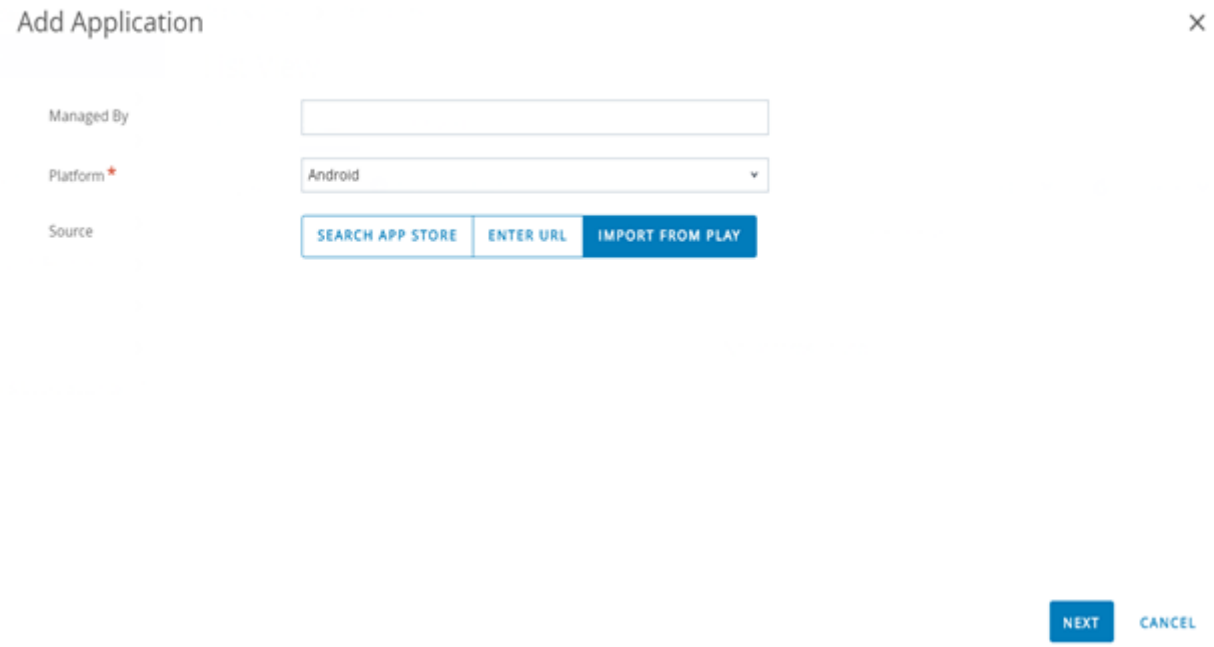




Knox Service Plugin [KSP]

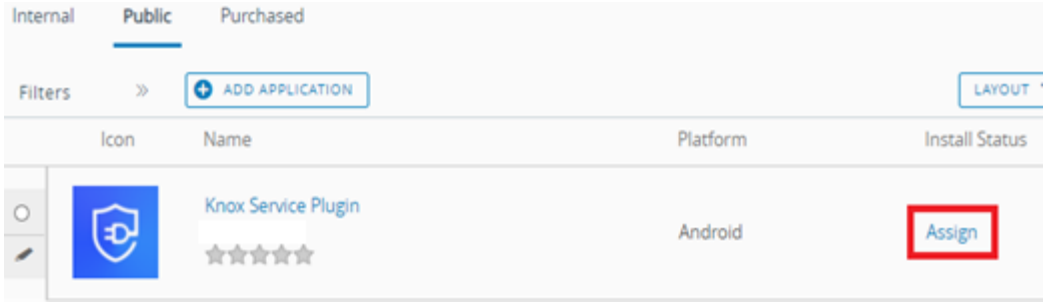
- In the Workspace One UEM console, navigate to: Apps and Books > Applications > Native
- Select Public and then Add Application
- In the Add Application window, select the platform as “Android” and then the source to “Import from Play”.
- Select Next and then Import.

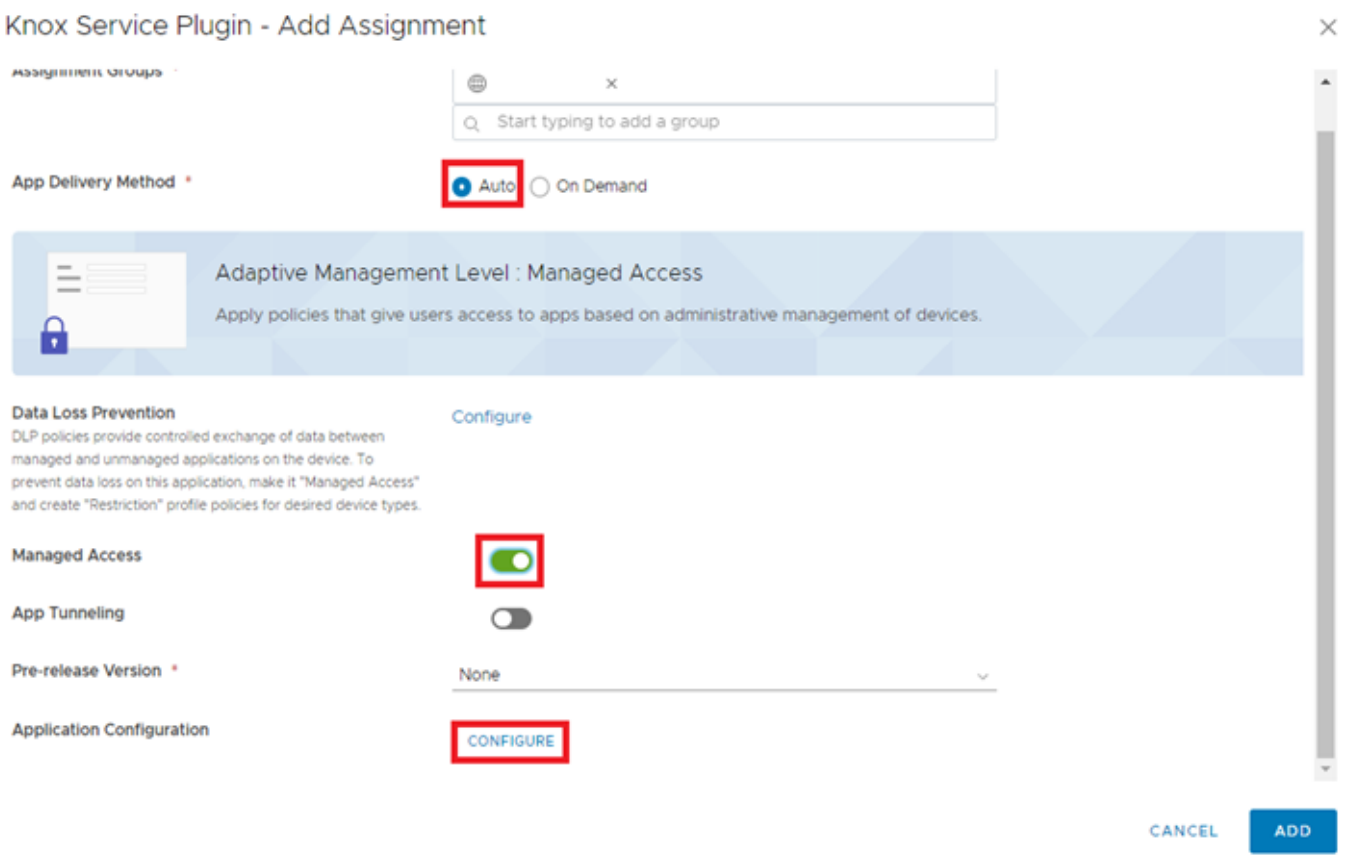




Knox Platform for Enterprise : Premium Edition

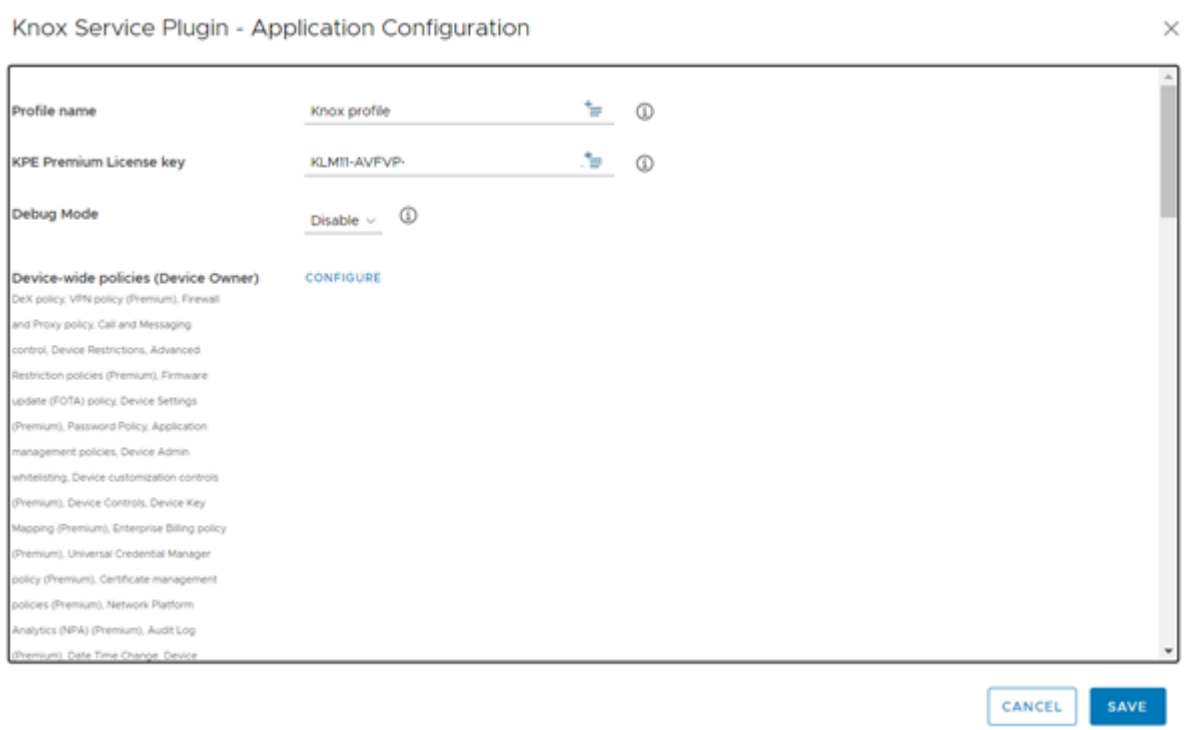
- In the application list, find the Knox Service Plugin and select assign.
- Select Add Assignment and select your chosen assignment group.
- Set the App Delivery Method to Auto.
- Turn on Managed Access.
- Select Configure next to Application Configuration.

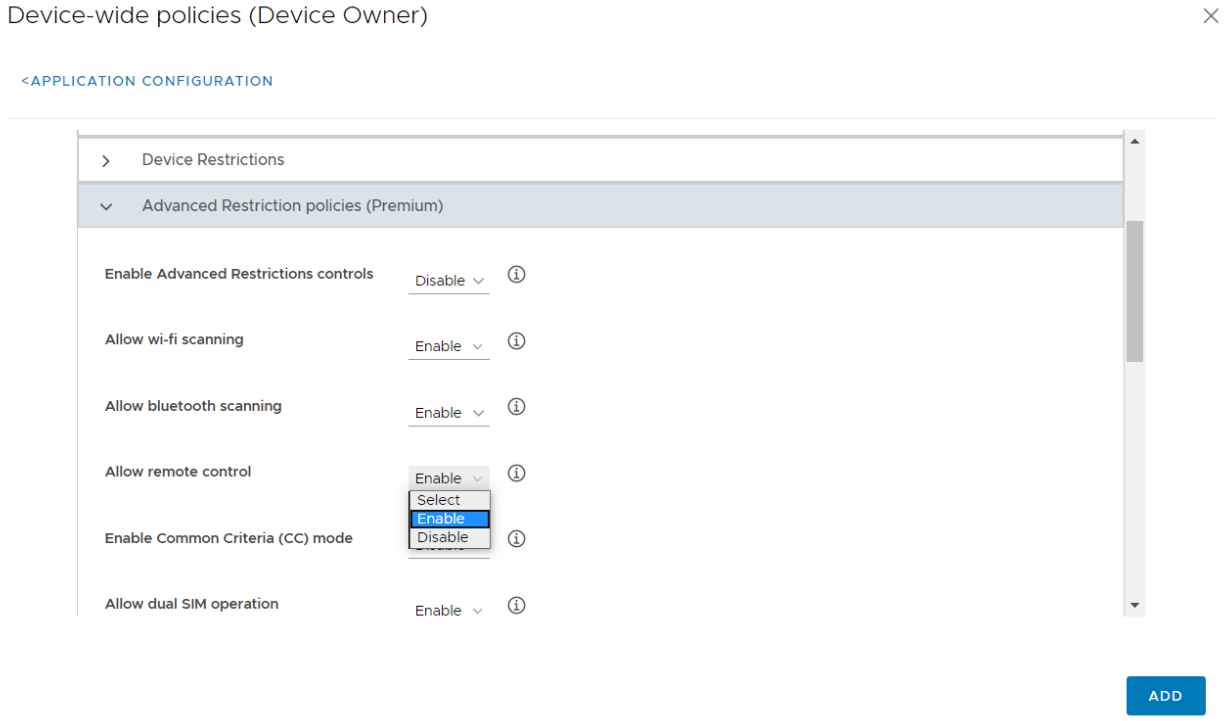




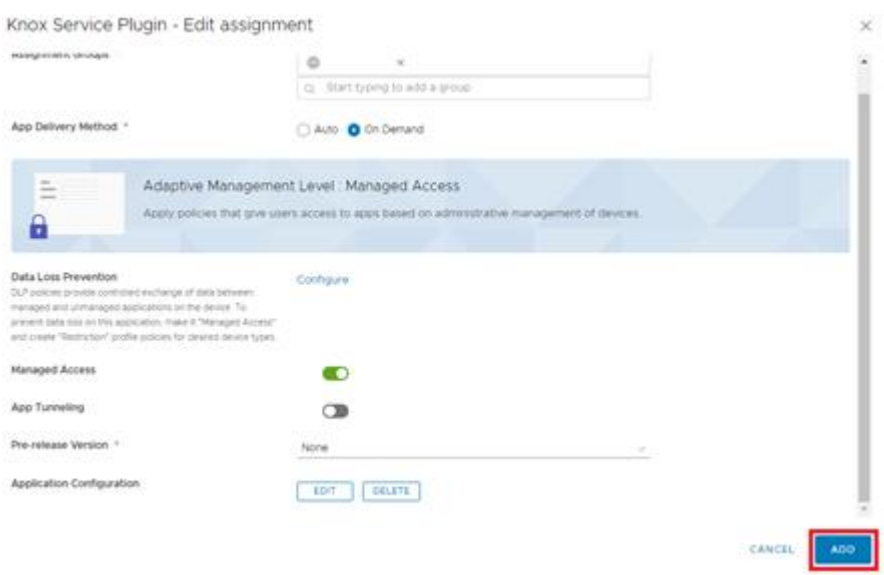
Knox Platform for Enterprise : Premium Edition

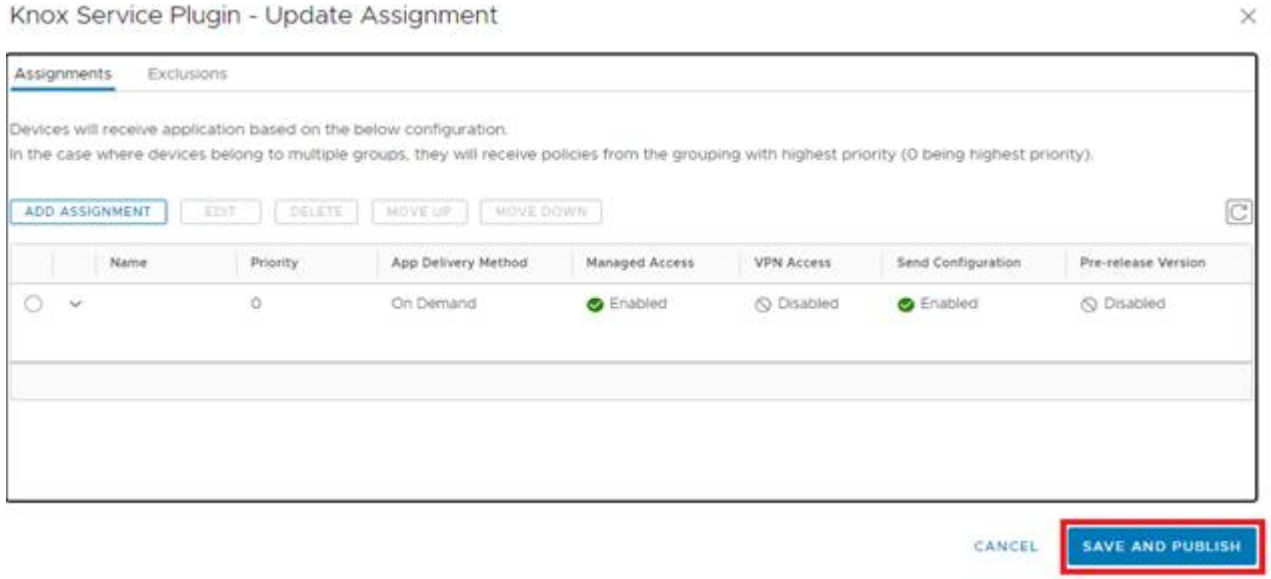
- Enter a profile name of your choice.
- Copy and Paste your KPE Premium License Key from your Samsung Knox Portal.
- To configure the KPE premium settings, scroll down and select configure against the desired configuration option.
- Select Add and then Save.





- Select Add.
- Select Save and Publish.
- Review the list of assigned devices/users and select Publish.





Document Information

This is version 2.2 of this document.

Thank you!

Knox