# Knox Service Plugin for 7Principles MDM



These instructions provide an overview of how to install KSP with the following MDM. Always check your MDM's specific documentation for the most up to date instructions.

#### Step 1: 7P EMM - Add to UEM console

https://7p-emm.com/en/ is a secure, unified device management portal that works with KSP.

This section provides instructions on how to set up the KSP plugin in 7P EMM.

#### Before you begin

Before you begin, however, ensure that you have:

Access to the <u>https://7p-emm.com/en/contact/</u> console.

Linked your 7P EMM console with a <u>Managed Google Account</u>. This allows you to deploy Android Enterprise devices.

Enrolled eligible devices and applied any necessary enterprise policies.

For more information on logging in to and setting up your 7P EMM console, see <a href="https://wiki.dmaas.de/index.php/Adminguide">https://wiki.dmaas.de/index.php/Adminguide</a>

The Knox Service Plugin (KSP) is Samsung's OEMConfig based solution that enables IT administrators to use a wide range of Knox management features on their EMM consoles as soon as they are commercially available in the market.

Knox Service Plugin is one of the so-called pre-installed apps in 7P MDM. This means that if the application has not been previously added to the system, it will be automatically imported if the Managed Google Play is correctly configured in the organization. Once the organization is integrated with MGP, Knox Service Plugin will be added during first synchronization.

NOTE: Minimum device requirements for KSP: Android 9+ (Knox 3.2.1+)

Full instructions on the configuration of MGP can be found <u>here</u>.

First of all make sure Android Enterprise is enrolled in your MDM instance. A guide on how to enroll Android Enterprise can be found here: <u>https://wiki-staging.dmaas.de/index.php/Android\_for\_Enterprise</u>

After successfully enrolling Android Enterprise navigate to Settings > Android > Android Enterprise where you will find an option to "Setup Knox Service Plugin".

Android enterprise	ß
Master Service Account file:	
Enterprise enrollment service authentication token:	ARTIE/BARYEREM/BACK/REA/10000088AARDD4/1081198A
Enterprise ID:	USENeekd
	Unenroll enterprise
Enterprise name:	Samsung KVP 2022 on 7P
Admin email:	same-spheralizzappendicam
Work profile name:	
	Setup KNOX Service Plugin

**Note-**The option is only available if it is not already setup. After setting up KNOX Service Plugin, the button will no longer be visible and only becomes visible if the KSP application is deleted in Infrastructure > Applications.

For more information on adding apps to the Managed App Catalog, see <a href="https://wiki.dmaas.de/index.php/Settings#Managed\_Google\_Play\_store\_Enterprise\_enrolled">https://wiki.dmaas.de/index.php/Settings#Managed\_Google\_Play\_store\_Enterprise\_enrolled</a>

Next steps - Configure KSP

## Step 2: 7P EMM - Configure

This section provides instructions on how to configure KSP policies in 7P EMM.

Activating the option will start the wizard and create the following actions in the background:

An application with the name "\* Setup KSP" will be added to Infrastructure > Applications - this app is the Samsung Knox Service Plugin app from Managed Google Play

The application will be approved immediately.

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All categories	<ul> <li>Name/Packages</li> </ul>	<b>T</b> +	Details Packag	es
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Setup KSP	Global		T relations	
			Name:	Knox Service Plugin
			URL:	market://details?id=com.samsung.android.knox.kpu
			File:	
			Version:	1.3.26 (22.01)
			Minimum OS version:	8.0
			ID:	com,samsung.android.knox.kpu
			Managed Google Play Store:	Undo approval
			Approval:	Approved
			Default configuration:	None

Knox Service Plugin approved

Instead of having to manually add the application from the Google Play store, the application is now automatically added and approved by the KSP wizard.

A configuration of type "Knox Service Plugin" will be added to Infrastructure > Configurations.

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			Comme	nt:			
			Created			2022-04-05 12:30:17	
			Modifie	d:		2022-04-05 12:30:17	
			Show a	Ŀ		0	

Knox Service Plugin configuration

This is like a configuration for application, however it is much more optimized for KSP. There is no need to manually create an application configuration.

## Edit KSP policies

By clicking on "Configuration data" you have now the possibility to configure your KSP and add your license key if available.

General Configuration data		
Profile name:	Knox profile	۵
(PE Premium or Knox Suite License key:	RAID-RETERINANDANETTY	۵
Debug Mode:	no	-
<ul> <li>&gt; Separated Apps policies:</li> <li>&gt; Device-wide policies (Selectively applicable t owned devices (WP-C) mode as noted):</li> </ul>	o Fully Manage Device (DO) or Work Profile-on o	company
<ul> <li>&gt; Separated Apps policies:</li> <li>&gt; Device-wide policies (Selectively applicable t owned devices (WP-C) mode as noted):</li> <li>&gt; Work profile policies (Profile Owner):</li> </ul>	o Fully Manage Device (DO) or Work Profile-on o	company
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<ul> <li>&gt; Separated Apps policies:</li> <li>&gt; Device-wide policies (Selectively applicable to owned devices (WP-C) mode as noted):</li> <li>&gt; Work profile policies (Profile Owner):</li> <li>&gt; DeX customization profile (Premium):</li> <li>&gt; Device and Settings customization profile (Premivation Profile Profile</li></ul>	o Fully Manage Device (DO) or Work Profile-on o remium):	company

#### KSP Configuration data

The KSP App Configurations data page shows polices that are currently applied to KSP. For full information about the various KPE features and policies currently available with KSP, see <u>KSP</u> <u>features and KPE functionality</u>.

#### Next steps - deploy KSP to devices

Now that you've set up and configured KSP in your 7P EMM console, you need to deploy the app to your managed devices.

#### Knox Mobile Enrollment settings in MDM server

In this section we will explain which impact the KME settings in MDM server have on devices.

If you have not setup KME yet, please visit our KME documentation section here: <u>https://wiki-staging.dmaas.de/index.php/Knox\_Mobile\_Enrollment</u>

Here we have to differentiate between pre-registered devices and devices coming from KME portal.

#### KME portal

Please navigate to Settings > Android > Knox Mobile Enrollment where you have the possibility to define the ownership when a device is coming from KME portal:

Knox Mobile Enrollment						
Default ownership (for DO only):	Private					
Android enrollment type:	Work Profile On Company Owned					
Activation JSON string to	be used in KME portal:					
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Default ownership for Device Owner devices

You can decide between private or corporate ownership for DO devices coming from KME portal and not being already pre-registered in MDM server.

The device will appear under Organization > Device pool and can then be assigned to the desired user.

## Step 3. 7P EMM: Deploy

This section provides instructions on how to deploy KSP policies in Famoc Manage.

## **Deploy KSP**

Once set up, Knox Service Plugin is ready to be deployed to your devices. All you have to do is to push specific policy to the devices.

Choose relevant devices and send policy.

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A Dashboard V Home > Organization > Users and devices > User: Jan Christensen > Device: Xcover 4S	> Actions
Organization     Vers and devices	View device
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- User assignment	
- Device pool	SIM Card
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Status Name Model Service status	Lash and south
Coperations V Xcover 4S SM-G398FN	Apply configuration
B Reports	Configuration for application: Samsung KSP OEMconfig
Settings  Add device Add device	Send
	Security O
	7P MDM actions
	MDM Server actions O
	OS specific actions
6.08.05 Wiki	
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Choose action "Apply configuration". Open window with various policies. Click proper policy.

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In the last step click **Send**.

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# Step 4. 7P MDM: Debug mode

This section provides instructions on how to debug KSP application in 7P MDM.

## How to use KSP debug mode

Debug mode can be helpful in testing and deploying your setup. By default, KSP runs in the background and has no user interface. Debug mode allows you to view the results and policy errors on the device so you can verify that your configurations are correct. When enabled, it runs an application that displays the policy status. This application should start automatically when a new policy is received.

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💼 Organization 🗸 🗸		Knox Service Plugin		7
🚠 Infrastructure 🔹 🔺			Cancel Save	9
- Applications		General Configuration data		
<ul> <li>Application categories manager</li> </ul>		Profile name:	KSP 🇳	^
- Configurations		KPE Premium or Knox Suite License key:	\$	l
- Certificates		Debug Mode:	no ~	l
- Certificate Manager		> Separated Apps policies:	 yes	1
- Managed Google Play		> Device-wide policies (Selectively applicable to Fully Manage Device (DO) or Work Profile-or	no n company owned devices (WP-C) mode as noted):	
— Media		> Work profile policies (Profile Owner):		
- Service history - bills				
- Contracts		> Dex customization profile (Premium):		
✗ Operations ✓		> Device and Settings customization profile (Premium):		

You can read more about Debug mode in the KNOX Documentation available here.

# Step 5. 7P MDM: Troubleshooting

This section provides instructions on how to troubleshoot KSP application in 7P MDM.

### KSP error messages and troubleshooting

The error messages allow you to quickly identify a problem with the KSP configuration. To check if there are any errors find the device on the Devices list and go to History. Then go to the Feedback enable it. Find error and click on the last column and choose appropriate row. And you can see path to the invalid KSP configuration.

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🖌 Operations	•	[Allow user to modify Settings in Device-wide policies successfully processed.]	Allow user to modify Sett	Device-wide policies (S
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		[Allow UWB in Device-wide policies failed.][15008][This device does not support UWB]	Allow UWB	Device-wide policies (S
🔅 Settings	<b>~</b>	[Allow Share Via option in Device-wide policies successfully processed.]	Allow Share Via option	Device-wide policies (S
		[Widget Blocked List in Device-wide policies successfully processed.]	Widget Blocked List	Device-wide policies (S
		[Battery optimization allowlist in Device-wide policies failed.][(Application : com.samsung.android.email.provider, Error : ERROR_I	Battery optimization allo	Device-wide policies (S
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The list of errors with possible causes and suggested solutions is available here.

## Useful links:

7P KSP admin guide: <u>https://wiki.dmaas.de/index.php/Knox\_Service\_Plugin\_(KSP)</u>

Samsung's KSP admin guide: <u>https://docs.samsungknox.com/admin/knox-service-plugin/welcome.htm</u>

## KSP page on Google Play:

https://play.google.com/store/apps/details?id=com.samsung.android.knox.kpu