

SAMSUNG



Samsung Knox E-FOTA One (KE1)

Migrating from E-FOTA on MDM
VMware Workspace ONE UEM

OCTOBER 2020

Samsung Electronics



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Common Questions

Does the user need to do anything?

This depends on your Enrollment decisions. If you set the device client to install automatically, to open automatically (using the Knox Service Plugin (KSP)) and skip the Privacy Policy Settings, the user would just need to ensure the device is turned on to enable a successful migration.

Our device(s) will not Enroll, why?

There are a number of reasons for this but usually it is a simple fix. Ensure the device:

- Is listed correctly in the Knox E-FOTA One console
- Has an internet connection
- Has a license assigned
- Has the device client installed
- Has had the client opened (if manual)
- Has the Knox Service Plugin installed (if KSP)

Do I need to keep the client up to date?

No, once a device is Enrolled to Knox E-FOTA One, the client is updated and maintained as part of the service.

Can I only distribute the client from my MDM?

No, the device client can be distributed to devices in a number of ways including:

- MDM via the Managed Google Play Store
- MDM as an “internal application”
- Knox Configure
- Sideload

Can I use Knox E-FOTA One within a Work Profile?

No, the device client will need to run outside of the Work Profile. This can be managed automatically by the Knox Service Plugin and requires a Knox Platform for Enterprise Premium license.

Exporting devices Enrolled to Knox E-FOTA on MDM

1. Open Workspace ONE UEM Console
2. Go to Devices > Profiles
3. Find and select the E-FOTA Restrictions profile(s) you have assigned to devices
4. Note the Group(s) assigned

The screenshot displays the Workspace ONE UEM console interface. The left sidebar shows the navigation menu with 'DEVICES' selected. The main content area is titled 'Profiles' and shows a table of profiles. The 'Assigned Groups' column for the 'E-FOTA on MDM' profile is highlighted with a red box, showing 'Knox E-FOTA on MDM'.

Profile Details	Payloads	Managed By	Assignment Type	Assigned Groups	Installed Status	Status
E-FOTA on MDM Android Restrictions	1	S	Auto	Knox E-FOTA on MDM	1 0 1	✓

Exporting devices Enrolled to Knox E-FOTA on MDM

5. Go to Groups and Settings > Assignment Groups
6. Search for the Group(s) you require
7. Click on the Devices number count
8. Click Export > CSV on the List View page

The screenshot displays the Workspace ONE UEM console interface. The left sidebar contains navigation options: MONITOR, DEVICES, ACCOUNTS, APPS & BOOKS, CONTENT, EMAIL, TELECOM, and GROUPS & SETTINGS (highlighted with a blue box). The main content area is titled 'Assignment Groups' and shows a table with columns: Groups, Managed By, Group Type, Assignments, Exclusions, and Devices. A row for 'Knox E-FOTA on MDM' is visible, with the 'Devices' column showing a count of 1, which is highlighted with a blue box. An 'EXPORT' button is located above the table. A modal window titled 'List View' is open, showing a table of devices. The 'EXPORT' button in this modal is also highlighted with a blue box, and a dropdown menu is visible showing 'CSV' and 'XLSX' options.

Workspace ONE UEM

SRUK

Add

Groups & Settings > Groups

Assignment Groups

Filters > ADD SMART GROUP

EXPORT Knox E-FOTA

Groups	Managed By	Group Type	Assignments	Exclusions	Devices
Knox E-FOTA on MDM	S	Smart Group	3	0	1

Devices

List View

Filters 1 X ADD DEVICE

EXPORT Search List

CSV XLSX

Knox E-FOTA on ...

Search

User Groups

Device Type

Security

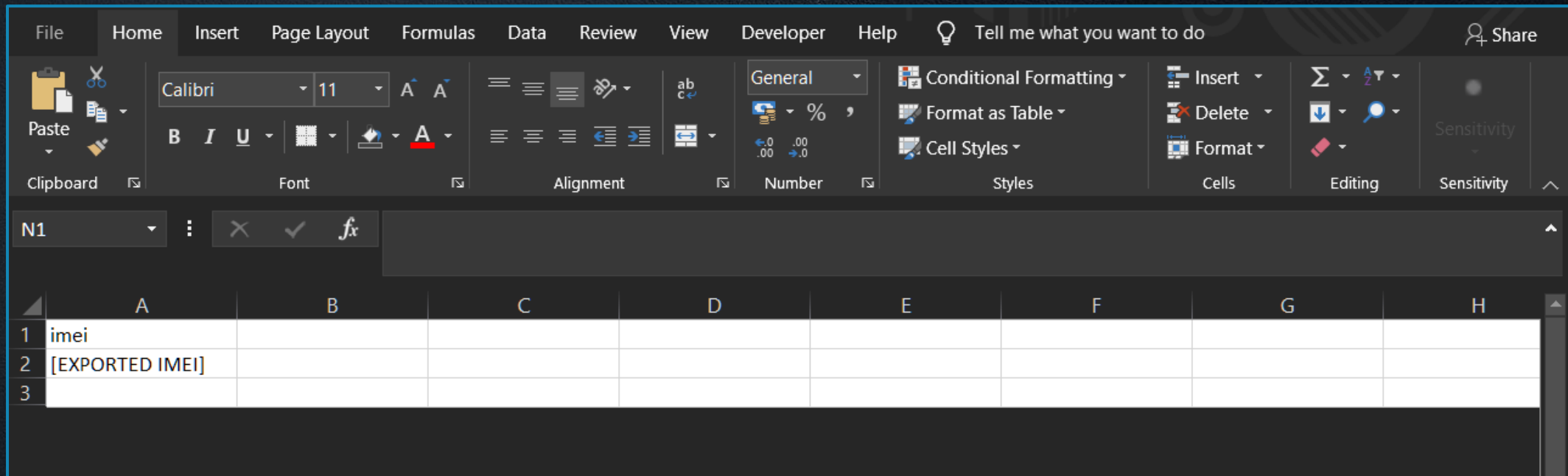
Status

Advanced

Items 1 - 1 of 1

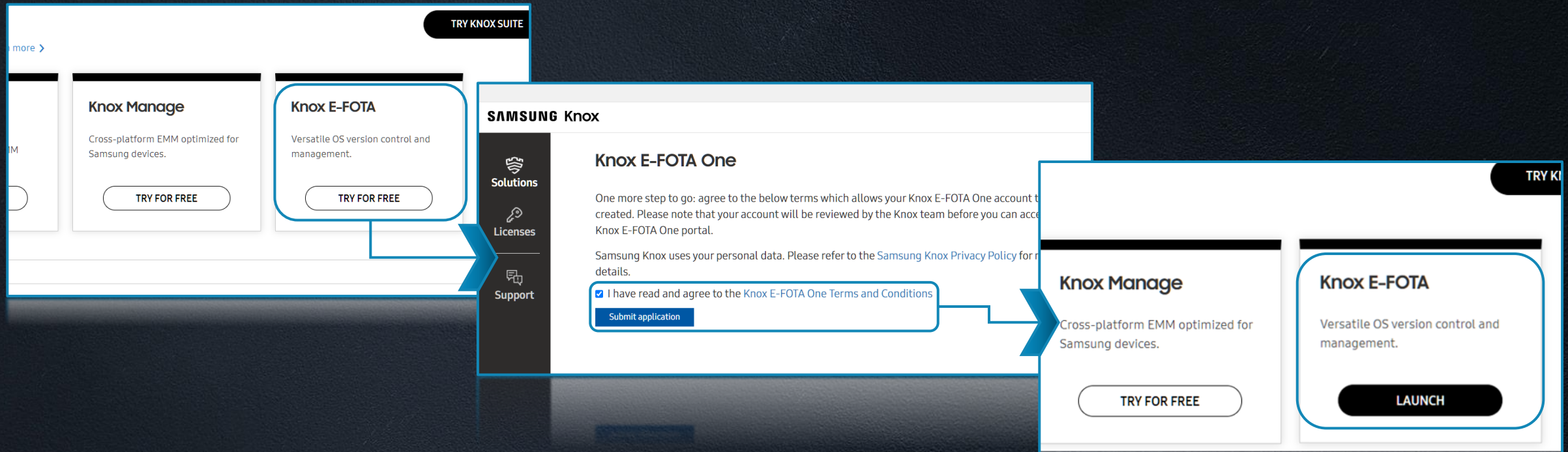
Preparing the CSV for Knox E-FOTA One

1. Open the CSV recently exported from the Workspace ONE UEM Console
2. Delete all columns except for IMEI



Accessing Knox E-FOTA One

1. Go to www.samsungknox.com and sign in to the Samsung Knox Dashboard
2. Find Knox E-FOTA under the Knox Suite heading and press “TRY FOR FREE”
3. Agree to Knox E-FOTA One Terms and Conditions and submit application
4. Once approved, Launch Knox E-FOTA



Importing devices to Knox E-FOTA One

1. From the Dashboard, press BULK ACTIONS at the bottom of the left-hand navigation panel
2. Press UPLOAD DEVICES
3. Browse to the CSV file prepared earlier
4. Press SUBMIT

The image shows a composite view of the Samsung Knox E-FOTA One interface. On the left is the 'Dashboard' with a sidebar menu containing: Dashboard, Devices, Campaigns, Licenses, Resellers, EMM groups, Administrators & Roles, Activity Log, and Feedback & Support. The 'BULK ACTIONS' button is highlighted at the bottom of the sidebar. The main content area shows a 'Welcome back' message and a 'DEVICE STATUS' section with a table of device counts: 0 Attention, 0 Not Enrolled, 0 Pending, and 0 Cancelled. A blue arrow points from the 'Attention' row to the 'Bulk actions' panel. The 'Bulk actions' panel has a title 'Bulk actions' and a subtitle 'Use this [Standard CSV Template](#) for all actions. If an action needs more information on the Action page. Please make sure that you use the correct template for...'. It contains four icons: 'UPLOAD DEVICES' (highlighted with a blue box), 'ENROLL DEVICES', 'UNENROLL DEVICES', 'MANAGE TAGS', and 'UNASSIGN DEVICES'. A blue arrow points from 'UPLOAD DEVICES' to the 'Upload Devices' panel. The 'Upload Devices' panel has a title 'Upload Devices' and a subtitle 'After you click Submit, the devices in the uploaded file will be added to your device inventory.' It contains two steps: 'STEP 1: Upload device list' with a 'Select .csv file*' input field (containing 'Sample Upload.csv') and a 'BROWSE' button; and 'STEP 2: Enroll/Assign campaign' with two radio button options: 'Auto Enroll/Lock Firmware' and 'Assign default campaign'. Each option has a description and a 'Select license' dropdown. A 'SUBMIT' button is at the bottom.

SAMSUNG Knox E-FOTA

Dashboard

Devices

Campaigns

Licenses

Resellers

EMM groups

Administrators & Roles

Activity Log

Feedback & Support

BULK ACTIONS

Welcome back

Your last login was on 21 Aug 2020
Last updated: 12:05:09 PM

DEVICE STATUS

0	Attention	0	Failed to enroll	0	Campaign error	0	Failed to download	0	Failed to install	0	Error
0	Not Enrolled	0	Pending	0	Cancelled						

Bulk actions

Use this [Standard CSV Template](#) for all actions. If an action needs more information on the Action page. Please make sure that you use the correct template for...

UPLOAD DEVICES

ENROLL DEVICES

UNENROLL DEVICES

MANAGE TAGS

UNASSIGN DEVICES

Upload Devices

After you click Submit, the devices in the uploaded file will be added to your device inventory.

STEP 1

Upload device list

Enter one IMEI or serial number per line. Maximum 10,000 devices per upload.

[Download CSV template](#)

Select .csv file*

Sample Upload.csv

BROWSE

STEP 2

Enroll/Assign campaign

Select a default method to assign to the devices uploaded by this reseller once they are manually or automatically approved.

☐ Auto Enroll/Lock Firmware

Devices will consume license seats, install agent and firmware will be locked.

Select license

☐ Assign default campaign

Devices will consume license seats, install agent, firmware will be locked and campaign will be assigned.

Select campaign

Select license

SUBMIT

Adding a license to Knox E-FOTA One

1. Press Licenses in the left-hand navigation panel
2. Press ENTER LICENSE KEY, enter your license information and press ADD
3. If needed, a trial license can be generated by pressing GET A LICENSE then GENERATE TRIAL LICENSE

The screenshot displays the Samsung Knox E-FOTA One web interface. On the left is a dark navigation sidebar with the following menu items: Dashboard, Devices, Campaigns, Licenses (highlighted with a blue bar), Resellers, EMM groups, Administrators & Roles, Activity Log, and Feedback & Support. The main content area has a header with a bell icon, 'Customer portal', and a user profile icon labeled 'SB'. Below the header, the 'Licenses' section is active, showing the title 'Licenses' and a sub-header 'A Knox E-FOTA license is needed to enroll devices into E-FOTA.' Two buttons, 'GET A LICENSE' and 'ENTER LICENSE KEY', are positioned at the top right of the main content area. Below these buttons are two modal windows. The 'Get a license' modal contains two sections: 'Generate free trial license' with a description and a 'GENERATE TRIAL LICENSE' button, and 'Purchase commercial license' with a description and a 'FIND RESELLER' button. The 'Enter License Key' modal contains two input fields labeled 'License name*' and 'License key*', and buttons for 'CANCEL' and 'ADD' at the bottom right. Blue lines connect the 'GET A LICENSE' button to the 'Get a license' modal and the 'ENTER LICENSE KEY' button to the 'Enter License Key' modal.

SAMSUNG Knox E-FOTA

Dashboard
Devices
Campaigns
Licenses
Resellers
EMM groups
Administrators & Roles
Activity Log
Feedback & Support

Customer portal ▾ SB

Licenses

A Knox E-FOTA license is needed to enroll devices into E-FOTA.

GET A LICENSE **ENTER LICENSE KEY**

Get a license

Generate free trial license

Trial licenses are intended for the development and testing purposes. Trial licenses are valid for 3 months and for 30 devices. Select the type of trial license you need.

GENERATE TRIAL LICENSE

Purchase commercial license

Use of a commercial license when deploying devices for commercial use. Commercial licenses must be purchased from a Knox reseller in your region.

FIND RESELLER

Enter License Key

License name*

License key*

CANCEL **ADD**

Assigning license to device(s)

1. Press Devices in the left-hand navigation panel
2. Select (tick) the device(s) you wish to license
3. Press ACTIONS then Enroll Devices
4. Select the license and press DONE
5. The device(s) will now be in the state "Enrollment pending"

SAMSUNG Knox E-FOTA

Dashboard
Devices
Campaigns
Licenses
Resellers
EMM groups
Administrators & Roles
Activity Log
Feedback & Support

Devices

ALL DEVICES(1) UPLOADS(1)

Search

1 device(s) on this page selected. [Select all device\(s\).](#)

<input checked="" type="checkbox"/>	DEVICE ID	FIRMWARE VERSION	MODEL	CAMPAIGN	LICENSE ENDS	STATUS	SOURCE
<input checked="" type="checkbox"/>	35	-	SM-A505FN/DS	-	-	• Not enrolled	CSV Upload

1-1 of 1

ACTIONS

- Enroll Devices
- Create Campaign
- Replace license

Select License

Select license to enroll 1 device(s). License with sufficient seats are listed by default. Modify the filters to find more licenses. If you choose to proceed, agent will be installed and current firmware will be locked and all the firmware updates will be blocked on the device.

Search

CLEAR FILTERS

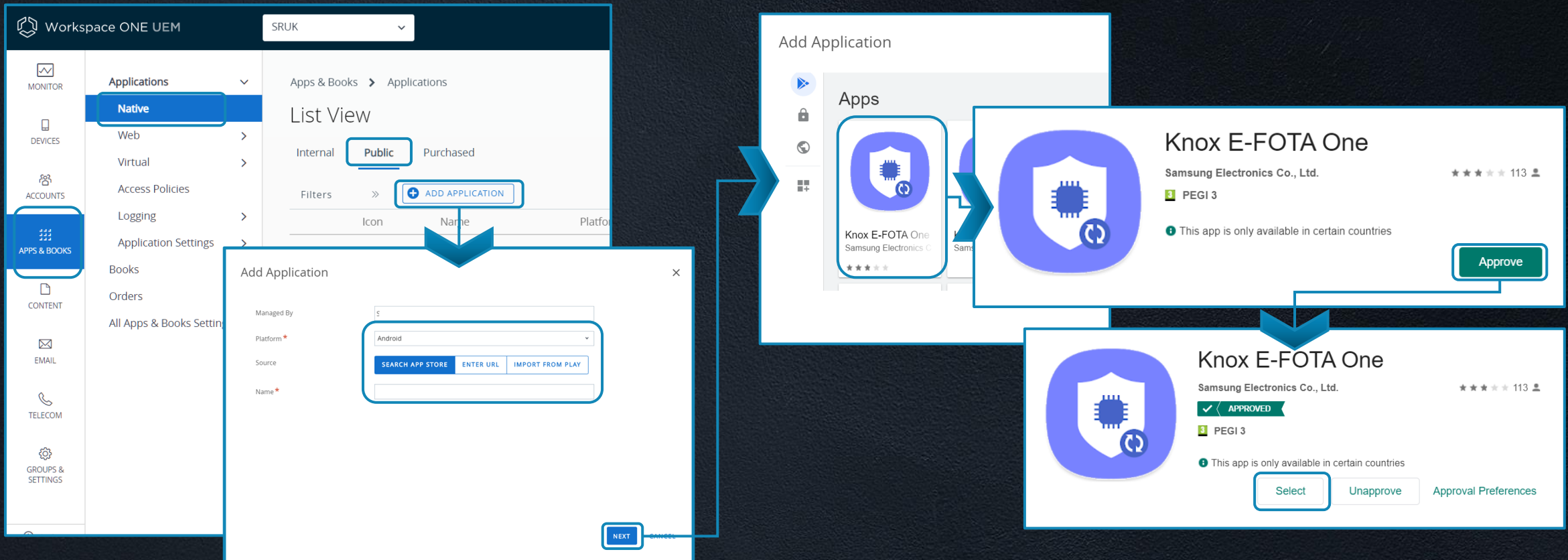
LICENSE NAME	TYPE	STATUS	PURCHASED SEATS	ASSIGNED SEATS	REMAINING SEATS	LICENSE END DATE
<input checked="" type="radio"/> 2499816398Trial3206--	Trial	• Active	30	0	30	20 Nov 2020

1-1 of 1 Show 25 < 1 >

DONE



Adding Knox E-FOTA One client to Workspace ONE UEM

1. Open Workspace ONE UEM Console
2. Go to APPS & BOOKS > Applications > Native > Public
3. Click ADD APPLICATION
4. Set Platform to Android > Enter Name Knox E-FOTA One > Click NEXT
5. Select Knox E-FOTA One > Click Approve and follow prompts > Click Select





Assigning Knox E-FOTA One client to devices

1. Click SAVE & ASSIGN
2. Enter a distribution name
3. Specify Assignment Groups
4. Click CREATE > SAVE > PUBLISH

 Edit Application - Knox E-FOTA One
Public |  Status: Active | Managed By: Stephen Brewster | Application ID: com.samsung.android.knox.efota

Details Terms of Use SDK

 **Name *** ⓘ
[View in Play Store](#)
Created on 9/25/2020 3:39 PM by brewster
Modified on 9/25/2020 3:39 PM by brewster

 UPLOAD

Categories ⓘ

Supported Models ⓘ

SAVE & ASSIGN CANCEL

Knox E-FOTA One - Assignment

Distribution

Restrictions ⓘ
Tunnel ⓘ
Application Configuration ⓘ

Distribution

Name *

Description

Assignment Groups *

App Delivery Method * ☒ Auto ☐ On Demand ⓘ

Pre-release Version

CANCEL **CREATE**

Knox E-FOTA One Device Client Enrollment Options

After the device client is installed on a device it must be opened in order for it to Enroll to the Knox E-FOTA One service. There are two options for this:

Automatic

IT admins can utilise the Knox Service Plugin to automatically launch the Knox E-FOTA Client using the Firmware update (FOTA) policy.

NOTE! If a device is managed with a Work Profile, a Knox Platform for Enterprise Premium Key will be required for this.

To enable a truly automatic Enrollment, IT Admins will need to skip the Knox E-FOTA Terms & Conditions and Privacy Policy acceptance user prompt.

Manual

Device users will need to manually open the device client by clicking the Knox E-FOTA application to enable and complete Enrollment.

To reduce user interaction requirements, IT Admins may wish to skip the Knox E-FOTA Terms & Conditions and Privacy Policy acceptance user prompt.

Skipping the Knox E-FOTA One Privacy Policy Acceptance

1. Click your account initials at the top-right
2. Click "Privacy policy setting"
3. Check the "Skip Knox E-FOTA Terms & Conditions and Privacy Policy" check box
4. Click Save

The image shows a screenshot of the Samsung Knox E-FOTA dashboard and a modal window for the Privacy policy setting.

Samsung Knox E-FOTA Dashboard:

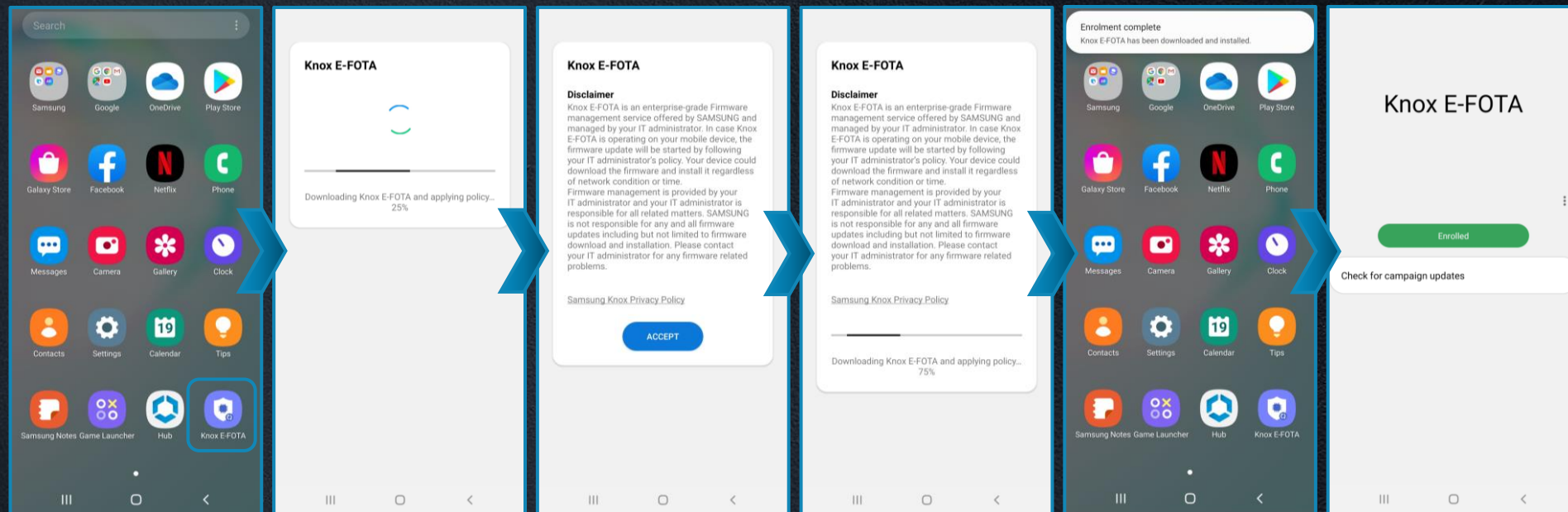
- Header:** SAMSUNG Knox E-FOTA
- Left Sidebar:** Dashboard, Devices, Campaigns, Licenses, Resellers, EMM groups, Administrators & Roles, Activity Log, Feedback & Support.
- Main Content:**
 - Welcome back:** Your last login was on 24 Aug 2020. Last updated: 12:40:22 PM.
 - DEVICE STATUS:** 1 Devices [View all](#).
 - Attention:** 0 Failed to enroll, 0 Campaign error, 0 Failed to download, 0 Failed to install, 0 Error.
 - Not Enrolled:** 0
 - Pending:** 0
 - Cancelled:** 0
 - Active:** 1
- Customer portal:** Customer ID 2499816398, Default support information, Privacy policy setting (highlighted), Logout.

Privacy policy setting Modal:

- Title:** Privacy policy setting
- Description:** This setting enables end users to skip Knox E-FOTA terms & conditions and privacy policy on their device during the setup of Knox E-FOTA.
- Option:** ☒ Skip [Knox E-FOTA Terms & Conditions](#) and [Privacy Policy](#).
- Buttons:** CANCEL, SAVE.

Enrolling the device to Knox E-FOTA One manually

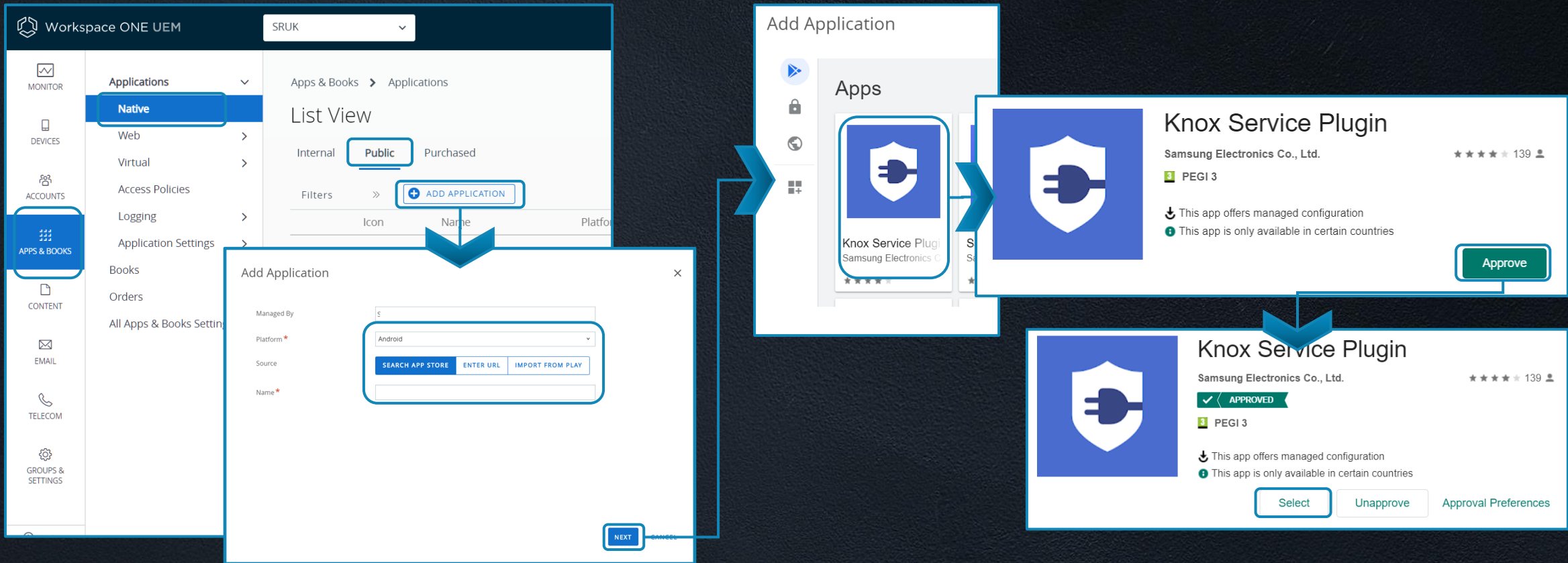
1. Open the client once the device has completed the install
2. Device will start Applying policy (25%)
3. Press ACCEPT*
4. Device will finish applying policy (75-100%)
5. Enrolment complete



*This can be skipped if the IT Admin has selected "Skip Knox E-FOTA Terms and Conditions and Privacy Policy" in the Privacy Policy Settings within the Knox E-FOTA One console

Enrolling the device to Knox E-FOTA One via KSP

1. Open Workspace ONE UEM Console
2. Go to APPS & BOOKS > Applications > Native > Public
3. Click ADD APPLICATION
4. Set Platform to Android > Enter Name Knox Service Plugin > Click NEXT
5. Select Knox Service Plugin > Click Approve and follow prompts > Click Select



Enrolling the device to Knox E-FOTA One via KSP

5. Click Save & Assign on Application Information screen
6. Enter a distribution name
7. Specify Assignment Groups
8. Click Application Configuration
9. Enable “Managed Access” and “SendAppConfiguration not globalized” options
10. Provide a Profile name and License key (if required)
11. Click configure against “Device-wide policies”

Knox Service Plugin - Assignment

Distribution

Restrictions

Tunnel

Application Configuration

Name *

Description

Assignment Groups *

App Delivery Method *

Pre-release Version

KE1 install and launch

Assignment Description

To whom do you want to assign this app?

KE1 Smartgroup - all devices(Stephen Bre ... X)

Auto On Demand

None

Application Configuration

EMM Managed Access

Only devices enrolled in EMM will be allowed to install the app and receive policies below.

Managed Access

SendAppConfiguration not globalized

Profile name

Knox E-FOTA Install & Launch

KPE Premium or Knox Suite License key

INCLUDE IF IN A WORK PROFILE!

Debug Mode

Disable

App Separation policies

Allow List Policy

Device-wide policies (Selectively applicable to Fully Manage Device (DO) or Work Profile on company owned)

Enrolling the device to Knox E-FOTA One via KSP

12. Set “Enable device policy controls” to Enable
13. Expand “Firmware update (FOTA) policy”
14. Set “Enable firmware controls” and “Enable E-FOTA client installation & launch” to Enable
15. Click Create > Save > Publish

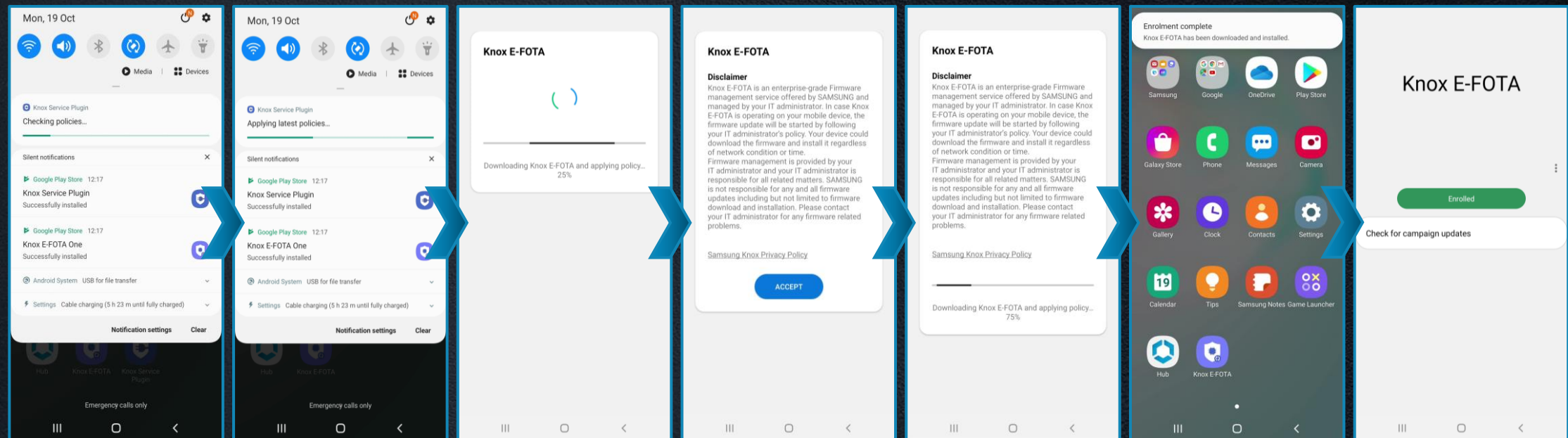
The screenshot displays the configuration interface for Samsung Knox E-FOTA One. The top section, titled "Enable device policy controls", has a dropdown menu set to "Enable". Below this, the "APPLICATION CONFIGURATION" section is expanded, showing the "Firmware update (FOTA) policy" section. Within this section, the following settings are visible:

- "Enable firmware controls" is set to "Enable".
- "Allow firmware update over-the-air" is set to "Enable".
- "Allow firmware update in recovery mode" is set to "Enable".
- "Enforce firmware auto update on Wi-Fi (Premium)" is set to "Disable".
- "Enable E-FOTA client installation & launch" is set to "Enable".

At the bottom of the configuration screen, there are three buttons: "CANCEL", "CREATE", and "SAVE". The "CREATE" button is highlighted with a blue border. Below the "CREATE" button, there is a "PUBLISH" button, also highlighted with a blue border. The interface is designed with a clean, modern look, using a light gray background and blue accents for buttons and highlights.

Enrolling the device to Knox E-FOTA One via KSP

14. The device will now install Knox Service Plugin, check for the latest policy and apply
15. Device will start applying policy (25%)
16. Press ACCEPT*
17. Device will continue applying policy (75%)
18. Enrolment complete



*This can be skipped if the IT Admin has selected "Skip Knox E-FOTA Terms and Conditions and Privacy Policy" in the Privacy Policy Settings within the Knox E-FOTA One console

Confirming Enrollment success

1. Return to your Knox E-FOTA One console
2. Press Devices
3. Ensure all devices you have migrated to Knox E-FOTA One are now in the state “Enrolled”
4. Once in this state, devices are ready to be removed from Knox E-FOTA on MDM management

The screenshot displays the Samsung Knox E-FOTA console interface. On the left is a dark sidebar with navigation links: Dashboard, Devices (highlighted with a blue box), Campaigns, Licenses, Resellers, EMM groups, Administrators & Roles, Activity Log, and Feedback & Support. The main content area is titled 'Devices' and has two tabs: 'ALL DEVICES(1)' (active) and 'UPLOADS(1)'. Below the tabs is a search bar and an 'ACTIONS' dropdown. A table lists the device details:

<input type="checkbox"/>	DEVICE ID	FIRMWARE VERSION	MODEL	CAMPAIGN	LICENSE ENDS	STATUS	SOURCE	MODIFIED	
<input type="checkbox"/>	357	A505FNXXS3ASL1	SM-A505FN	-	20 Nov 2020	Enrolled	CSV Upload	27 Aug 2020	

At the bottom right of the table, it shows '1-1 of 1', 'Show 25', and pagination controls with the number '1' highlighted.

Removing Knox E-FOTA on MDM management

1. Open Workspace ONE UEM Console
2. Go to DEVICES > Profiles
3. Find and select the E-FOTA Restrictions profile(s) you have assigned to devices
4. Click More Actions > Select Deactivate > OK

The screenshot displays the Workspace ONE UEM console interface. The left sidebar shows the navigation menu with 'DEVICES' and 'Profiles' highlighted. The main content area shows the 'Profiles' list. A profile named 'E-FOTA on MDM Android Restrictions' is selected. The 'MORE ACTIONS' dropdown menu is open, showing options: 'Manage', 'Copy', 'Deactivate', and 'Delete'. A blue arrow points from the 'Deactivate' option to a confirmation dialog box. The dialog box contains the text: 'Click OK to confirm the activation or deactivation of the profile: "E-FOTA on MDM"'. The dialog has 'OK' and 'Cancel' buttons.

Profile Details	Managed By	Assignment Type	Assigned Groups	Installed Status	Status
E-FOTA on MDM Android Restrictions	Stephen Brewster	Auto	Knox E-FOTA on MDM	1 (Active) 1 (Deactivated) 2 (Total)	Green checkmark

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for free

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Thank you

Stay connected, protected and productive