Knox Service Plugin for WizyEMM

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: WizyEMM - Add to UEM console

https://support.wizyemm.com/hc/en-us   is a secure, mobile device management portal that works with KSP.

This section provides instructions on how to set up the KSP plugin in WizyEMM.

Before you begin

Before you begin, however, ensure that you have:

1. Access to the https://wizyemm.com/free-mdm console.

2. Linked your WizyEMM console with a Managed Google Account. This allows you to deploy Android Enterprise devices.

3. Enrolled eligible devices and applied any necessary enterprise policies.

For more information on logging in to and setting up your WizyEMM console, see https://support.wizyemm.com/hc/en-us/articles/360043590973-Quick-start-guide

How to add Knox Service Plugin to WizyEMM

Knox Service Plugin (KSP) is an OEMConfig app with which you can configure Samsung specific features on Knox Platform for Enterprise (KPE) enabled devices. With WizyEMM, IT Admins can remotely configure Samsung device settings by modifying the KSP configurations on the EMM console and distributing it to the devices.
Samsung devices running Android 8.0 or above with Knox 3.0 or later, if enrolled as Device Owner or devices running Android 9.0 or later with Knox 3.2.1 or above when enrolled as Profile Owner.
Full instructions on the configuration of MGP can be found here.
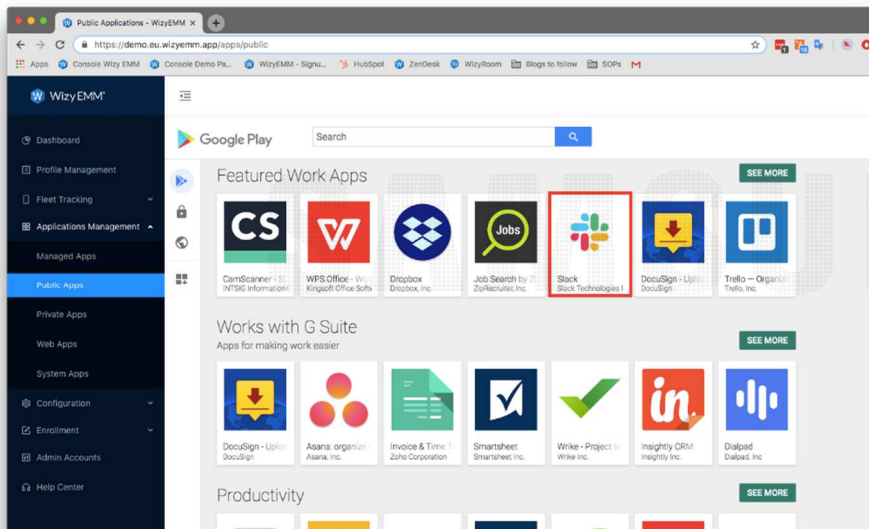
For more information on adding apps to the Managed App Catalog, see
https://support.wizyemm.com/hc/en-us/articles/360033819474-Approve-public-apps

Next steps - Configure KSP


Step 2: WizyEMM - Configure

This section provides instructions on how to configure KSP policies in WizyEMM.

To configure your Samsung devices, please follow these guidelines:

1. Activate the Samsung Knox integration on your WizyEMM instance, by toggling on the "Show Samsung" option on Configurations > Advanced > OEM Integrations tab
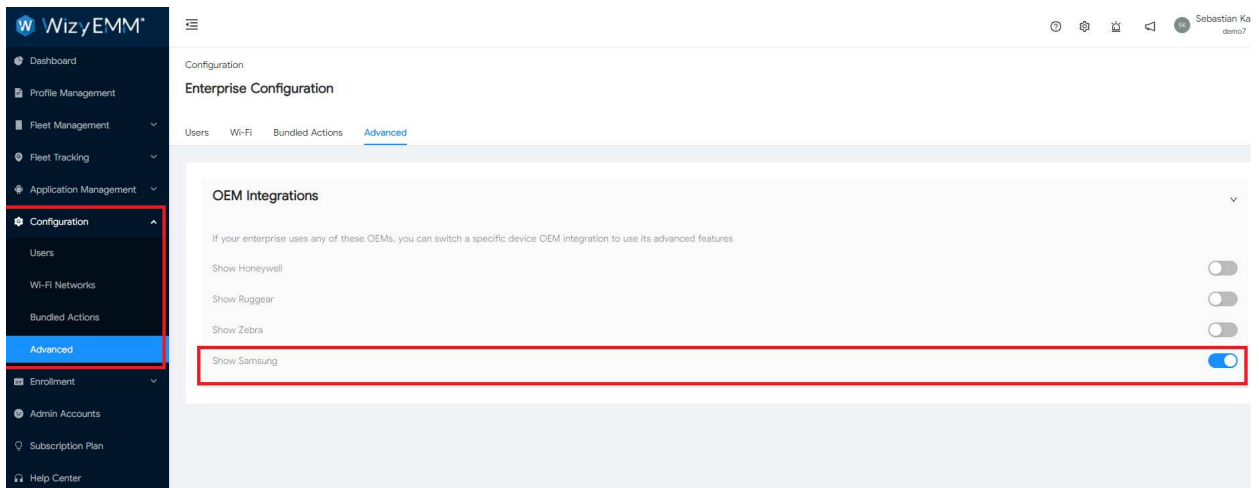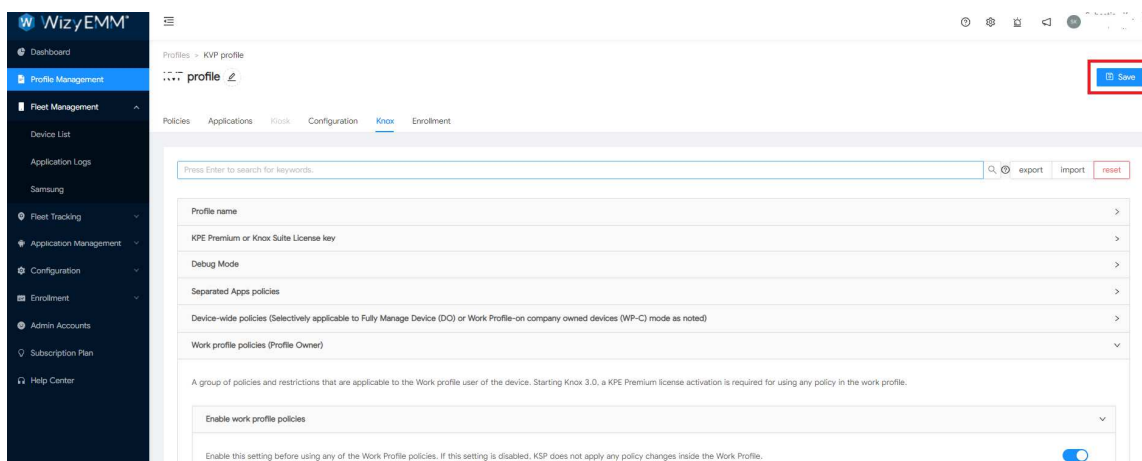
2. Open the **Knox** tab of your WizyEMM profile. Here you can directly access the managed configurations of KSP
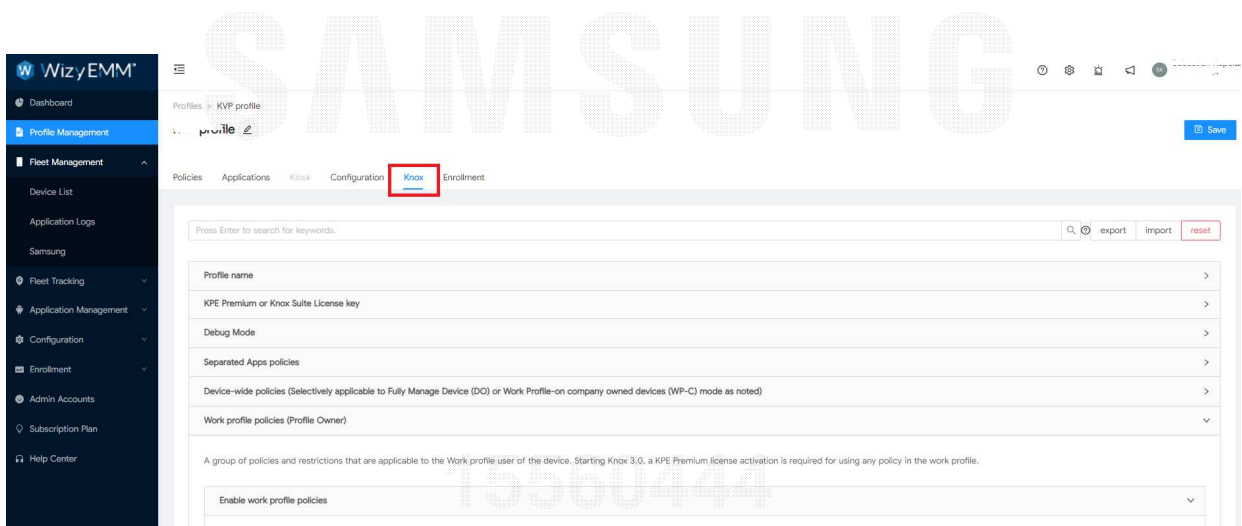
Edit KSP policies

1. Update the managed configuration

2. **Save** the profile by clicking the blue Save button on the top right of the screen.

The KSP App Configurations settings page save and submit polices that are currently applied to KSP. For full information about the various KPE features and policies currently available with KSP, see [KSP features and KPE functionality](#).

Next steps - deploy KSP to devices

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

Step 3. WizyEMM: Deploy
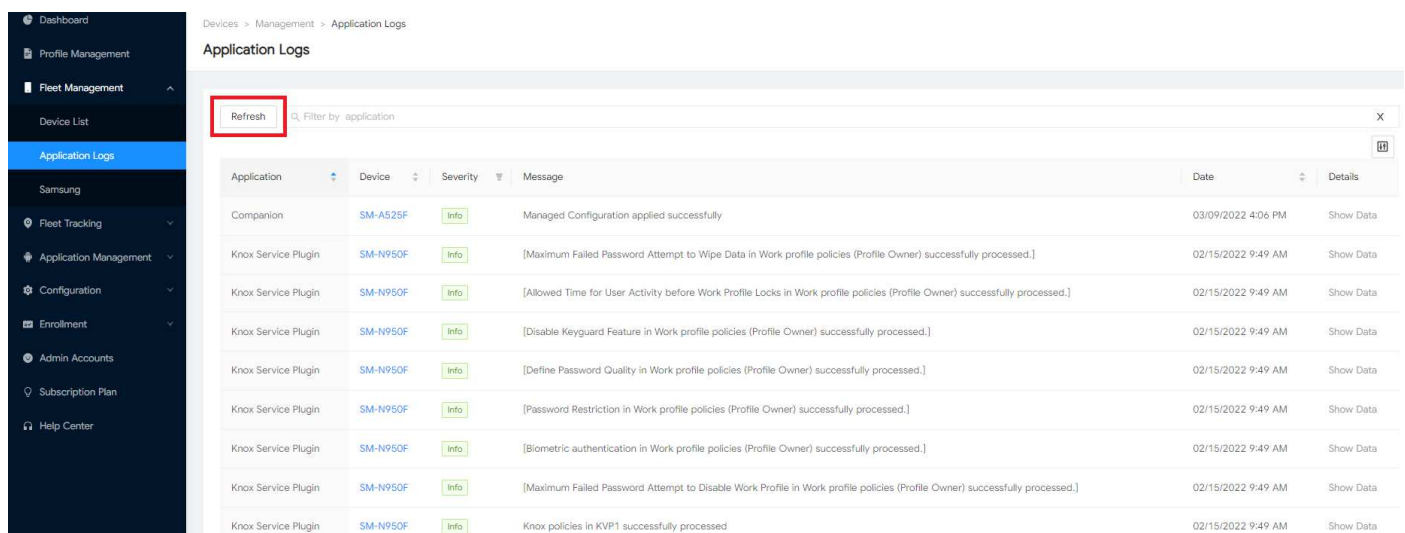
This section provides instructions on how to deploy KSP policies in WizyEMM.

Deploy KSP

Once set up, Knox Service Plugin is ready to be deployed to your devices. All you have to do is to press save button and configuration is sent to the device automatically.

To check if a configuration was properly applied on a specific Samsung device (aka the Feedback Channel):

1. From the **Device List** page, select a device then click on it to display the details page.
2. From the details page, click on the **Knox Logs** tab.

Next steps – KSP debug mode

Now you can check the results and policy errors on the devices.

Step 4. WizyEMM: Debug mode

This section provides instructions on how to debug KSP application in WizyEMM.

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.

Feedback can be delivered async and with delay so you can manually send a Refresh Info action to check if any feedback is available.

You can read more about Debug mode in the KNOX Documentation available [here](#).

Next steps – KSP troubleshooting

Now you can quick find info about KSP configuration errors.

Step 5. WizyEMM: Troubleshooting

This section provides instructions on how to troubleshoot KSP application in WizyEMM.

The info or error messages allow you to quickly identify a problem with the KSP configuration.
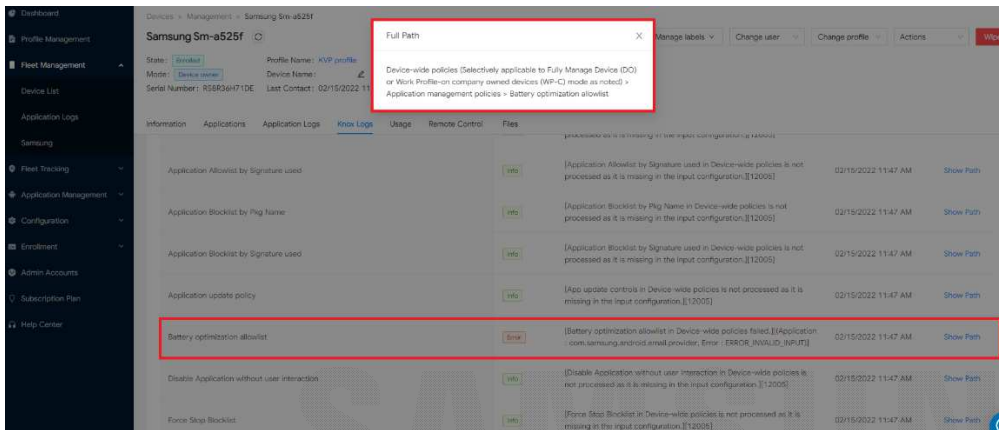
The list of errors with possible causes and suggested solutions is available here .

Useful links:

Wizy KSP admin guide: https://support.wizyemm.com/hc/en-us/articles/1500001953482-Knox-Service-Plugin

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

KSP page on Google Play:
https://play.google.com/store/apps/details?id=com.samsung.android.knox.kpu