Knox Service Plugin for Famoc 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: Famoc Manage - Add to UEM console

https://famoc.com/products/famoc-manage/ is a secure, unified device management portal that works with KSP.

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

Before you begin

Before you begin, however, ensure that you have:

1. Access to the https://famoc.com/trial-en/ console.

2. Linked your Famoc Manage 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 Famoc Manage console, see https://support.famoc.com/en/support/solutions/articles/23000010918-famoc-system-management-guide

How to add Knox Service Plugin to FAMOC

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 FAMOC. 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 here.

For more information on adding apps to the Managed App Catalog, see
https://support.famoc.com/en/support/solutions/articles/23000019286-applications

Next steps - Configure KSP


Step 2: Famoc Manage - Configure

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

KSP settings are a part of the policy template (they can be found in the **Advanced > Settings > Policies section**). To configure those settings, simply navigate to the Security options section of the policy you wish to use. Then go to the Samsung KSP tab and click Enable Samsung KNOX Service Plugin.
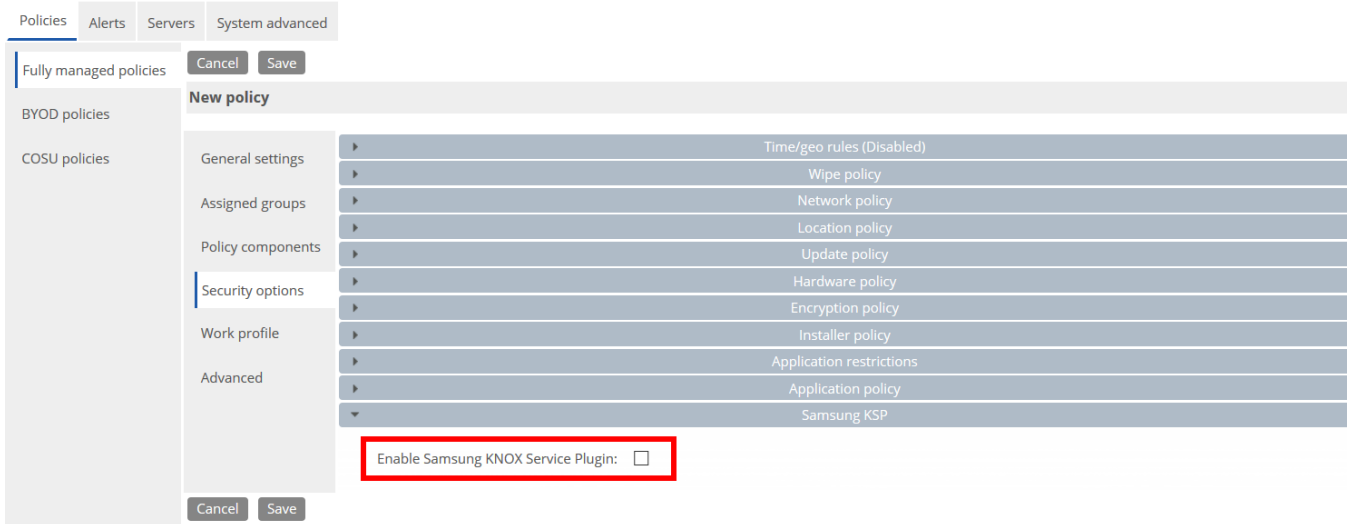
Edit KSP policies

Click Edit Configuration. KSP provides a number of configurable parameters. To facilitate navigation in the settings, you can use the search field.
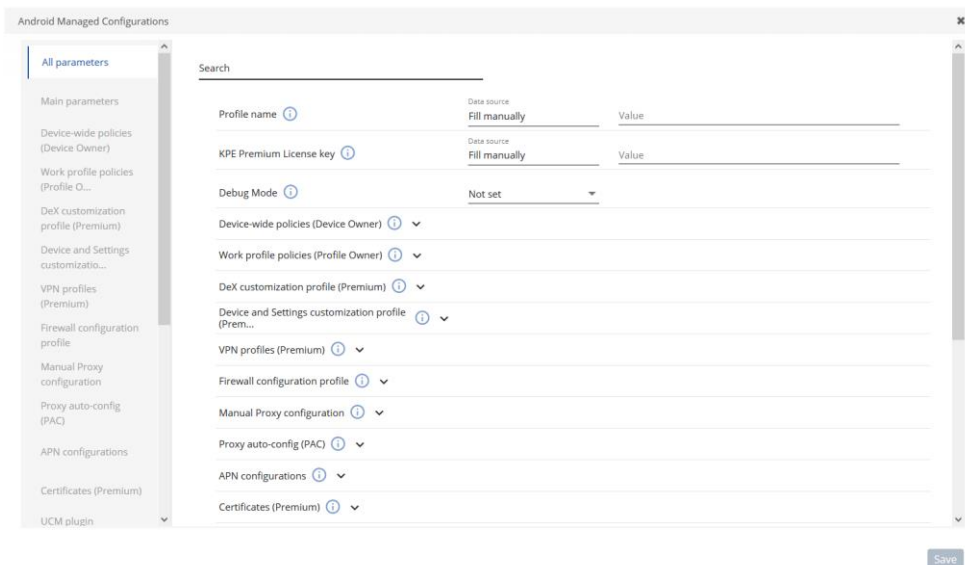
Click **Check for settings**. The KSP App Configurations settings page opens to show polices that are currently applied to KSP. For full information about the various KPE features and policies currently available with KSP, see KSP features and KPE functionality.

Next steps - deploy KSP to devices

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

Step 3. Famoc Manage: 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 refresh the policy on the devices.

Click the flag icon next to the policy you use.

It will open the window with policy status. Click **Refresh Policy.**

In the last step select the devices, set the operation schedule and click **Send.**

Step 4. Famoc Manage: Debug mode

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

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.

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

Step 5. Famoc Manage: Troubleshooting

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

KSP error messages and troubleshooting scenarios

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 check its details. Then go to the Applications on the device tab and on the list find Knox Service Plugin. Click the three dots icon ⋮ next to the Application entry and select Application feedback.

This will display a list of all errors along with their error codes

The list of errors with possible causes and suggested solutions is available here.

Useful links:

Famoc KSP admin guide:
https://support.famoc.com/en/support/solutions/articles/23000021782-knox-service-plugin-configuration-guide

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