

Samsung Knox Manage Remote Support Deep Dive



What is Samsung Remote Support?

Remote Support is one of Samsung Knox Manage Enterprise Mobility Management features that allows an IT admin to securely access, control and support their devices for troubleshooting purposes in either attended or unattended use cases.

It is simple to deploy, included in the Knox Manage license and consists of only two applications:

Remote Support Viewer (RS Viewer) which displays the user's device screen on an administrator's computer. The RS Viewer software can be downloaded from the Knox Manage console.

Remote Support Application (RS App) which receives remote support on the user's device. The RS app can be downloaded from Knox Manage console, Knox Manage agent or Google PlayStore.

Supported Operating System (OS) version and deployment modes

The table below provides a summary of supported OS and deployment modes:

Component	Supported OS version	Supported Deployment
Remote Support Viewer	Microsoft Windows 7 or higher	
Remote Support Application	Android 5.0 (Lollipop) or higher	Android Legacy
		Knox Workspace
		Android Enterprise Fully Managed Device
		Android Enterprise Work Profile

Note:

- For Knox Workspace or Android Enterprise (AE) Work Profile deployments, the RS app should be installed in the general area of the device. Also, you must enable the **Remote Control** policy in the profile. To enable the **Remote Control** policy for Knox Workspace or AE Work Profile:
 - Knox Workspace (Knox Platform for Enterprise Premium license required): Navigate to **Profiles** and click the profile name. Click **Modify Policy > Knox Workspace > System**, and set **Allow Remote Control** to **Allow**.
 - AE Work Profile (Knox Suite license required): Navigate to **Profiles** and click the profile name. Click **Modify Policy > Samsung Knox > System**, and set **Remote Control** to **Allow**.

What can Samsung Remote Support do?

An IT admin has the ability to perform the tasks below on a Samsung Knox device:

- Viewing the device screen in full-screen mode
- Rotating the device screen
- Capturing the device screen
- Recording the device screen
- Transferring files up to 200 MB at a time

Please note:

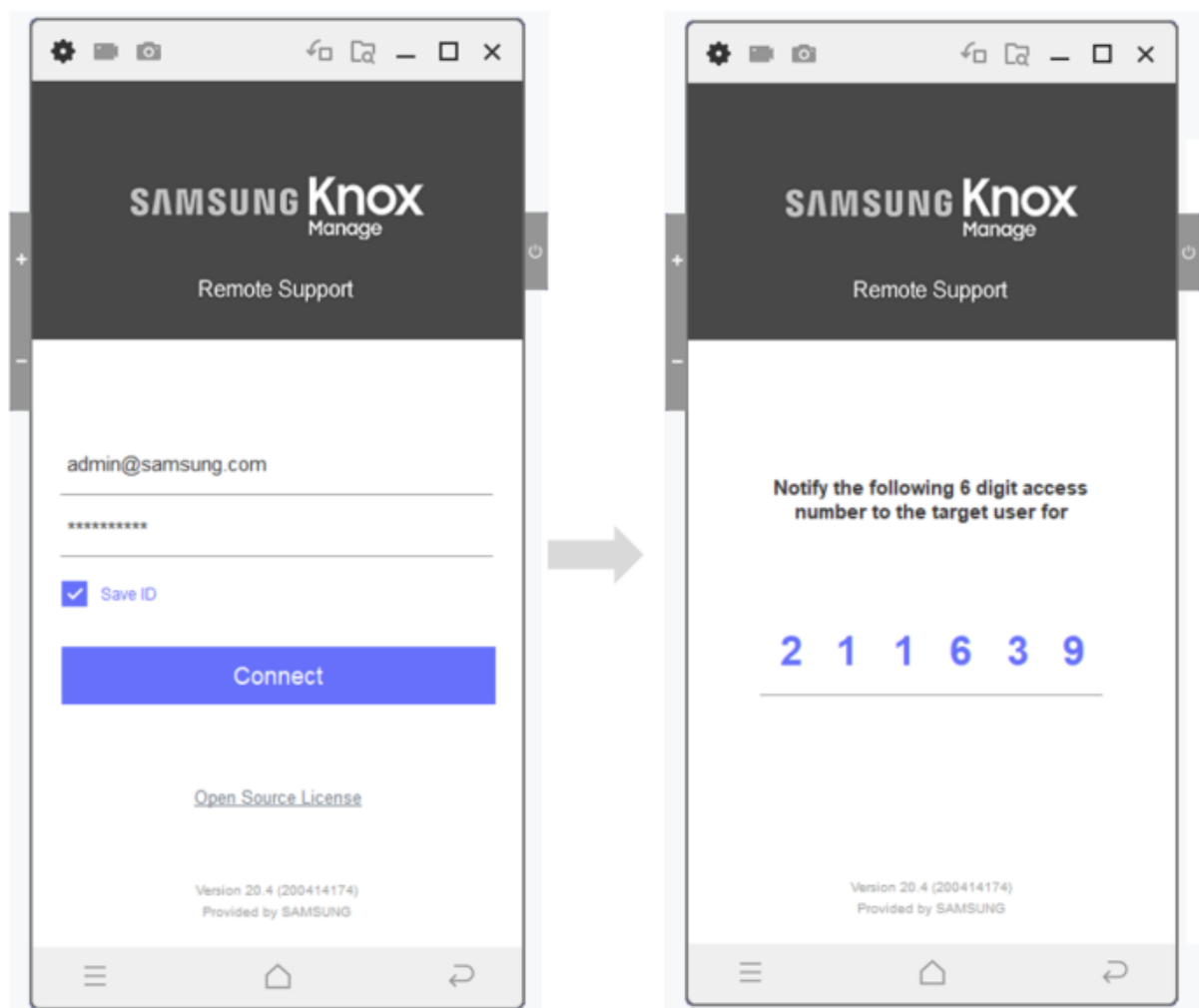
- Non Samsung Knox Android devices only the viewing mode is supported
- iOS devices are not supported.

How to initiate a session

There are three ways a session can be initiated:

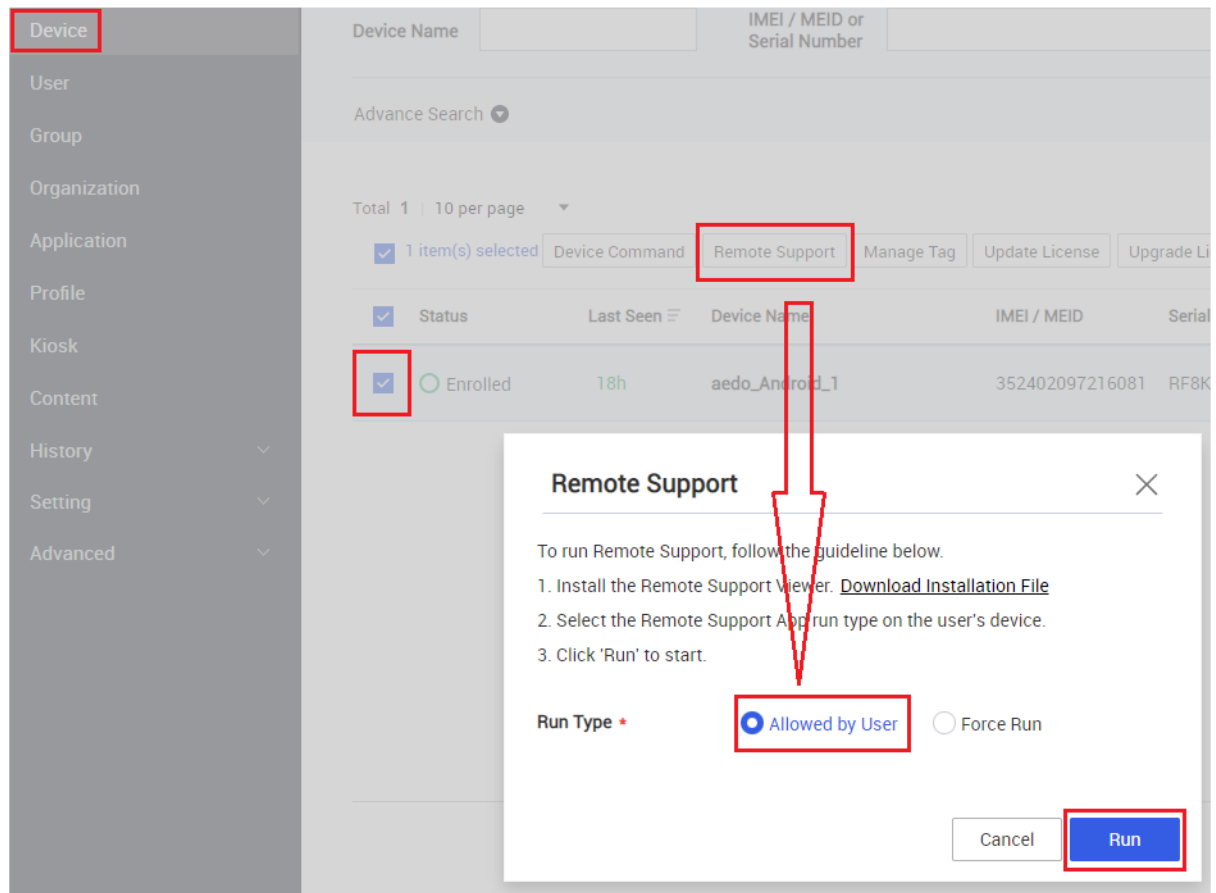
Option 1: From the RS Viewer software

- Launch the RS Viewer software from the administrator computer → Log in with your Knox Manage administrator account → provide the 6 digit access number to the user to enter on their RS App to start the session.

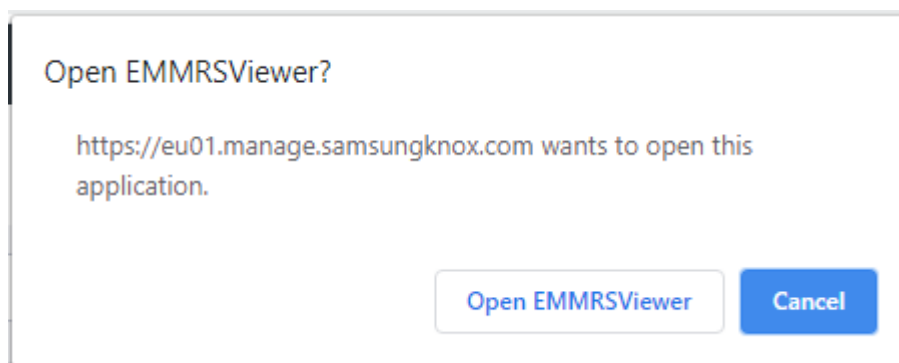


Option 2: From the Knox Manage Console a user session is initiated where the user accepts a six digit code provided by the administrator.

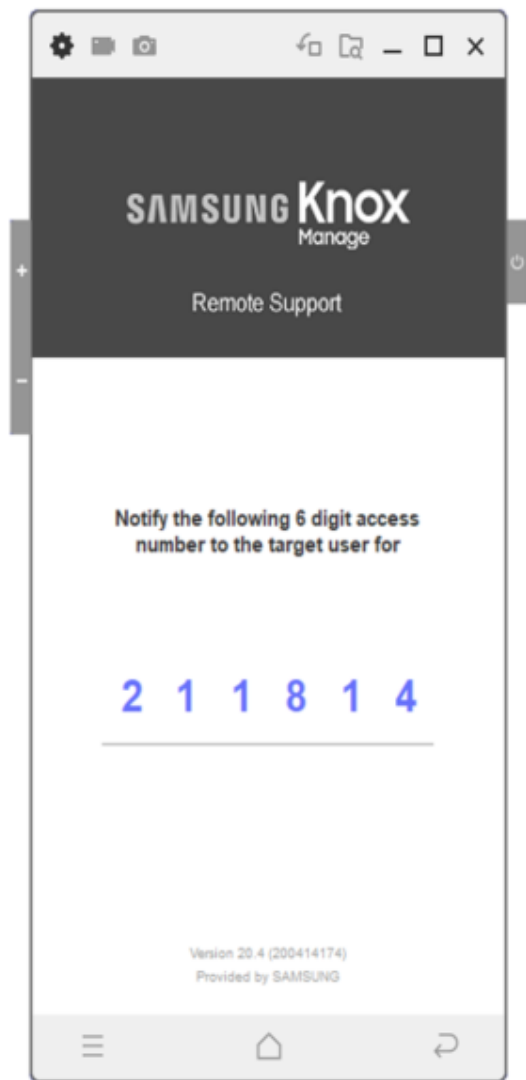
- In Knox Manage console → Navigate to Device → Select the device → Remote Support → Allowed by User → Run



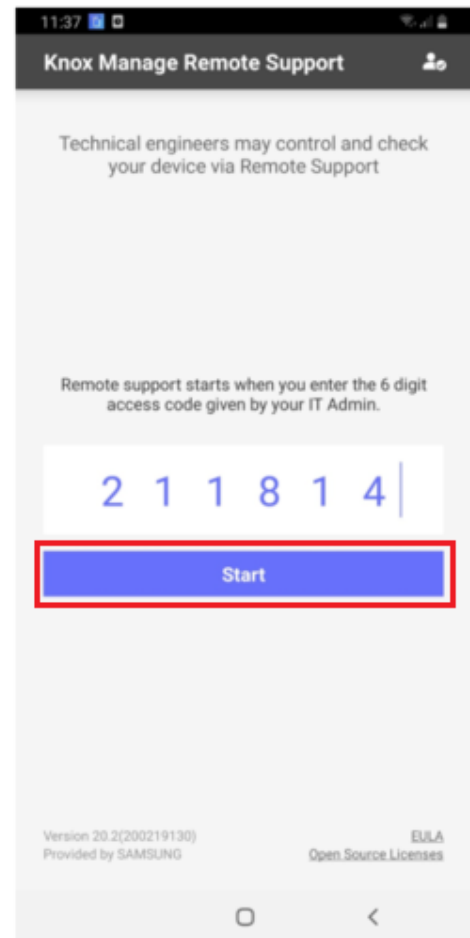
- Accept the prompt to “Open EMMRSViewer”



- The RS Viewer software will start, generate a 6 digit access code which will be pushed to the RS App on the device through the Google push service
- Remote Support Session will be initiated when the user selects the Start button



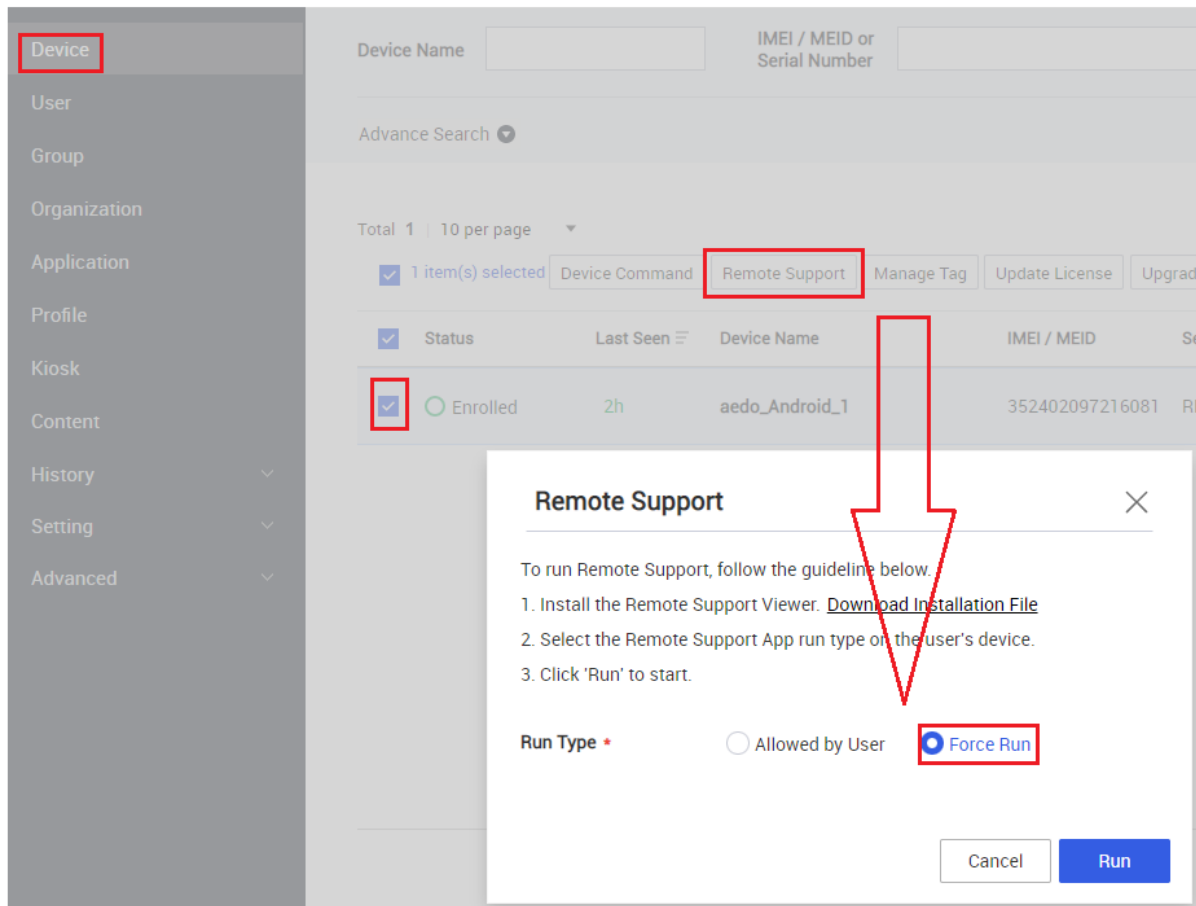
RS Viewer



RS App

Option 3: From the Knox Manage console an administrator session is initiated where no manual interaction is needed on the device; this is basically useful for cases where the device is being used in unattended mode.

- In Knox Manage console → Navigate to Device → Select the device → Remote Support → Force Run → Run



- Others steps are similar to Option 2 though this time the session will be started automatically without end user input.

For More information

Please refer to the following documentation for further details:

- [Remote Support Admin guide](#)