

SAMSUNG



# Samsung Knox E-FOTA One (KE1)

Migrating from E-FOTA on MDM  
Knox Manage

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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 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 Knox Manage Console
2. Go to Advanced > Report
3. Find "Device List by License" and click View
4. Click Export to Excel > Click OK > Click Download

**Samsung Knox Manage**

Dashboard  
Device  
User  
Group  
Organization  
Application  
Profile  
Kiosk  
Content  
History  
Setting  
Advanced  
Report  
Dashboard Management  
AD/LDAP Sync  
Certificate  
EMM API  
Directory Integration  
E-FOTA Management  
Master Data

**Report**

Report Name  Report ID  Registrant  [Search](#)

Total 23 | 10 per page

[Add](#) [Copy](#) [Modify](#) [Delete](#)

<input type="checkbox"/> Report Name	Report ID	Report Queries	Chart	Registrant	Last Updated	
<input type="checkbox"/> Device List by License	DEVICE_LIST_BY_LICENSE	Device License	-	System	10/22/2018	<a href="#">View</a>
<input type="checkbox"/> Device location	DEVICE_LOCATION_MAP	-	Google Maps	System	10/22/2018	<a href="#">View</a>
<input type="checkbox"/> Device Command Queue Count	COMMAND_QUEUE_COUNT...	Device Command Que...	Column	System	10/22/2018	<a href="#">View</a>

**View Report**

Device List by License [Detail](#) [Modify Input Value](#)

[Table](#) [Chart](#)

No.	License Key	License Type	License Total	Start Date	End Date	User Name	Device Name	Status	Platform	IMEI	Serial Number
1	EFOTA1	E-FOTA	100	2020-09-15	2020-12-14	Stephen	Stephen_Android_2	Enrolled	Android	351	Rf
2	KLM09	Knox Manage	50	2020-01-30	2021-01-29	Stephen	Stephen_Android_2	Enrolled	Android	35	Rf
3	KLM11	Knox Suite	30	2020-04-23	2020-07-23	R5.	R5.	An...	Expired	Android	35f

[Back](#)

[Export to Excel](#)

**Export to Excel**

Do you want to export the data to an Excel file?

[Cancel](#) [OK](#)

**Download**

[My Download](#) Cloud Connector / Remote Support

Search by File Name

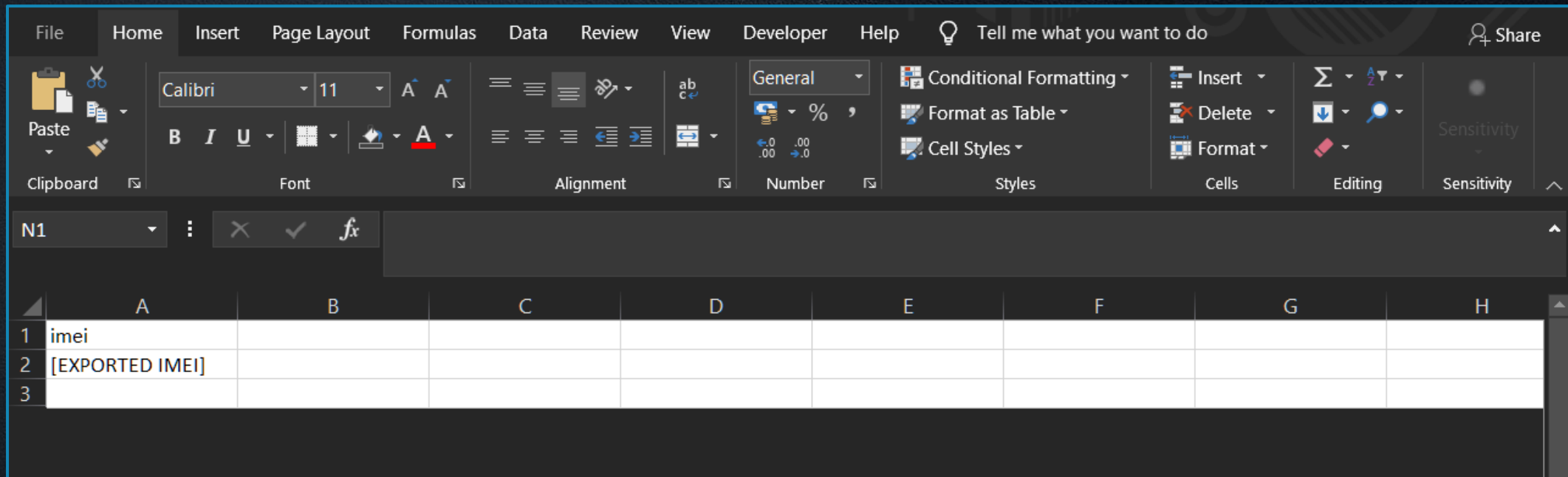
09/17/2020 (1)

Report\_DEVICE\_LIST\_BY\_LICENSE\_2020-09-17 14.16.04.xlsx  
Report | 3.7 KB

[Download](#)

# Preparing the CSV for Knox E-FOTA One

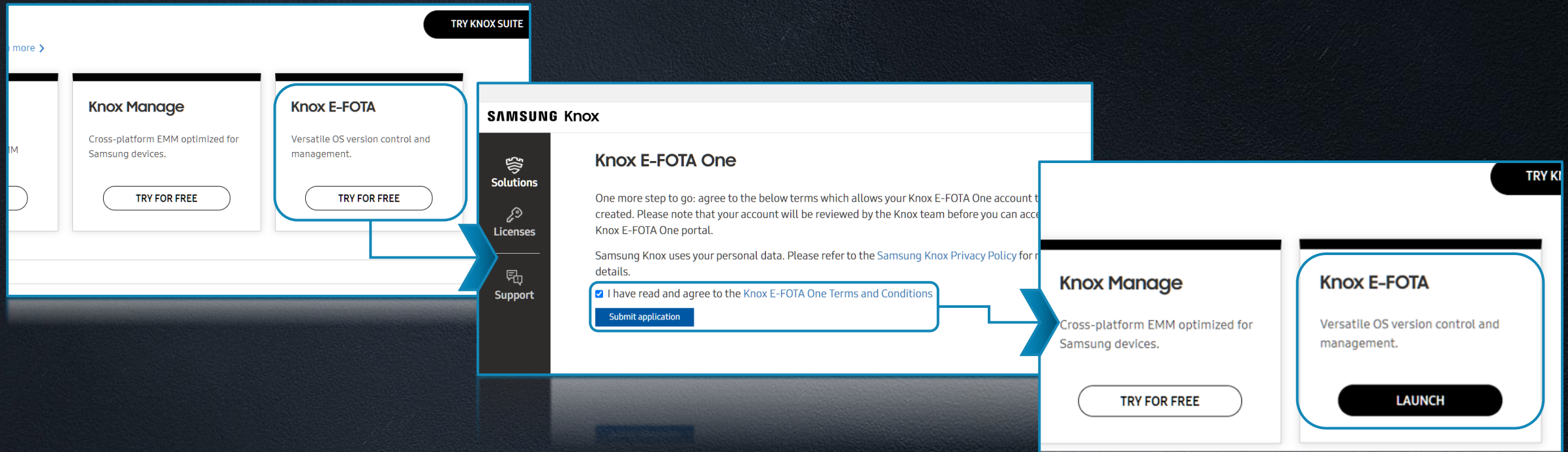
1. Open the CSV recently exported from the Knox Manage Console
2. Order by License Type and remove all except "E-FOTA"
3. Delete all columns except IMEI
4. You should now have a list of devices to be imported
5. Save





# Accessing Knox E-FOTA One

1. Go to [www.samsungknox.com](http://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 illustrates the process of importing devices to Knox E-FOTA One through three main components:

- Samsung Knox E-FOTA Dashboard:** The left-hand navigation panel shows 'BULK ACTIONS' at the bottom. The main content area displays 'Welcome back' with login details and a 'DEVICE STATUS' section with counts for 'Attention', 'Not Enrolled', 'Pending', and 'Cancelled'. A 'BULK ACTIONS' button is highlighted at the bottom of the navigation panel.
- Bulk actions menu:** A central panel titled 'Bulk actions' provides instructions to use the 'Standard CSV Template'. It features five icons representing different actions: 'UPLOAD DEVICES' (highlighted with a blue box and arrow), 'ENROLL DEVICES', 'UNENROLL DEVICES', 'MANAGE TAGS', and 'UNASSIGN DEVICES'.
- Upload Devices form:** A detailed view of the 'Upload Devices' form. It includes a 'STEP 1: Upload device list' section with a 'Select .csv file\*' field and a 'BROWSE' button. Below this is 'STEP 2: Enroll/Assign campaign', which offers two options: 'Auto Enroll/Lock Firmware' and 'Assign default campaign'. Each option has associated dropdown menus for 'Select license' and 'Select campaign'. A 'SUBMIT' button is located at the bottom right.



# 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 box), 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 located 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 two buttons at the bottom: 'CANCEL' and 'ADD'. 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"

The screenshot displays the Samsung Knox E-FOTA interface. On the left, a navigation panel lists various options, with 'Devices' highlighted. The main content area shows a table of devices under the 'ALL DEVICES(1)' tab. One device is listed with a status of 'Not enrolled'. An 'ACTIONS' dropdown menu is open, showing the 'Enroll Devices' option. A modal titled 'Select License' is overlaid on the right, showing a list of available licenses. The 'DONE' button is highlighted at the bottom of the modal.

**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
249981639871a13206-	Trial	Active	30	0	30	20 Nov 2020

1-1 of 1 Show 25 < 1 >

**DONE**



# Adding Knox E-FOTA One client to Knox Manage

1. Open Knox Manage Console
2. Go to Application and click Add
3. Select Public and click OK
4. Search for Knox E-FOTA One, select it and complete approval
5. Click Save on the application information page
6. Repeat for "Knox E-FOTA One for One UI Core"

The following steps illustrate the process of adding the Knox E-FOTA One client to the Knox Manage console:

- Open Knox Manage Console**: The console interface is shown with the 'Application' section selected in the left sidebar.
- Go to Application and click Add**: In the 'Application' section, the 'Add' button is clicked.
- Select Public and click OK**: A dialog box titled 'Select Application Type' is shown. The 'Public' option is selected, and the 'OK' button is clicked.
- Search for Knox E-FOTA One, select it and complete approval**: The 'Add Application' dialog is shown with 'Managed Google Play Store' selected. A search for 'Knox E-FOTA One' is performed. The app is found in the Google Play store, and the 'Approve' button is clicked.
- Click Save on the application information page**: The 'Approval settings' page is shown. The 'Keep approved when app requests new permissions' option is selected. The 'Save' button is clicked.
- Repeat for "Knox E-FOTA One for One UI Core"**: This step is not shown in the provided screenshots.



# Assigning Knox E-FOTA One client to devices

1. Select the Knox E-FOTA One application and click Assign
2. Select Target Device, Install Type and specify whether to Auto-run after install
3. Select the Group/Organisation you wish to target
4. Click Assign
5. Click OK to confirm

**Assign Application**

Knox E-FOTA One Android Managed Google Play Store | Public

**Target Device** ☐ Android Legacy ☒ Android Enterprise ☐ Android Legacy + Enterprise

**Android Enterprise Settings**

**Install Area** Work Profile + Fully Managed + Fully Managed with Work Profile

**Install Type** ☐ Manual ☒ Automatic (Removable)

**Auto-run after Install** ☒ Yes ☐ No

**Target**

**Target Type** ☒ Group ☐ Organization

1 item(s) selected | Total 2

Search by Group Name

Group Name	Type	User	Device	Device Type	Last Assigned
<input type="checkbox"/> SBRtest.samsung.com(Default Group)	User	0	0	-	-
<input checked="" type="checkbox"/> Test Group 1	User	1	2	2 Android Enterprise	-

Cancel Assign

**Assign Application**

Do you want to assign the application(s) as below?

**Target** Test Group 1

Knox E-FOTA One Android Managed Google Play Store | Public

**Android Enterprise**

**Install Area** Work Profile + Fully Managed + Fully Managed with Work Profile

**Install Type** Automatic (Removable)

**Auto-run after Install** Yes

Cancel OK



# 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
      - Campaign error
      - Failed to download
      - Failed to install
      - Error
    - Not Enrolled:** 0
    - Pending:** 0
    - Cancelled:** 0
    - Active:** 1

- Top Right:** Customer portal, Customer ID 2499816398, Default support information, Privacy policy setting (highlighted), Logout.

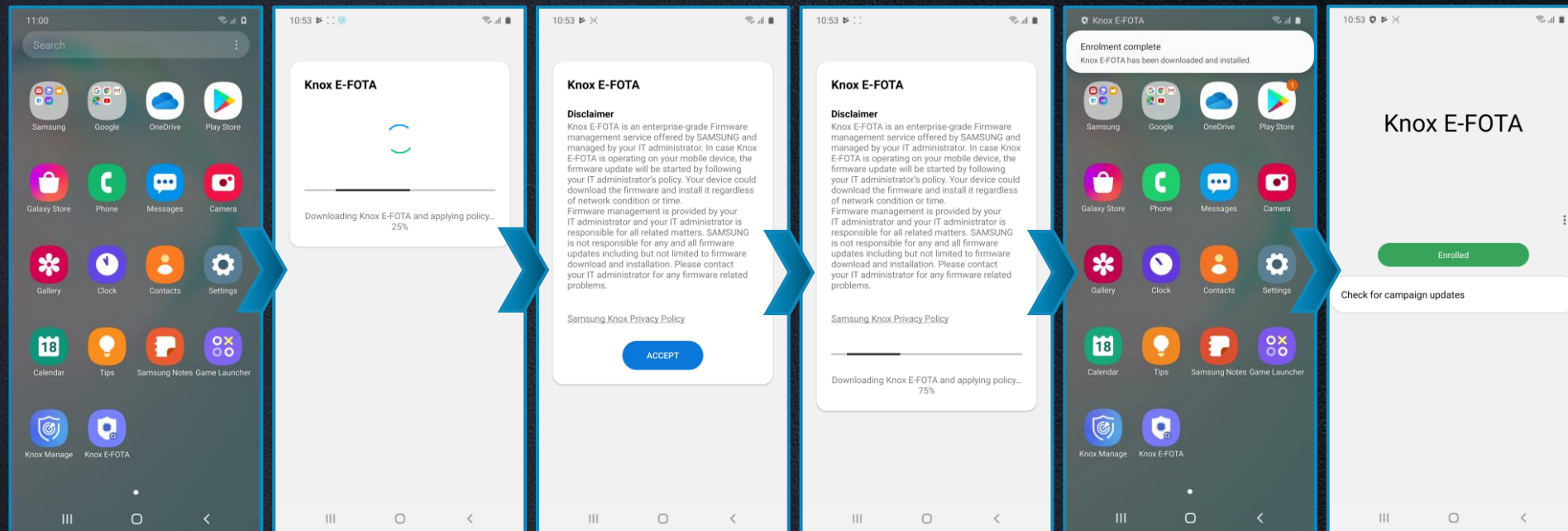
**Privacy policy setting Modal:**

- 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 AND CONTINUE\*
4. Device will finish applying policy (75-100%)
5. Enrollment 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 Knox Manage Console
2. Go to Settings > Android > Android Enterprise
3. Click Add & Approve next to Knox Service Plugin Application
4. Click Approve

The screenshot displays the Samsung Knox Manage console interface. On the left, a sidebar menu shows the navigation path: **Setting** > **Configuration** > **Android** > **Android Enterprise**. The main content area shows the 'Knox Service Plugin Application' settings. A blue box highlights the 'Add & Approve' button. A blue arrow points from this button to a modal dialog titled 'Add & Approve KSP Application'. The dialog lists permissions for 'Version 1.2.26 can access:', including 'Photos / Media / Files', 'Storage', 'Wi-Fi connection information', and 'Other'. At the bottom of the dialog, there are 'Cancel' and 'Approve' buttons. The 'Approve' button is highlighted with a blue box.

**Samsung Knox Manage**

Organization: StephenB.Samsung  
Administrator Email Address: stephenb.samsung@gmail.com  
Client ID: 110594040534185765968  
Service Account Email Address: wf50501d2857090abe00939f5e0e99@pfwp-vvypik6mt1si5463yb3roa.google.com.iam.gserviceaccount.com

Managed Google Play Store Layout

Layout ?  
☒ Basic Store Layout  
Display apps without any categorizations.  
☐ Advanced Store Layout  
Display apps by categories. From the Category menu, you can select the category options you added when registering Google Managed Apps.

Auto Update Apps ?  
☐ Update on Wi-Fi only ☐ Allow user to configure ☒ Always auto update ☐ Never auto update

Samsung Knox Settings

Knox Service Plugin Application ?  
Add & Approve

Save

**Add & Approve KSP Application**

Click the Approve button to add and approve the Knox Service Plugin app.

Version 1.2.26 can access:

- Photos / Media / Files
  - read the contents of your USB storage
  - modify or delete the contents of your USB storage
- Storage
  - read the contents of your USB storage
  - modify or delete the contents of your USB storage
- Wi-Fi connection information
  - view Wi-Fi connections
- Other
  - view network connections
  - pair with Bluetooth devices
  - access Bluetooth settings
  - full network access
  - run at startup
  - set wallpaper
  - prevent device from sleeping
  - one or more app-defined permissions

Cancel Approve



# Enrolling the device to Knox E-FOTA One via KSP

5. Go to Profile > Click Add
6. Set a name for the profile
7. Select Android Enterprise & Samsung Knox
8. Click Save & Set Policy

The screenshot displays the Samsung Knox Manage web interface. On the left is a dark sidebar with navigation links: Dashboard, Device, User, Group, Organization, Application, Profile (highlighted), Kiosk, Content, History, Setting, and Advanced. The main content area is titled 'Profile' and includes a search bar, a table with one profile entry, and a modal window for adding a new profile.

**Profile Table:**

Priority	Profile Name	Version	Platform
1	EFOTA_on_MDM	1	Android Enterprise

**Add Profile Modal:**

- Name:** Knox Service Plugin KE1 (Note: The entered profile name cannot be changed.)
- Platform:** ☒ Android Enterprise, ☒ Samsung Knox, ☐ Create Work Profile on Fully Managed, ☐ Android Legacy, ☐ iOS, ☐ Windows
- Event Profile:** ☐
- Description:** (Empty text field)
- Buttons:** Cancel, Save, Save & Set Policy

At the bottom of the main interface, there is a footer with links: Privacy Policy | Terms of Use | Open Source License | 20.8 (200825) | Provided by SAMSUNG.



# Enrolling the device to Knox E-FOTA One via KSP

9. Click Samsung Knox > Knox Service Plugin
10. Expand Device-wide policies (Device Owner) and set "Enable device policy controls" to "True"
11. Expand Firmware update (FOTA) policy, set "Enable firmware controls" and "Enable E-FOTA client installation & launch" to "True"
12. Scroll down, press Save & Assign > OK
13. Select Group/Organisations you wish to target and Click Assign & Apply

**Knox Service Plugin**

Search Policy

Android Enterprise

Samsung Knox

Android Enterprise

Application

Browser

Phone

Custom Animation

Firewall

DeX

Knox Service Plugin

APN

Debug Mode

Device-wide policies (Device Owner)

Enable device policy controls

DeX policy

VPN policy (Premium)

Firewall and Proxy policy

Call and Messaging control

Device Restrictions

Advanced Restriction policies (Premium)

Firmware update (FOTA) policy

Enable firmware controls

Allow firmware update over-the-air

Allow firmware update in recovery mode

Enforce firmware auto update on Wi-Fi (Premium)

Enable E-FOTA client installation & launch

**Assign Profile**

Profile for Knox Service Plugin KE1

Android Enterprise, Samsung Knox

Target Group (0) / Organization (0)

Group

Organization

1 item(s) selected | Total 2

Search by Group Name

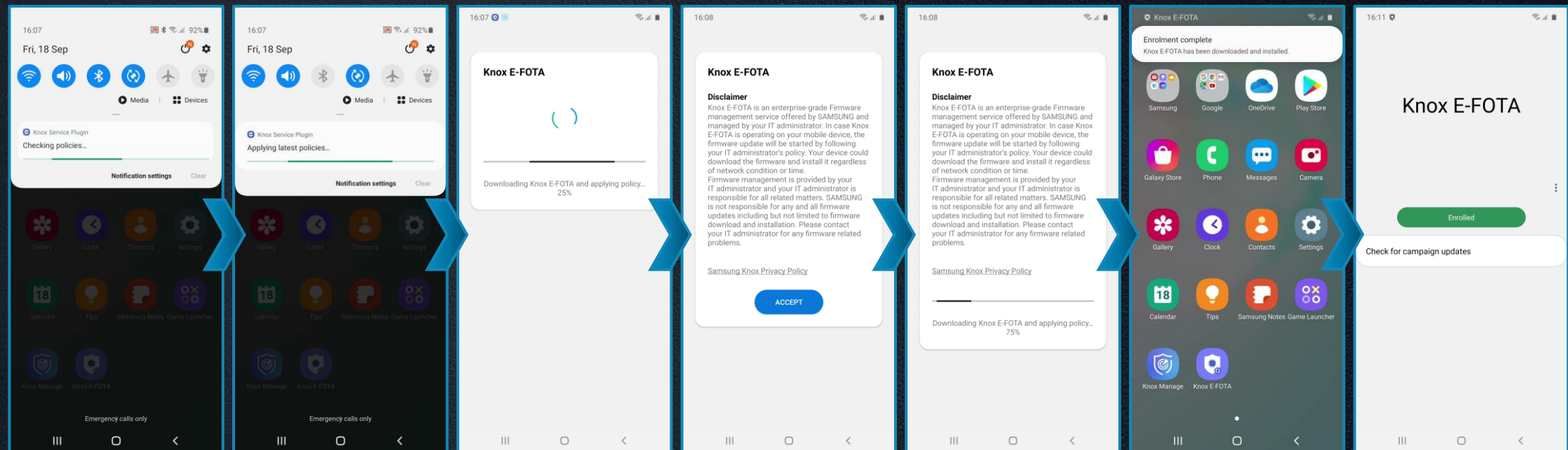
Name	Type	User	Device	Assigned Profile	Assign Status
SBRtest.samsung.com(Default Group)	User	0	0	-	-
Test Group 1	User	1	2	-	-

Cancel Assign Assign & Apply



# 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. Enrollment 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)' 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"/>	<a href="#">357</a>	A505FNXXS3ASL1	SM-A505FN	-	20 Nov 2020	Enrolled	CSV Upload	27 Aug 2020	

At the bottom right, it shows '1-1 of 1' and 'Show 25' with pagination arrows.



# Removing Knox E-FOTA on MDM management

1. Open Knox Manage Console
2. Go to Advanced > E-FOTA Management
3. Click the Assign Devices icon
4. Select the device(s) you want to remove and click Remove (<) or click Remove All
5. Click OK

The screenshot displays the Samsung Knox Manage console. On the left, the 'Advanced' menu is expanded, and 'E-FOTA Management' is selected. The main area shows the 'E-FOTA Management' page with a table of devices. A blue box highlights the 'Assign Devices' icon (a smartphone with a plus sign) in the 'Actions' column. A large blue arrow points from this icon to the 'Assign Device' dialog box that is open in the foreground.

The 'Assign Device' dialog box has a title bar with a close button. It contains the following information:

- Carrier Code: BTU
- Model Name: SM-N975F

Below this, there are two tables:

**Device List**

<input type="checkbox"/>	Mobile ID	User ID	Firmware	Organization	IMEI
<input type="checkbox"/>	Stephen...	Stephen	QP1A.190711.020...	SB TEST	351591111530005

**Device with E-FOTA List**

<input checked="" type="checkbox"/>	Mobile ID	User ID	Firmware	Organization	IMEI
<input checked="" type="checkbox"/>	Stephen...	Stephen	QP1A.190711.020...	SB TEST	351591111530005

At the bottom of the dialog, there are navigation buttons: '<' (Remove), '<<' (Remove All), and '>' (Add All). The 'Remove All' button is highlighted with a blue box. At the bottom right of the dialog, there are 'Cancel' and 'OK' buttons.

At the bottom of the console, there is a footer with links: Privacy Policy | Terms of Use | Open Source License | 20.8 (200825) | Provided by SAMSUNG.



Visit **SamsungKnox.com** to :

1

Learn  
more

2

Try  
for free

3

Contact  
sales



# Thank you

Stay connected, protected and productive