

Knox Service Plugin for Matrix 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: Matrix MDM - Add to UEM console

<https://www.matrix42.com/en> is a secure, mobile device management portal that works with KSP.

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

Before you begin

Before you begin, however, ensure that you have:

1. Access to the <https://www.matrix42.com/en/digital-workspace-management/free-trials> console.
2. Linked your Matrix MDM console with a [Managed Google Account](#). This allows you to deploy Android Enterprise devices.
3. Enrolled eligible devices and applied any necessary enterprise policies.

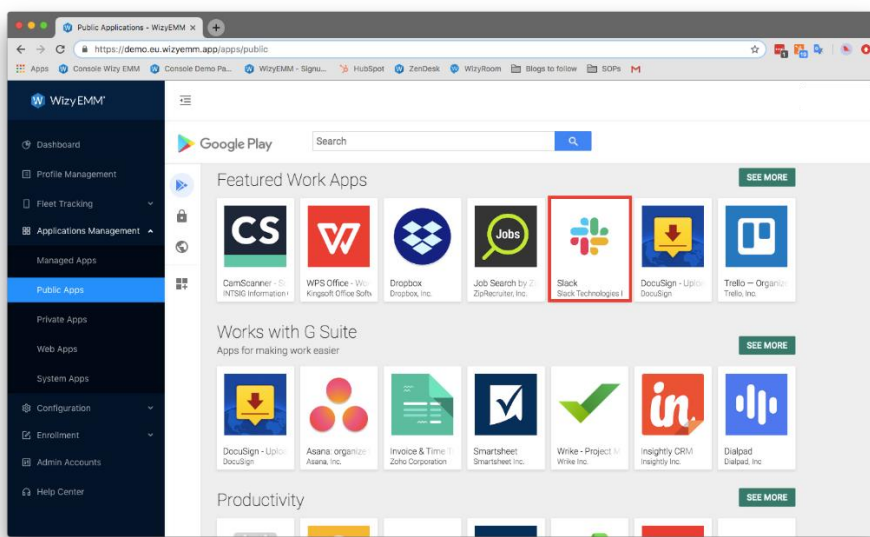
For more information on logging in to and setting up your Matrix MDM console, see https://help.matrix42.com/010_SUEM/020_UEM/30Enterprise_Mobility_Management/020Administrator_Guide/Silverback_Administrator_Guide

How to add Knox Service Plugin to Matrix MDM

The Knox Service Plugin (KSP) is Samsung's OEMConfig based solution that enables you as an IT administrator to use a wide range of Knox management features with Matrix as soon as they are commercially available in the market.

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://help.matrix42.com/010_SUEM/020_UEM/30Enterprise_Mobility_Management/Management_Guide/050_Administrator_Guide_Part_V%3A_App_Portal/010_Administrator_Guide_Part_V%3A_Application_Types

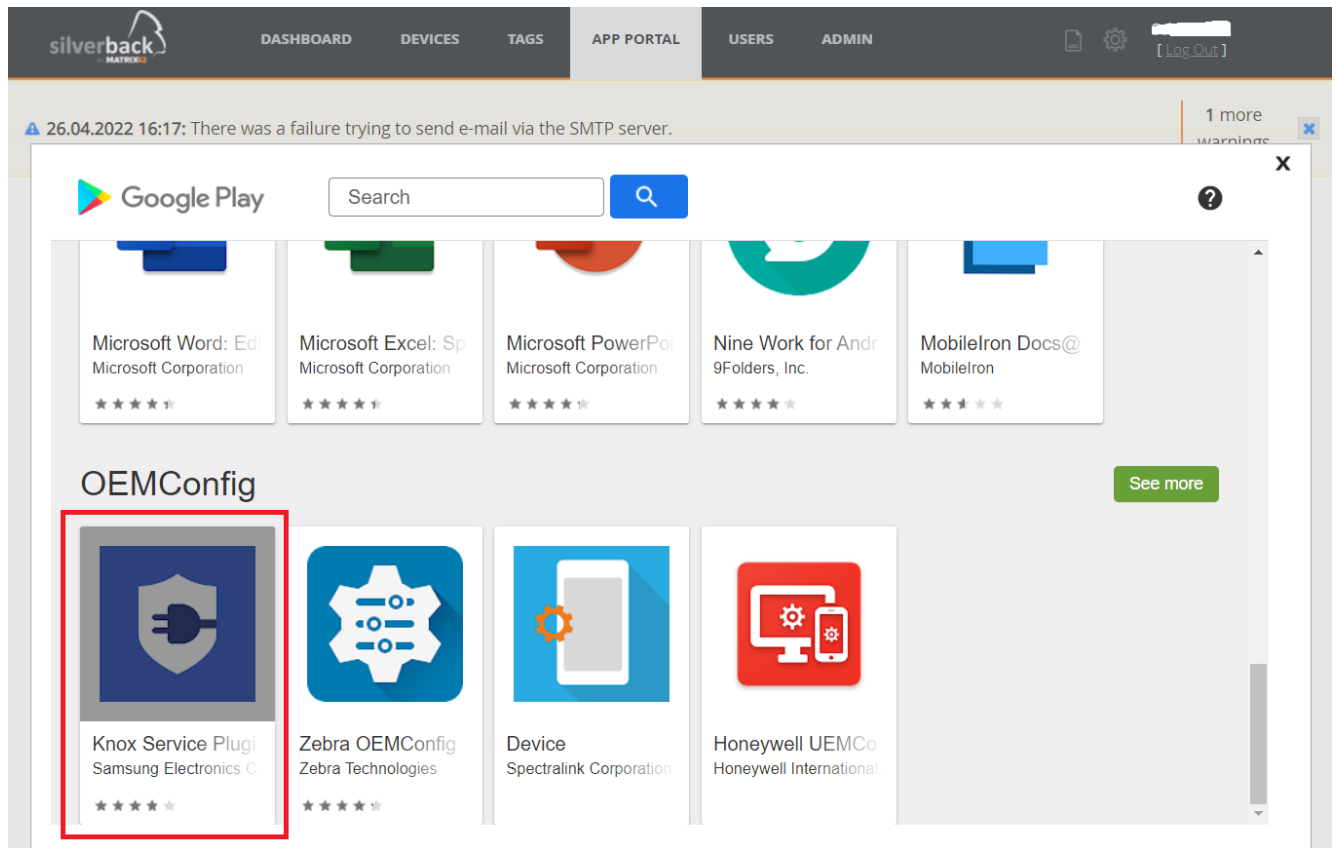
Next steps - Configure KSP

Step 2: Matrix MDM - Configure

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

To configure your Samsung devices, please follow these guidelines:

Basically you need to import the OEM Application into Matrix, add the application into a tag, configure the managed configuration and deploy it.



- ▢ Open your Silverback Management Console
- ▢ Navigate to App Portal
- Select your platform
 - Select Samsung Knox for Knox Service Plugin
- Click New Application
- Click the magnifier Icon next to Name
- Enter the name of the desired your application
 - For Samsung Knox "Knox Service Plugin"
- Press Enter
- Select your application
- Press Select
- Change the Name to e.g. Knox Service Plugin (optional)
- Press Save
- Confirm the requested permissions

Navigate to Tags

Adding Tag

Definition
Profile
Policy
Apps
Content

Name*
Description
Last Manual Push: N/A

Push to Devices

Enabled Features

☒ Profile
☒ Policy
☒ Apps
☐ Content

Device Types*

☐ iPhone
☐ iPad
☐ iPod
☒ Android
☒ Samsung Knox
☐ Windows
☐ macOS
☐ Apple TV

Auto Population

☐

Associated Devices...

Save & Close

Save

Cancel

Click New Tag or use an existing one

- Under Definition
 - Enter a Name, e.g. Knox Service Plugin
 - Enable Apps in Features
 - Enable Samsung Knox as device type
 - Press Save

Navigate to Apps

Editing Tag : Device Owner Activation

Definition
Profile
Policy
Apps
Content

ANDROID
SAMSUNG KNOX

Assign More Apps...

Applications

| Type | Name | Version | Description | Remove | Manage Config |
|--------------|-------------------|---------|-------------|--------|---------------|
| Managed Play | Knox Service Plug | | | ⊗ | |

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Page 1 of 1

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Displaying 1 to 1 of 1 items

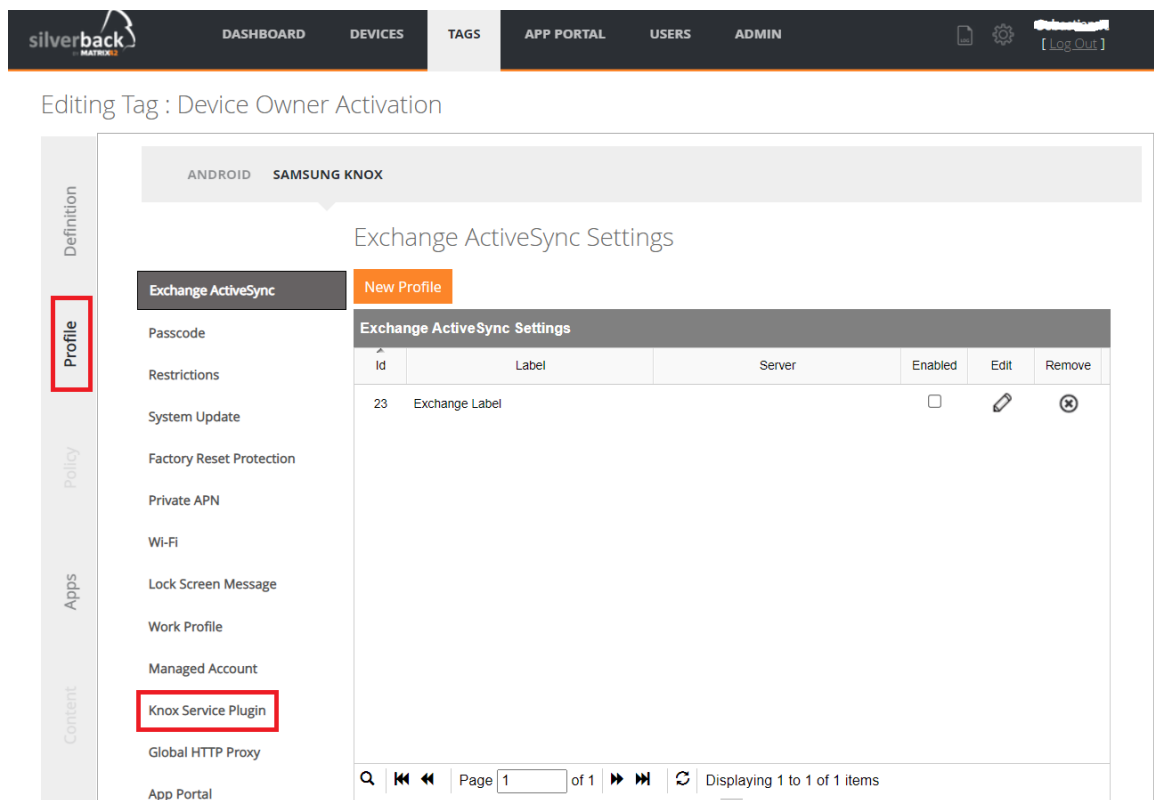
Press Assign More Apps

- Select your Knox Service Plugin
- Click Add Selected Apps
- **Save** the app by clicking the orange **SAVE** button at the bottom right of the screen.



Edit KSP policies

Navigate to Tags

- Select proper tag
- Click on Edit sign 
- Choose Profile and KSP tab



The screenshot shows the Silverback Matrix web interface. The top navigation bar includes 'DASHBOARD', 'DEVICES', 'TAGS', 'APP PORTAL', 'USERS', and 'ADMIN'. The 'TAGS' tab is active, and the page title is 'Editing Tag : Device Owner Activation'. The left sidebar has a 'Definition' section with 'Profile' and 'Policy' tabs, and a 'Content' section with 'Apps', 'Managed Account', 'Global HTTP Proxy', and 'App Portal'. The 'Profile' tab is selected, and the 'Knox Service Plugin' is highlighted. The main content area shows 'Exchange ActiveSync Settings' with a 'New Profile' button. Below this is a table with the following data:

| Id | Label | Server | Enabled | Edit | Remove |
|----|----------------|--------|--------------------------|---|---|
| 23 | Exchange Label | | <input type="checkbox"/> |  |  |

At the bottom, there is a pagination bar showing 'Page 1 of 1' and 'Displaying 1 to 1 of 1 items'.

Edit your Managed Configuration

Editing Tag : Device Owner Activation

- Enter a Profile name
- Enter your KPE Premium License Key (optional for Premium marked features)
- Enable Debug Mode (for testing purpose)
- Configure additional policies and profiles
- Press Save

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 Matrix MDM console, you need to deploy the app to your managed devices.

Step 3. Matrix MDM: Deploy

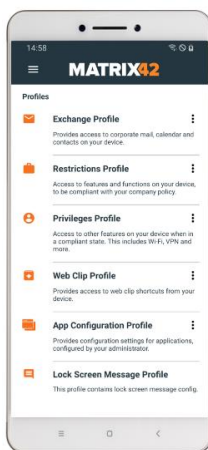
This section provides instructions on how to deploy KSP policies in Matrix MDM.

Deploy KSP

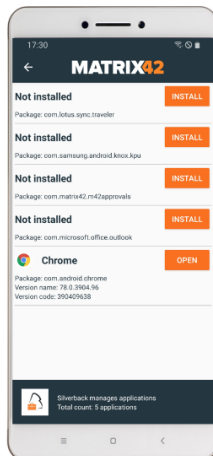
Once set up, Knox Service Plugin is ready to be deployed to your devices.

- All you have to do is to press Push to device
- Press Save button and configuration is sent to the device automatically

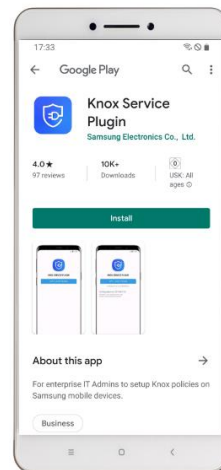
The following screenshots demonstrate a manual installation of the Samsung Knox Service Plugin on the device with enabled debug options within the managed configuration.



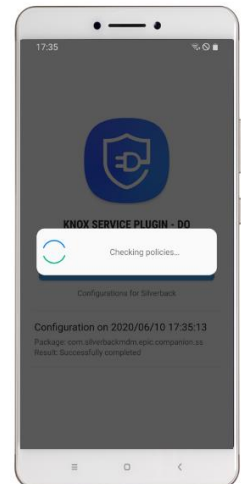
After configuring the Managed Configuration and assigning them to a device, you will find information in the App Configuration Profile



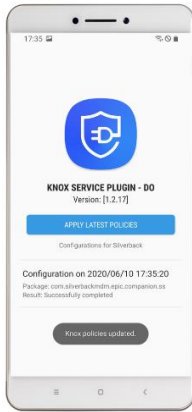
After right click on the three dots of the App Configuration Profile you will find the information that the Samsung Knox Service Plugin (com.samsung.knox.kpu) has a managed configuration



After clicking install you will be redirected to the Google Management Play. Press Install to download and install the application.



After successful installation the application will start automatically due to the Enabled Debug mode. After the first start the application will start to check the policies.



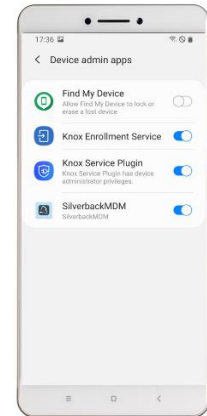
After a successful sync you will see the latest installed configuration. Click Apply Latest Policies to refresh policies (optional)



By pressing the Configuration Profile you will gain more information about the provided overall device configuration.



By changing from Configuration results to Policies received you will find a higher level of configurations.



When you navigate into the Device admin apps sections on your device you will see that the Knox Service Plugin has been granted Administrative access on the device

Next steps - KSP debug mode

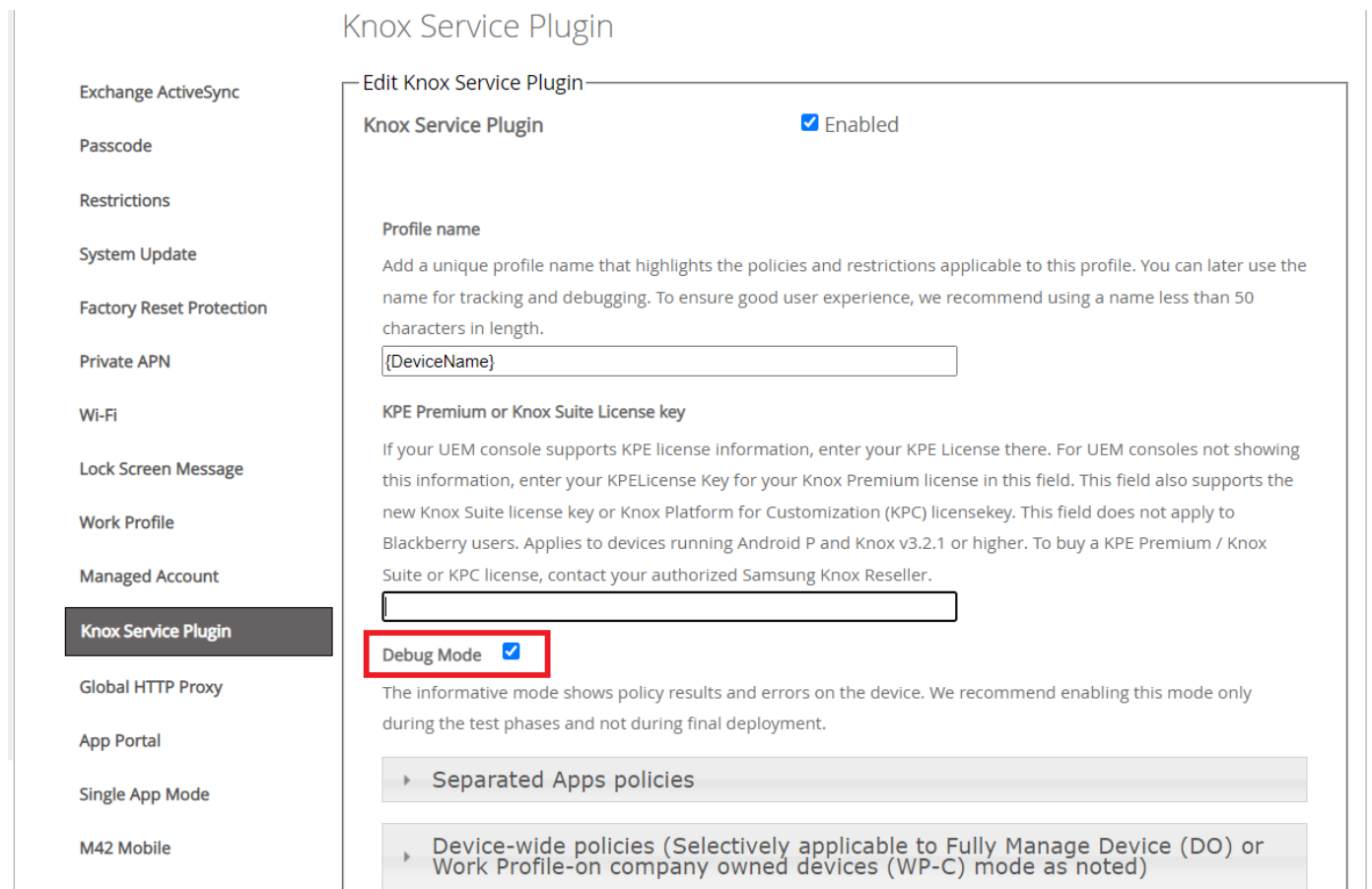
Now you can check the results and policy errors on the devices.

Step 4. Matrix MDM: Debug mode

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

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.



Knox Service Plugin

Exchange ActiveSync

Passcode

Restrictions

System Update

Factory Reset Protection

Private APN

Wi-Fi

Lock Screen Message

Work Profile

Managed Account

Knox Service Plugin

Global HTTP Proxy

App Portal

Single App Mode

M42 Mobile

Edit Knox Service Plugin

Knox Service Plugin ☒ Enabled

Profile name

Add a unique profile name that highlights the policies and restrictions applicable to this profile. You can later use the name for tracking and debugging. To ensure good user experience, we recommend using a name less than 50 characters in length.

{DeviceName}

KPE Premium or Knox Suite License key

If your UEM console supports KPE license information, enter your KPE License there. For UEM consoles not showing this information, enter your KPELicense Key for your Knox Premium license in this field. This field also supports the new Knox Suite license key or Knox Platform for Customization (KPC) licensekey. This field does not apply to Blackberry users. Applies to devices running Android P and Knox v3.2.1 or higher. To buy a KPE Premium / Knox Suite or KPC license, contact your authorized Samsung Knox Reseller.

Debug Mode ☒

The informative mode shows policy results and errors on the device. We recommend enabling this mode only during the test phases and not during final deployment.

▸ Separated Apps policies

▸ Device-wide policies (Selectively applicable to Fully Manage Device (DO) or Work Profile-on company owned devices (WP-C) mode as noted)

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. Matrix MDM: Troubleshooting

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

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

- From the **Device List** page, select a device then click on it to display the details page
- From the details page, click on the **Action drop down list at the right top of screen**
- **Press Application Feedback**

Last Updated: 21.04.2022 11:46:14

ActionsResultant tagsRefresh

Device Information

| | |
|------------------------|-------------------------|
| Device ID | 201 |
| Device Owner | Yes |
| Ownership | Corporate |
| UDID | |
| IP Address | - |
| Device Name | Galaxy Note10 |
| Device | Samsung Knox |
| Type | - |
| Label | ... |
| Device Visibility Flag | ... |
| OS Version | 11.0.0 |
| Security Patch Level | 01.11.2021 |
| Model Number | SM-N970F |
| Serial Number | |
| Serial Number RO | - |
| Serial Number RIL | - |
| Product | d1eea |
| Manufacturer | samsung |
| Battery Level | 96% |
| Device Capacity | 229GB (224GB available) |
| Modem Firmware | - |
| IMSI | - |

Pending Commands

Status History

System Variables

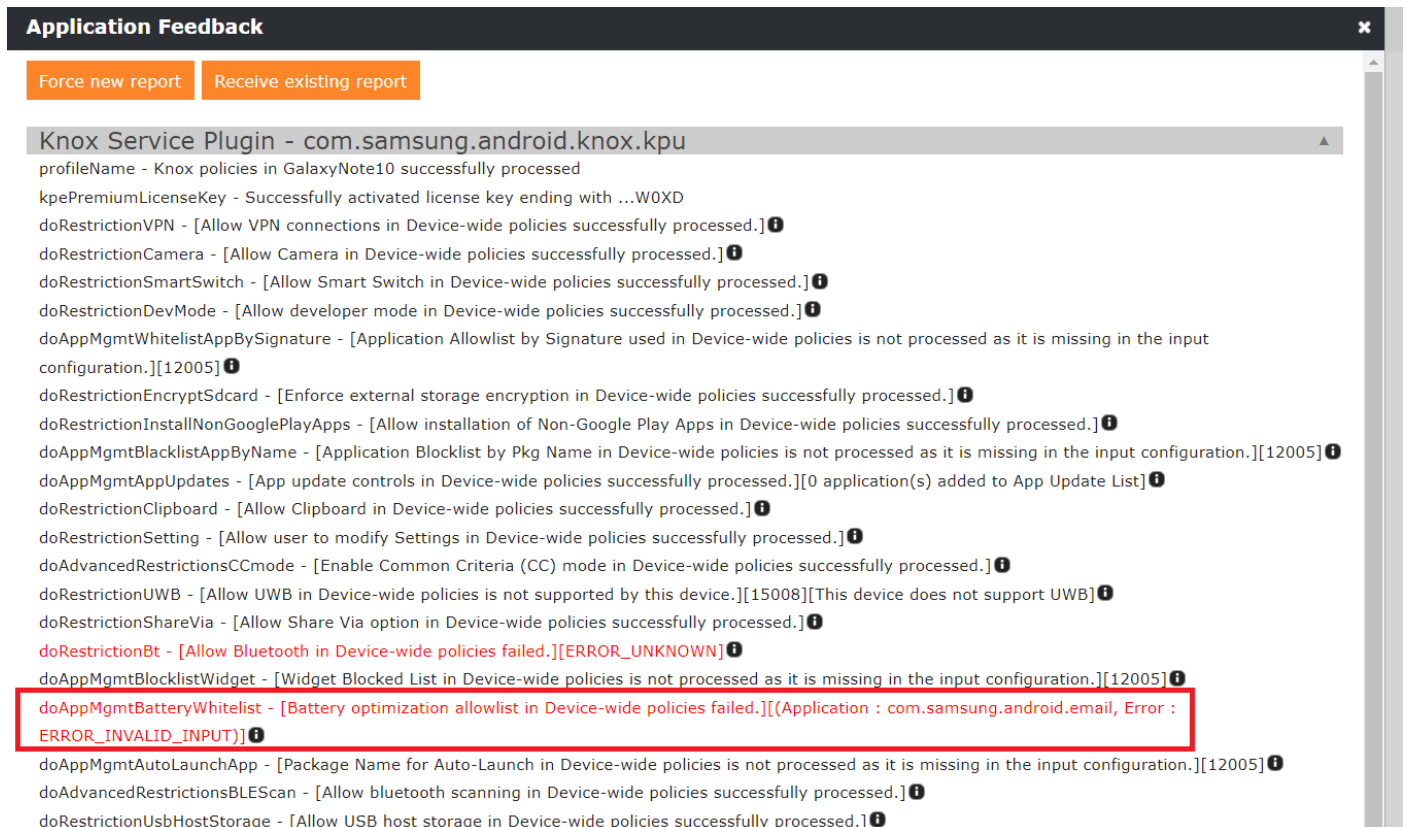
Managed Applications

Application Feedback

Clear Passcode

Restart

- Click Force new report



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:

Matrix KSP admin guide:

https://help.matrix42.com/010_SUEM/020_UEM/30Enterprise_Mobility_Management/030_Integration_Guide/Android_Enterprise_Integration/Android_Enterprise_VII%3A_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>