

SAMSUNG



# Samsung Knox E-FOTA One (KE1)

Migrating from E-FOTA on MDM  
MobileIron Cloud

SEPTEMBER 2020  
Samsung Electronics





# Contents:

- Common Questions
- Exporting devices Enrolled to Knox E-FOTA on MDM
- Preparing the CSV for Knox E-FOTA One
- Accessing Knox E-FOTA One
- Importing devices to Knox E-FOTA One
- Adding a license to Knox E-FOTA One
- Assigning a license to device(s)
- Adding Knox E-FOTA One client to MobileIron Cloud
- Assigning Knox E-FOTA One client to devices
- Knox E-FOTA One Device Client Enrollment Options
- Skipping the Knox E-FOTA One Privacy Policy Acceptance
- Enrolling the device to Knox E-FOTA One (manually)
- Enrolling the device to Knox E-FOTA One (via KSP)
- Confirming Enrollment success
- Removing Knox E-FOTA on MDM management



# 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 MobileIron Cloud Console
2. Go to Configurations > Set filter to "System Update" > Note group assignments

The screenshot displays the MobileIron Cloud Console interface. On the left is a blue sidebar with navigation links: Dashboard, Users, Devices, Apps, Content, and Configurations (highlighted with a wrench icon). The main content area is titled 'Configurations' and includes a 'Show Description' link. Below the title is a 'Filters' section with a list of configuration types: Passcode (1), Client Services (4), Identity Certificate (SCEP) (4), System Update (1) (checked with a blue box), Lockdown & Kiosk: Samsung KNOX Standard (1), Privacy (1), and Identity Certificate (Single File) (1). To the right of the filters is a search bar and buttons for '+ Add', 'Actions', and a settings gear. Below these is a table with columns: STATUS, NAME, UPDATED, and TYPE. The table contains one entry: 'SBK KE on MDM' with a green checkmark status, updated '19 days 2 hours ago by Stephen Brewster', and type 'System Update (Priority: 1001)'. Below the table row, there is a 'Description:' field with '--' and a 'Distributed To:' field with 'SBK Test' (both highlighted with blue boxes). A 'DETAILS >' link is on the right. In the top right corner of the console, there is a 'New Look!' toggle switch.

STATUS	NAME	UPDATED	TYPE
✓	SBK KE on MDM	19 days 2 hours ago by Stephen Brewster	System Update (Priority: 1001)

Description: --

Distributed To: SBK Test

[DETAILS >](#)

# Exporting devices Enrolled to Knox E-FOTA on MDM

3. Go to Devices > Advanced Search > Set search parameters to:
- a) "User Group" - "is equal to" - "[Enter Group]" > Press "+" to add another rule
  - b) Add more User Groups as required
  - c) "Manufacturer" - "is equal to" - "Samsung"
  - d) Press Search

The screenshot displays the MobileIron Cloud interface. On the left, a navigation sidebar includes links for Dashboard, Users, Devices, Apps, Content, and Configurations. The main area is titled 'Devices / Devices' and contains a table of enrolled devices. An 'Advanced Search' modal is open, showing a search configuration with two rules: 'User Group' is equal to 'SBr Test' and 'Manufacturer' is equal to 'samsung'. The search results table shows the following data:

	NAME	EMAIL ADDRESS	PHONE #	OS	DEVICE TYPE
<input type="checkbox"/>	Stephen Brewster Test	s.brewster+MCloud@samsung.com		Android 9.0	SM-A505F
<input type="checkbox"/>	James King	j.king@samsung.com		Android 10	SM-G975F
<input type="checkbox"/>	James King	j.king@samsung.com		Android 10	SM-G975F
<input type="checkbox"/>	James King	j.king@samsung.com		Android 10	SM-G975F



# Exporting devices Enrolled to Knox E-FOTA on MDM

4. Press “Export to CSV” (bottom-right)

mobileiron CLOUD

Dashboard >

Users >

Devices >

Apps >

Content >

Configurations

Devices / Devices New Look!

Devices

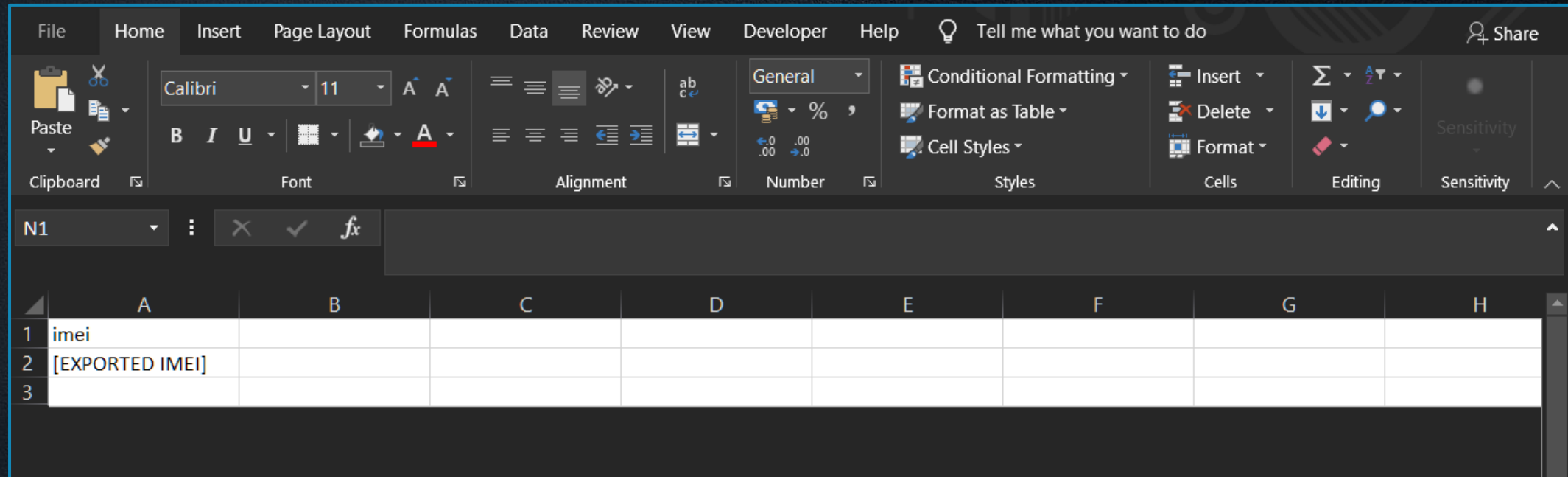
Advanced Search [ACCOUNTGROUP EQ 'SBr Test' AND MANUFACTURER EQ 'samsung'](#)

<input type="checkbox"/>	NAME	EMAIL ADDRESS	PHONE #	OS	DEVICE TYPE	STATUS	LAST CHECK-IN	VIOLATION COUNT
<input type="checkbox"/>	<a href="#">Stephen Brewster Test</a>	s.brewster+MCloud@samsung.com		Android 9.0	SM-A505FN	Active	7 minutes 55 seconds ago	0

Export to CSV

# Preparing the CSV for Knox E-FOTA One

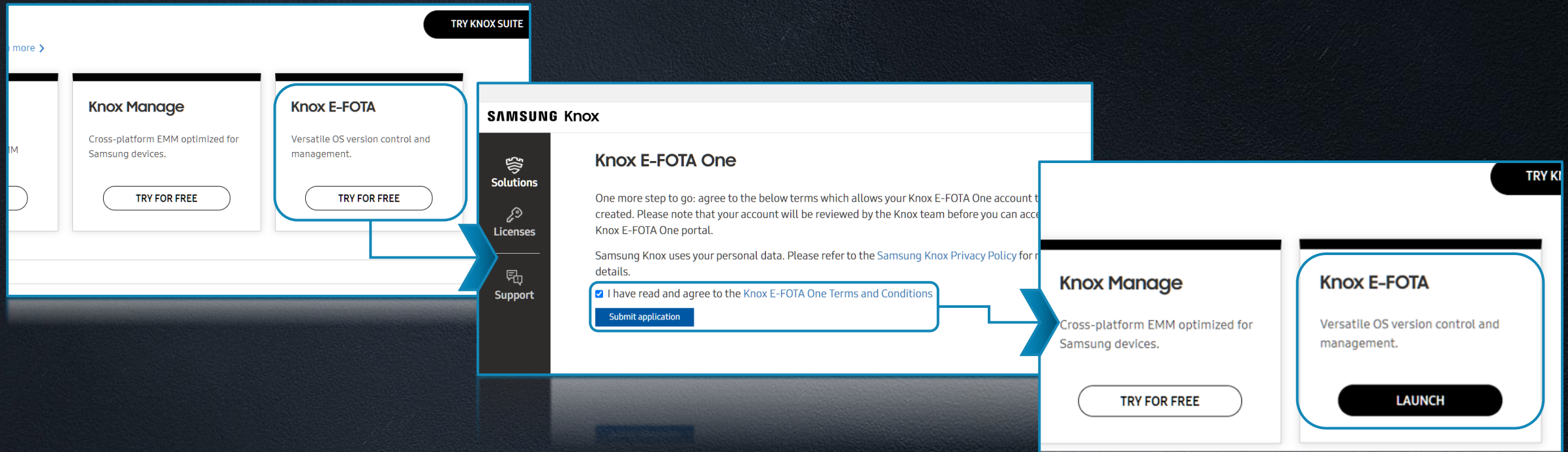
1. Open the CSV recently exported from the MobileIron Cloud Console
2. Delete all columns except IMEI
3. You should now have a list of devices to be imported
4. Save





# 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:

- Screenshot of the Dashboard:** Shows the 'SAMSUNG Knox E-FOTA' interface. The left-hand navigation panel has a 'BULK ACTIONS' button at the bottom. The main content area shows a 'Welcome back' message and a 'DEVICE STATUS' section with counts for 'Attention', 'Not Enrolled', 'Pending', and 'Cancelled'. A blue arrow points from the 'BULK ACTIONS' button to the 'Bulk actions' menu.
- Bulk actions menu:** A central menu titled 'Bulk actions' with the instruction: 'Use this [Standard CSV Template](#) for all actions. If an action needs more information on the Action page. Please make sure that you use the correct template'. It contains five options: 'UPLOAD DEVICES' (highlighted with a blue box and arrow), 'ENROLL DEVICES', 'UNENROLL DEVICES', 'MANAGE TAGS', and 'UNASSIGN DEVICES'. Each option is accompanied by a smartphone icon.
- Upload Devices form:** A form titled 'Upload Devices' with the instruction: 'After you click Submit, the devices in the uploaded file will be added to your device inventory.' It includes:
  - STEP 1: Upload device list** - Instructions: 'Enter one IMEI or serial number per line. Maximum 10,000 devices per upload.' A link for 'Download CSV template' is provided. A 'Select .csv file\*' field with a 'BROWSE' button is shown.
  - STEP 2: Enroll/Assign campaign** - Instructions: 'Select a default method to assign to the devices uploaded by this reseller once they are manually or automatically approved.' Two radio button options are available:
    - Auto Enroll/Lock Firmware**: 'Devices will consume license seats, install agent and firmware will be locked.' It includes a 'Select license' dropdown.
    - Assign default campaign**: 'Devices will consume license seats, install agent, firmware will be locked and campaign will be assigned.' It includes 'Select campaign' and 'Select license' dropdowns.
  - A 'SUBMIT' button 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 buttons for 'CANCEL' and 'ADD' at the bottom right. 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 window titled 'Select License' is overlaid on the right, showing a search bar and a table of available licenses. The 'DONE' button at the bottom of the modal is highlighted.

**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 MobileIron Cloud

1. Open MobileIron Cloud Console
2. Go to Apps and press + Add
3. Select Google Play from the drop-down menu, search for Knox E-FOTA and select it
4. Press Approve, confirm and press Select

The screenshot illustrates the steps to add the Knox E-FOTA One app to the MobileIron Cloud console. The interface is divided into a left sidebar and a main content area.

**Left Sidebar (MobileIron Cloud):**

- Dashboard
- Users
- Devices
- Apps** (selected)
- Content
- Configurations
- Policies
- Admin

**Main Content Area (App Catalog):**

- App Catalog** header with a "Refresh Available Catalogs" button and a "+ Add" button.
- Filters** section with a search bar "Find apps..." and a dropdown menu showing "Knox E-FOTA".
- App List:** A table with columns "SOURCE", "COST", and "SIZE". It shows 8 apps, with "Knox E-FOTA One" (Samsung Electronics Co., Ltd.) highlighted.
- App Details Modal:** A modal window for "Knox E-FOTA One" by Samsung Electronics Co., Ltd. It includes a "PEGI 3" rating, a note "This app is only available in certain countries", and an "Approve" button.
- Approval Confirmation Modal:** A modal window showing the app is "APPROVED" with a "Select" button and an "Unapprove" button.



# Assigning Knox E-FOTA One client to devices

1. Enter any desired categories and a description, press Next
2. Press Next on the Delegate page
3. Select your required distribution options, press Next
4. Configure application to install on devices silently, press Next
5. Press Done, the client will now install on devices and must be launched to register

The image displays three overlapping screenshots of the Samsung Knox E-FOTA One app configuration interface, illustrating the steps for assigning the client to devices.

**Top Screenshot (Step 2: Describe):** Shows the 'Add App' screen for 'Knox E-FOTA One For Android enterprise (Android for Work)'. The 'Describe' step is highlighted. The 'Category' is set to 'Business'. The 'Description' field is empty, with a placeholder 'Optional Comments to End User'. A blue arrow points from this screenshot to the middle one.

**Middle Screenshot (Step 4: Distribute):** Shows the 'Add App' screen for 'Knox E-FOTA One For Android enterprise (Android for Work)'. The 'Distribute' step is highlighted. Under 'Choose one of these options', 'Everyone' is selected. Below, 'Select below to distribute this app' shows 'Users' selected, with 'SBR' and 'All (1)' listed. A blue arrow points from this screenshot to the bottom one.

**Bottom Screenshot (Step 5: Configure):** Shows the 'Add App' screen for 'Knox E-FOTA One For Android enterprise (Android for Work)'. The 'Configure' step is highlighted. The 'Configuration Setup' section shows 'Name' as '[required]'. Under 'Install on Device', 'Silently install on Samsung KNOX and Zebra devices' is checked. The 'Set App Install Priority' is set to 'Medium'. The 'Android enterprise' section has three options: 'Install only when connected to Wi-Fi', 'Install only when charging', and 'Install only when idle'. A blue arrow points from the middle screenshot to this one.



# 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, 0 Campaign error, 0 Failed to download, 0 Failed to install, 0 Error.
    - Not Enrolled:** 0
    - Pending:** 0
    - Cancelled:** 0
    - Active:** 1
- Customer portal:** Customer ID 2499816398, Default support information, Privacy policy setting (highlighted), Logout.

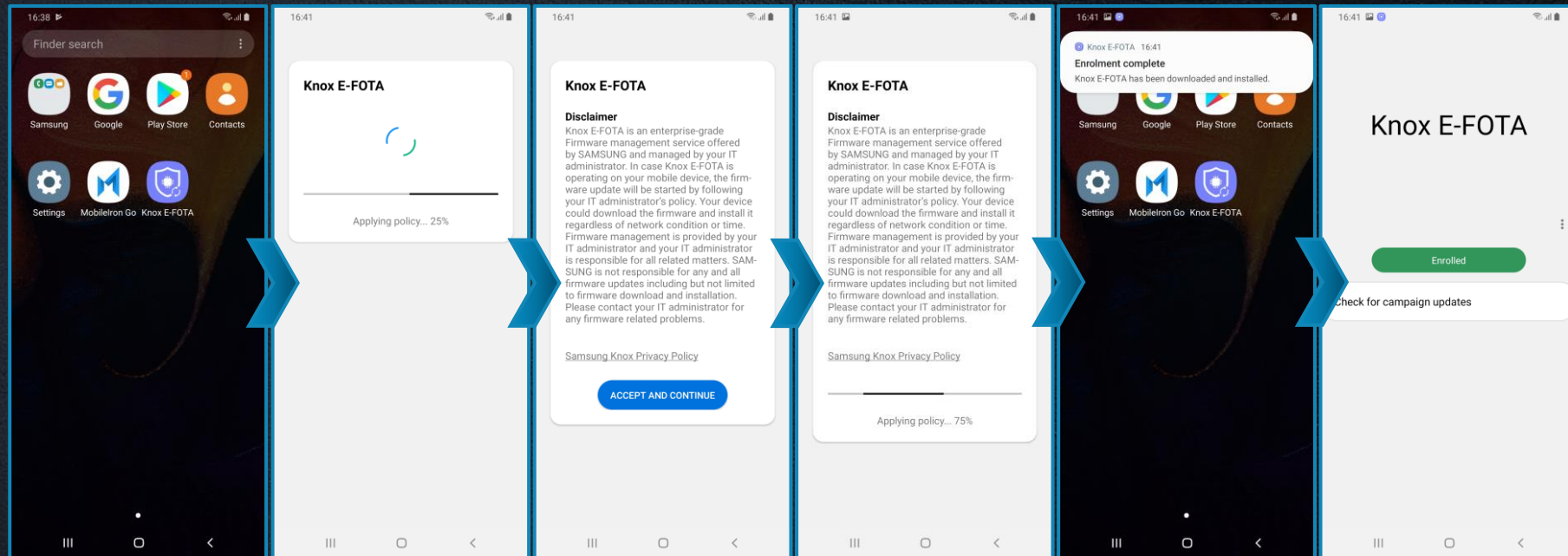
**Privacy policy setting Modal:**

- 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.
- Setting:** ☒ 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 continue applying policy (75%)
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 MobileIron Cloud Console
2. Go to Apps and press + Add
3. Select Google Play in the drop-down, search for Knox Service Plugin and select it
4. Press Approve, confirm and press Select

The screenshot illustrates the steps to add the Knox Service Plugin app to the MobileIron Cloud Console. The interface is divided into a left sidebar and a main content area.

**Left Sidebar:** Contains navigation links for Dashboard, Users, Devices, Apps (highlighted), Content, Configurations, Policies, and Admin.

**Main Content Area:**

- App Catalog:** Shows a search bar with "Find apps..." and a filter dropdown set to "Knox Service Plugin". A "+ Add" button is in the top right.
- Filters:** A vertical list on the left of the app catalog includes: 1 Choose, 2 Describe, 3 Delegate, 4 Distribute, and 5 Configure.
- App Details:** A modal window displays the "Knox Service Plugin" app by Samsung Electronics Co., Ltd. It includes a 5-star rating (121 reviews), PEGI 3 rating, and a description: "This app offers managed configuration" and "This app is only available in certain countries". An "Approve" button is visible.
- Approval Confirmation:** A second modal window shows the app is "APPROVED" with a green checkmark. It includes the same app details and a "Select" button.

Arrows indicate the flow from the App Catalog to the app details, then to the approval confirmation, and finally to the selection of the app.



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

5. Enter any desired categories and a description, press Next
6. Press Next on the Delegate page
7. Select your required distribution options, press Next
8. Configure application to install on devices silently, press Next

The image displays three overlapping screenshots of the Samsung Knox Service Plugin (KSP) app configuration interface, illustrating the steps for enrolling a device to Knox E-FOTA One via KSP.

**First Screenshot (Step 2: Describe):** Shows the 'Add App' screen for 'Knox Service Plugin'. The 'Category' is set to 'Business' and the 'Description' field is empty. The 'Optional Comments to End User' field is also empty. The 'Add App' button is visible.

**Second Screenshot (Step 4: Distribute):** Shows the 'Add App' screen for 'Knox Service Plugin'. The 'Choose one of these options' section has three radio buttons: 'Everyone' (selected), 'No One', and 'Custom'. The 'Select below to distribute this app' section shows 'Users' and 'User Groups' tabs. The 'Users' tab is active, showing a list of users with 'All (8)' and 'Selected (1)' counts. The 'Distribute' button is visible.

**Third Screenshot (Step 5: Configure):** Shows the 'Add App' screen for 'Knox E-FOTA One'. The 'Configuration Setup' section has a 'Name' field (required) and a 'Description' field. The 'Install on Device' section has a 'Silently install on Samsung KNOX and Zebra devices' checkbox (checked) and a 'Do not show app in end user App Catalog' checkbox. The 'Set App Install Priority' is set to 'Medium'. The 'Android enterprise' section has three checkboxes: 'Install only when connected to Wi-Fi', 'Install only when charging', and 'Install only when idle'. The 'Next' button is visible.



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

9. Press “+” on Managed Configurations for Android
10. Enter a name for the configuration and the profile
11. Go to “Device-wide policies (Device Owner)” > Tick “Enable device policy controls”
12. Go to “Firmware update (FOTA) policy” > Tick “Enable firmware controls” and “Enable E-FOTA client installation & launch”
13. Press Next > Press Done

**Apps / App Catalog**

**Knox Service Plugin**  
For Android enterprise (Android for Work)

**App Configurations**

**Managed Configurations for Android**  
Define and publish managed configurations for this app.

**Install on device**  
This configuration option decides whether to require this app to be installed on devices by the end user. The installation will be silent on KOS devices that are supervised. This has a default configuration that can be edited but not prioritised.

**Install Application configuration settings.**  
Allows specifying install settings for an application.

**Promotion**  
Define how the app gets promoted and appears in the app catalog for specific groups or individuals. Options are: Not Featured, Featured List and Featured Banner. This has a default configuration that can be edited but not prioritised.

**Promotion distribution configuration settings.**  
Allows specifying Promotion distribution settings for an application.

**Google Play Release**  
Define which binary from the Google Play will be deployed to specific groups or individuals. Includes support for delivering Alpha and Beta channel apps.

**Configuration Setup**

**Name**  
Install Knox E-FOTA One

**Managed Configurations**  
Apply these configurations to the app when silently distributed to the users.

**Managed Configurations**

Configuration Name	Value
<b>Profile name</b> 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 60 characters in length.	Install Knox E-FOTA One
<b>KPE Premium License key</b> If your UEM console supports KPE license information, enter your KPE License key here. For UEM consoles not showing this information, enter your KPE License key for your Knox Premium license in this field. This field does not apply to BlackBerry users. Applies to devices running Android P and Knox v3.2.1 or higher. To buy a Premium license, contact your Samsung Knox Reseller.	

**Device-wide policies (Device Owner)**

**Enable device policy controls**  
Use this control to enable or disable device-wide policies. Enable this option before using any using any of the Device-wide policies. If this option is disabled, KSP does not apply any policies in default user (User 0). ☒

**Firmware update (FOTA) policy**

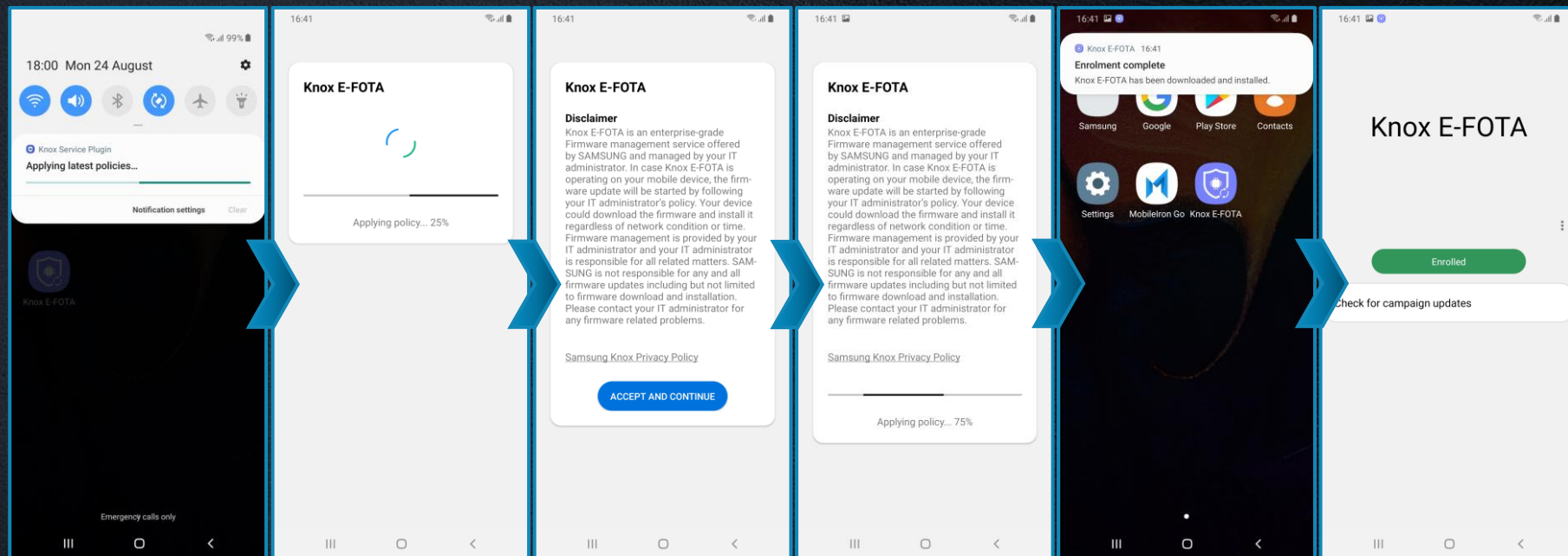
**Enable firmware controls**  
Use this control to enable or disable advanced firmware update options. If this control is disabled, any changes to other firmware update related settings have no impact. ☒

**Enable E-FOTA client installation & launch**  
Use this control to enable or disable installation and launch of E-FOTA client ☒



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

14. The device will now install Knox Service Plugin and apply the created policy
15. Device will start Applying policy (25%)
16. Press ACCEPT AND CONTINUE\*
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 of the table, it shows '1-1 of 1', 'Show 25', and pagination controls with the number '1' highlighted.



# Removing Knox E-FOTA on MDM management

1. Open MobileIron Cloud Console
2. Go to Configurations > Set filter to "System Update"
3. Open the configuration that needs editing and press edit (pencil icon)
4. Press next to go to the Distribute page, de-select the group(s) you wish to remove and press Done
5. Knox E-FOTA on MDM management has now been removed from the device(s)

The screenshots illustrate the process of removing Knox E-FOTA from MDM management:

- Configurations**: The 'System Update' filter is selected in the 'Filters' section.
- Edit System Update Configuration**: The 'Distribute' button is highlighted in the 'Edit Config' section.
- Define Device Group Distribution**: The 'SBr Test' group is selected in the 'Selected (1)' list.
- Distribution Summary**: The 'SBr Test' group is shown in the 'List of device users as they are added to the distribution' table.



Visit **SamsungKnox.com** to :

1

Learn  
more

2

Try  
for free

3

Contact  
sales



# Thank you

Stay connected, protected and productive