

SAMSUNG



Samsung Knox E-FOTA One (KE1)

Migrating from E-FOTA on MDM
MobileIron Cloud

April 2021

Samsung Electronics



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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

Common Questions

Are there any other ways to export devices?

Yes. There are couple ways to move device information from MobileIron Cloud to EFOTA One:

- By CSV file
- By OOBE – Out of the Box Experience
- By integrating EFOTA One to MobileIron Cloud

For more information, please visit:

<https://docs.samsungknox.com/admin/efota-one/add-devices.htm>

What is the cost of migration from E-FOTA on MDM to E-FOTA One?

Any current KE MDM customer may migrate to KE One at any point during their current contract term at no charge 1:1 license basis with the same expiry date as their current license subscription.

Do I need to export device by CSV file?

There are couple of ways to export device information from MobileIron Cloud to Knox EFOTA One:

- By Reseller
- By CSV file - covered in this guide
- Integrating EFOTA One with MobileIron Cloud

How to acquire a E-FOTA One license key?

To receive a valid E-FOTA One license key, you need to contact your Samsung Reseller or Samsung representative.

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 shows the MobileIron Cloud Console interface. On the left, a sidebar menu includes options like Dashboard, Users, Devices, Apps, Content, and Configurations, with Configurations being the active tab. The main area is titled 'Configurations' and displays a table of configurations. A 'Filters' sidebar on the left lists various configuration types with checkboxes, and the 'System Update (1)' checkbox is checked and highlighted with a red border. The main table has columns for STATUS, NAME, UPDATED, and TYPE. One row is visible, labeled 'SBr KE on MDM' with a status of '19 days 2 hours ago by Stephen Brewster'. The 'TYPE' column indicates it's a 'System Update (Priority: 1001)'. Below the table, there are sections for 'Description:' and 'Distributed To:', with 'SBr Test' listed under 'Distributed To'. A 'DETAILS >' link is also present.

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 shows the mobileiron CLOUD interface. On the left, the navigation menu includes Dashboard, Users, Devices (selected), Apps, Content, and Configurations. The main area displays a list of devices under the heading 'Devices'. A search bar and an 'Advanced Search' button are present. A modal window titled 'Advanced Search' is open, showing search parameters. The search criteria are set to 'ALL' rules. It includes two conditions: 'User Group' is equal to 'SBr Test' and 'Manufacturer' is equal to 'samsung'. The resulting query is displayed as 'ACCOUNTGROUP EQ 'SBr Test' AND MANUFACTURER EQ 'samsung''. At the bottom of the modal are 'Cancel' and 'Search' buttons.

Exporting devices Enrolled to Knox E-FOTA on MDM

4. Press "Export to CSV" (bottom-right)

The screenshot shows the mobileiron CLOUD interface. On the left is a sidebar with the following menu items:

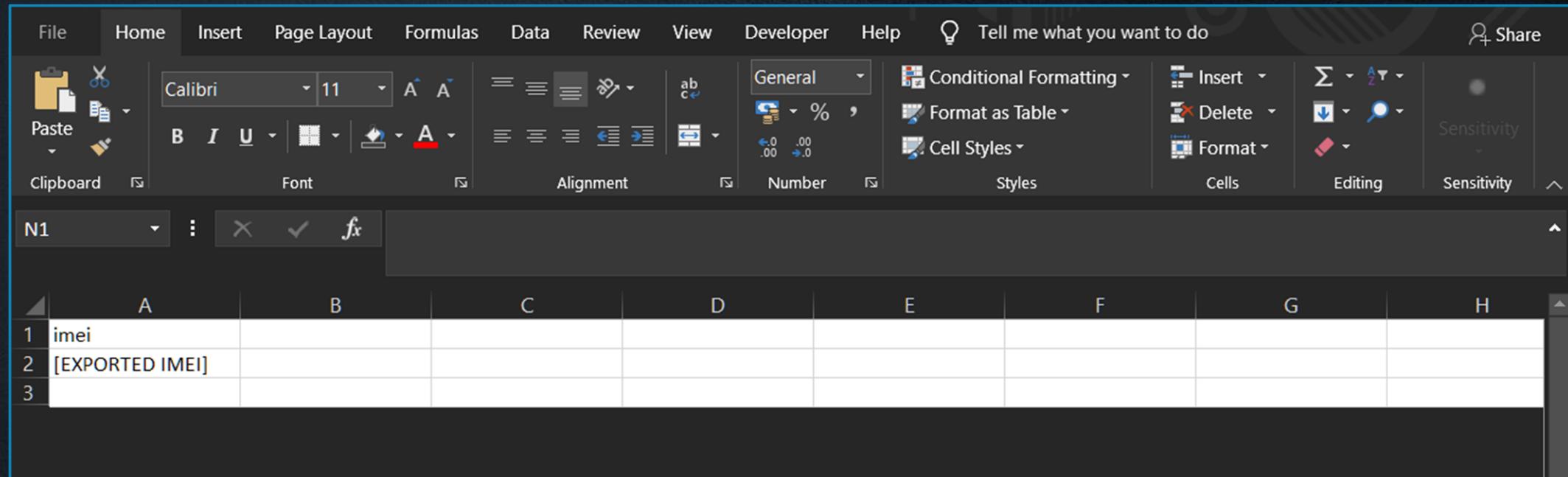
- Dashboard
- Users
- Devices** (selected)
- Apps
- Content
- Configurations

The main area is titled "Devices / Devices" and displays a table of device information. The table has columns for NAME, EMAIL ADDRESS, PHONE #, OS, DEVICE TYPE, STATUS, LAST CHECK-IN, and VIOLATION COUNT. A single row is visible, representing a device named "Stephen Brewster Test" with the email address "s.brewster+MICloud@samsung.com". The device is running Android 9.0, is a SM-A505FN, is active, and was last checked in 7 minutes 55 seconds ago. There are 0 violations.

At the bottom right of the table, there is a blue button labeled "Export to CSV" with a CSV icon.

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



The screenshot shows a Microsoft Excel spreadsheet window. The ribbon menu at the top includes File, Home, Insert, Page Layout, Formulas, Data, Review, View, Developer, Help, and a search bar. The Home tab is selected. The ribbon also features a 'Tell me what you want to do' search bar and a 'Share' icon.

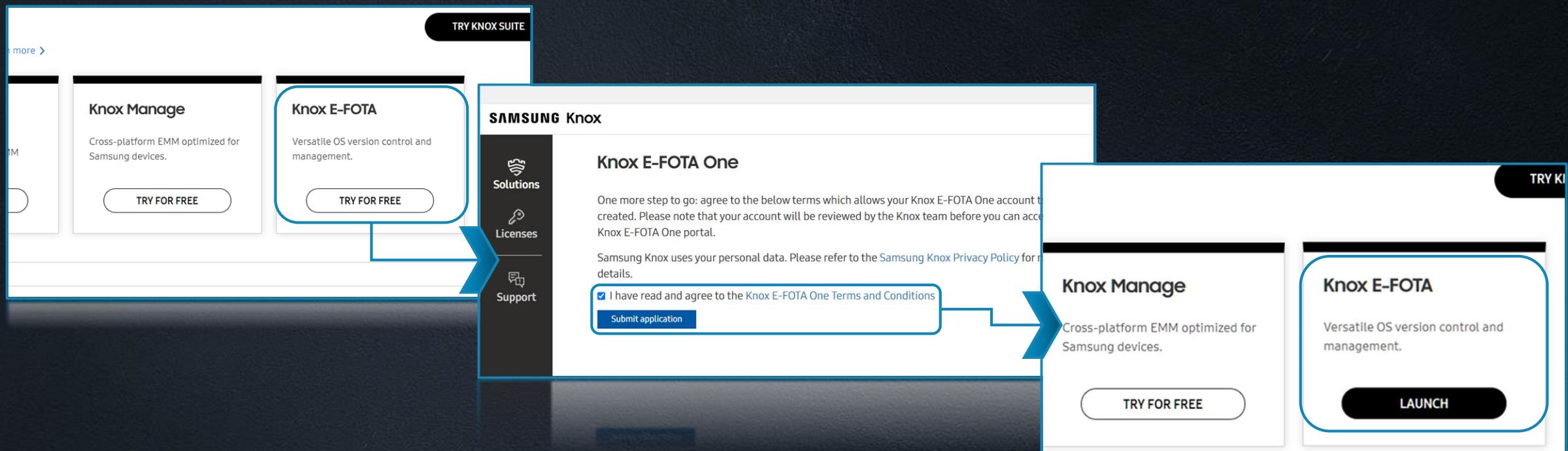
The Excel interface includes standard toolbars for clipboard operations (Paste, Cut, Copy, Undo, Redo), font selection (Font, Bold, Italic, Underline, Alignment, Number, Styles), and cells (Insert, Delete, Format). A status bar at the bottom indicates 'Sensitivity'.

The spreadsheet area displays two rows of data:

	A	B	C	D	E	F	G	H
1	imei							
2	[EXPORTED IMEI]							
3								

Accessing Knox E-FOTA One

1. Go to 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 diagram illustrates the process of importing devices:

- Dashboard View:** Shows the main navigation menu on the left and a central area with "Welcome back" and "DEVICE STATUS" sections. A blue arrow points from the "BULK ACTIONS" button in the bottom right corner of the dashboard towards the "Bulk actions" screen.
- Bulk actions Screen:** This screen contains a summary of device status (Attention, Not Enrolled, Pending, Cancelled) and a section for "UPLOAD DEVICES". Below this are icons for "ENROLL DEVICES" and "UNENROLL DEVICES". Further down are "MANAGE TAGS" and "UNASSIGN DEVICES". A large blue arrow points from the "UPLOAD DEVICES" section to the "Upload Devices" form.
- Upload Devices Form:** This is a detailed configuration page. It includes a header stating "After you click Submit, the devices in the uploaded file will be added to your device inventory.", a "STEP 1" section for "Upload device list" (with a "Download CSV template" link and a highlighted "Select .csv file*" input field), and a "STEP 2" section for "Enroll/Assign campaign" (with options for "Auto Enroll/Lock Firmware" and "Assign default campaign", both with their own dropdown menus). A prominent blue "SUBMIT" button is located at the bottom right of the form.

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 shows the Samsung Knox E-FOTA One web interface. The left sidebar has a dark theme with white text and includes links for Dashboard, Devices, Campaigns, **Licenses** (which is highlighted with a blue border), Resellers, EMM groups, Administrators & Roles, Activity Log, and Feedback & Support.

The main content area has a light background. At the top, there are two buttons: **GET A LICENSE** and **ENTER LICENSE KEY**. Below them is a message: "A Knox E-FOTA license is needed to enroll devices into E-FOTA." A large callout box points from the "ENTER LICENSE KEY" button to the "Enter License Key" dialog box.

The "Enter License Key" dialog box contains fields for "License name*" and "License key*", both marked with red asterisks indicating required fields. It also has "CANCEL" and "ADD" buttons at the bottom.

A central modal window titled "Get a license" is open. It has two sections: "Generate free trial license" and "Purchase commercial license". The "Generate free trial license" section contains a note about trial licenses being valid for 3 months and 30 devices, and a "GENERATE TRIAL LICENSE" button. The "Purchase commercial license" section contains a note about commercial licenses being purchased from a reseller, and a "FIND RESELLER" button.

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 shows the Samsung Knox E-FOTA interface. On the left, a sidebar menu includes options like Dashboard, Devices (which is selected and highlighted in blue), Campaigns, Licenses, Resellers, EMM groups, Administrators & Roles, Activity Log, and Feedback & Support. The main area is titled 'Devices' and shows a table with one row: Device ID (35), Firmware Version (-), Model (SM-A505FN/DS), Campaign (-), License Ends (-), Status (Not enrolled), and Source (CSV Upload). A search bar at the top of the table says 'Search'. Above the table, there's a button labeled 'ACTIONS ^' with a dropdown arrow, and the option 'Enroll Devices' is highlighted with a blue box. A large blue arrow points from this 'Enroll Devices' button to a modal window titled 'Select License'. This modal has a search bar and a table with one row: License Name (2499816398Trial13206...), Type (Trial), Status (Active), Purchased Seats (30), Assigned Seats (0), Remaining Seats (30), and License End Date (20 Nov 2020). At the bottom right of the modal is a 'DONE' button.

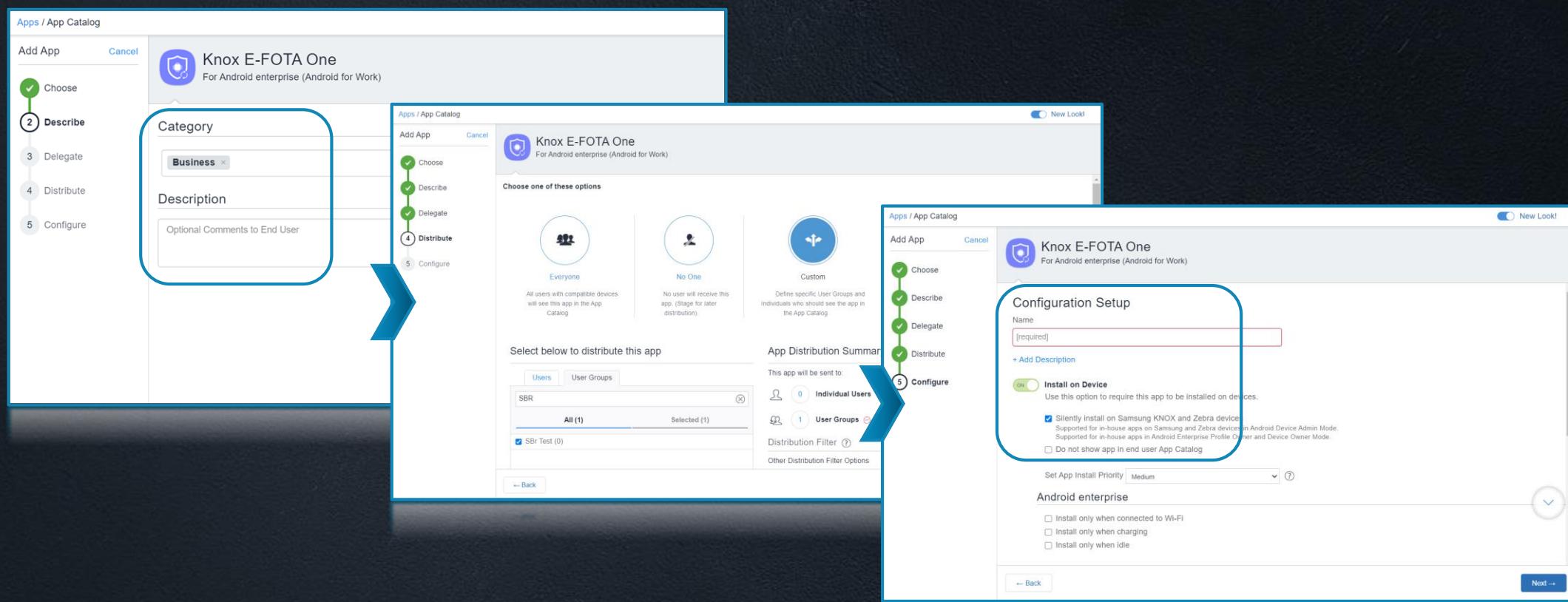
Adding Knox E-FOTA One client to Mobileiron Cloud

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 shows the Mobileiron Cloud App Catalog interface. On the left, a sidebar navigation includes: mobileiron CLOUD, Dashboard, Users, Devices, Apps (selected), Content, Configurations, Policies, and Admin. The main area is titled "App Catalog" with a "Refresh Available Catalogs" button and a "New Look!" toggle. A search bar shows "Find apps..." and a dropdown menu with "Knox E-FOTA". A blue arrow points from the search bar to the results list, which displays "68 apps". Below the search bar, there's a "Filters" section with a "Choose" step 1 and a "Google Play" source icon. The results list shows the "Knox E-FOTA One" app by Samsung Electronics Co., Ltd. It has a PEGI 3 rating and a note that it's only available in certain countries. The app icon features a shield with a central chip and a circular arrow. To the right of the app details, there's a "Approve" button, which is highlighted with a blue arrow. A preview window shows the app's interface with "Firmware" and "Campaign active/downloading" text. To the right of the preview, another instance of the app icon is shown with an "APPROVED" status and a "Select" 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



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.

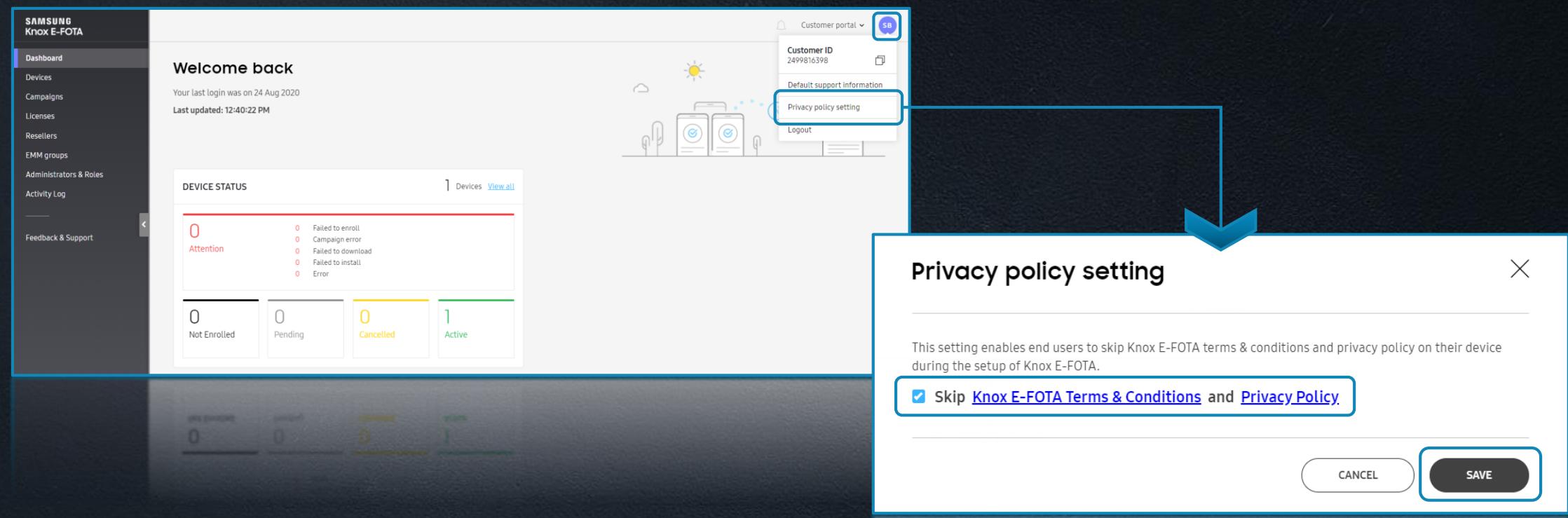
Manual

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.

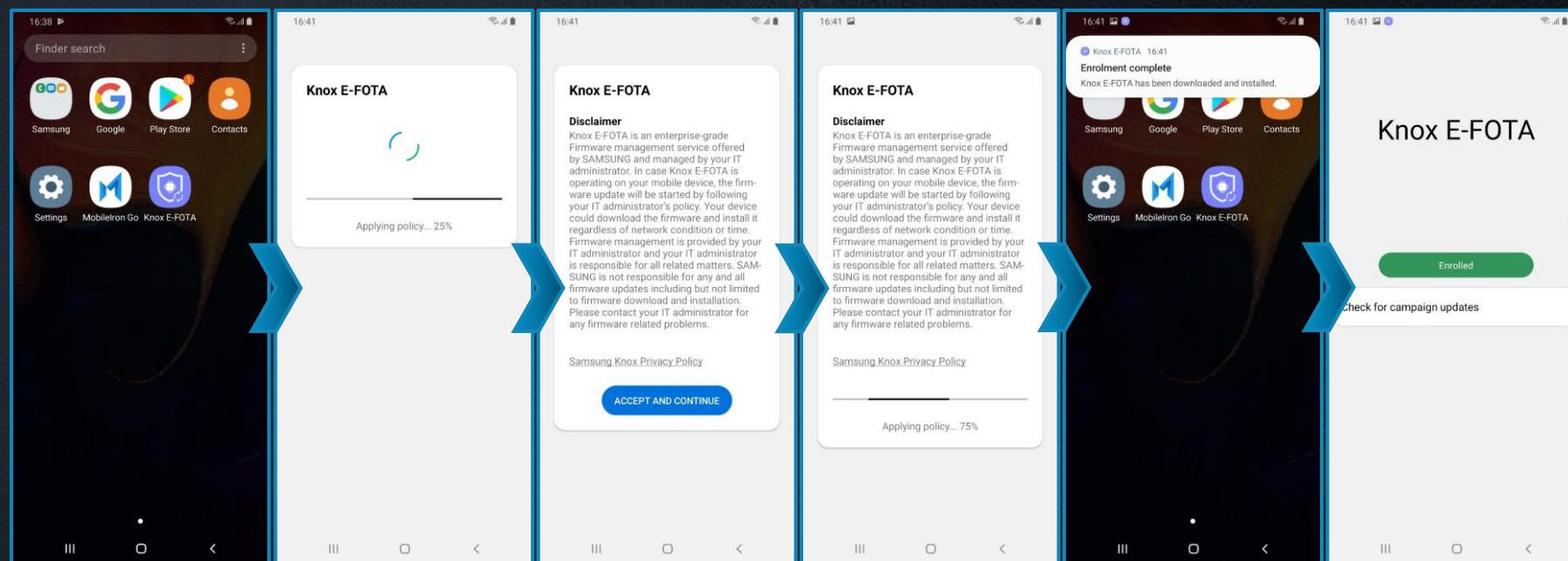
Skipping the Knox E-FOTA One Privacy Policy Acceptance

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



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

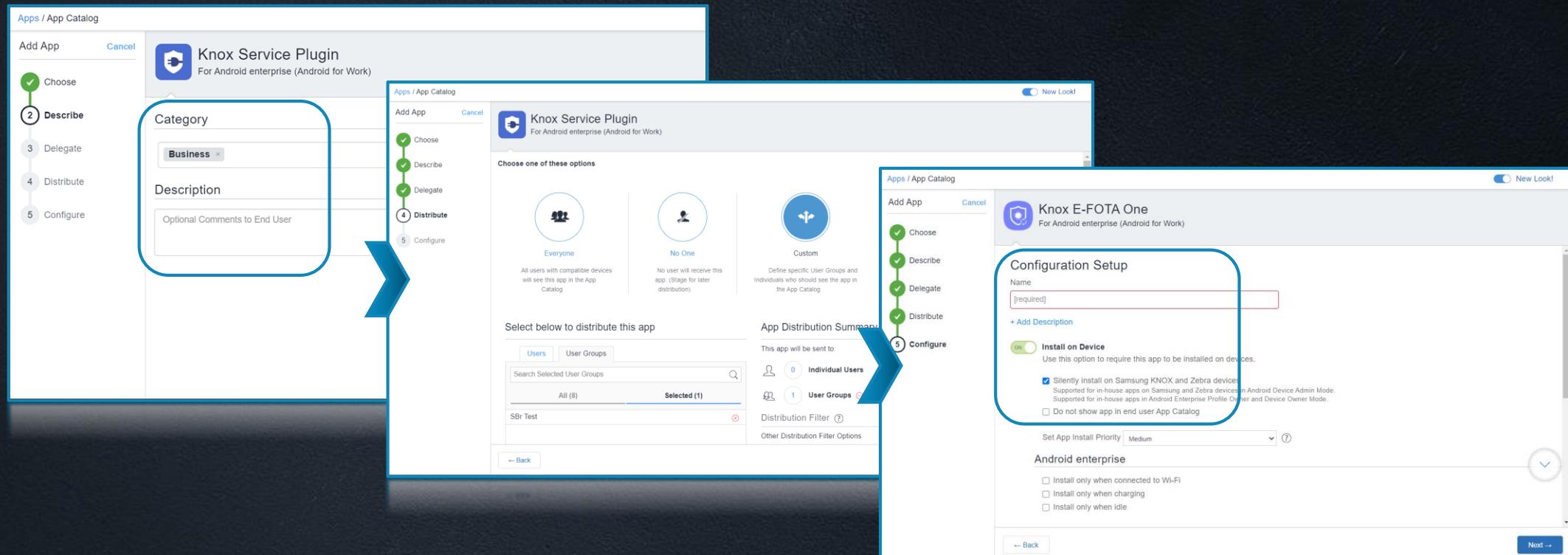
1. Open MobileIron Cloud Console
2. Go to Apps and press + Add
3. Select Google Play in the drop-down, search for Knox Service Plugin and select it
4. Press Approve, confirm and press Select

The screenshot illustrates the steps to add the Knox Service Plugin through the MobileIron Cloud Console:

- Left Sidebar:** Shows the navigation menu with "Apps" selected.
- App Catalog Screen:**
 - Header:** Shows "68 apps".
 - Filters:** Includes a search bar with "Knox Service Plugin" typed in.
 - Google Play Category:** Shows the "Knox Service Plugin" app listed under "Apps".
 - Plugin Details:** A large callout highlights the "Knox Service Plugin" entry, showing its icon, developer (Samsung Electronics Co., Ltd.), rating (4.12 MB), and a note that it offers managed configuration and is available in certain countries.
 - Action Buttons:** A green "Approve" button is highlighted, followed by "Select" and "Unapprove" buttons.

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



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

- Choose
- Describe
- Delegate
- Distribute
- Configure

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 iOS devices that are supervised. This has a default configuration that can be edited but not prioritised.

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.

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.

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 60 characters in length.

KPE Premium License key
If your UEM console supports KPE license information, enter your KPE License key here. This console will show this field, 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.

New Look!

Apps / App Catalog

Knox Service Plugin
For Android enterprise (Android for Work)

Configuration Setup

Name: Install Knox E-FOTA One

+ Add Description

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

Blocks app from sharing widget across profiles.

Blocks the user from un/installing the app.

Managed Configurations

Configuration Name: Install Knox E-FOTA One

Value:

Profile name

New Look!

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 of the Device-wide policies. If this option is disabled, KSP does not apply any policies in default user (User 0).

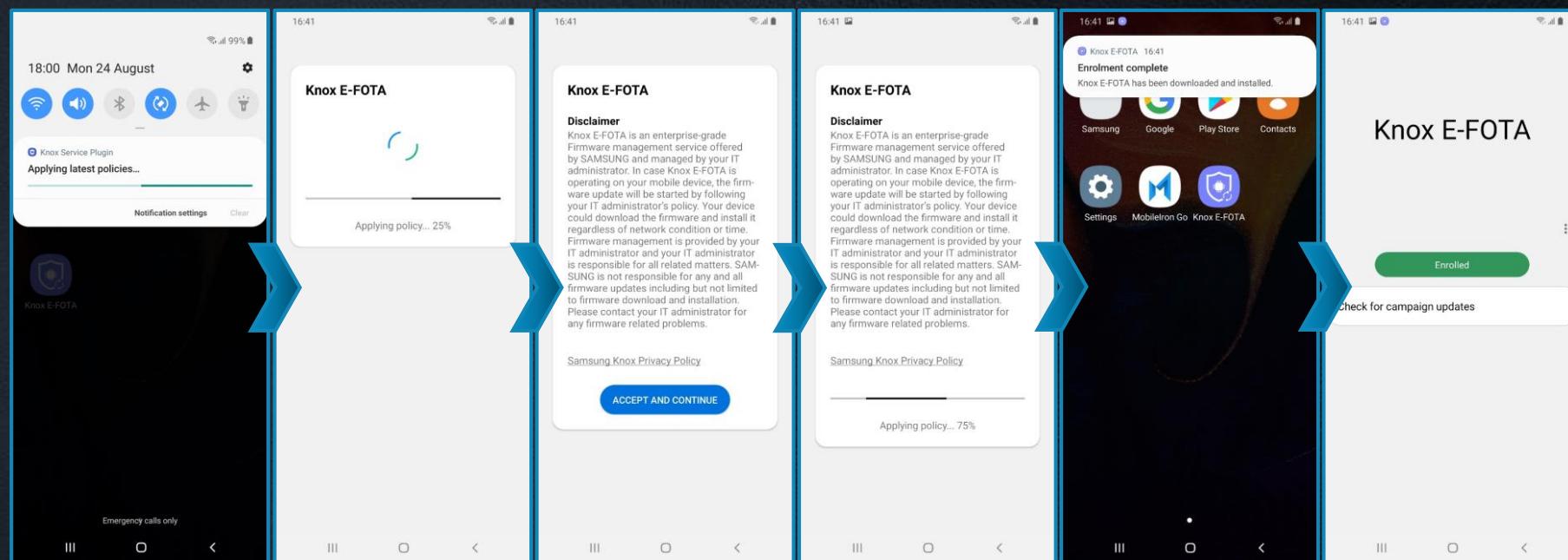
Firmware update (FOTA) policy

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 shows the Samsung Knox E-FOTA One console interface. The left sidebar has a dark background with white text and includes links for Dashboard, Devices (which is highlighted with a blue border), Campaigns, Licenses, Resellers, EMM groups, Administrators & Roles, Activity Log, and Feedback & Support. The main content area has a light gray background and features a header with a bell icon, "Customer portal", and a user profile icon. Below the header, the title "Devices" is displayed above two tabs: "ALL DEVICES(1)" and "UPLOADS(1)". A search bar with a magnifying glass icon and the word "Search" is positioned next to the tabs. To the right of the search bar is a "ACTIONS" button with a downward arrow. The main table has columns for DEVICE ID, FIRMWARE VERSION, MODEL, CAMPAIGN, LICENSE ENDS, STATUS, SOURCE, MODIFIED, and an ellipsis (...). The first row in the table shows a device with Device ID "357", Firmware Version "A505FNXXS3ASL1", Model "SM-A505FN", Campaign "-", License Ends "20 Nov 2020", Status "Enrolled" (highlighted with a blue border), Source "CSV Upload", and Modified "27 Aug 2020". At the bottom of the table, there are pagination controls showing "1-1 of 1", "Show 25", and navigation arrows.

DEVICE ID	FIRMWARE VERSION	MODEL	CAMPAIGN	LICENSE ENDS	STATUS	SOURCE	MODIFIED	...
357	A505FNXXS3ASL1	SM-A505FN	-	20 Nov 2020	Enrolled	CSV Upload	27 Aug 2020	

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 screenshot illustrates the steps to remove Knox E-FOTA. It shows the MobileIron Cloud Console interface with the 'Configurations' section selected. On the left, under 'Filters', 'System Update' is checked. In the main list, the 'SBr KE on M...' configuration is selected. On the right, the 'Edit System Update Configuration' dialog is open, specifically the 'Distribute' tab. Under 'Choose one of these options', 'All Devices' is selected. In the 'Define Device Group Distribution' section, 'Selected (1)' is highlighted, showing 'SBr Test (1)'. The 'Done' button at the bottom right is also highlighted.

A photograph of two men in business casual attire. One man, on the left, has short brown hair and is wearing a grey sweater over a white collared shirt. He is smiling and looking towards the other man. The second man, on the right, has dark hair and is wearing a light blue button-down shirt. He is also smiling and looking at the first man. They are standing in what appears to be an office or hallway setting with doors and windows in the background.

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