



SAMSUNG **Knox Manage**

Migration Guide



Solution version: 20.2
Published: March 2020

Contents

Contents	1
1. Introduction	2
Getting Started with Knox Manage	2
2. Migration	4
Terminology	4
Adding Knox Manage license key	4
Activating Android Enterprise	5
Organization & Group structure creation	6
Users registration	7
Device's policies profile configuration and deployment	8
Assigning applications to devices	9
Knox Manage enrollment and Knox Premium deactivation	10
3. FAQs	12

1. Introduction

Samsung Knox Manage is a cloud-based Enterprise Mobility Management (EMM) solution that allows IT admins to set up, manage, and monitor mobile devices remotely to increase business efficiency and secure corporate data. This document aim is to guide existing Knox Premium (KP) customers how to smoothly migrate to Knox Manage (KM) minimizing IT admin's effort during the transition process by providing tips and guidance for every step on the way.

Getting Started with Knox Manage

Before starting migration process, you need to familiarize Knox Manage console and its functionalities.

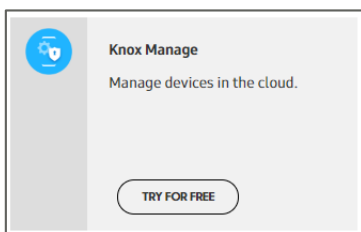
1. Before getting started

At the beginning of work with Knox Manage we recommend to check Knox Manage *Getting Started guide* and *IT Admin guide* available on samsungknox.com. Those documents will help you to launch Knox Manage console for the first time and show how to use each Knox Manage functionality. Further in this document we will be referring to those guides often. Moreover, on samsungknox.com *Knox Manage support page* you can find more relevant information such as FAQ.

2. Getting Access to Knox Manage

Similar to Knox Premium, you can access Knox Manage console via samsungknox.com account dashboard.

To create product instance for your company you need to click "TRY FOR FREE" button on the Knox Manage icon.




Whole process is describe in *Getting started guide*.

3. Acquiring Knox Manage License

All kinds of Knox Manage licenses will need to be provided by your local Samsung's reseller beforehand. This includes trail license as well. Please contact them before starting migration.

4. Tutorial for first-time users

After you are registered and signed in to the Knox Manage Admin Portal, the welcome page will appear and provide you brief information about the key features of Knox Manage. At this point you can follow a step-by-step guide to better understand the Admin Portal by clicking Let's Get Started from the welcome page or by clicking  button in the console header and then "Getting Started". For more intimation how to use Getting Started please check *IT Admin guide section 2 "Using the Getting Started"*.

However there are several mandatory steps to use Knox Manage, which we are presenting in further part of that document. Among them are following action.

- a. Add Knox Manage license key.
- b. Activate Android Enterprise (recommended).
- c. Create "Organization" and/or "Group" structure.
- d. Add users.
- e. Register device's policy profiles and deploy them.
- f. Register device's applications and deploy them.
- g. Enroll devices.

2. Migration

This chapter explains mandatory steps while migrating from Knox Premium to Knox Manage including user's registration, policies set up, and device's enrollment as well as described the key differences between those actions in both products.


Terminology

Knox Premium and Knox Manage are different in terms of terminology in each console. The table below shows comparison of frequently used menus.

Knox Premium	Knox Manage
Roles	Groups
Policies > Endpoint Policies	Profiles
Policies > Endpoint Policies > Knox Workspace Settings	Profiles > Android Legacy > Knox Workspace
Endpoints	Devices

Adding Knox Manage license key

Knox Manage license is required to use basic Knox Manage features. To register a Knox Manage complete the following steps.

1. Navigate to **Setting > License**.
2. Click **Add**.
3. In the "Add License" window, enter the license key and click  button.

Note: The license will be verified and its detailed information will appear at the bottom of the window.

4. Click **Save**.

Note: If you want to activate Samsung Knox Workspace Container you need to add Knox Workspace licenses as well. However at this stage we recommend to use Android Enterprise with Knox Platform for Enterprise – *more information about it is available at samsungknox.com*.

Whole process is described in *IT Admin guide section 2 "Managing licenses"*.

Activating Android Enterprise

To use Android Enterprise on your devices, you must register Samsung Knox Manage as the EMM provider and configure the basic environment of Managed Google Play Store, which is the digital application distribution platform for Android Enterprise. If you are not familiar with Android Enterprise please check *Google website*.

To configure the Android Enterprise environments complete the following steps.

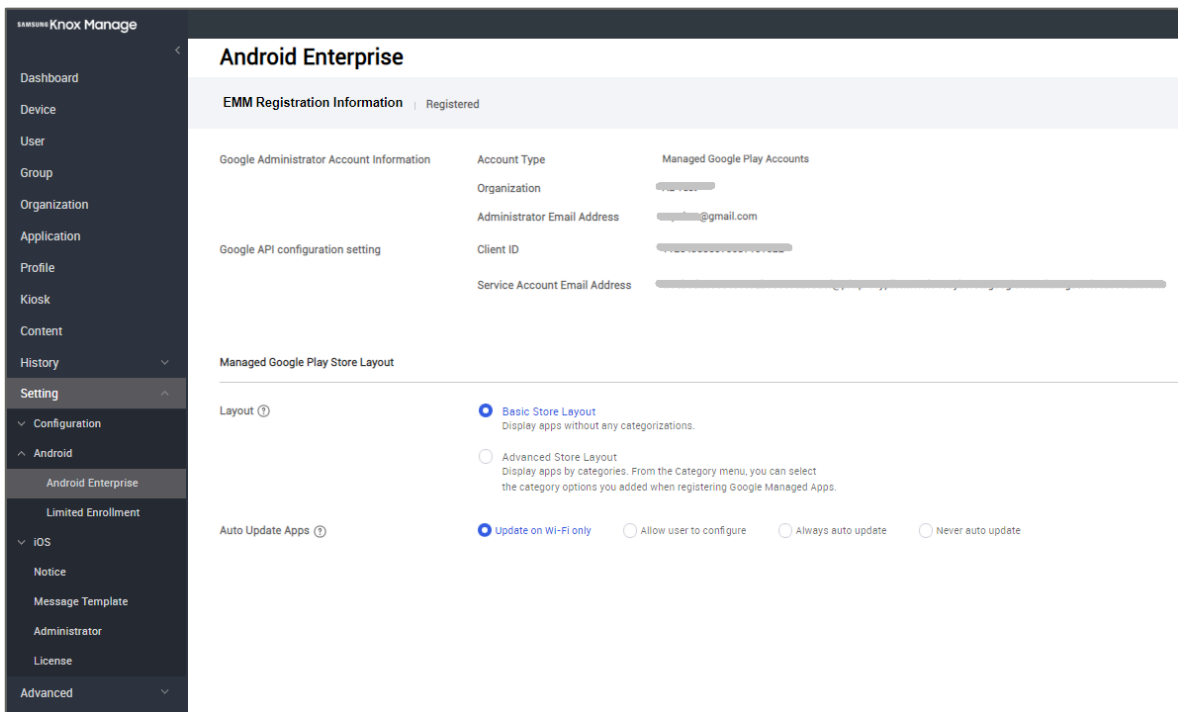
1. Navigate to **Setting > Android > Android Enterprise**.
2. Click **Register EMM**.

The Google registration console will appear.

3. Sign in using your Google account.

4. Create a Managed Google Play account and register Samsung Knox Manage as the EMM provider by following required steps.

When registration is finished, the Managed Google Play account information and Google API settings will appear on **Setting > Android > Android Enterprise**.



Whole process is described in *IT Admin guide section 2 “Configuring basic environments”*.

Organization & Group structure creation

“Organization” and “Group” in Knox Manage correspond with “Role” in Knox Premium. The main differences between those are as following.

1. “Group”, such as “Role” in Knox Premium, supports multi profile assignment concept, whereas each “Organization” can have only one profile assigned.
2. “Organization” is represented with tree structure on order that sub organization can inherit profiles from parent organization.
3. After proper integration you can also sync Knox Manage “Group” with your Active Directory (AD)/Lightweight Directory Access Protocol (LDAP) security groups for “Organization” it is not possible.
4. Users can inherit Android Enterprise activation mode from “Organization”, while “Group” doesn’t have such setting.

Based on complexity of your company policy management you should decide, which is more appropriate for your company. As “Group” concept is closer to what you know from Knox Premium we would recommend using this approach.

Note: If you find it useful you can use both “Group” and “Organization” structures simultaneously, however keep in mind that applied profiles to “Group” have higher priority than the one assigned to “Organization” – in case user will have assigned profile from “Group” and “Organization” at the same time the “Organization” profile will be completely ignored and not push to device.

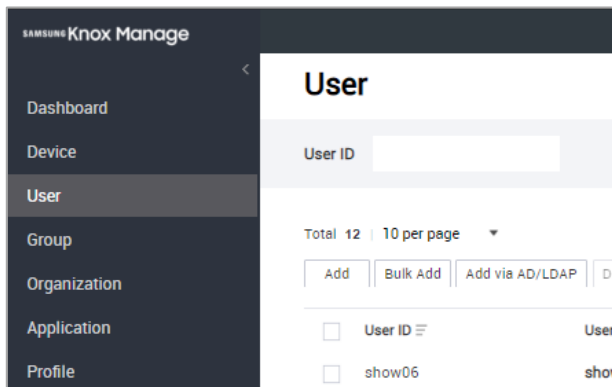
To add “Group” go to “Group” tab in Knox Manage admin portal and click **Add** button. Whole process is described in *IT Admin guide section 3 “Managing groups”*.

To add “Organization” go to “Organization” tab in Knox Manage admin portal and click **Add** button.

Whole process is described in *IT Admin guide section 3 “Managing organizations”*.

Users registration

In Knox Manage you can register users one by one with **Add** button or in bulk using a template available under **Bulk Add** option. You can also create user accounts from existing employee information by synchronizing it with the Active Directory (AD)/Lightweight Directory Access Protocol (LDAP) system, but that requires additional integration of those services. To find out more about it please refer to *IT Admin guide section 3 “Creating user accounts”*.



User ID, Name and Email address are required fields to register users in Knox Manage. However while registering users you will also need to decide, which “Organization” or “Group” they are associated with, so it is good to have that structure already done. The mandatory step is also to decide on activation mode in case user will use Android devices. Knox Manage support Android Enterprise and Android Legacy activation modes.

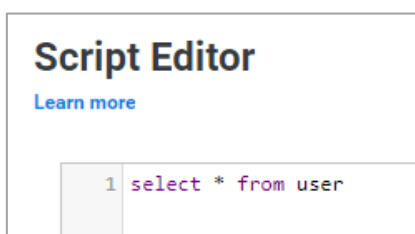
Note: If you do not define Knox Manage user password while adding users in bulk initially it will be same as its User ID.

Note: For older devices (Android 5.0) with no further software update support we recommend using Android Legacy, whereas for newer devices, which can expect software update to Android 9 or higher we recommend using Android Enterprise mode.

Moreover, before registering users in Knox Manage you need to get user list and their details from Knox Premium admin portal.

To export user’s information registered in Knox Premium, go to the Knox Premium admin console and click **Core Services > Reports > New Report**.

1. Add Name of the report in Settings.
2. Add query “select * from user” as below.



More information, which may be needed, such as phone number or device's IMEI are available by using device query "select * from device" as below.



The screenshot shows a window titled "Script Editor" with a "Learn more" link. Below the link is a text area containing a SQL query: "1 select * from device" on the first line and "2" on the second line.

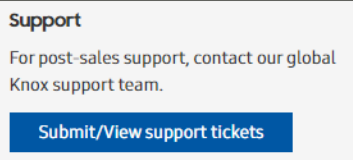
Device's policies profile configuration and deployment

To find references of existing Knox Premium policies in Knox Manage console, please check following excel file:



Mapping Knox Premium vs Knox Ma

Note: If there are any missing features that customers are using in Knox Premium, please submit Feature Enhancement Request to Samsung team or via support ticket on your Samsung Knox Account dashboard left hand panel.

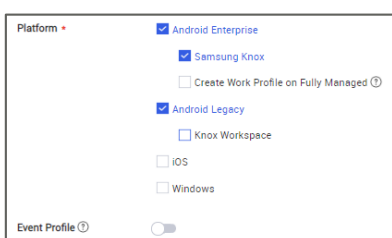


The support widget has a title "Support" and text: "For post-sales support, contact our global Knox support team." Below the text is a blue button labeled "Submit/View support tickets".

To add a new policy profile in Knox Manage complete the following steps:

1. Navigate to **Profile**.
2. Click **Add**.
3. On the "Add Profile" page, enter required information

At this stage you need to choose, which OS and device's type of activation you want to manage with that profile.



The screenshot shows a configuration page for a profile. Under the "Platform" section, there are several options: "Android Enterprise" (checked), "Samsung Knox" (checked), "Create Work Profile on Fully Managed" (unchecked), "Android Legacy" (checked), "Knox Workspace" (unchecked), "iOS" (unchecked), and "Windows" (unchecked). At the bottom, there is an "Event Profile" section with a toggle switch.

If you select the Android Enterprise platform and want to set a policy that uses the unique Samsung Knox API, click the Samsung Knox checkbox. For Android Enterprise platform, you

can also activate a device as a Fully Managed with Work Profile type by clicking the Create Work Profile on Fully Managed checkbox.

Note: More information regarding Android Enterprise and its activation mode can be found on *Google's website* and in *Knox Manage IT Admin guide section 4 "Enrolling devices"*.

If you select the Android Legacy platform, you can create Knox Workspace container by clicking the Knox Workspace checkbox.

4. Click **Save & Set Policy** to save the information and to proceed with configuring the profile.

5. Configure the policies for the profile.

For more information check *Knox Manage IT Admin guide section 7 "Configuring policies by device platform"*.

6. Click **Save & Assign** to save the changes and to proceed with profile assignment to proper Group or Organization.

7. Choose the Groups or Organizations to which users/devices you would like to push the profile.

8. Click **Assign & Apply** to save and push changes.

Whole process how to configure profiles is described in *IT Admin guide section 7 "Creating profiles"*.

Assigning applications to devices

To add applications complete the following steps:

1. Navigate to **Application**.

2. On the "Application" page, click **Add**.

3. In the "Select Application Type" window, select proper application type and click **OK**.

In the below table you find quick overview of all available application types in Knox Manage.

Type of application	Description
Internal	Applications developed for your company's exclusive use. These applications can be added by uploading APK files for Android devices and IPA files for iOS devices.
Public > Google Play Store	Applications from Google Play Store used in Android Legacy activation mode.

Type of application	Description
Public > Managed Google Play Store	Applications from Google Play Store used in Android Enterprise activation mode.
Public > Manage Google Play Private	Private applications uploaded to Managed Google Play. These applications can be added by uploading the APK files to Managed Google Play and then use in Android Enterprise activation mode.
Public > iOS App Store	Applications from iOS App store used for iOS devices.
Public > iOS VPP	iOS applications disclosed to the public and purchased from the VPP website. These applications can be added by registering the VPP token or uploading redeemable codes.

4. Follow the steps depending on application type you chosen.

Whole process for each app type is describe in *Knox Manage IT admin guide section 6 "Adding applications"*.

5. The last step is to assign the app to proper Group or Organization.

Knox Manage enrollment and Knox Premium deactivation

Next step is to enroll Knox Manage agent on employee devices. Considering many existing differences in customers' environments and different Android activation types there may be several different approaches. Below table shows quick overview of possible options.

Enrolment type	Method	Supported Devices
Single enrolment	Send a Knox Manage application installation guide to users via email or phone message, which guide them to download the Knox Manage agent app from Public Store and enroll with provided earlier user credentials. You can also push the Knox Manage agent app as Knox Premium internal app. If you use Knox Workspace switching to	All devices (for Android devices: Android Enterprise Profile Owner or Android Legacy modes are available)

Enrolment type	Method	Supported Devices
	Knox manage will remove your old workspace and create new according to set up profile in Knox Manage.	
Bulk enrolment	Use Knox Mobile Enrollment (KME) to enroll a large number of Samsung devices by guiding users with step by step walkthrough devices set up process. This option require factory rest of devices.	Samsung devices (Android Legacy and Android Enterprise Device Owner mode are available)
Bulk enrolment	Use Zero Touch Enrollment (ZTE) to enroll a large number of Android Enterprise devices by guiding users with step by step walkthrough devices set up process. This option require factory rest of devices.	Non-Samsung Android Enterprise devices (Android Enterprise Device Owner mode is available)
Bulk enrolment	Use Apple's Device Enrollment Program (DEP) to enroll a large number of iOS devices. This option require factory rest of devices.	iOS

All details regarding each enrolment type can be check in *Knox Manage IT admin guide in the section 4 "Enrolling devices"*.

Knox Premium deactivation guidelines:

1. If you decide to use single enrolment method keep in mind that you can send the necessary messages with instructions for users via Knox Premium customized e-mails or phone messages and when you see the user already enrolled their device to Knox Manage then you can unenroll device from Knox Premium with device command.

2. If you decide to use KME/ZTE/DEP after you successfully add device to those consoles and assign it to Knox Manage profile you can factory reset your device from Knox Premium. While setting up device it will be automatically push to get Knox Manage configuration.

3. FAQs

1. What will happen to the console and device after Knox Premium End-of-Service?

After the end date, both Knox Premium Admin Portal and User Portal will cease to exist and there will be no data backup.

The following operations related to Knox Premium will no longer be available:

- a. Login to Knox Premium Admin Portal and User Portal
- b. Update policy, Send command and Export data such as device list, policies, etc.
- c. Operate on the licenses; all remaining licenses will be systematically expired and cannot be extended.
- d. Other IT admin tasks not mentioned above or support from Samsung will not be available including troubleshooting, technical support and others.

But the applied policies on the device will remain. So a factory reset will be required to remove policies from the device. To avoid confusion, we suggest un-enrolling all devices prior to the end of service date.

2. Which options are there to enroll Samsung's Android device in Knox Manage?

There are a variety of options for enrolling devices after installation of Knox Manage agent. Please refer to below options and choose one, which fits the best your needs.

- a. Manual KM agent download from Google Play Store and manual user enrollment (with ID/PW).
- b. KM agent APK push using Knox Premium and manual user enrollment (with ID/PW).
- c. Invitation based APK auto-installation and manual enrollment
 - i. Phone message or Email invitation (with ID/PW)
- d. KME based auto-enrollment
 - i. Type1: Knox Premium devices register previously in KME
 - Create a Knox Manage profile in KME and re-assign target device
 - Wipe devices via Knox Premium command
 - ii. Type2: devices newly register in KME
 - Register IMEIs via KME Reseller Portal
 - Create a Knox Manage profile in KME and re-assign target device
 - Trigger KME URL: <https://me.samsungsamsungknox.com> on devices

SAMSUNG