Samsung Knox™ Configure
Shared Device

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Samsung Knox™ shared device

A Samsung Knox™ shared device enables multiple users, or employees, to access the same device without sharing data across multiple devices. Individual settings, accounts, applications, and policies are utilized exclusively to a single user account. Data does not share with other employees, and is wiped from the device when the user logs out. Each employee can log in to a separate account with their Active Directory (AD) credentials and manage their own unique set of files and apps. Shared device functionality is optional and not a requirement for Knox Configure profile creation.

Using a Knox shared device is simple, just log into the device as you would a personal device. When powering on a device, shared device users immediately receive a prompt to log into their AD credentials. You must log in to AD to access the device’s resources.

With the single-sign on (SSO) feature, the user can then have access to all necessary resources without having to log in to each application. Once an employee is done, log out and hand the device to the next user who then enters their own credentials.

**Note:** To log into a shared device, users must maintain an active connection to the corporate Wi-Fi network or VPN. Shared device functionality does not work on devices utilizing a Knox container. Ensure device containers are removed prior to activating a shared device.

IT admins can also manage a Knox shared device by utilizing advanced security features. They can remotely find, lock, and wipe misplaced devices. IT admins can also manage security policies, install apps, and restrict device functionality to business use only.

The following prerequisites are required to utilize the Knox shared device functionality:

- Active Directory
  - End user credentials
  - Kerberos (port 88) must be enabled for the shared device authentication
- A supported Samsung device running Knox version 2.6 or above

**Deploying Samsung Kerberos Single Sign On (SSO)**
There are several ways enterprises can utilize Samsung Kerberos SSO when creating a shared device supported profile in KC, including:

**Internet Sites** – Using Sbrowser to access intranet sites

**Applications**

- Obtain a Samsung Kerberos token by integrating with the Samsung Kerberos SSO SDK ([https://seap.samsung.com/sdk/knox-sso-android](https://seap.samsung.com/sdk/knox-sso-android)).
Preventing users from performing a factory reset
Samsung recommends utilizing a KC policy that prevents users from factory resetting their device. By default, users can factory reset their device after logging in to their shared device account. After factory resetting the device, the Knox shared device APK is removed. Users can then use the device as a regular Android device with no restrictions.

Preventing users from stopping the Knox shared device app
If stopping the Knox shared device app, the device converts to a regular Android device without restrictions beyond the policies that you have already deployed. By default, users can stop the Knox shared device app once it has started by navigating to Settings > Application Manager.

Samsung recommends blocking the Force Stop and Clear Data options for the Knox shared device. Consider deploying policies to prevent users from going to Application Manager and using the Force Stop or Clear Data options to prevent a shared device app from running properly.

If you programatically manage a Knox shared device, call the APIs referenced below and pass com.sec.enterprise.knox.shareddevice and com.sec.enterprise.knox.shareddevice.keyguard as the packageList input parameter:

- addPackagesToForceStopBlackList (List <String> packageList)
- addPackagesToClearDataBlackList (List <String> packageList)
- addPackagesToClearCacheBlackList (List <String> packageList)
- setApplicationUninstallationDisabled (List <String> packageName)
End user configuration

Refer to the following information to setup and login into a Knox shared device, and if necessary uninstall Knox shared device.

Setup Knox shared device
To configure Knox shared device support on the actual device:

1. Enter the following credentials provided by your IT admin, then tap Sign in.
   - Domain name
   - Username
   - Password
2. Select an unlock method.
   - Current password
   - PIN
   - Pattern
   - Fingerprint
3. Select and confirm the unlock method.

Sign into Knox shared device
Note: Once enrolled in Knox shared device, you cannot use the device without signing in to your account.

To sign into Knox shared device:

1. Enter the following credentials provided by your IT admin.
   - Domain name
   - Username
   - Password
2. Tap Sign in.
**Sign out of Knox shared device**

To sign out of a Knox shared device:

1. Swipe down from the top of the screen to display the status bar.
2. Tap **Sign out** on the notification pane with your Knox Shared Device username.

**OR**

1. Lock the device.
2. Tap **SIGN OUT** from the top right-hand corner of the device.

**Uninstall Knox shared device**

If you attempt to uninstall Knox shared device without factory resetting the device, some user data may remain on the device.

**Note:** Samsung recommends you deploy a policy to prevent users from factory resetting their device. Otherwise, they may accidentally uninstall Knox shared device.

To uninstall Knox shared device:

1. Deploy a factory reset policy to the device,

**OR**

1. Log in to your Knox shared device account.
2. Navigate to **Settings > Backup and reset > Factory data reset**.
3. Tap **RESET DEVICE**.
Define a shared device supported KC policy

To support Knox shared device functionality, a KC profile requires creation with shared device functionality specifically set. Additionally, KC profile creation affords an IT admin a unique opportunity to customize device settings, company name and branding, device lock mechanisms, applications, booting sequence, animation, setup wizard cancellation, Kiosk Mode and hard key remapping.

To configure a shared device profile in KC:

1. Log into KC and navigate to the Profiles tab.
2. Select Create new profile from the upper-right portion of the screen.
3. Ensure you select **Dynamic edition** as the profile type, as shared device support is not available in a KC’s setup edition option.

4. Complete the profile creation process by adding the desired configuration attributes you would like to apply to the device.

Navigate to the **Home & Lock screen**, **Applications & content**, **Sound & display**, **Device connectivity**, **Device settings**, **Restrictions** and **APN Management** tabs and set the intended configuration for the shared device. Select **Next** within each screen to proceed once each screen is populated for the shared device profile.

5. Once you have completed the profile configuration down to **Shared devices**, set the following settings to enables multiple users, or employees, to access and share a single device:
a) If you have an existing shared device agent, choose the Select button to apply it. Otherwise, select the Upload Shared Device agent link to download an available version. Choose Select to upload the APK on to the target device.

b) Samsung recommends the Samsung Kerberos SSO authenticator for validating shared devices. Select the SSO authentication checkbox. Selecting this option enables both the required Upload XML configuration file and Upload Samsung (Kerberos) SSO authenticator configuration options.

c) Choose the Select button and upload the XML formatted configuration file to utilize with the shared device configuration. If you do not have a XML configuration file, select the Click here for sample XML file link to display a sample file.

d) If you have a Kerberos SSO authenticator, choose the Select button to apply it. Otherwise, select the Upload Samsung Kerberos SSO authenticator link to download an authenticator. Extract the zip package and choose Select to upload the APK on to the target device. Select Next to continue.
6) Optionally navigate to the **Summary** screen to review the attributes of the newly created shared device KC profile.

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