

SAMSUNG



# Samsung Knox E-FOTA One (KE1)

Migrating from E-FOTA on MDM  
Knox Manage

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 Knox Manage to EFOTA One:

- By CSV file
- By OOBE – Out of the Box Experience
- By integrating EFOTA One to Knox Manage

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 Knox Manage to Knox EFOTA One:

- By Reseller
- By CSV file - covered in this guide
- Integrating EFOTA One with Knox Manage

## 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 Knox Manage Console
2. Go to Advanced > Report
3. Find "Device List by License" and click View
4. Click Export to Excel > Click OK > Click Download

**Report**

Report Name  Report ID  Registrant  [Search](#)

Total 23 | 10 per page

[Add](#) [Copy](#) [Modify](#) [Delete](#)

<input type="checkbox"/> Report Name	Report ID	Report Queries	Chart	Registrant	Last Updated	
<input type="checkbox"/> Device List by License	DEVICE_LIST_BY_LICENSE	Device License	-	System	10/22/2018	<a href="#">View</a>
<input type="checkbox"/> Device location	DEVICE_LOCATION_MAP	-	Google Maps	System	10/22/2018	<a href="#">View</a>
<input type="checkbox"/> Device Command Queue Count	COMMAND_QUEUE_COUNT...	Device Command Que...	Column	System	10/22/2018	<a href="#">View</a>

**View Report**

Device List by License [Detail](#) [Modify Input Value](#)

[Table](#) [Chart](#)

No.	License Key	License Type	License Total	Start Date	End Date	User Name	Device Name	Status	Platform	IMEI	Serial Number
1	EFOTA1	E-FOTA	100	2020-09-15	2020-12-14	Stephen	Stephen_Android_2	Enrolled	Android	351	Rf
2	KLM09	Knox Manage	50	2020-01-30	2021-01-29	Stephen	Stephen_Android_2	Enrolled	Android	35	Rf
3	KLM11	Knox Suite	30	2020-04-23	2020-07-23	R5.	R5.	Expired	Android	35f	Rf

[Back](#) [Export to Excel](#)

**Export to Excel**

Do you want to export the data to an Excel file?

[Cancel](#) [OK](#)

**Download**

[My Download](#) Cloud Connector / Remote Support

Search by File Name

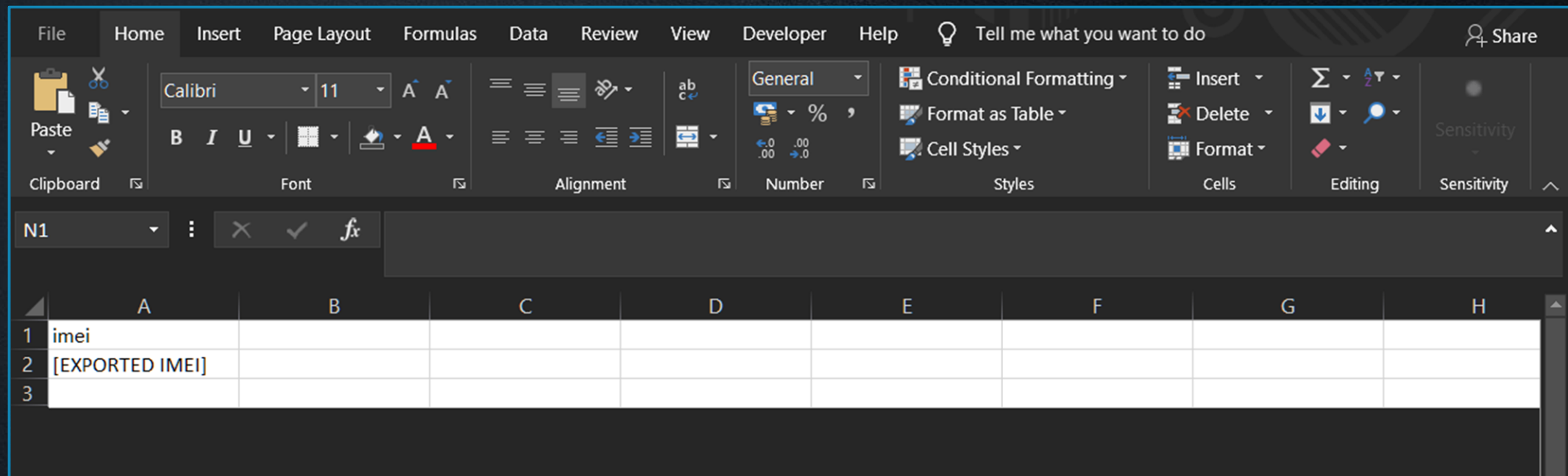
09/17/2020 (1)

Report\_DEVICE\_LIST\_BY\_LICENSE\_2020-09-17 14.16.04.xlsx  
Report | 3.7 KB

[Download](#)

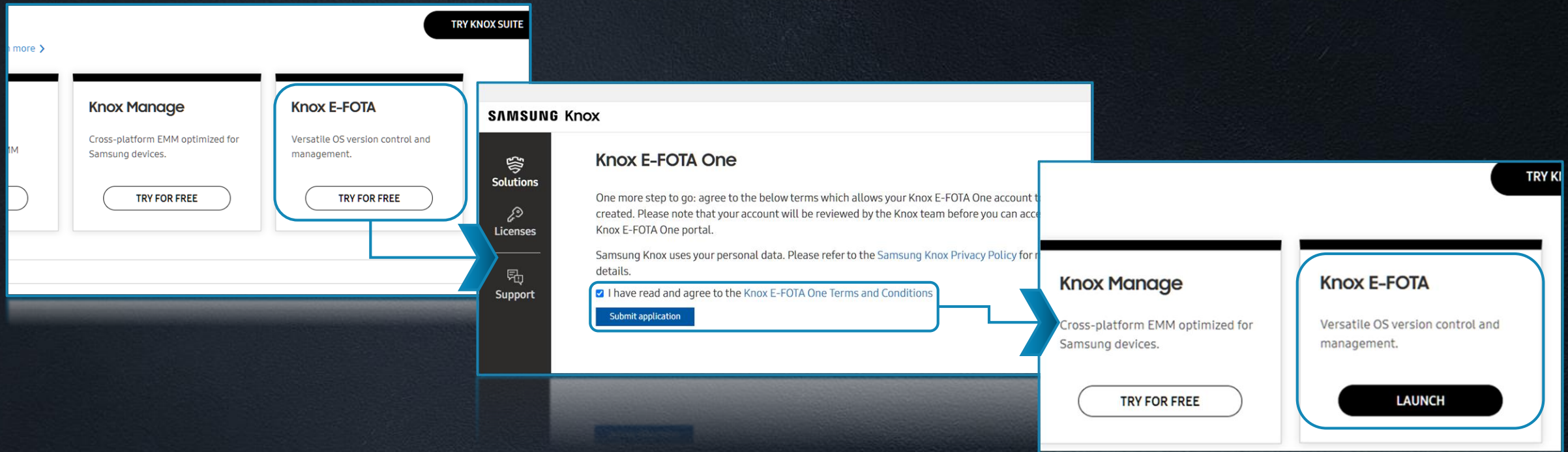
# Preparing the CSV for Knox E-FOTA One

1. Open the CSV recently exported from the Knox Manage Console
2. Order by License Type and remove all except "E-FOTA"
3. Delete all columns except IMEI
4. You should now have a list of devices to be imported
5. Save



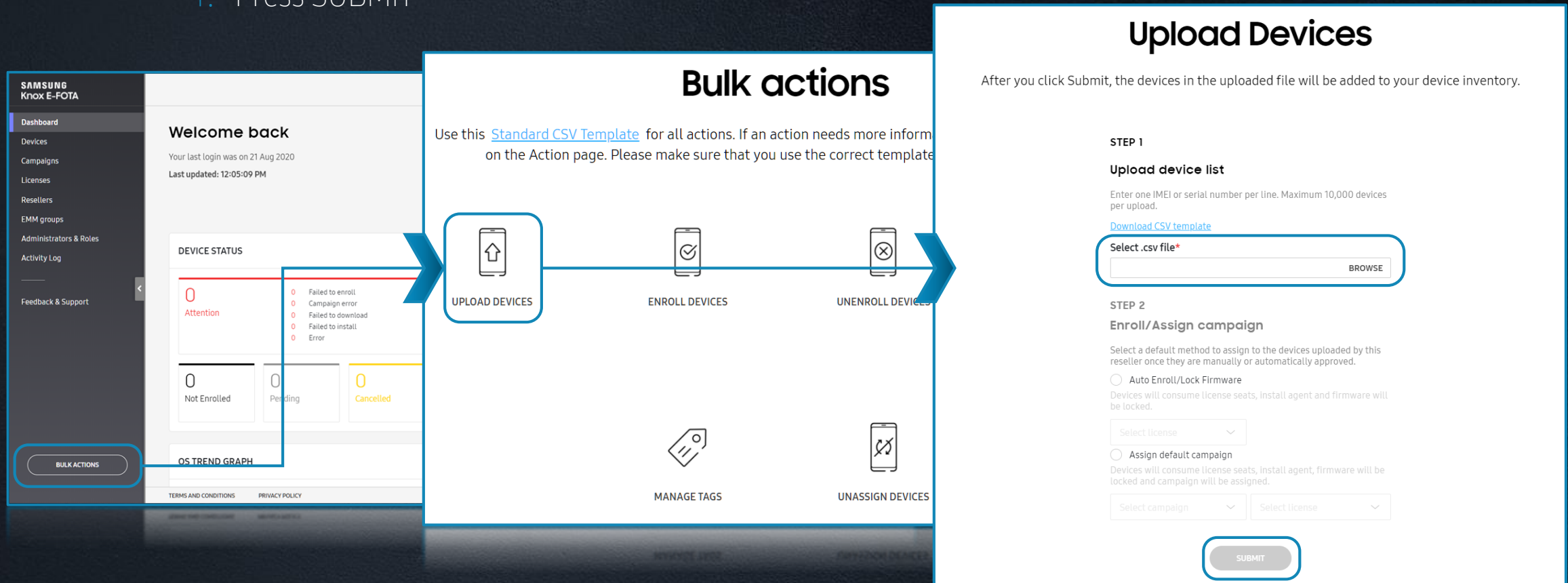
# Accessing Knox E-FOTA One

1. Go to [www.samsungknox.com](https://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



# 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 circle), Resellers, EMM groups, Administrators & Roles, Activity Log, and Feedback & Support. The main content area is titled 'Licenses' and includes a sub-header 'A Knox E-FOTA license is needed to enroll devices into E-FOTA.' At the top right of this area are two buttons: 'GET A LICENSE' and 'ENTER LICENSE KEY'. Below these buttons are two modal windows. The 'Get a license' modal contains two sections: 'Generate free trial license' with a 'GENERATE TRIAL LICENSE' button, and 'Purchase commercial license' with a 'FIND RESELLER' button. The 'Enter License Key' modal contains input fields for 'License name\*' and 'License key\*', along with 'CANCEL' and 'ADD' buttons. 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**

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"

**SAMSUNG Knox E-FOTA**

Dashboard  
**Devices**  
Campaigns  
Licenses  
Resellers  
EMM groups  
Administrators & Roles  
Activity Log  
Feedback & Support

Customer portal 58

## 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 Knox Manage

1. Open Knox Manage Console
2. Go to Application and click Add
3. Select Public and click OK
4. Search for Knox E-FOTA One, select it and complete approval
5. Click Save on the application information page
6. Repeat for "Knox E-FOTA One for One UI Core"

The process is shown through a series of overlapping screenshots from the Samsung Knox Manage console:

- Step 1:** The main console interface with the 'Application' tab selected in the left sidebar.
- Step 2:** The 'Add Application' dialog box, where 'Managed Google Play Store' is selected as the source.
- Step 3:** The 'Select Application Type' dialog box, where 'Public' is selected under 'What type of application do you want to add?'. The 'Public' option is described as 'Search in Managed Google Play Store, Google Play Store and iOS App Store'.
- Step 4:** The Google Play store search results for 'Knox E-FOTA One' by Samsung Electronics Co., Ltd. The app is shown with a 5-star rating and a note that it is only available in certain countries. An 'Approve' button is highlighted.
- Step 5:** The app's permission details screen, showing access to 'Device ID & call information', 'Photos / Media / Files', and 'Storage'. An 'Approve' button is highlighted.
- Step 6:** The 'Approval settings' screen, where the option 'Keep approved when app requests new permissions' is selected. A 'Done' button is highlighted.
- Step 7:** The final 'Save' screen, where the 'Save & Assign' button is highlighted.

# Assigning Knox E-FOTA One client to devices

1. Select the Knox E-FOTA One application and click Assign
2. Select Target Device, Install Type and specify whether to Auto-run after install
3. Select the Group/Organisation you wish to target
4. Click Assign
5. Click OK to confirm

**Assign Application**

Knox E-FOTA One Android Managed Google Play Store | Public

**Target Device** ☐ Android Legacy ☒ Android Enterprise ☐ Android Legacy + Enterprise

**Android Enterprise Settings**

**Install Area** Work Profile + Fully Managed + Fully Managed with Work Profile

**Install Type** ☐ Manual ☒ Automatic (Removable)

**Auto-run after Install** ☒ Yes ☐ No

**Target**

**Target Type** ☒ Group ☐ Organization

1 item(s) selected | Total 2

Search by Group Name

<input type="checkbox"/>	Group Name	Type	User	Device	Device Type	Last Assigned
<input type="checkbox"/>	SBRtest.samsung.com(Default Group)	User	0	0	-	-
<input checked="" type="checkbox"/>	Test Group 1	User	1	2	2 Android Enterprise	-

Cancel Assign

**Assign Application**

Do you want to assign the application(s) as below?

**Target** Test Group 1

Knox E-FOTA One Android Managed Google Play Store | Public

**Android Enterprise**

<b>Install Area</b>	Work Profile + Fully Managed + Fully Managed with Work Profile
<b>Install Type</b>	Automatic (Removable)
<b>Auto-run after Install</b>	Yes

Cancel OK

# 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 dialog for privacy policy settings.

**Samsung Knox E-FOTA Dashboard:**

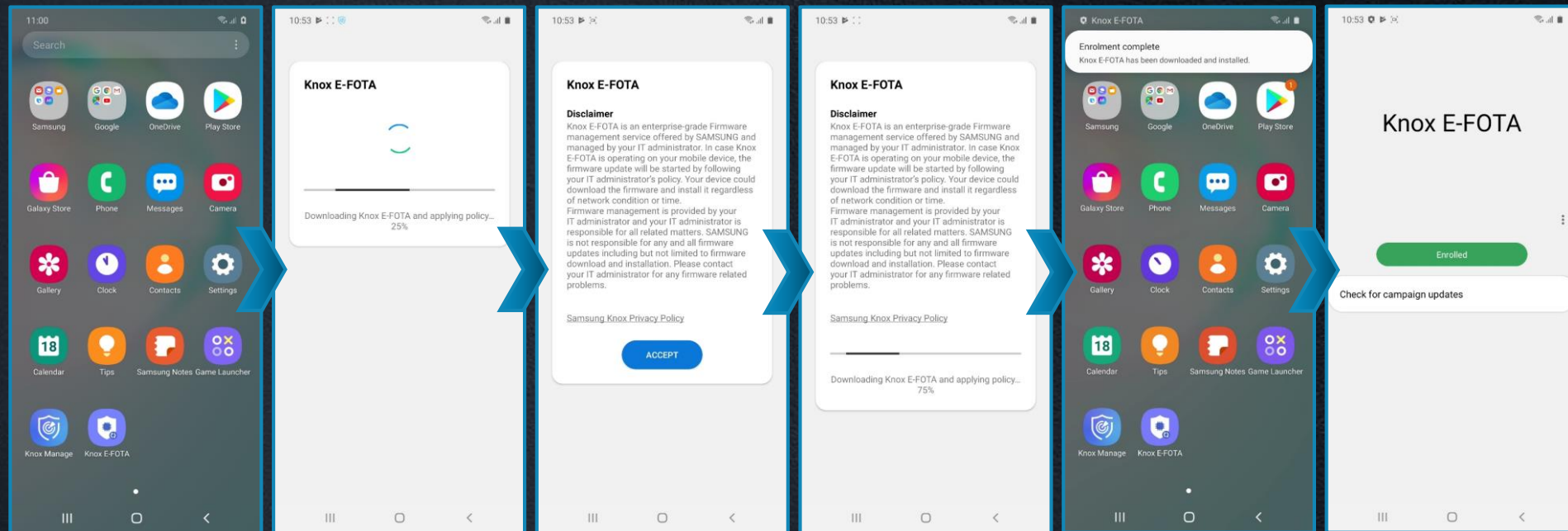
- Header:** SAMSUNG Knox E-FOTA
- Left Sidebar:** Dashboard, Devices, Campaigns, Licenses, Resellers, EMM groups, Administrators & Roles, Activity Log, Feedback & Support.
- Main Content:**
  - Welcome back:** Your last login was on 24 Aug 2020. Last updated: 12:40:22 PM.
  - DEVICE STATUS:** 1 Devices [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 dialog:**

- 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.
- Option:** ☒ 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 finish applying policy (75-100%)
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 Knox Manage Console
2. Go to Settings > Android > Android Enterprise
3. Click Add & Approve next to Knox Service Plugin Application
4. Click Approve

The screenshot displays the Samsung Knox Manage console interface. On the left, a sidebar menu shows the navigation path: **Setting** > **Configuration** > **Android** > **Android Enterprise**. The main content area shows the 'Knox Service Plugin Application' settings. A blue box highlights the 'Add & Approve' button. A blue arrow points from this button to a modal dialog titled 'Add & Approve KSP Application'. The dialog lists permissions for 'Version 1.2.26 can access':

- Photos / Media / Files**
  - read the contents of your USB storage
  - modify or delete the contents of your USB storage
- Storage**
  - read the contents of your USB storage
  - modify or delete the contents of your USB storage
- Wi-Fi connection information**
  - view Wi-Fi connections
- Other**
  - view network connections
  - pair with Bluetooth devices
  - access Bluetooth settings
  - full network access
  - run at startup
  - set wallpaper
  - prevent device from sleeping
  - one or more app-defined permissions

At the bottom of the dialog, there are 'Cancel' and 'Approve' buttons. The 'Approve' button is highlighted with a blue box.

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

5. Go to Profile > Click Add
6. Set a name for the profile
7. Select Android Enterprise & Samsung Knox
8. Click Save & Set Policy

The screenshot displays the Samsung Knox Manage web interface. On the left is a dark sidebar with navigation links: Dashboard, Device, User, Group, Organization, Application, Profile (highlighted), Kiosk, Content, History, Setting, and Advanced. The main content area is titled 'Profile' and includes a search bar, a table with one entry (ID 1, Name EFOTA\_on\_MDM, Version 1, Platform Android Enterprise), and action buttons (Add, Import Policy, Copy, Assign, Apply, Delete). A large blue arrow points from the 'Add' button to an 'Add Profile' modal window. The modal contains fields for Name (Knox Service Plugin KE1), Platform (selected: Android Enterprise, Samsung Knox), Event Profile (toggle), and Description. At the bottom of the modal are 'Cancel', 'Save', and 'Save & Set Policy' buttons. The footer of the interface includes links for Privacy Policy, Terms of Use, Open Source License, and version information (20.8 (200825) | Provided by SAMSUNG).

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

9. Click Samsung Knox > Knox Service Plugin
10. Expand Device-wide policies (Device Owner) and set "Enable device policy controls" to "True"
11. Expand Firmware update (FOTA) policy, set "Enable firmware controls" and "Enable E-FOTA client installation & launch" to "True"
12. Scroll down, press Save & Assign > OK
13. Select Group/Organisations you wish to target and Click Assign & Apply

**Knox Service Plugin**

Debug Mode <sup>?</sup> -

Device-wide policies (Device Owner) <sup>?</sup>

Enable device policy controls <sup>?</sup> True

DeX policy <sup>?</sup>

VPN policy (Premium) <sup>?</sup>

Firewall and Proxy policy <sup>?</sup> <sup>?</sup>

Call and Messaging control <sup>?</sup>

Device Restrictions <sup>?</sup>

Advanced Restriction policies (Premium) <sup>?</sup>

Firmware update (FOTA) policy <sup>?</sup>

Enable firmware controls <sup>?</sup> True

Allow firmware update over-the-air <sup>?</sup> -

Allow firmware update in recovery mode <sup>?</sup> <sup>?</sup> -

Enforce firmware auto update on Wi-Fi (Premium) <sup>?</sup> -

Enable E-FOTA client installation & launch <sup>?</sup> True

**Assign Profile**

Profile for Knox Service Plugin KE1 Android Enterprise, Samsung Knox <sup>?</sup>

Target Group (0) / Organization (0)

Group Organization

1 item(s) selected | Total 2

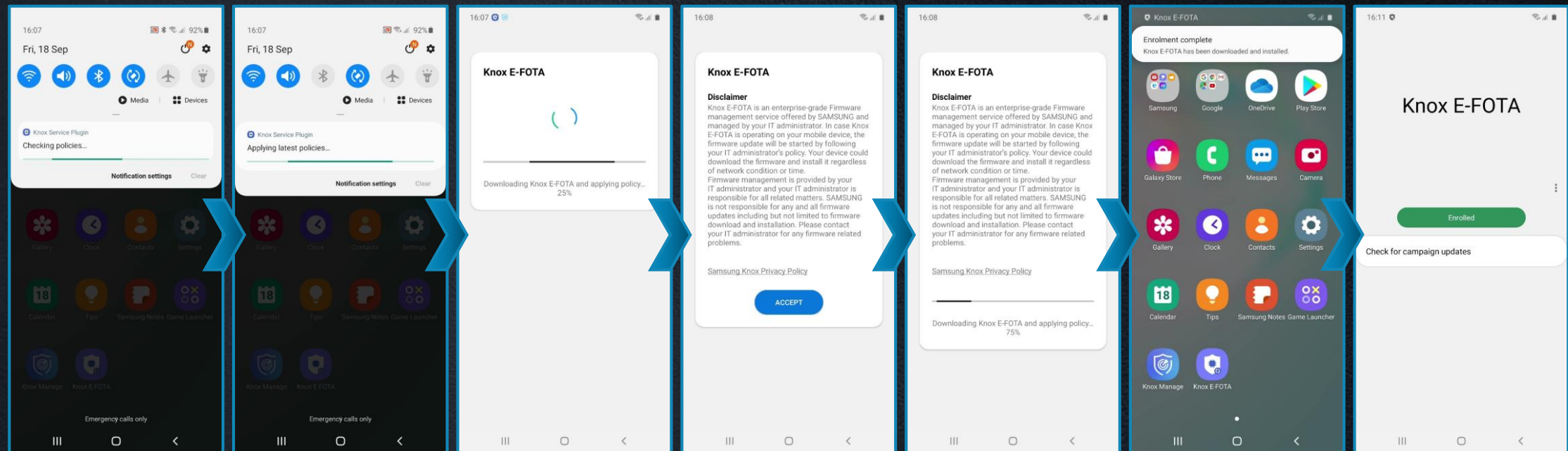
Search by Group Name

<input type="checkbox"/>	Name	Type	User	Device	Assigned Profile	Assign Status
<input type="checkbox"/>	SBRtest.samsung.com(Default Group)	User	0	0	-	-
<input checked="" type="checkbox"/>	Test Group 1	User	1	2	-	-

Cancel Assign Assign & Apply

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

14. The device will now install Knox Service Plugin, check for the latest policy and apply
15. Device will start Applying policy (25%)
16. Press ACCEPT\*
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)' (active) 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"/>	357	A505FNXXS3ASL1	SM-A505FN	-	20 Nov 2020	Enrolled	CSV Upload	27 Aug 2020	

At the bottom right, it shows '1-1 of 1', 'Show 25', and pagination controls.

# Removing Knox E-FOTA on MDM management

1. Open Knox Manage Console
2. Go to Advanced > E-FOTA Management
3. Click the Assign Devices icon
4. Select the device(s) you want to remove and click Remove (<) or click Remove All
5. Click OK

The screenshot displays the Samsung Knox Manage console interface. On the left, the navigation menu includes Organization, Application, Profile, Kiosk, Content, History, Setting, Advanced (highlighted), Report, Dashboard Management, AD/LDAP Sync, Certificate, EMM API, Directory Integration, E-FOTA Management (highlighted), and Master Data. The main content area shows the E-FOTA Management page with a table of devices. A blue box highlights the 'Assign Device' icon in the Actions column. A large blue arrow points from this icon to the 'Assign Device' dialog box. The dialog box has a title bar with a close button. It contains fields for Carrier Code (BTU) and Model Name (SM-N975F). Below these are two tables: 'Device List' and 'Device with E-FOTA List'. The 'Device List' table has columns for Mobile ID, User ID, Firmware, and Organization IMEI. The 'Device with E-FOTA List' table has the same columns. In the 'Device with E-FOTA List' table, the first row is selected with a blue checkmark. Below the tables are buttons for 'Add All', '<' (Remove), '<<' (Remove All), and 'OK'. The 'Remove All' button is highlighted with a blue box. The bottom of the console shows a footer with links for Privacy Policy, Terms of Use, Open Source License, and a version number (20.8 (200825)), along with the text 'Provided by SAMSUNG'.

**Samsung Knox Manage**

Organization  
Application  
Profile  
Kiosk  
Content  
History  
Setting  
Advanced  
Report  
Dashboard Management  
AD/LDAP Sync  
Certificate  
EMM API  
Directory Integration  
E-FOTA Management  
Master Data

**E-FOTA Management**

Actions Update Type Model Name Carrier

Assign Device

Carrier Code BTU  
Model Name SM-N975F

Device List

Mobile ID	User ID	Firmware	Organization IMEI
Stephen...	Stephen	QP1A.190711.020...	SB TEST 351591111530005

Device with E-FOTA List

Mobile ID	User ID	Firmware	Organization IMEI
Stephen...	Stephen	QP1A.190711.020...	SB TEST 351591111530005

Remove All

OK

Visit **SamsungKnox.com** to :

1

Learn  
more

2

Try  
for free

3

Contact  
sales

# Thank you

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