SAMSUNG

Samsung Knox
E-FOTA One (KE1)

Migrating from EMM
BlackBerry UEM

March 2021
Samsung Electronics

Contents:

- Common Questions
- Exporting devices Enrolled to BlackBerry UEM
- 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 BlackBerry UEM
- 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

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:
- OOBE – out of the box
- MDM via the Managed Google Play Store
- MDM as an "internal application"
- Knox Configure
- Sideloading

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 BlackBerry UEM to EFOTA One:

- By CSV file
- By OOBE – Out of the Box Experience
- By integrating EFOTA One to BlackBerry UEM

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 BlackBerry UEM to Knox EFOTA One:

- By Reseller
- By CSV file - covered in this guide
- Integrating EFOTA One with BlackBerry UEM

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 BlackBerry UEM

1. Open BlackBerry UEM Console
2. Go to Users> managed devices
3. Select devices to export
4. Click Export > select > Click Download

Preparing the CSV for Knox E-FOTA One

1. Open the CSV recently exported from the BlackBerry UEM
2. Order by Device name
3. Delete all columns except IMEI
4. You should now have a list of devices to be imported
5. Save
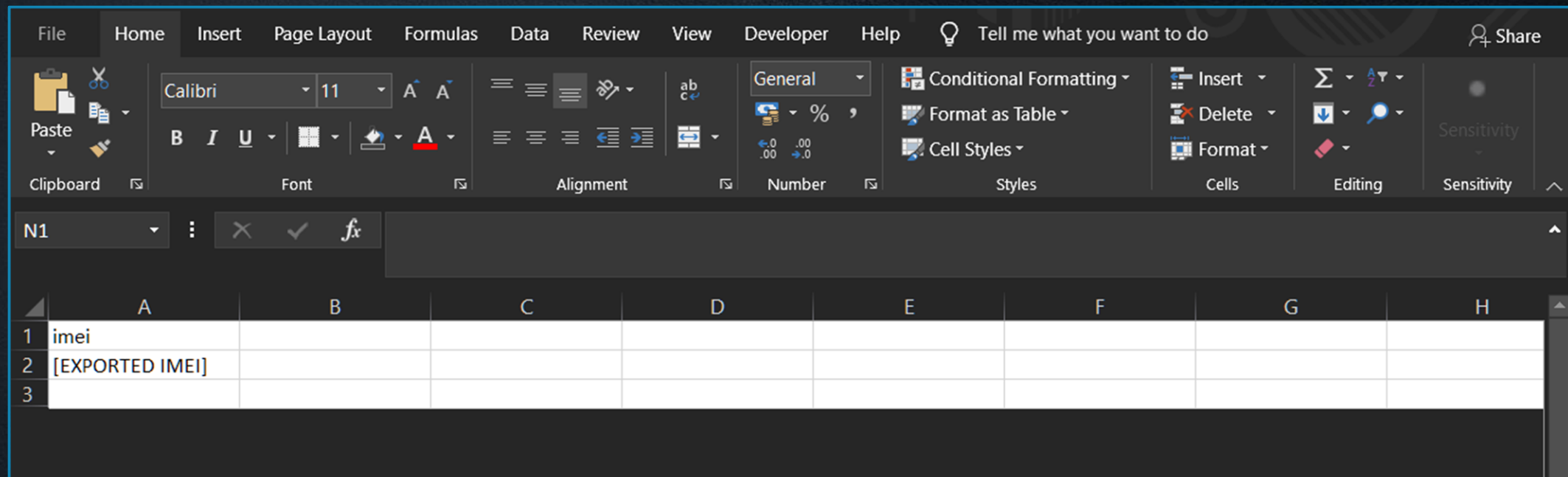
Accessing Knox E-FOTA One

1. Go to www.samsungknox.com 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
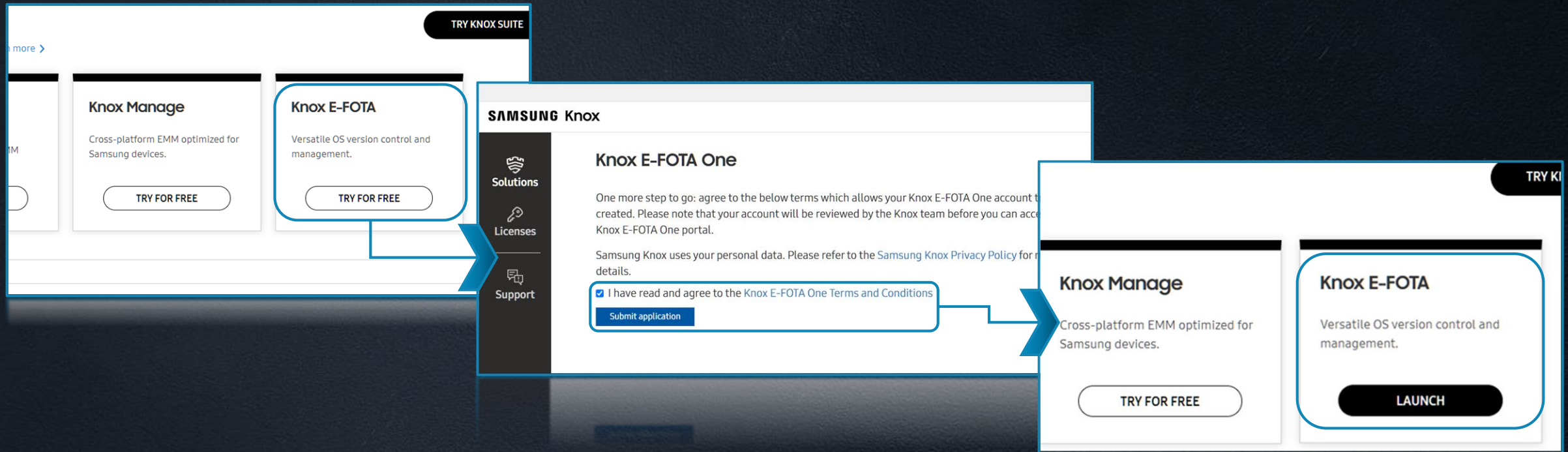
Importing devices to Knox E-FOTA One

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

SAMSUNG
Knox E-FOTA

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

Feedback & Support

BULK ACTIONS

Welcome back
Your last login was on 21 Aug 2020
Last updated: 12:05:09 PM

DEVICE STATUS

0   0   Failed to enroll
Attention 0   Campaign error
           0   Failed to download
           0   Failed to install
           0   Error

0   0   0
Not Enrolled   Pending   Cancelled

OS TREND GRAPH

TERMS AND CONDITIONS   PRIVACY POLICY

Bulk actions

Use this Standard CSV Template for all actions. If an action needs more inform
on the Action page. Please make sure that you use the correct template

UPLOAD DEVICES   ENROLL DEVICES   UNENROLL DEVICES

MANAGE TAGS   UNASSIGN DEVICES

Upload Devices

After you click Submit, the devices in the uploaded file will be added to your device inventory.

STEP 1

Upload device list

Enter one IMEI or serial number per line. Maximum 10,000 devices per upload.

Download CSV template

Select .csv file*

[   ] BROWSE

STEP 2

Enroll/Assign campaign

Select a default method to assign to the devices uploaded by this reseller once they are manually or automatically approved.

○ Auto Enroll/Lock Firmware
Devices will consume license seats, install agent and firmware will be locked.

Select license

○ Assign default campaign
Devices will consume license seats, install agent, firmware will be locked and campaign will be assigned.

Select campaign   Select license

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

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"

Adding Knox E-FOTA One client to BlackBerry UEM

1. Open BlackBerry UEM console
2. Go to Apps → select an add → Google Play → EFOTA One/UI Core
3. Find Samsung Knox E-FOTA One app, select it and complete approval
4. Click Save on the application information page
5. Repeat for "Knox E-FOTA One for One UI Core"
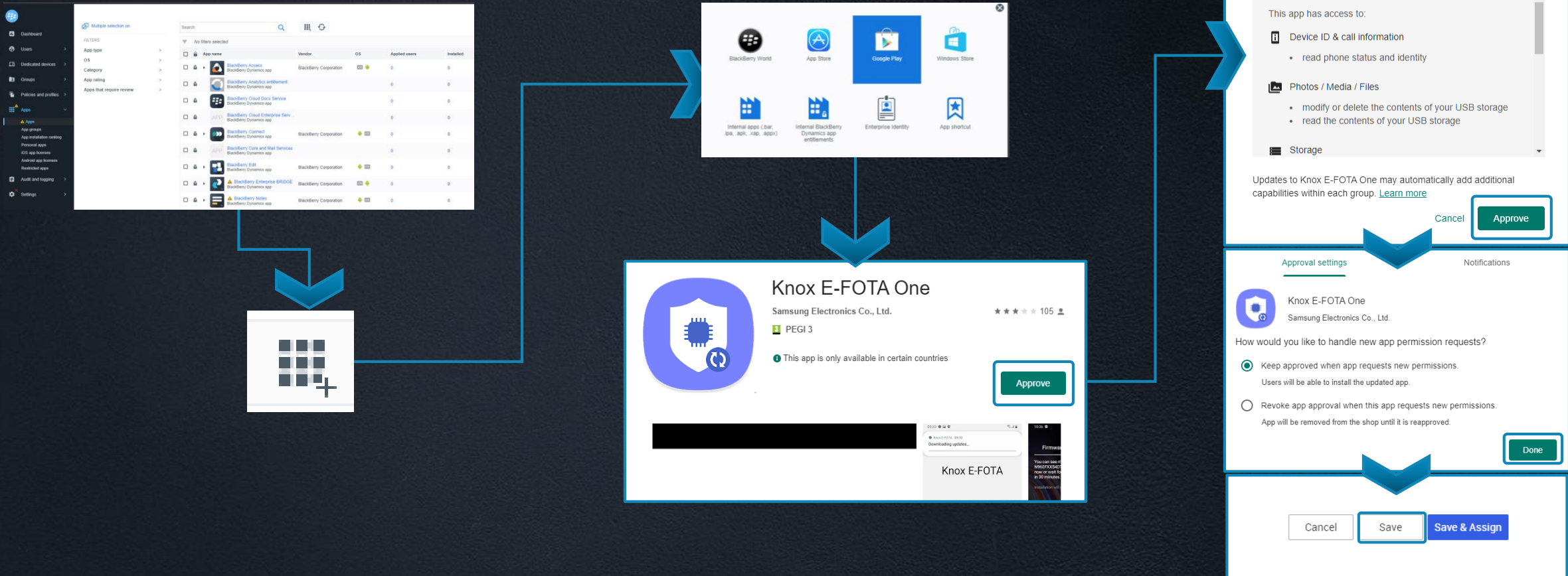
Assigning Knox E-FOTA One client to devices

1. Go to Groups ➔ Device
2. Create a new device group, write a name
3. Assign to a user group or add device query(e.g. manufacturer "Samsung")
4. Select Next, decide if it needs to be optional or required
5. Assign and Save
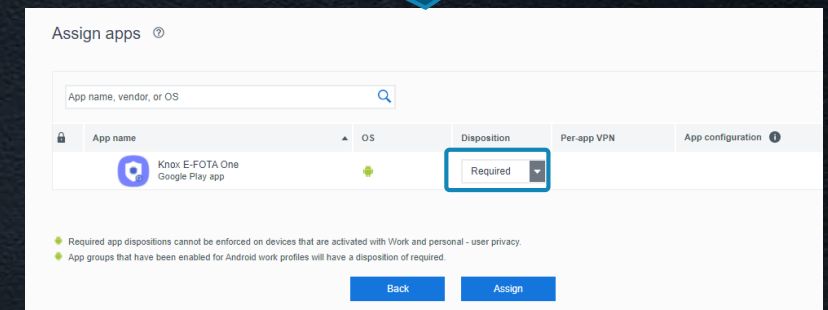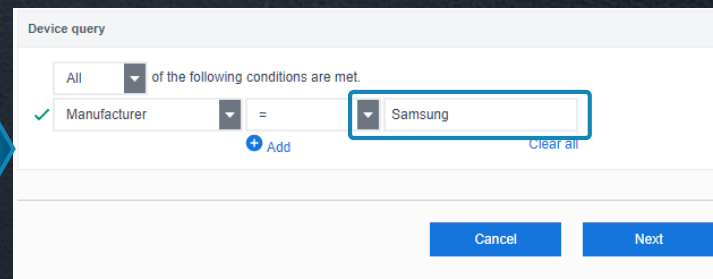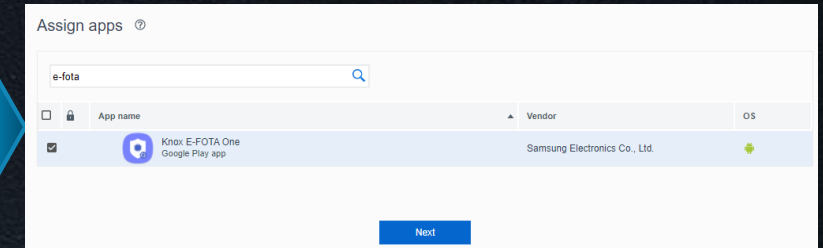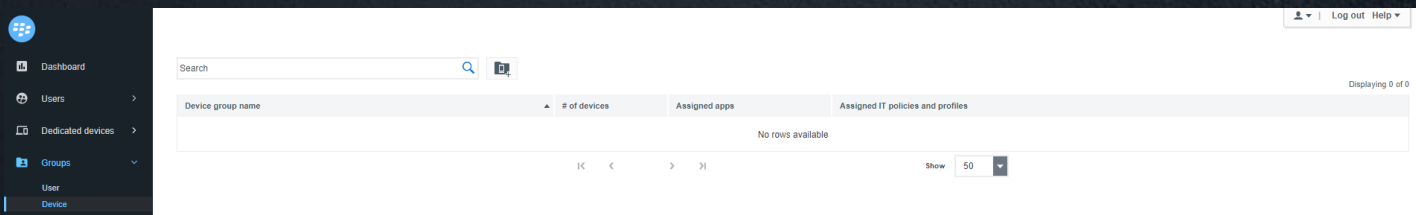
Knox E-FOTA One Device Client Enrollment Options

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

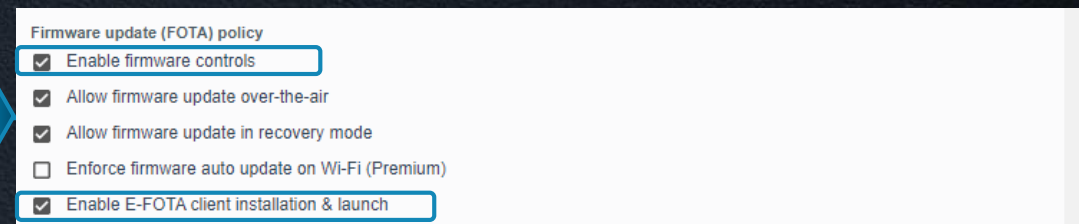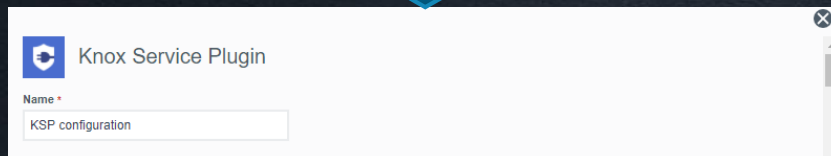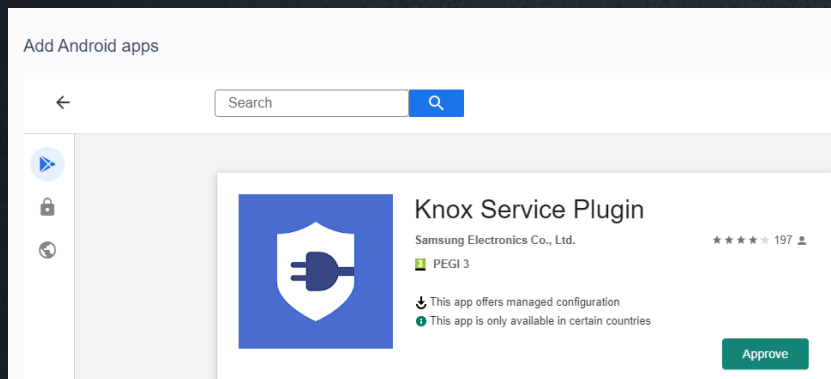# Enrolling the device to Knox E-FOTA One manually

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 finish applying policy (75-100%)
5. Enrollment complete
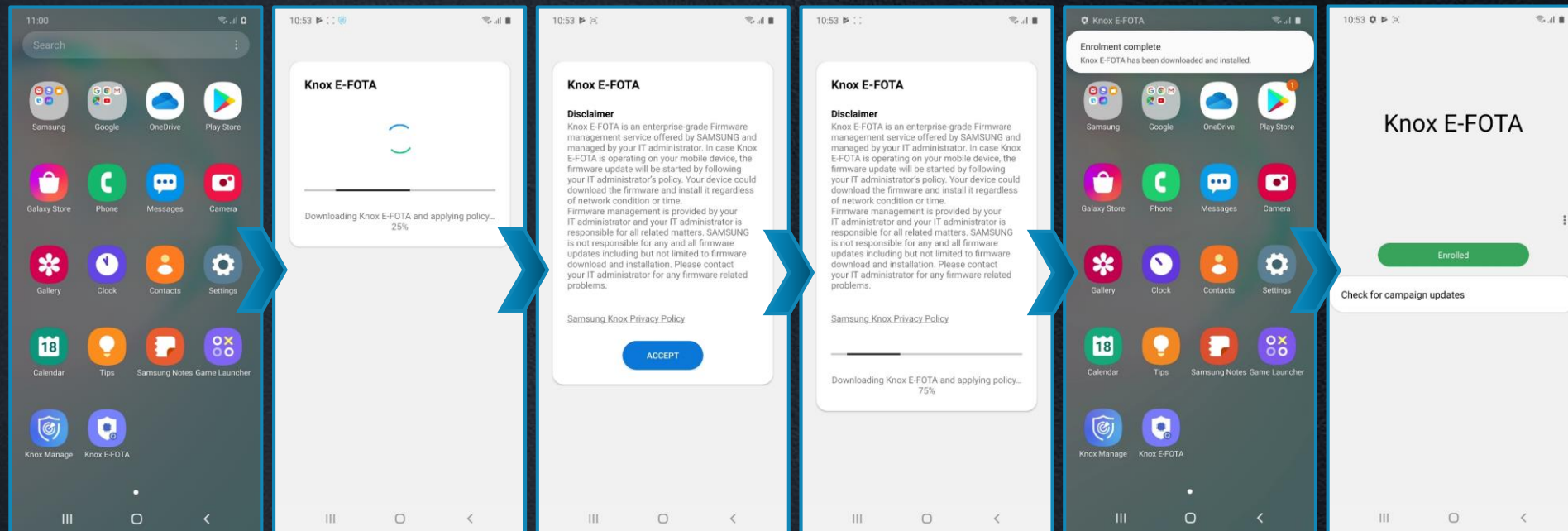
*This can be skipped if the IT Admin has selected "Skip Knox E-FOTA Terms and Conditions and Privacy Policy" in the Privacy Policy Settings within the Knox E-FOTA One console
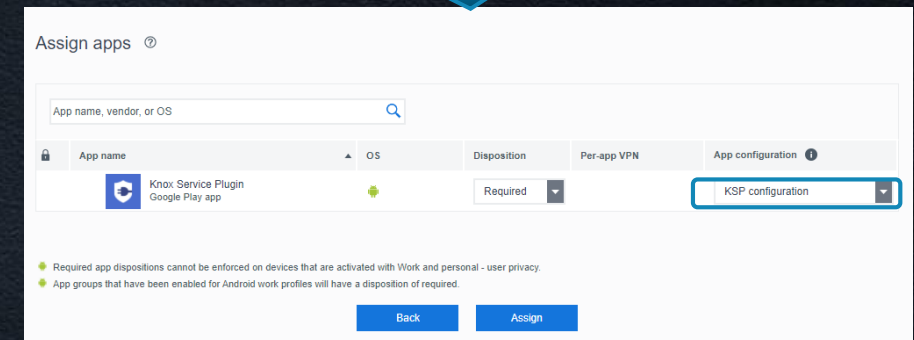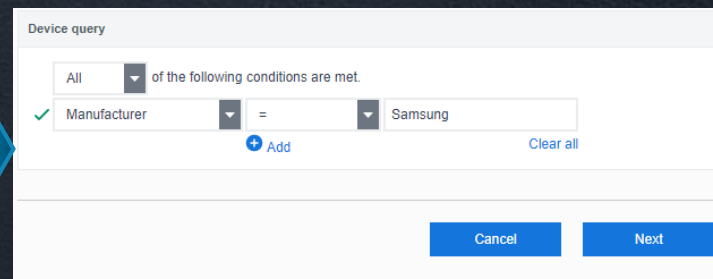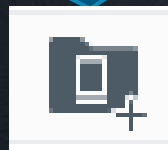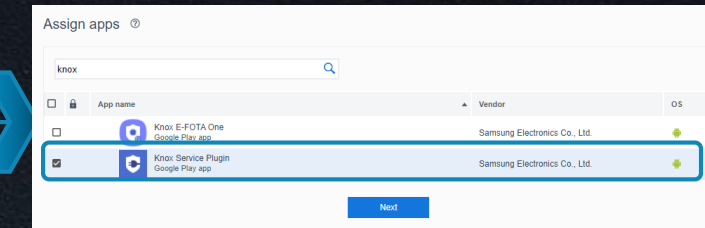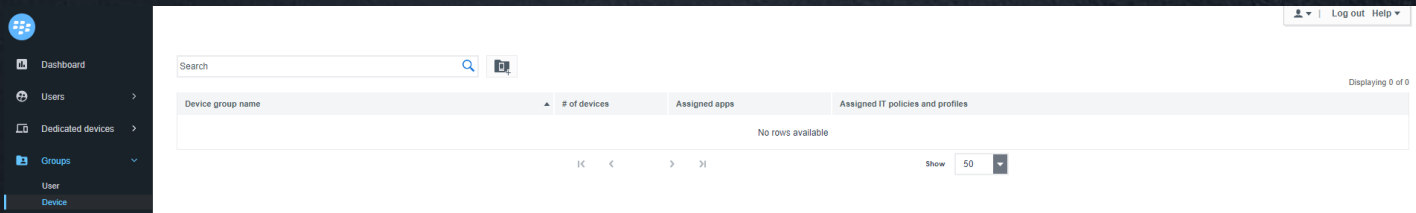
Enrolling the device to Knox E-FOTA One via KSP

1. Open BlackBerry UEM Console
2. Go to Apps > add a new one> select Google Play> search Knox Service Plugin
3. Select KSP>approve>confirm>done
4. Configure a KSP profile> App configuration>put a name
5. Scroll to "Firmware update (FOTA)policy
6. select "Enable firmware controls" and "Enable E-FOTA client install & launch"
7. Click Save

Enrolling the device to Knox E-FOTA One via KSP

1. Go to Groups → Device
2. Create a new device group, write a name
3. Assign to a user group or add device query(e.g. manufacturer "Samsung")
4. Select Next, decide if it needs to be an optional or required>select a KSP configuration
5. Assign and Save

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
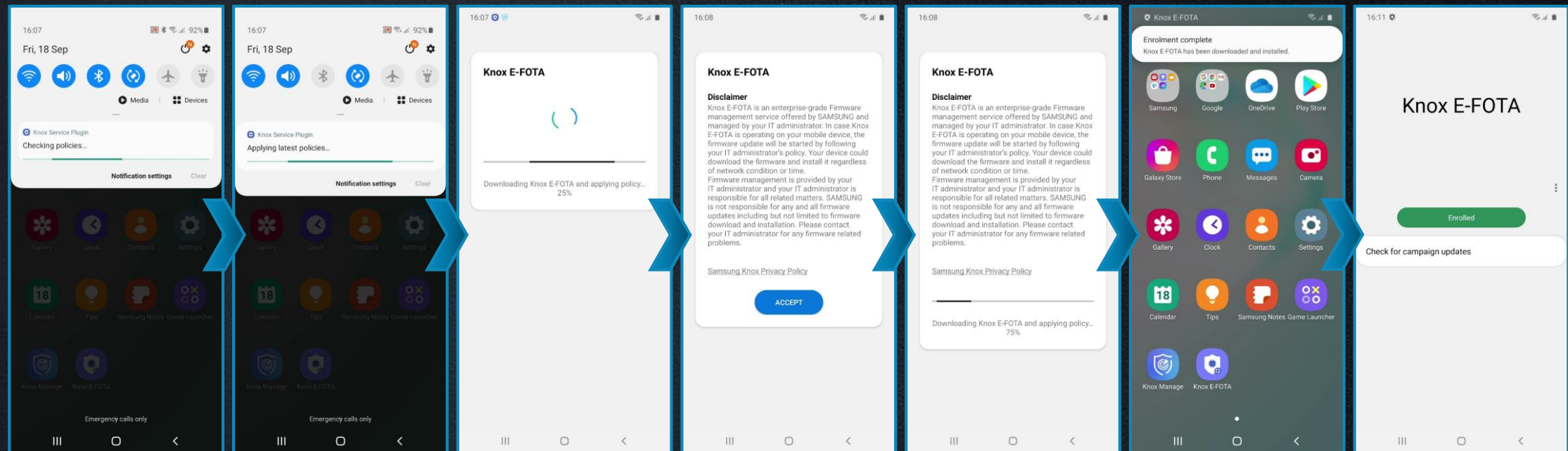
*This can be skipped if the IT Admin has selected "Skip Knox E-FOTA Terms and Conditions and Privacy Policy" in the Privacy Policy Settings within the Knox E-FOTA One console

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"

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