

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 displays the MobileIron Cloud Console interface. On the left is a blue sidebar with navigation links: Dashboard, Users, Devices, Apps, Content, and Configurations (highlighted with a wrench icon). The main content area is titled 'Configurations' and includes a 'Show Description' link. Below the title is a 'Filters' section with a list of configuration types: Passcode (1), Client Services (4), Identity Certificate (SCEP) (4), System Update (1) (checked with a blue box), Lockdown & Kiosk: Samsung KNOX Standard (1), Privacy (1), and Identity Certificate (Single File) (1). To the right of the filters is a search bar and a table of configurations. The table has columns for STATUS, NAME, UPDATED, and TYPE. One configuration is listed: 'SBr KE on MDM' with a green checkmark status, updated '19 days 2 hours ago by Stephen Brewster', and type 'System Update (Priority: 1001)'. Below the table, the 'Description' is shown as '--' and the 'Distributed To' field is highlighted with a blue box, containing the text 'SBr Test'. A 'DETAILS >' link is visible on the right. At the top right of the console, there is a 'New Look!' toggle switch.

STATUS	NAME	UPDATED	TYPE
✓	SBr KE on MDM	19 days 2 hours ago by Stephen Brewster	System Update (Priority: 1001)

Description: --

Distributed To: SBr Test

[DETAILS >](#)

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 displays the MobileIron Cloud management interface. On the left is a blue sidebar with navigation options: Dashboard, Users, Devices (highlighted), Apps, Content, and Configurations. The main area shows the 'Devices / Devices' page with a table of enrolled devices. The table has columns for NAME, EMAIL ADDRESS, PHONE #, OS, and DEVICE TYPE. The first row shows 'Stephen Brewster Test' with email 's.brewster+MCloud@samsung.com' and device type 'SM-A505F'. The second row shows 'James King' with email 'j.king@samsung.com' and device type 'SM-G975F'. The third row also shows 'James King' with the same email and device type. The fourth row is partially visible, showing 'James King' and 'SM-G975F'. An 'Advanced Search' dialog box is open in the foreground, showing a search filter configuration. The dialog has a 'Save' button and a 'New Look!' toggle. It contains two rules: 'User Group' is equal to 'SBr Test' and 'Manufacturer' is equal to 'samsung'. The rules are combined with 'AND'. The search criteria are displayed as 'ACCOUNTGROUP EQ 'SBr Test' AND MANUFACTURER EQ 'samsung''. There are 'Clear All', 'Cancel', and 'Search' buttons at the bottom of the dialog.

	NAME	EMAIL ADDRESS	PHONE #	OS	DEVICE TYPE
<input type="checkbox"/>	Stephen Brewster Test	s.brewster+MCloud@samsung.com		Android 9.0	SM-A505F
<input type="checkbox"/>	James King	j.king@samsung.com		Android 10	SM-G975F
<input type="checkbox"/>	James King	j.king@samsung.com		Android 10	SM-G975F
<input type="checkbox"/>	James King	j.king@samsung.com		Android 10	SM-G975F

Exporting devices Enrolled to Knox E-FOTA on MDM

4. Press “Export to CSV” (bottom-right)

mobileiron CLOUD

Dashboard >

Users >

Devices >

Apps >

Content >

Configurations

Devices / Devices New Look!

Devices

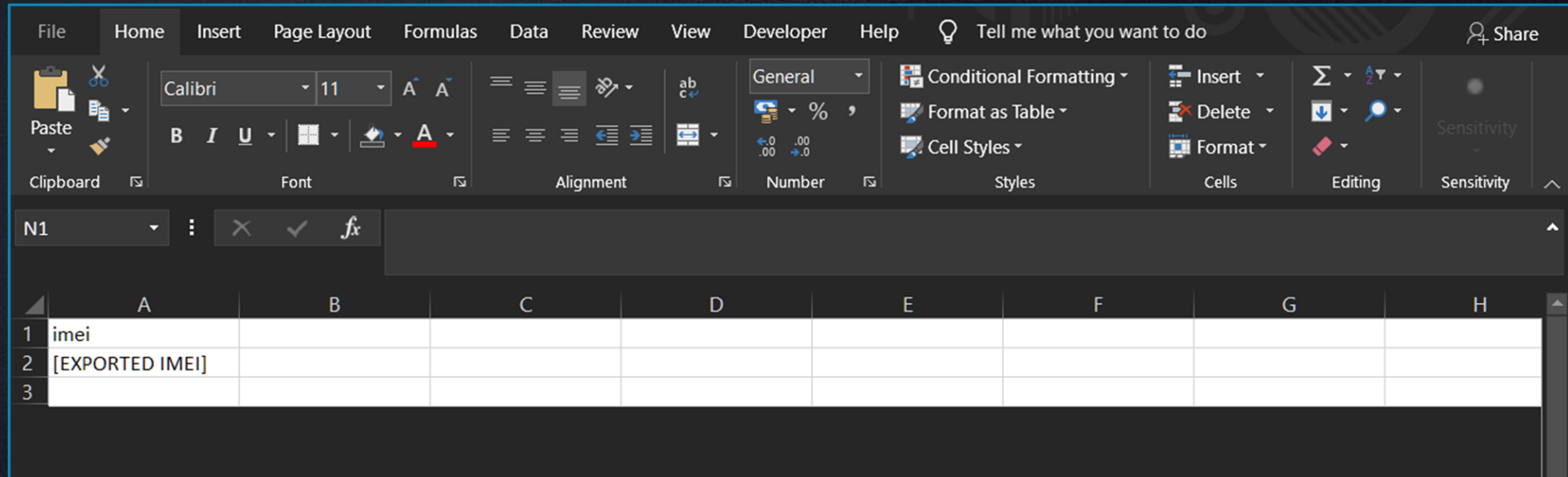
Advanced Search ACCOUNTGROUP EQ 'SBr Test' AND MANUFACTURER EQ 'samsung'

<input type="checkbox"/>	NAME	EMAIL ADDRESS	PHONE #	OS	DEVICE TYPE	STATUS	LAST CHECK-IN	VIOLATION COUNT
<input type="checkbox"/>	Stephen Brewster Test	s.brewster+MCloud@samsung.com		Android 9.0	SM-A505FN	Active	7 minutes 55 seconds ago	0

Export to CSV

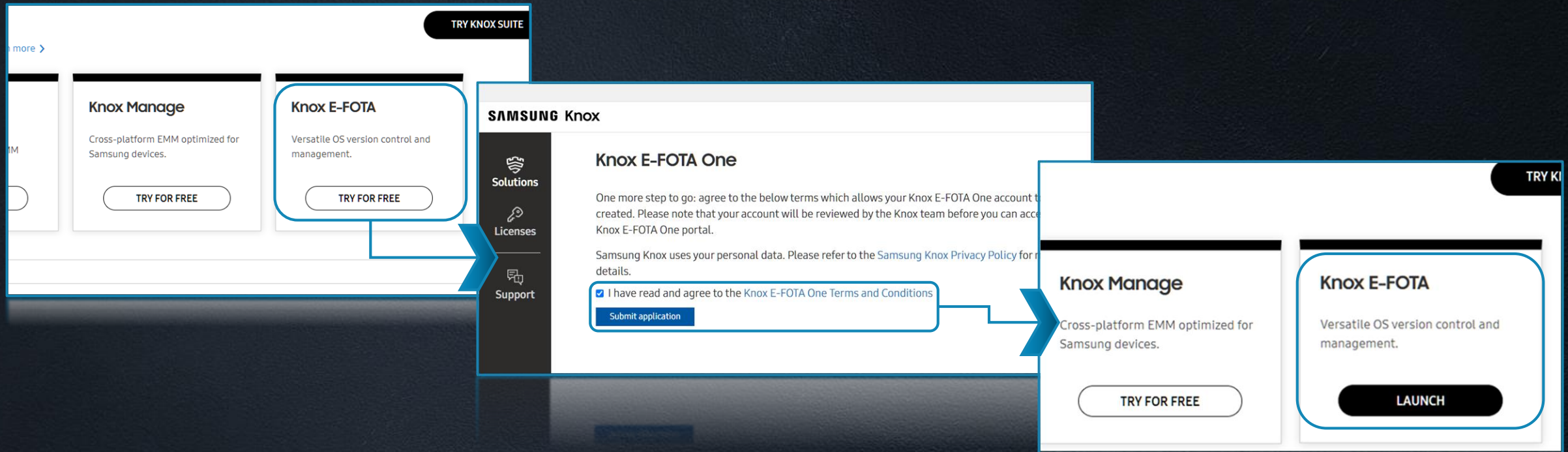
Preparing the CSV for Knox E-FOTA One

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



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 image illustrates the process of importing devices to Knox E-FOTA One through three main components:

- Screenshot of the Dashboard:** The left-hand navigation panel shows 'BULK ACTIONS' at the bottom. The main content area displays 'Welcome back' with login details and a 'DEVICE STATUS' section with counts for 'Attention', 'Not Enrolled', 'Pending', and 'Cancelled'. A red arrow points from the 'Attention' status to the 'Bulk actions' menu.
- Bulk actions menu:** A central panel titled 'Bulk actions' provides instructions to use the 'Standard CSV Template'. It features five icons: 'UPLOAD DEVICES' (highlighted with a blue box), 'ENROLL DEVICES', 'UNENROLL DEVICES', 'MANAGE TAGS', and 'UNASSIGN DEVICES'. Blue arrows indicate the flow from 'UPLOAD DEVICES' to the 'Upload Devices' form.
- Upload Devices form:** A detailed view of the 'Upload Devices' form. It includes a title, a description, and two steps:
 - STEP 1: Upload device list** - Requires entering one IMEI or serial number per line (maximum 10,000 devices per upload). It includes a 'Download CSV template' link and a 'Select .csv file*' field with a 'BROWSE' button.
 - STEP 2: Enroll/Assign campaign** - Requires selecting a default method to assign to the devices. It offers two options: 'Auto Enroll/Lock Firmware' and 'Assign default campaign'. Each option has a description and a 'Select' dropdown menu. A 'SUBMIT' button is at the bottom.

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 the main 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"

The screenshot displays the Samsung Knox E-FOTA web interface. On the left, a navigation sidebar lists various options, with 'Devices' highlighted. The main content area is titled 'Devices' and shows a table of devices. One device is selected, and the 'ACTIONS' menu is open, with 'Enroll Devices' highlighted. A large blue arrow points from the 'Enroll Devices' button to a modal window titled 'Select License'. This modal window contains instructions, a search bar, and a table of available licenses. The 'DONE' button at the bottom of the modal is also highlighted.

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
24998163987ria3206-	Trial	Active	30	0	30	20 Nov 2020

1-1 of 1 Show 25 < 1 >

DONE

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 illustrates the steps to add the Knox E-FOTA One app to the MobileIron Cloud console. The interface is divided into a left sidebar and a main content area.

Left Sidebar (MobileIron Cloud):

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

Main Content Area (App Catalog):

- App Catalog** header with a "Refresh Available Catalogs" button and a "+ Add" button.
- Filters** section with a search bar "Find apps..." and a dropdown menu showing "Knox E-FOTA".
- App Details Panel:** Displays the app "Knox E-FOTA One" by Samsung Electronics Co., Ltd. with a PEGI 3 rating and a note: "This app is only available in certain countries". It includes an "Approve" button.
- Approval Confirmation Panel:** Shows the app details with a green "APPROVED" status and buttons for "Select" and "Unapprove".

Arrows indicate the flow from the "Add App" button to the search results, then to the app details, and finally to the approval confirmation screen.

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

The image displays three overlapping screenshots of the Samsung Knox E-FOTA One app configuration interface, illustrating the steps for assigning the client to devices.

Step 2: Describe

The first screenshot shows the 'Describe' step. The 'Category' is set to 'Business'. The 'Description' field is empty, with a placeholder 'Optional Comments to End User'. The 'Delegate' step is highlighted in the progress bar.

Step 3: Delegate

The second screenshot shows the 'Delegate' step. It presents three distribution options: 'Everyone' (All users with compatible devices will see this app in the App Catalog), 'No One' (No user will receive this app. (Stage for later distribution)), and 'Custom' (Define specific User Groups and Individuals who should see the app in the App Catalog). Below these options, there is a section to 'Select below to distribute this app' with tabs for 'Users' and 'User Groups'. The 'Users' tab is selected, showing a list of users with 'All (1)' and 'Selected (1)' counts. The 'Distribute' step is highlighted in the progress bar.

Step 4: Configure

The third screenshot shows the 'Configure' step. It includes a 'Configuration Setup' section with a 'Name' field (required), a '+ Add Description' button, and an 'Install on Device' section. The 'Install on Device' section has a 'Silently install on Samsung KNOX and Zebra devices' checkbox, which is checked. Below this, there is a 'Set App Install Priority' dropdown menu set to 'Medium'. The 'Android enterprise' section has three checkboxes: 'Install only when connected to Wi-Fi', 'Install only when charging', and 'Install only when idle'. The 'Configure' step is highlighted in the progress bar.

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 window for privacy policy settings.

Samsung Knox E-FOTA Dashboard:

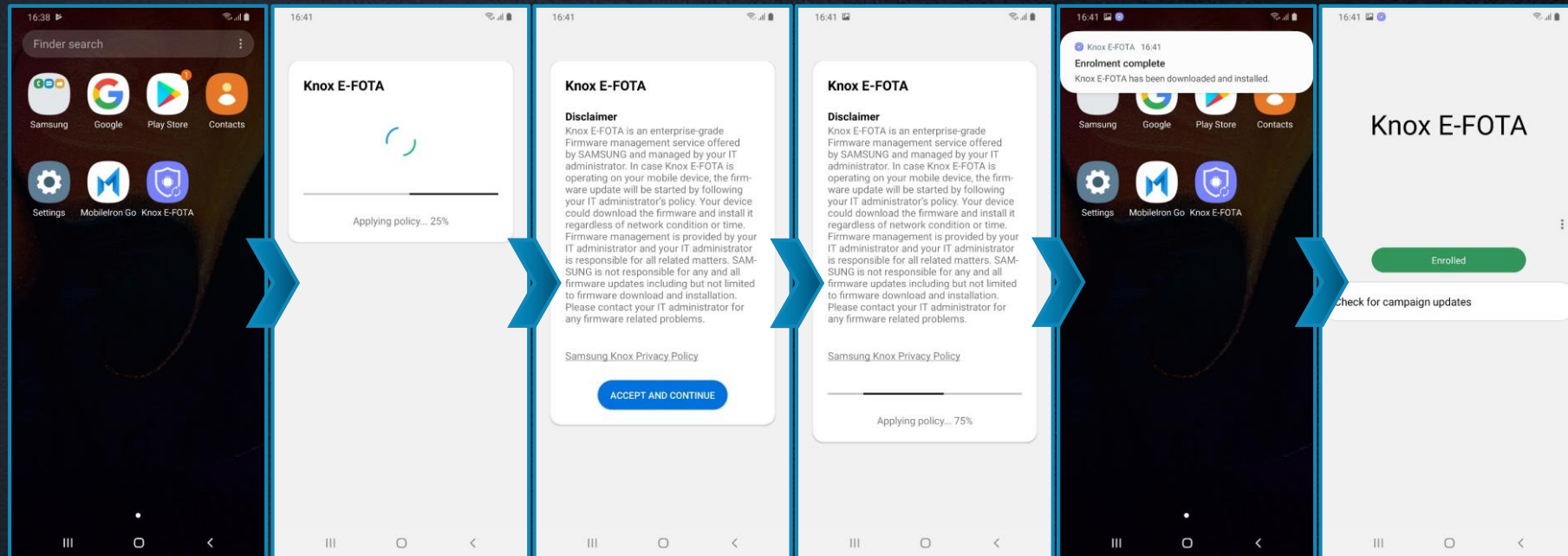
- Header:** SAMSUNG Knox E-FOTA
- Left Sidebar:** Dashboard, Devices, Campaigns, Licenses, Resellers, EMM groups, Administrators & Roles, Activity Log, Feedback & Support.
- Main Content:**
 - Welcome back:** Your last login was on 24 Aug 2020. Last updated: 12:40:22 PM.
 - DEVICE STATUS:** 1 Devices [View all](#).
 - Attention:** 0 (Failed to enroll, Campaign error, Failed to download, Failed to install, 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 Modal:

- 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.
- Setting:** ☒ 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 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 app to the MobileIron Cloud Console. The interface is divided into a left sidebar and a main content area.

Left Sidebar (MobileIron Cloud):

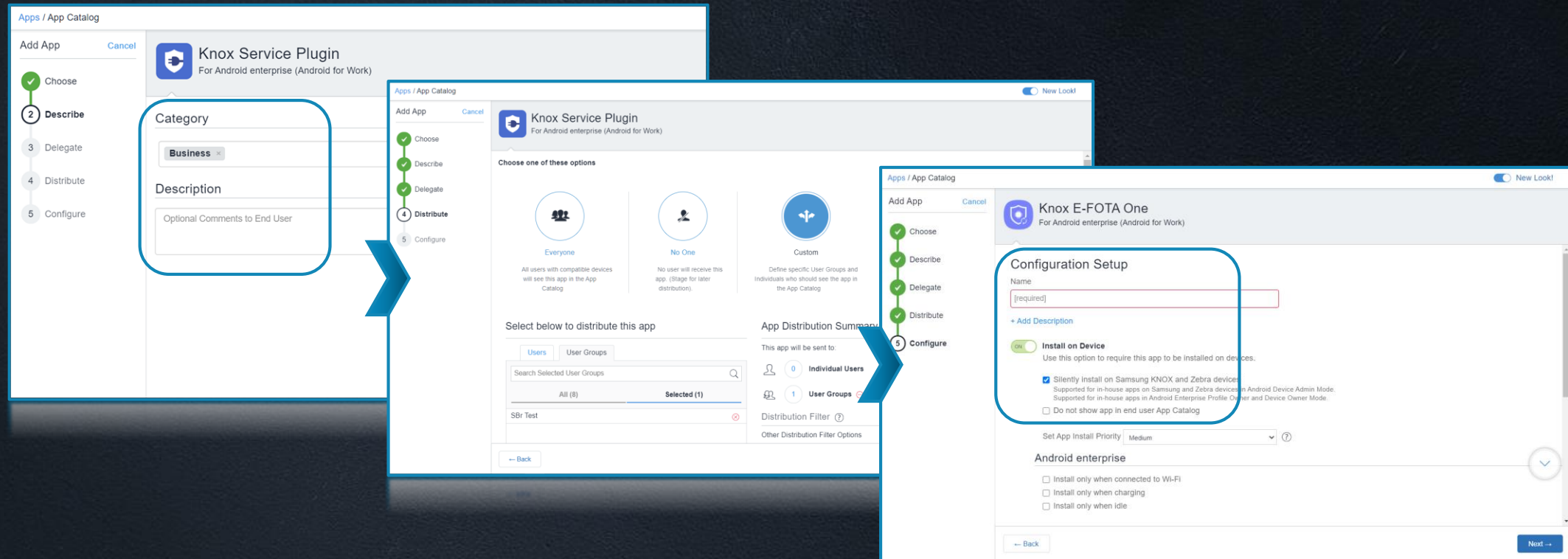
- Dashboard
- Users
- Devices
- Apps** (selected)
- Content
- Configurations
- Policies
- Admin

Main Content Area (App Catalog):

- App Catalog** header with a "Refresh Available Catalogs" button and a "+ Add" button.
- Filters:** A dropdown menu is open, showing "Google Play" selected and "Knox Service Plugin" entered in the search field. Below the search field, a list of apps is shown, with "Knox Service Plugin" highlighted.
- App Details (Knox Service Plugin):** A modal window displays the app's details, including the icon, name, developer (Samsung Electronics Co., Ltd.), rating (4.12 MB), and a description: "This app offers managed configuration. This app is only available in certain countries." A green "Approve" button is visible.
- Approval Confirmation:** A second modal window shows the app details with a green "APPROVED" status and a green checkmark. It includes "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

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

Install Application configuration settings.
Allows specifying install settings for an application.

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.

Promotion distribution configuration settings.
Allows specifying Promotion distribution settings for an application.

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.

Configuration Setup

Name
Install Knox E-FOTA One

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

Managed Configurations

Configuration Name	Value
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.	Install Knox E-FOTA One
KPE Premium License key If your UEM console supports KPE license information, enter your KPE License key here. For UEM consoles not showing this information, 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.	

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

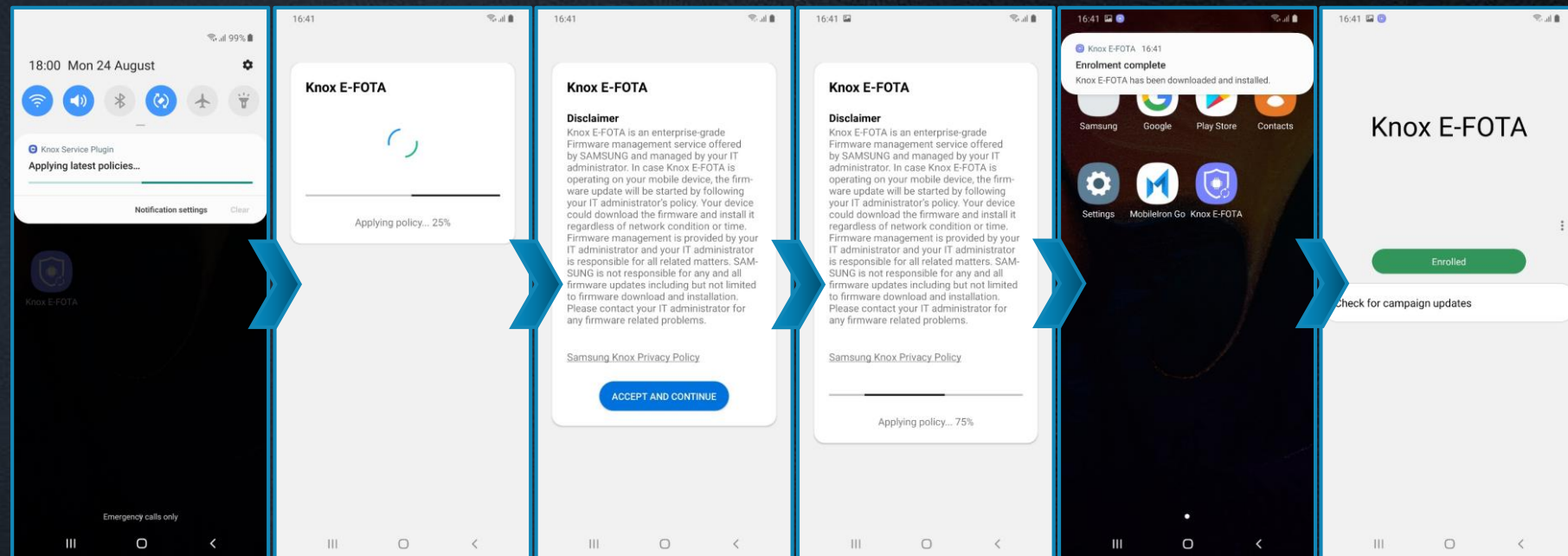
Firmware update (FOTA) policy

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 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)' 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 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 screenshots illustrate the process of removing Knox E-FOTA from MDM management:

- Configurations**: The left sidebar shows the 'Configurations' menu. The main area displays a list of configurations with filters. The 'System Update (1)' filter is selected.
- Configurations / Details**: The 'Details' page for the 'SBr KE on M' configuration is shown. The 'Distribute' button is highlighted.
- Edit System Update Configuration**: The 'Edit Config' page is shown. The 'All Devices' option is selected under 'Choose one of these options'.
- Distribute**: The 'Distribute' page is shown. The 'SBr Test (1)' group is selected under 'Define Device Group Distribution'. The 'Done' button is visible at the bottom right.

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