Release Note: Knox Manage v19.12

December 19th, 2019

Please refer to the below list of new features and improvements to be released with Knox Manage version 19.12 scheduled for the 19th of December 2019.

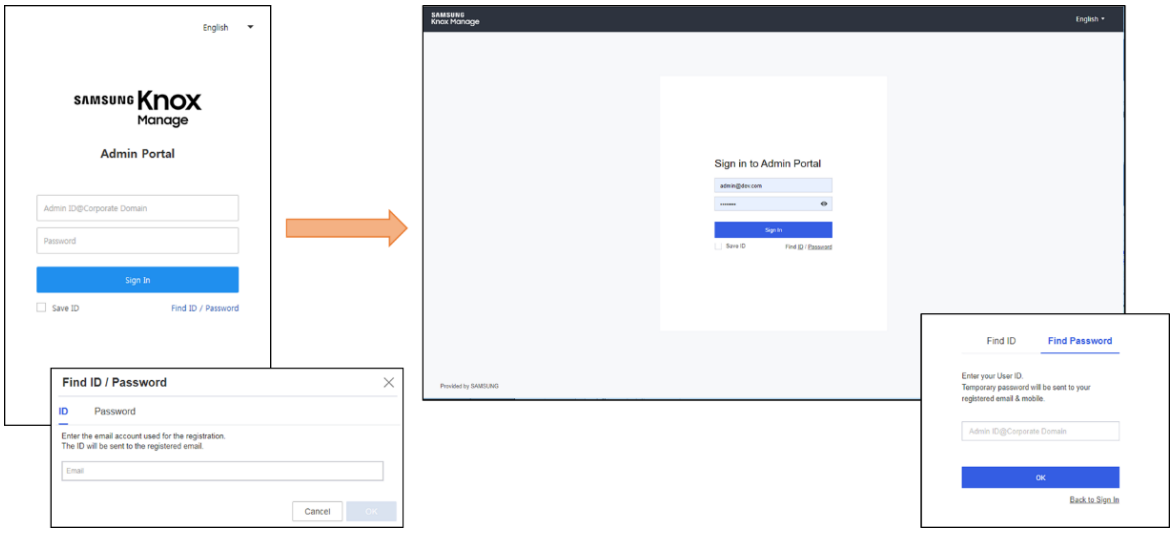
Highlights

1. [UI/UX] 'Getting Started' Improvements
2. [Profile] Knox Service Plug-in Redesign
3. [Android Enterprise] VPN, APN Support
4. [Android Enterprise] Kiosk Utilities Support

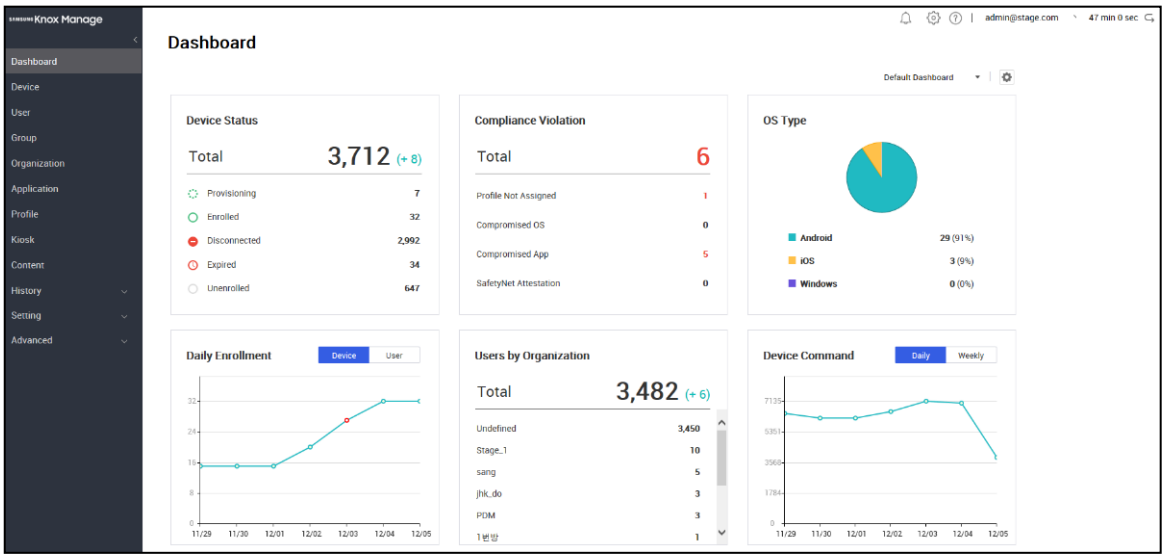
Details

1. [UI/UX] Improved Page Designs: Log-in, Dashboard, Header

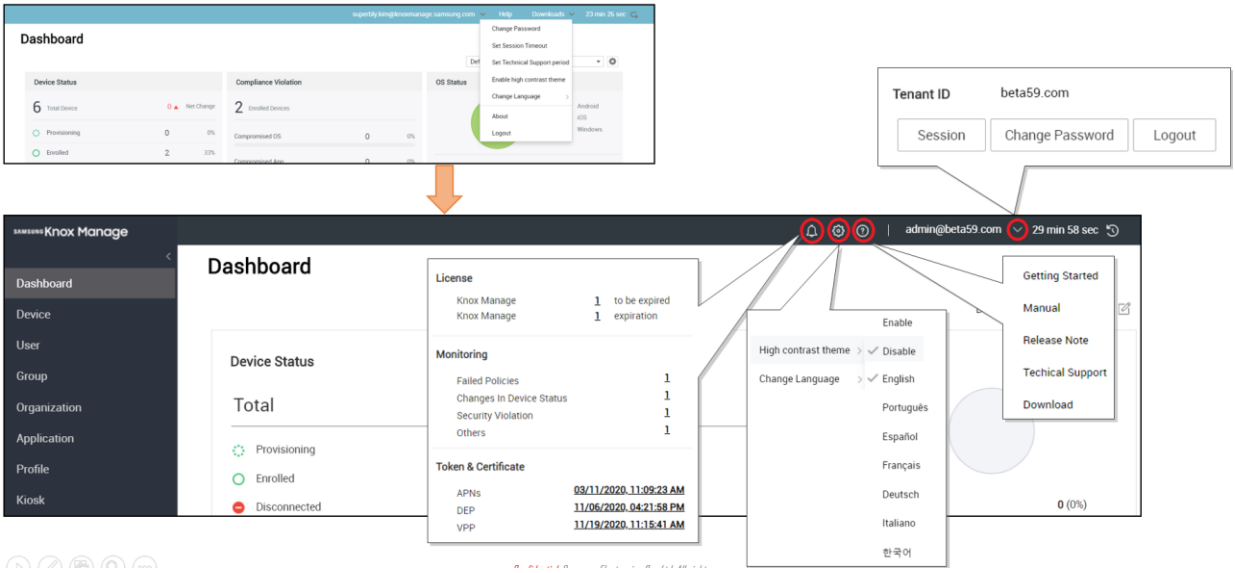
- Log in welcome screen has been changed as below



- Dashboard has been re-designed



- The header menu has been re-designed with icons.



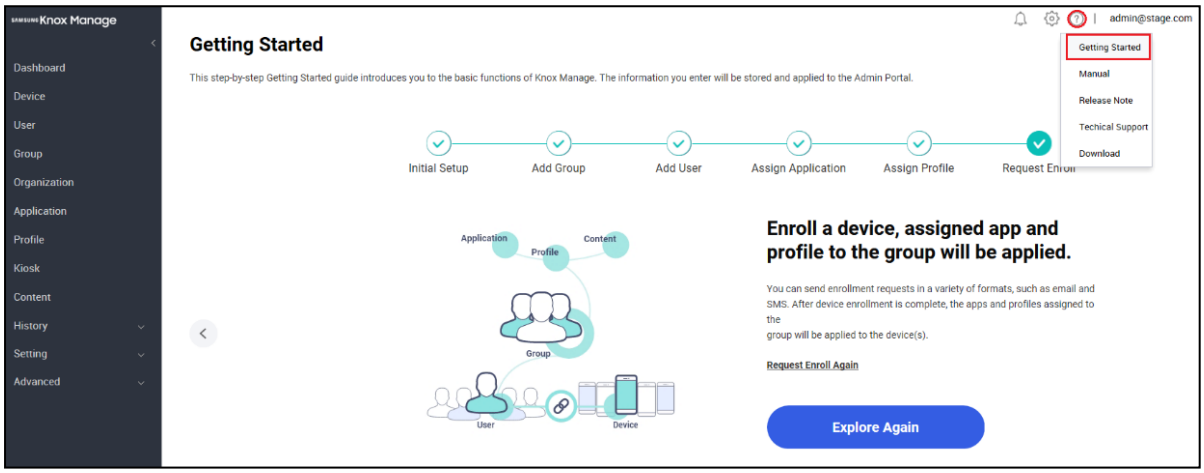
- Some other pages are redesigned to provide similar look & feel with the latest version; there's no functional change, but only UI update

  Updated Pages: Directory Service, Directory Pool, Report, Notice, Email & SMS History and Message Template

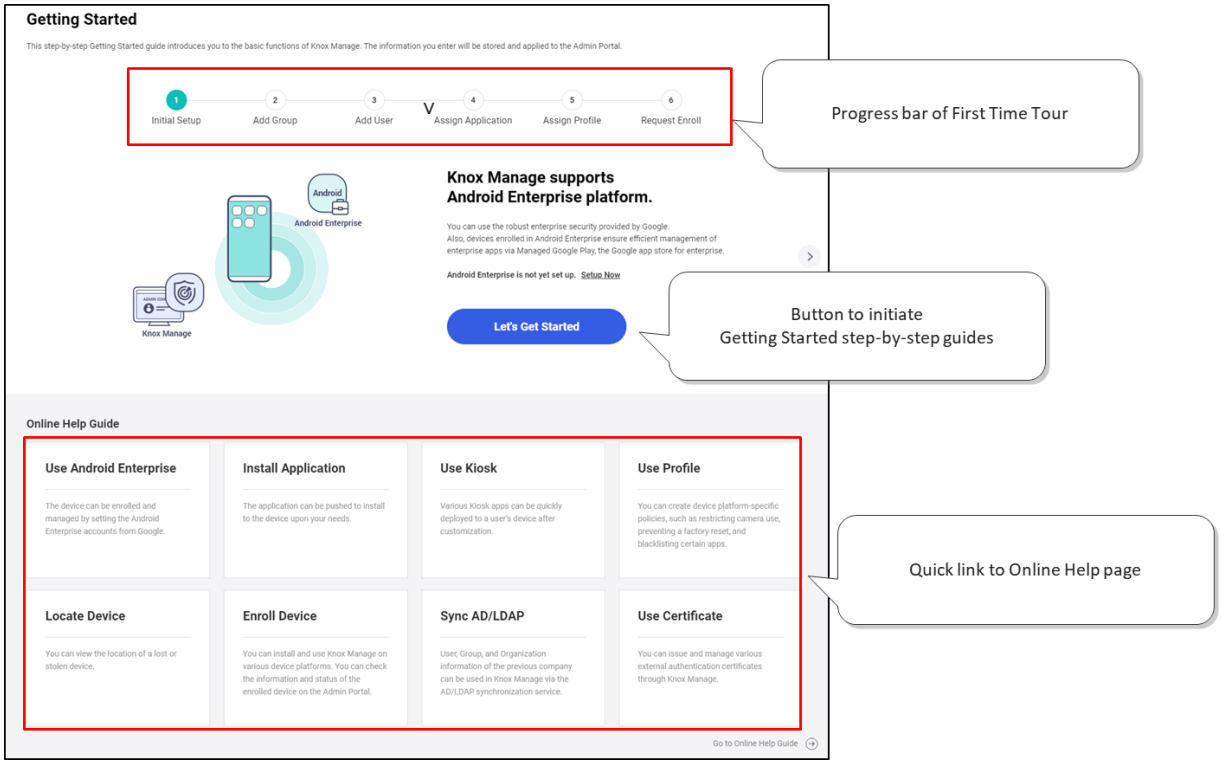
2. [UI/UX] 'Getting Started' Improvements

- Shortcut to "Getting Started" is moved to help icon at Header. Clicking the option will deliver IT Admin to the welcome page of Getting Started.

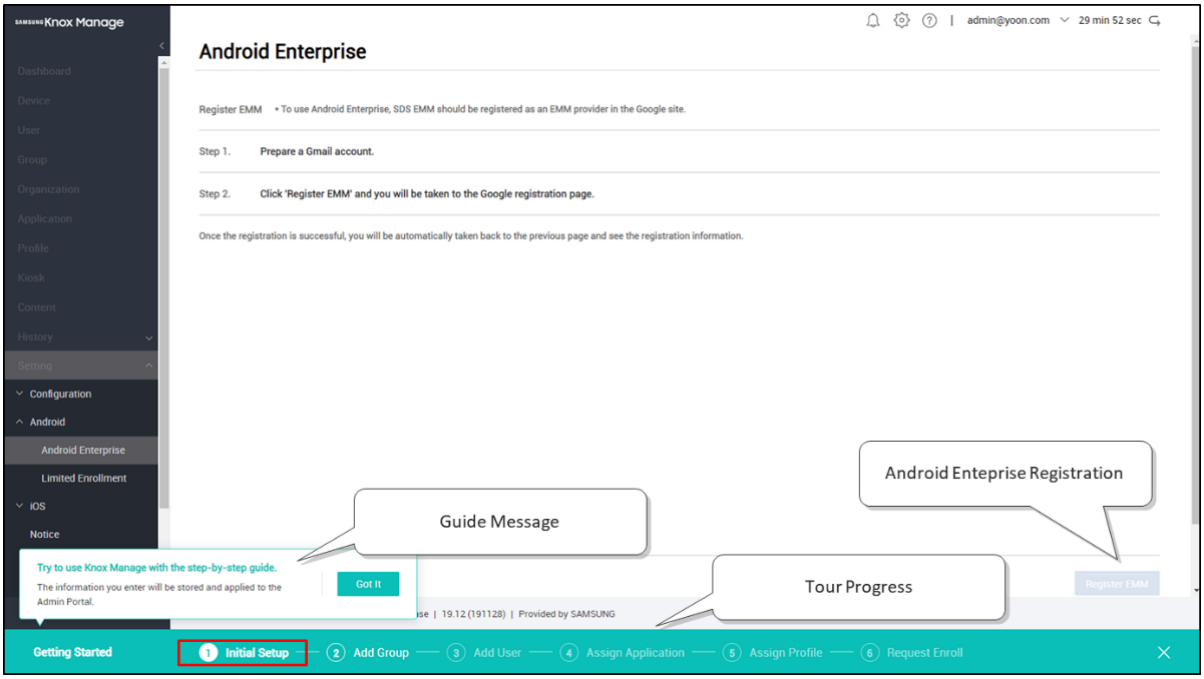
- "Getting Started" page shows up upon IT Admin's first access to the admin console



- Getting Started menu now includes navigating overview of steps and help guide.

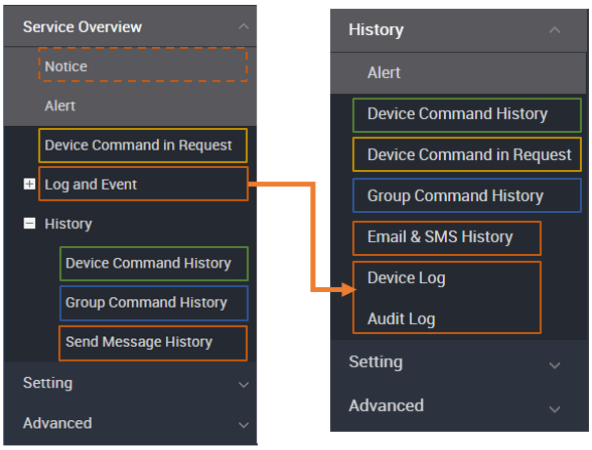


- From this release, the default enrollment method of Getting Started is by using Android Enterprise. Getting Started will firstly guide IT Admin to setup Android Enterprise, and then to the next steps.



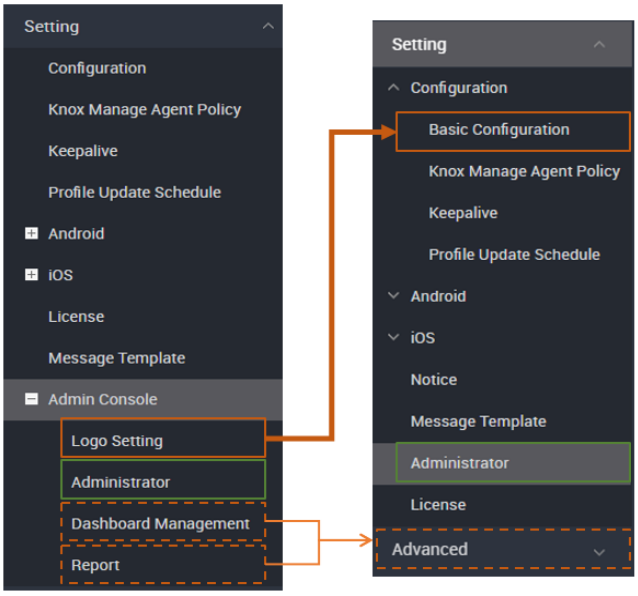
3. [UI/UX] Menu Relocation

- 'Service Overview' is now changed to 'History'
  - 'Notice' is moved to under 'Setting'
  - 'Device Log' & 'Audit Log' under 'Log and Event' are moved to one upper level
  - 'Device Command History', ' Group Command History' & 'Send Message History' are moved to one upper level
  - 'Send Message History' is changed to 'Email & SMS History'.



v19.11 **v19.12**

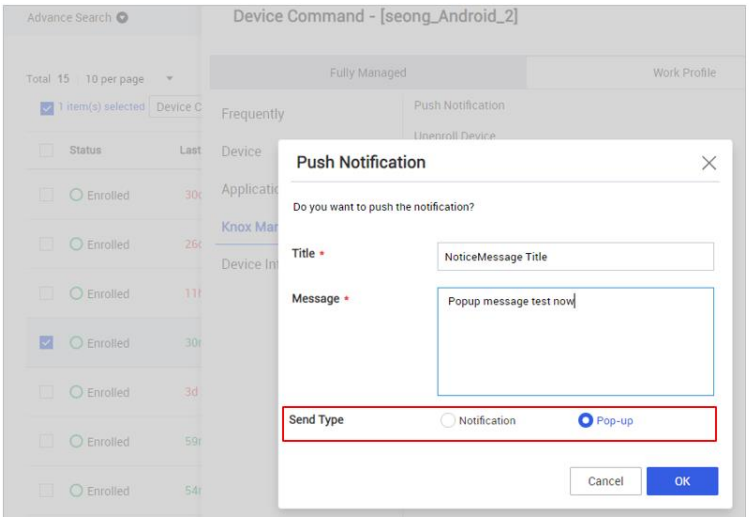
- Sub-menus under 'Settings > Admin Console' has been relocated.
  - 'Logo Setting' is changed to 'Basic Configuration'
  - 'Administrator' is moved to under 'Settings'
  - 'Dashboard Management' & 'Report' are moved to under 'Advanced'

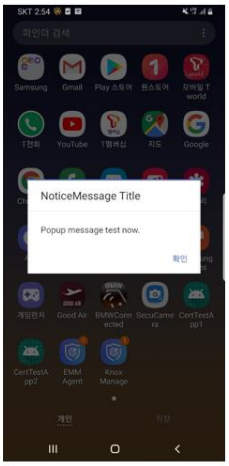


v19.11 v19.12

4. [Agent] Push Pop-up Notification

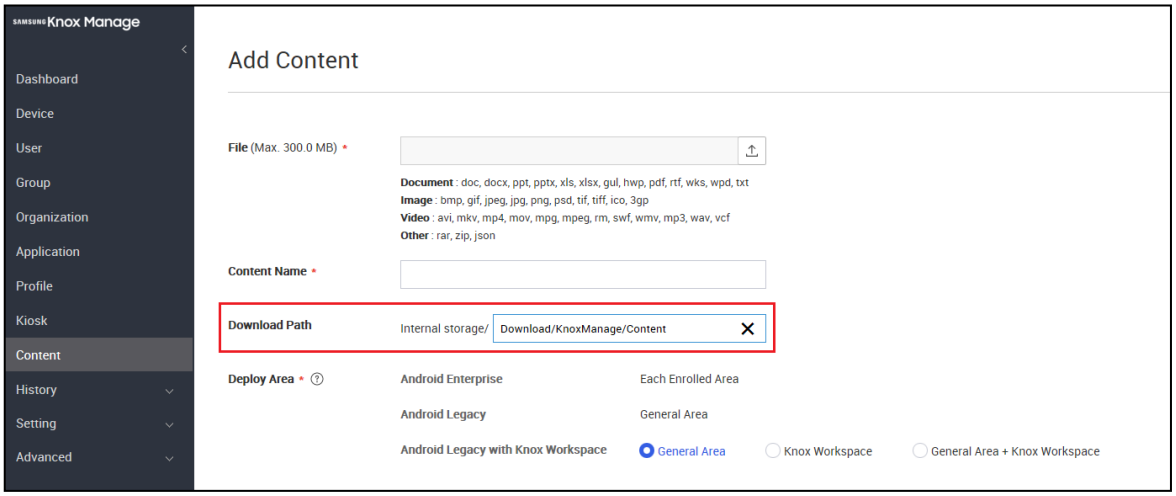
- IT admin can select send type when pushing notification to device - in the notification bar or as a pop-up message.
- Pop up is useful for Kiosk modes when the use of notification bar is prohibited.





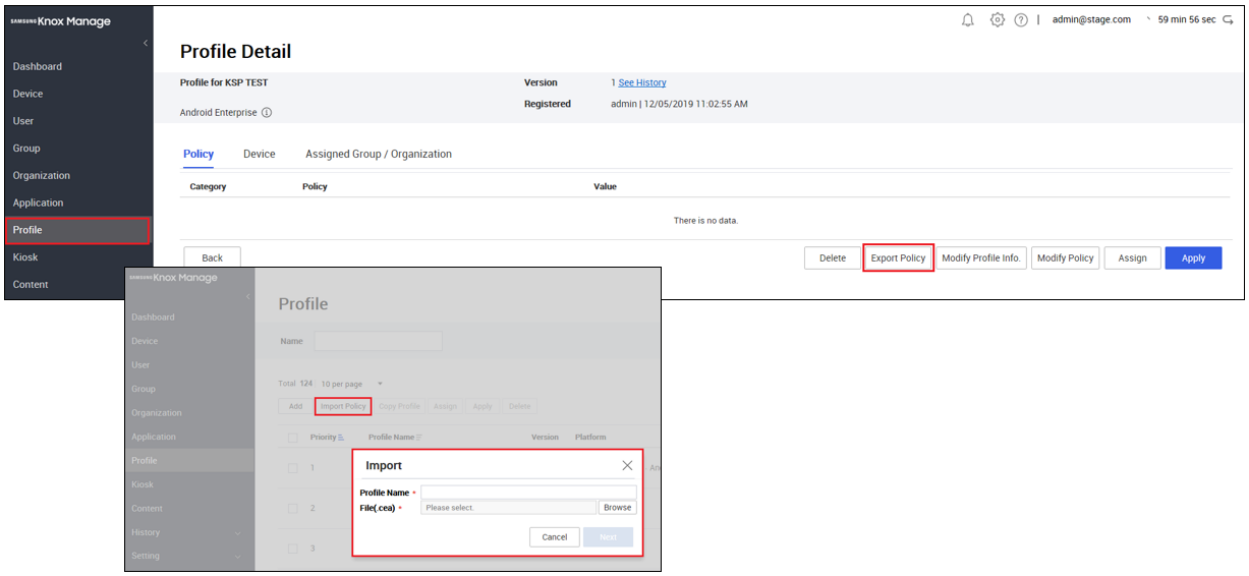
5. [Content] Select Download Path

- IT admin can select download path under internal storage
- A file will be pushed to Internal Storage or a newly created folder under internal storage



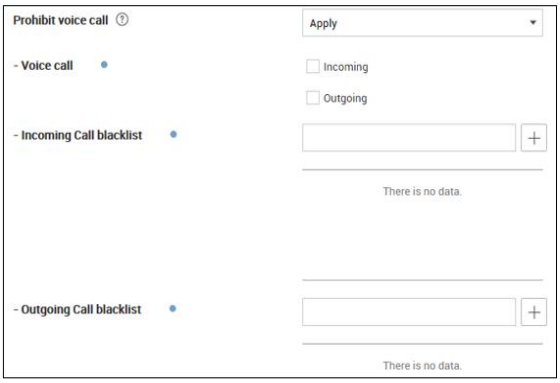
6. [Console] Import/Export Profile

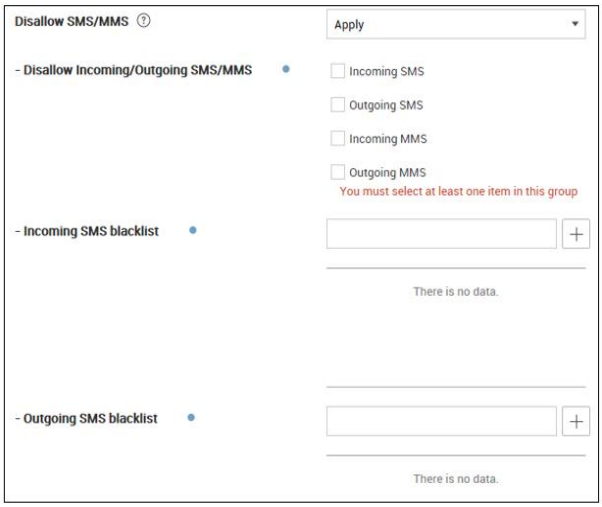
- Profile Import/Export functions are supported again from this release.
- IT Admin can Export policy from each Profile Detail menu, and import it to the Profile List.



7. [Profile] Call/SMS Blacklist

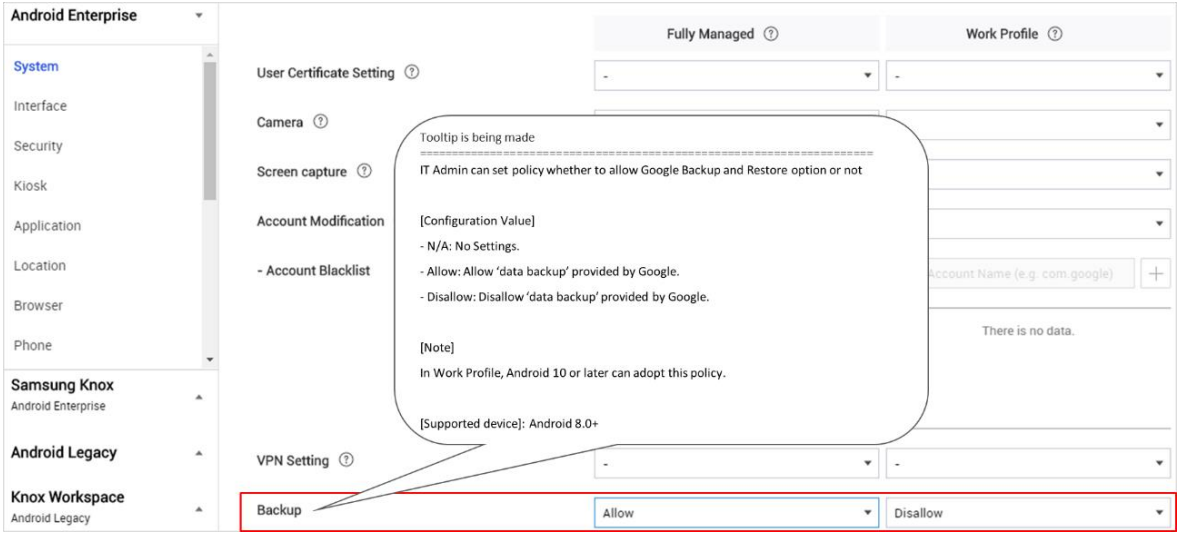
- IT Admin can add specific numbers to restrict incoming/outgoing of call and SMS.
- Only numbers are allowed in the input field





8. [Profile] Google Backup and Restore

- IT Admin can set policy whether to allow Google Backup and Restore option or not.



9. [Profile] Knox Service Plug-in Deployment

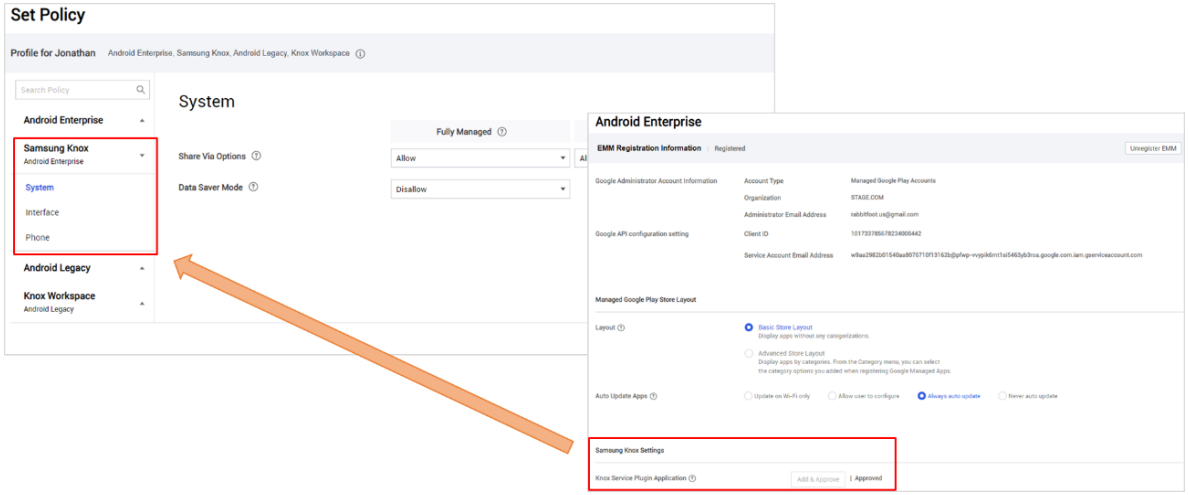
- Knox Service Plug-in is an add-on deployment profile for Samsung specific policies.

  Once 'KSP App' is approved, a new category 'Samsung Knox' appears.

- More policies will be available in 2020 Feb.

  ※ Customers who registered KSP before KM v19.12 as Managed Google Play or Public App through Console > Application menu, are required to un-assign and delete the previously deployed KSP app and approve it through Setting > Android Enterprise

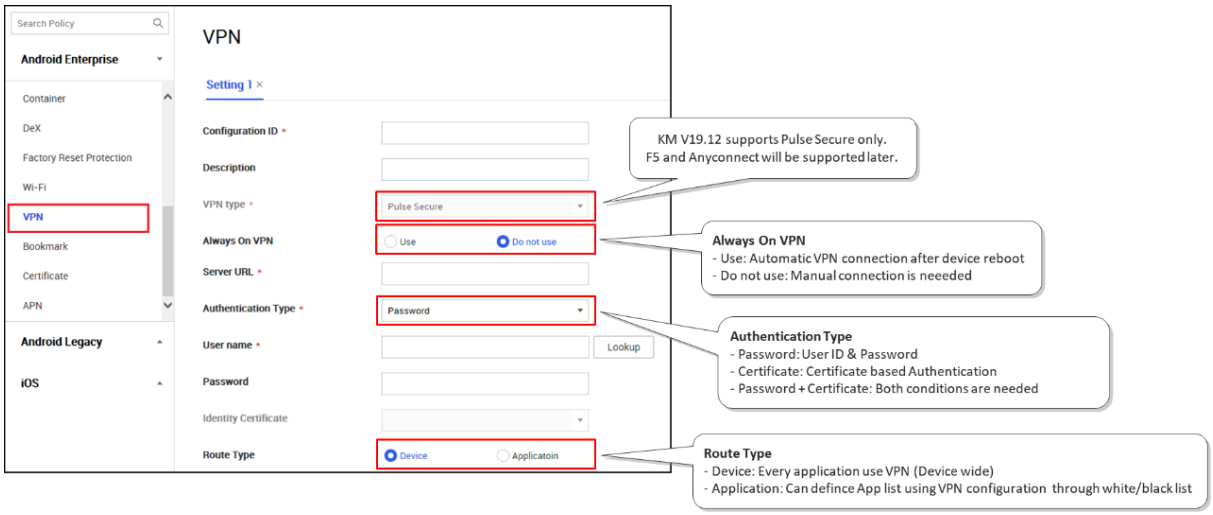
  ※ KSP app has been relocated from Application menu to Setting from KM v19.12



10. [Profile] Android Enterprise – VPN support

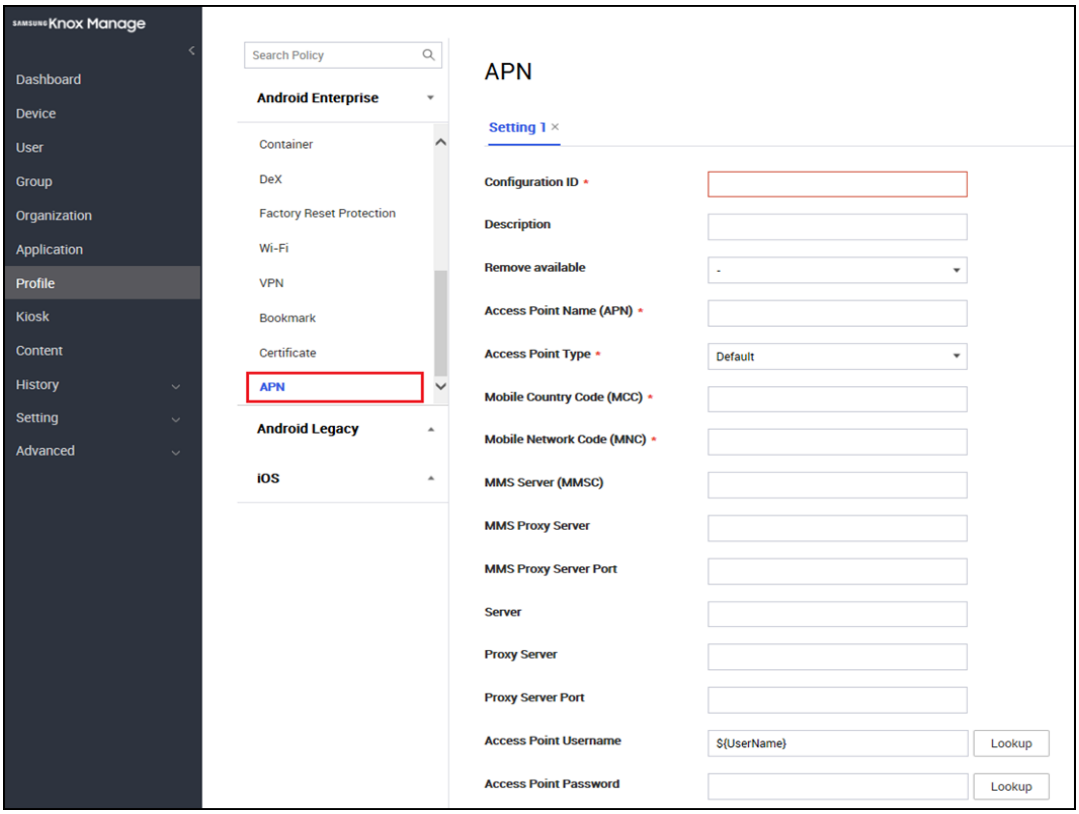
- 'Pulse Secure' VPN has been added.

  Other VPNs (F5 or AnyConnect) are also to be supported in the future.



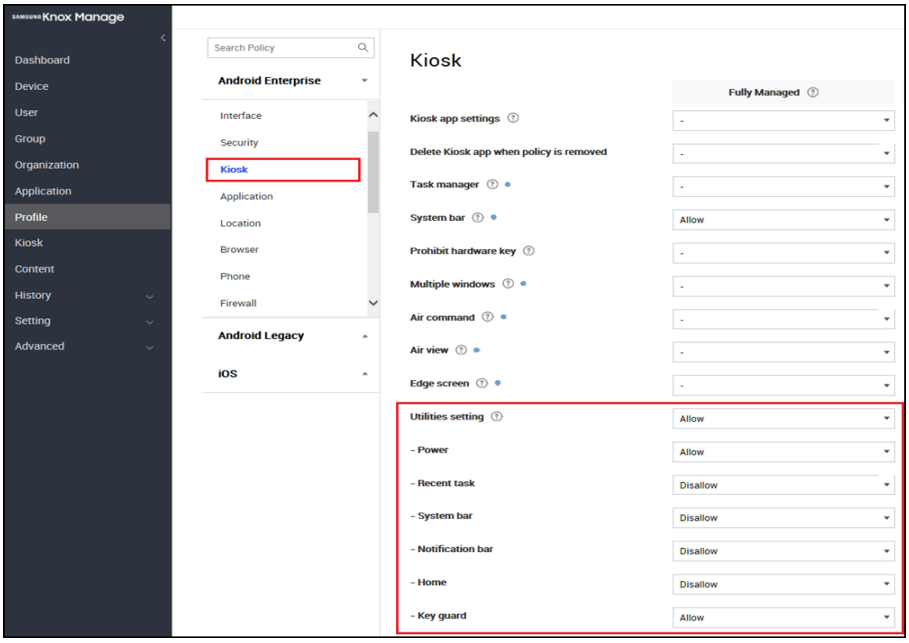
11. [Profile] Android Enterprise – APN support

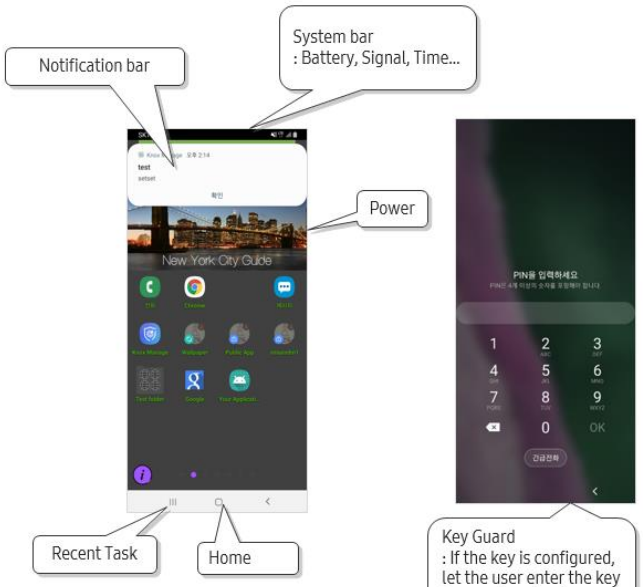
- IT Admin can configure APN settings from Profile > Android Enterprise > APN



12. [Profile] Android Enterprise – Utilities Setting in Kiosk Mode

- Android Enterprise Kiosk mode has been improved; IT Admin can configure specific components such as controlling system bar, notification bar and more (P OS+)





*** To enable 'Recent Task', 'System bar' and 'Notification bar', 'Home' setting should be set as 'allow'.**

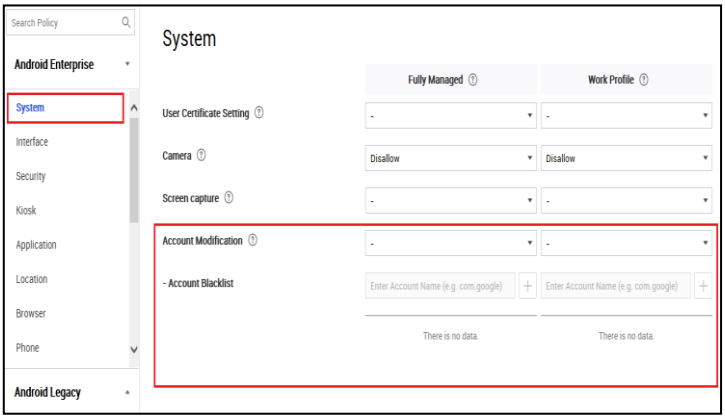
- From KM v19.12, the default Utilities settings have been changed as below.

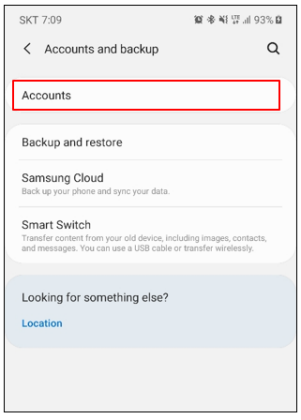
KM v19.11	KM v19.12
- Power : Allow - Recent task : Allow - System bar : Allow - Notification bar : Allow - Home : Allow - Key guard : Allow	- Power : Allow - Recent task : Disallow - System bar : Disallow - Notification bar : Disallow - Home : Disallow - Key guard : Allow

13. [Profile] Android Enterprise – Account Blacklist

- IT admin can blacklist the use of certain account. Account Name should match each service name, for example, Gmail: com.google.android.gm.pop3, Naver: com.nhn.android.naveraccount, Facebook: com.facebook.auth.login

- If the policy is set (Profile > System > Account Modification) end users are prohibited from adding the specified account at device setting > Accounts and backup > Accounts



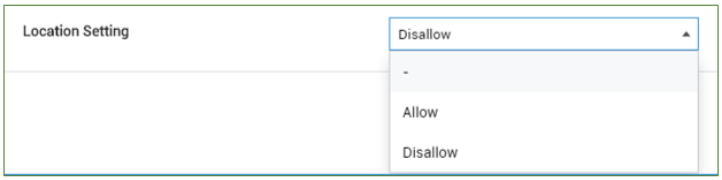


14. [Profile] Android Enterprise – Location Policy

- Location policy has been added as a new menu under system category (now there are two location policies)
    - Android Enterprise > Location > GPS: IT admin can configure GPS feature availability. If GPS disable is "Disable On", location feature is forced off, and user cannot use GPS on the phone.
    - Android Enterprise > System > Location Setting: IT admin can configure whether to allow users to change Location setting on the device.
    - For example, in case of GPS (Disable On) & Location Setting (Allow), users can change the feature on/off by themselves.
- IT admin can force on the GPS feature of Fully Managed devices by configuring Location Setting policy as "Disallow" since the default GPS policy of device is "On".

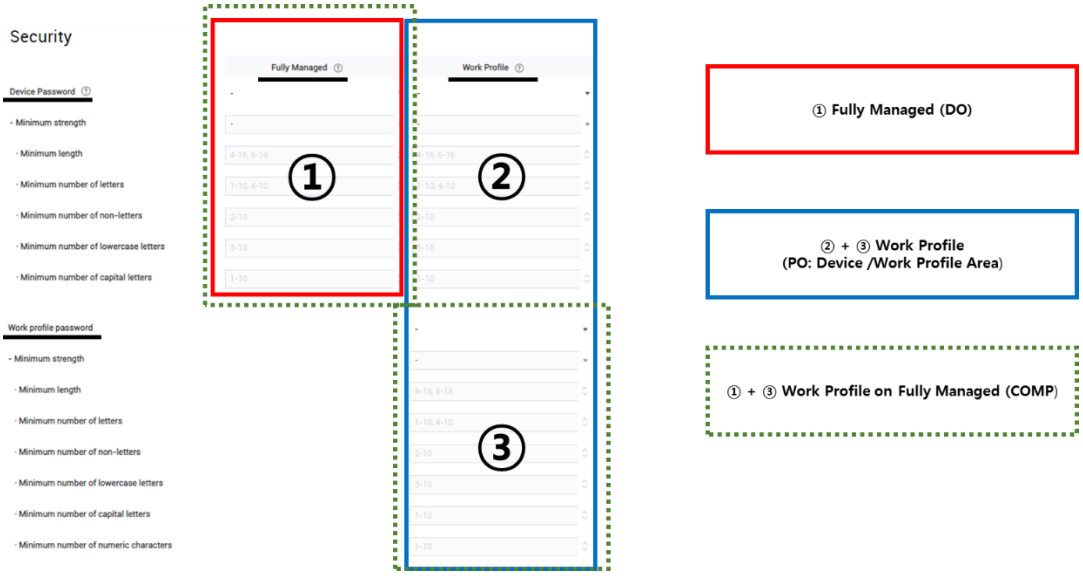
Profile > Android Enterprise > Location > GPS

Profile > Android Enterprise > System > Location



15. [Profile] Android Enterprise – Password Policy

- Android Enterprise > Security > Device Password, is applied to each enrollment type



- Expiration rule triggered through 'Expiration after (days)' is defined to provide unified usability. The below table is summary for password expiration behaviors.

Initial Setup		Zone	Compliance	Force	Expiration	Force
Android Enterprise	Fully Managed Device	Device	Lock task through Custom UI	O	Lock task through Custom UI	O
	Work Profile	Device	1) Alert on Status bar	X	1) Alert on Status bar	X
			Setting menu through Custom UI	△ (Back key control)	Setting menu through Custom UI	△ (Back key control)
		Work Profile	1) App Hidden 2) Alert on Status bar	X	1) App Hidden 2) Alert on Status bar	X
			Setting menu through Custom UI	△ (Back key control)	Setting menu through Custom UI	△ (Back key control)
	Work Profile on Fully Managed	Device	Same to that of Fully Managed Device		Same to that of Fully Managed Device	
		Work Profile	Same to that of Work Profile		Same to that of Work Profile	
Legacy		Device	Alert on Status bar	X	Until setting it up 1) Alert on Status bar ※ Some other brand's is dependent to OS	X
			Pop-up when exiting screen lock (System Setting)	X		
		Workspace (BYOD)	Alert on Status bar (Since v19.12)	X	Alert on Status bar	X

Resolved Issues and Improvements

[KMVOC-8411 / 00173394] Email app issue on older email client and legacy deployment

[KMVOC-8420 / 00175087] Can't use the dialer keystring *#06# when under AE Kiosk Multi-app

[KMVOC-8553 / 00178499] v19.9 - High Contrast Text Color in "Add Control App"

[KMVOC-8620] Adding Wi-Fi in profile is breaking the Work profile on Fully managed device flow

[KMVOC-8674,8818 / 00181890] Server,DB data error or..... - only one tenant affected after patch

[KMVOC-8701 / 00179950]BLAUD-i1910 0180 - Knox manage report won't save but no explanation

[KMVOC-8733 / 00180449] {ETS} KNOX Manage | S10/S9 | Enrolled KNOX Manage devices are sporadically locking

[KMVOC-8765 / 00180804] Email Sync Interval is not properly set in Exchange ActiveSync / Knox Container

[KMVOC-8779,8812 / 00181590] WiFi Event Profile Not applied

[KMVOC-8813 / 00182372] Runtime error after modifying application options

[KMVOC-8816 / 00182369] An error occurred. Please try again. (Error Code: 500), DB Error: The query has timed out [Code: -1]

[KMVOC-8820 / 00181039] Copy of profile not applying on devices

[KMVOC-8836 / 00182113] Day & Time Profile not applying

[KMVOC-8844 / 00182824] [TMS problem with tenants]

[KMVOC-8850 / 00182991] KM kiosk mode adding internal apps issue

[KMVOC-8859 / 00183224] Profile Rest after modify