Citrix Endpoint Management
Knox Platform for Enterprise

October 2021
Samsung R&D Centre UK
(SRUK)

Agenda

1. Pre-requisites for Knox Platform for Enterprise
2. Managed Google Play [MGP] Configuration
3. Android Enterprise Deployment Modes
   - Work Profile
   - Fully Managed Device
   - Fully Managed Device with a Work Profile
   - Work Profile on a Company-Owned Device
   - Dedicated Device
4. Android Enterprise configuration
5. Work Profile enrollment flow
6. Fully Managed enrollment flow
7. Fully Managed Device with a Work Profile enrollment flow
8. Dedicated Device configuration
9. Configure Knox Service Plugin [KSP] Standard and Premium

Citrix Endpoint Management Collateral & Contacts

Contacts:

sruk.rtam@samsung.com

Knowledge Base:

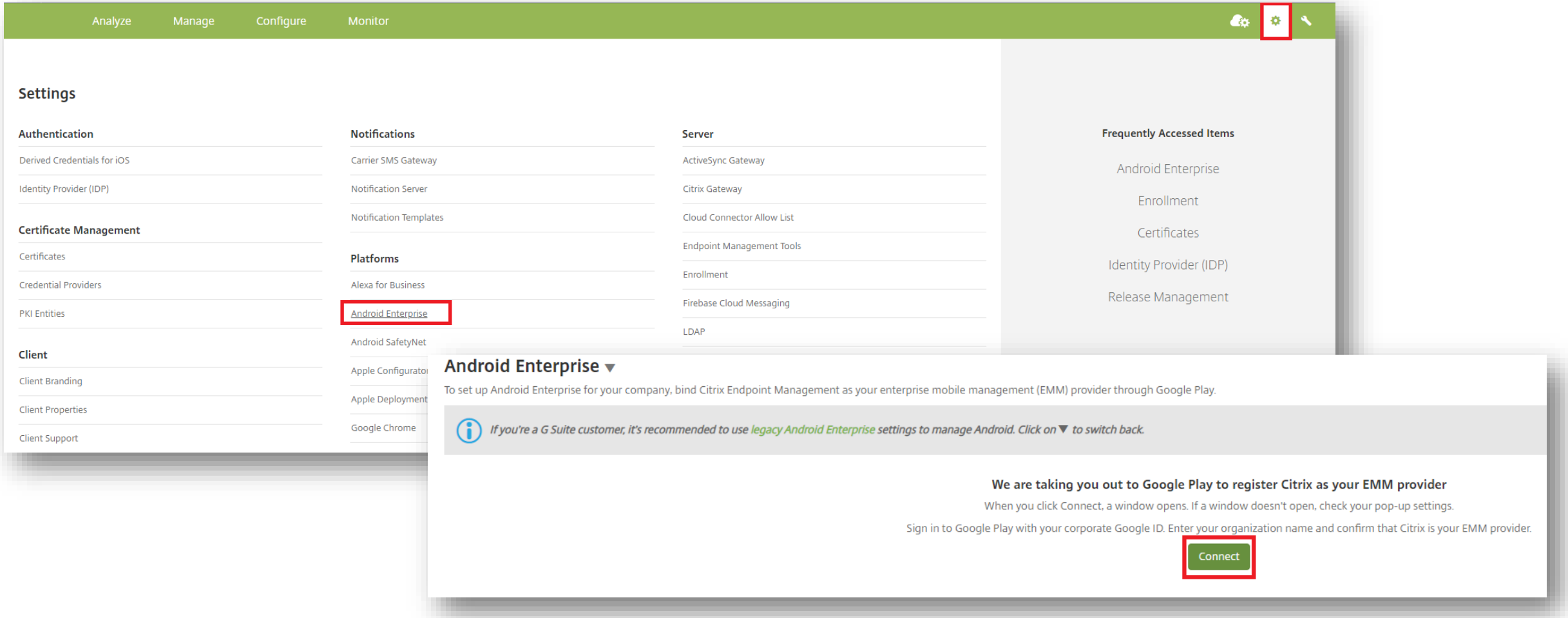
https://www.citrix.com/support/

Pre-Requisites for Knox Platform for Enterprise

1. Obtain access to Endpoint Management console
2. A Gmail account to map to Endpoint Management for Managed Google Play
3. Consider what enrollment method to use:
   - Knox Mobile Enrollment (KME)
   - QR Code enrollment
   - Email enrollment
   - Server details enrollment

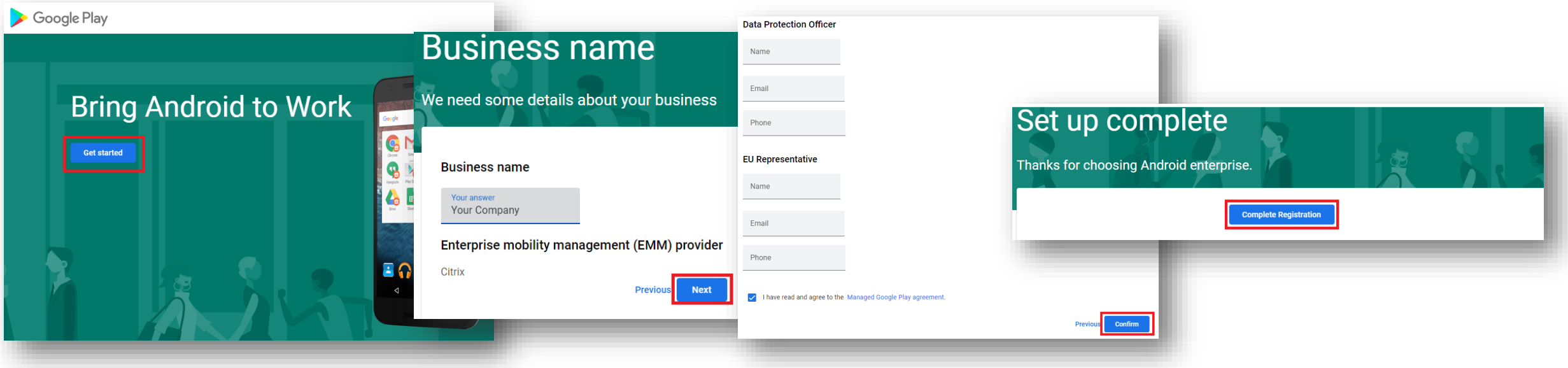
Configure Android Enterprise

- **Within the Endpoint Management console, select the cog icon in the top right corner**
- **Select Android Enterprise**
- **Select Connect**



Configure Android Enterprise

- Sign in with your Google Account and select Get started
- Enter a Business name, select Next
- Data Protection Officer and EU Representative are optional, select Confirm
- Select Complete Registration



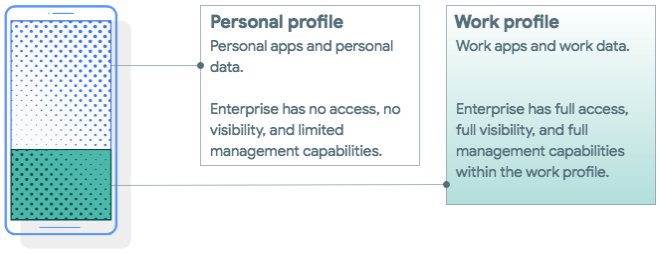
Android Enterprise Deployment Modes

Deployment Modes

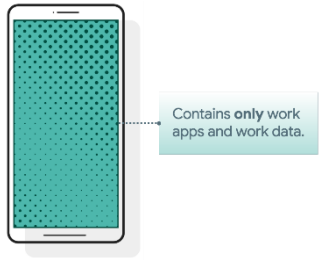
Android Enterprise can be deployed in the following 5 deployment modes

1. Work Profile [*formerly known as Profile Owner*]
2. Fully Managed Device [*formerly known as Device Owner*]
3. Fully Managed Device with a Work Profile [*formerly known as COMP, up to Android 10*]
4. Work Profile on Company-owned Device [WPC, on Andoid 11+]
5. Dedicated device [*formerly known as COSU*]

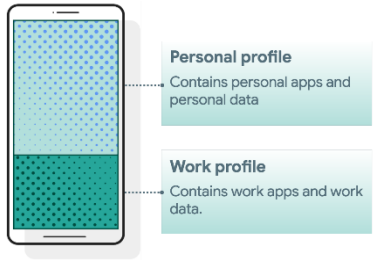
Citrix Endpoint Management can support all of these deployment modes. In this next section we will show you how to configure each of these 5 deployment modes in Citrix Endpoint Management for your device fleet.



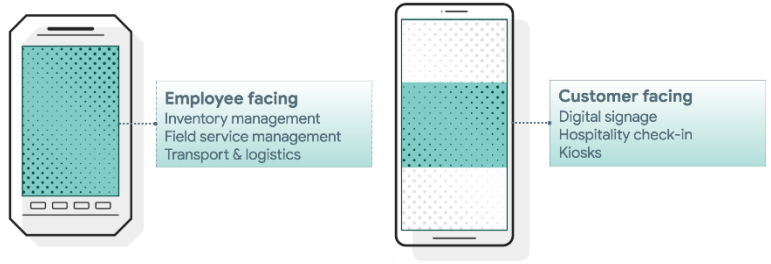
Work Profile



Fully Managed Device



Fully Managed Device with a Work Profile or Work Profile on a Company-owned Device

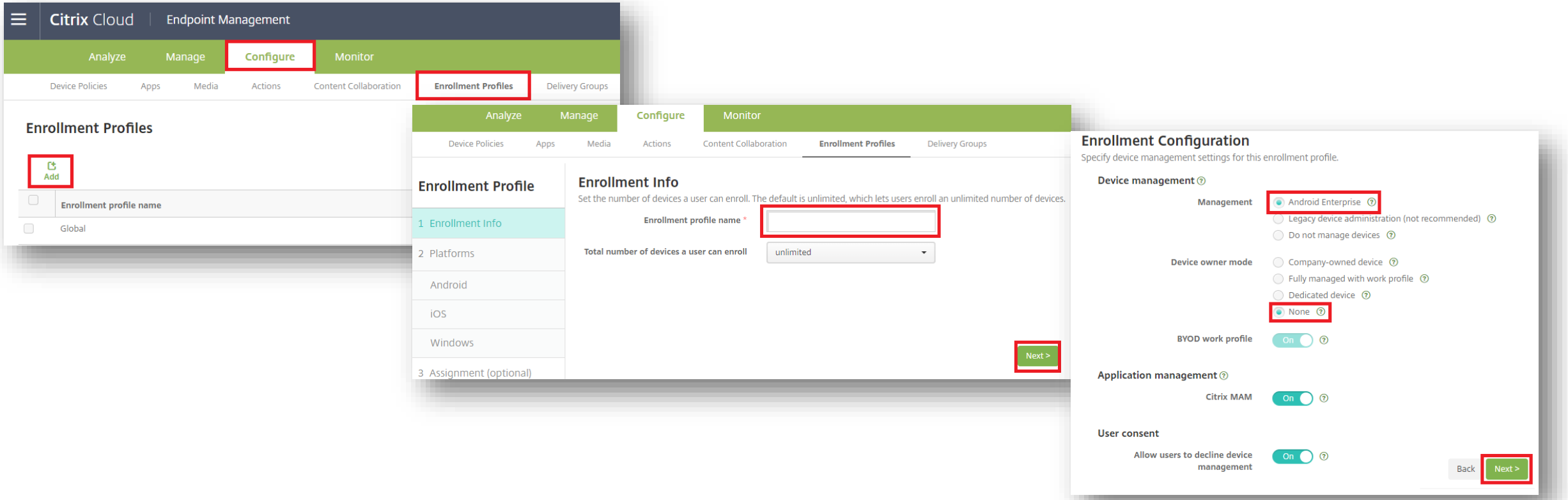


Dedicated Device

Work Profile Configuration

In order to enroll with Work Profile, you should create an enrollment profile.

- **Within Endpoint Management navigate to: Configure, Enrollment Profiles, select Add**
- **Enter a Enrollment profile name of your choice, select Next**
- **For Management, select Android Enterprise**
- **For Device owner mode, select None - BYOD work profile will automatically turn on**
- **Select Next**

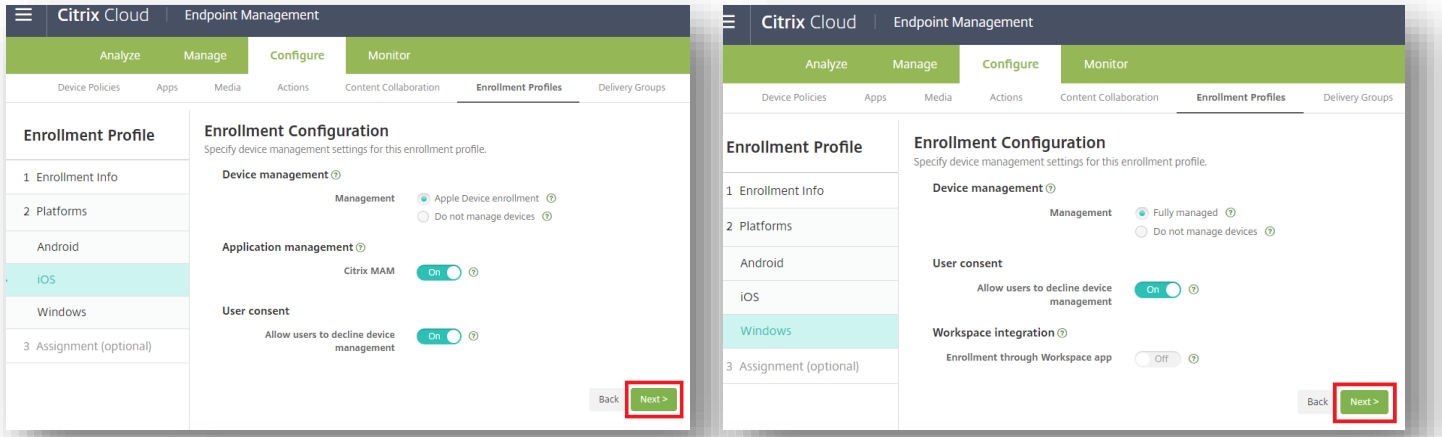


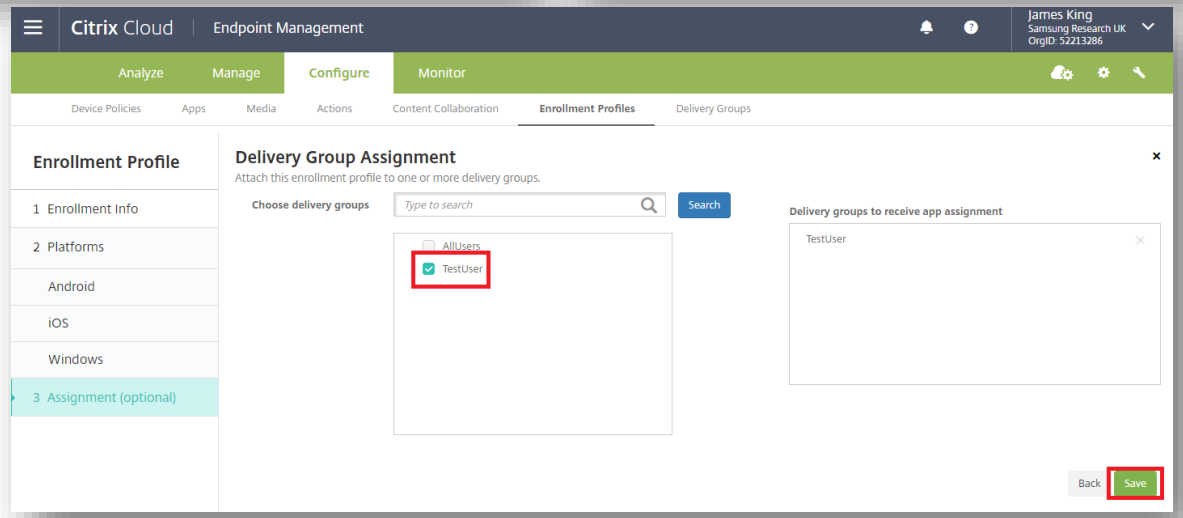
Note: On the latest console, the second Device owner mode now reads:

8 Fully managed with work profile / Work profile on corporate-owned devices

Work Profile Configuration

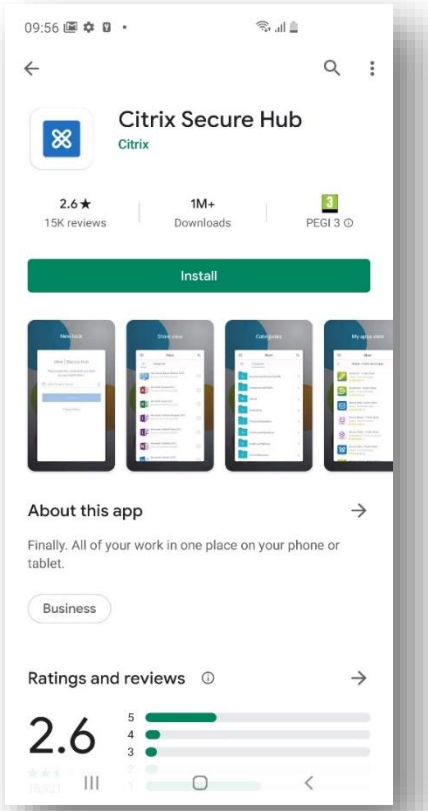
- For iOS, Application management and User consent are optional, select Next
- For Windows, Device Management, User consent and Workspace integration are optional, select Next
- Select a Delivery Group and select Save



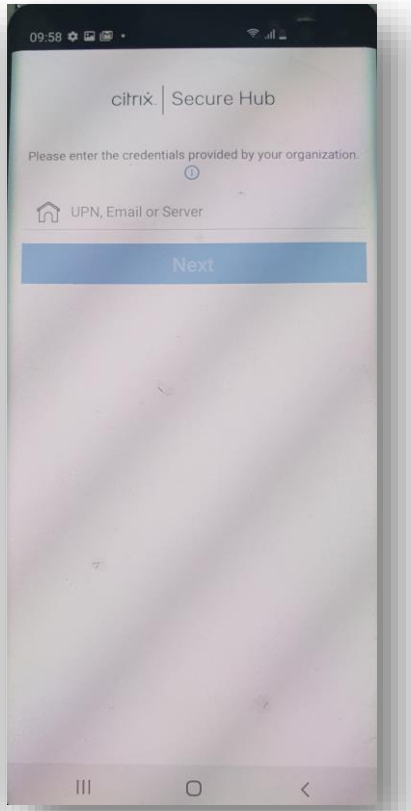


Secured by Knox

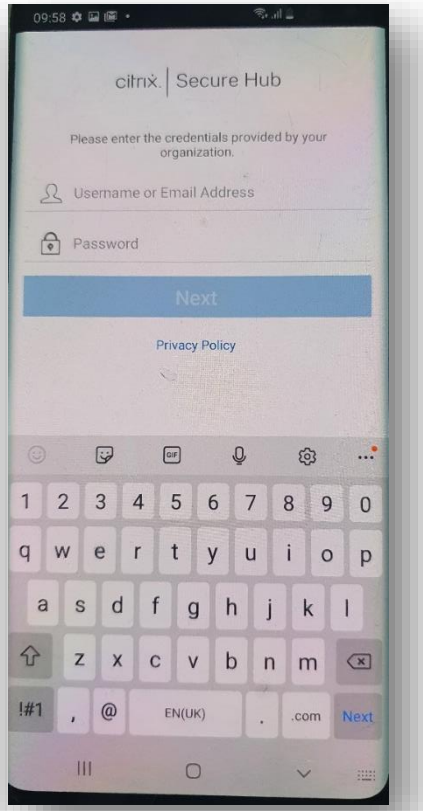
Android Enterprise: Work Profile Enrollment



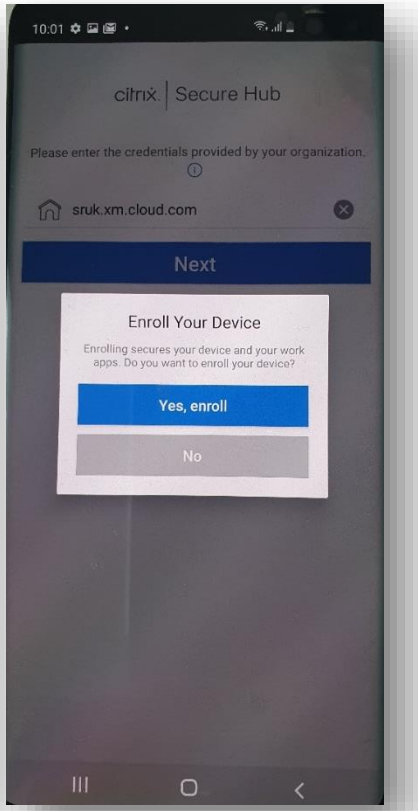
Install Citrix Secure Hub
From the Google Play Store



Open Secure Hub and enter
your Citrix Endpoint Management
Server URL

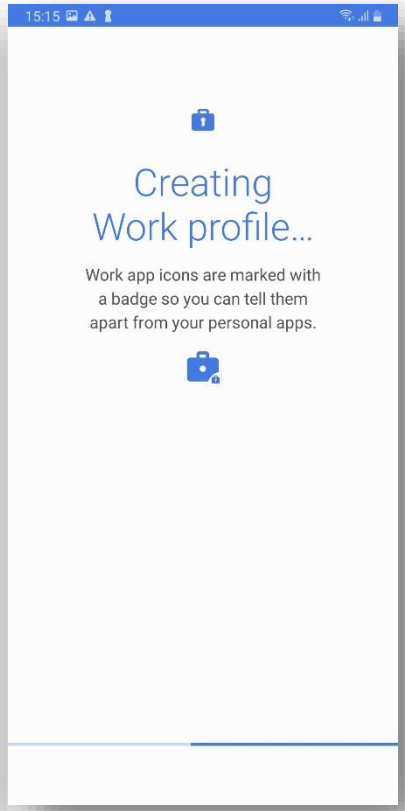


Enter your Citrix credentials
and select Next



Yes, enroll

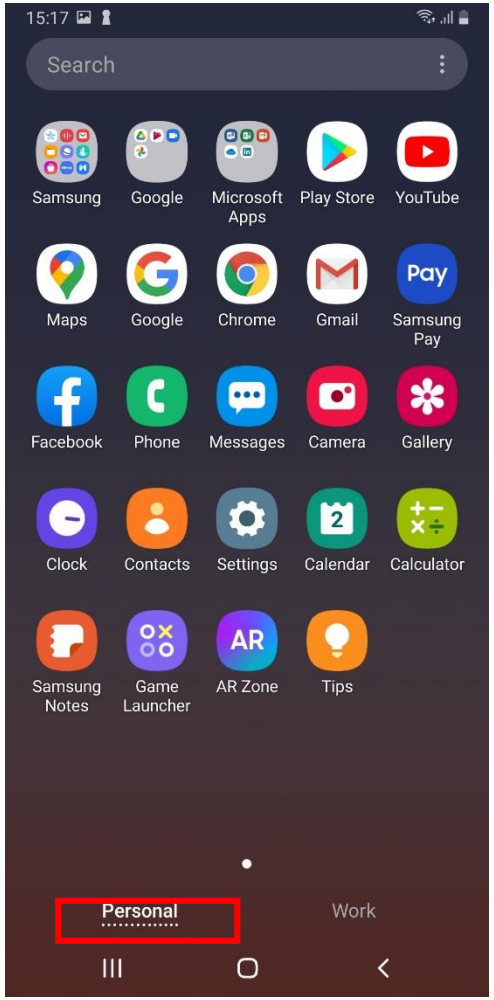
Confirm



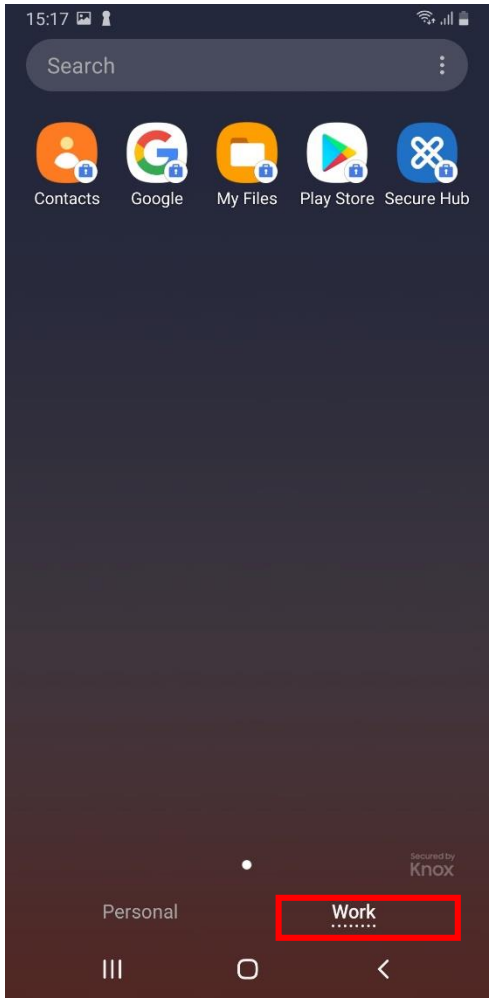
Creating Work profile...

Android Enterprise: Work Profile Enrollment

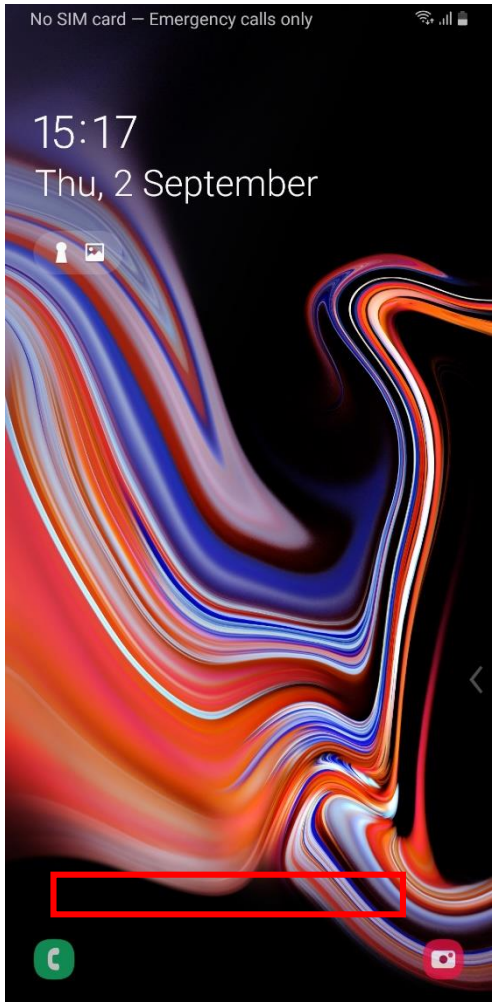
How to tell that Work Profile has been successfully set up:



Personal Tab



Work Tab

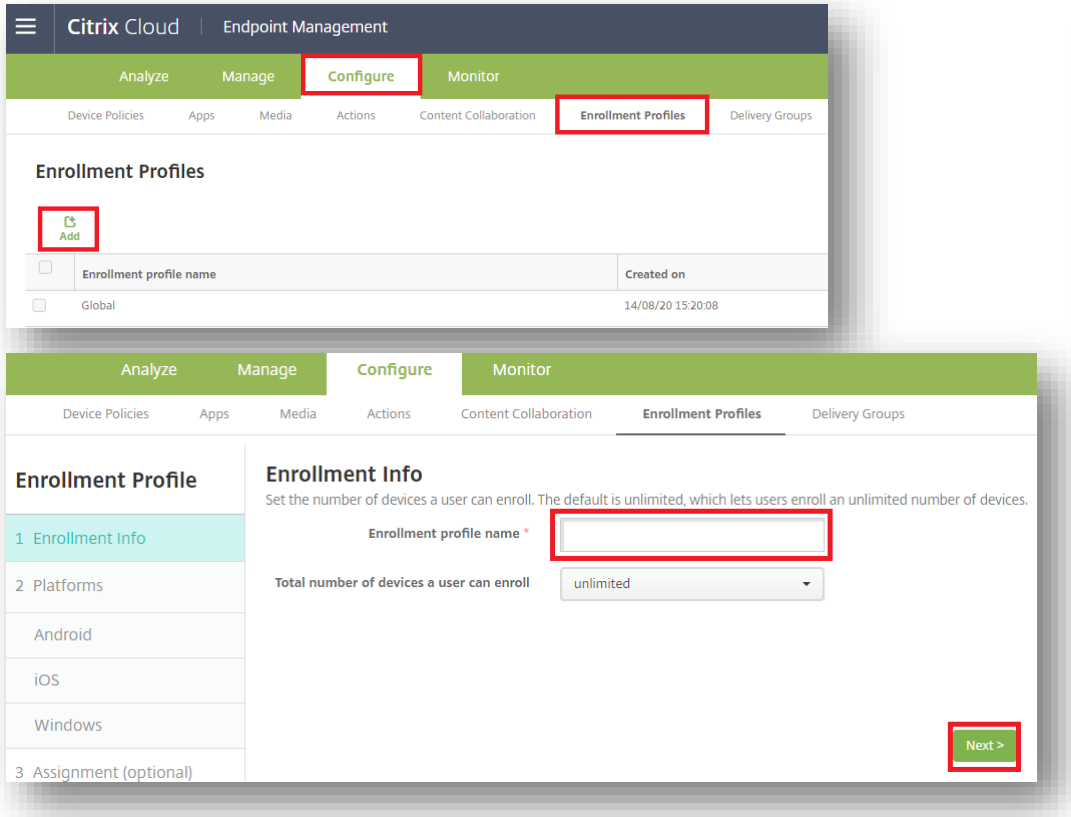


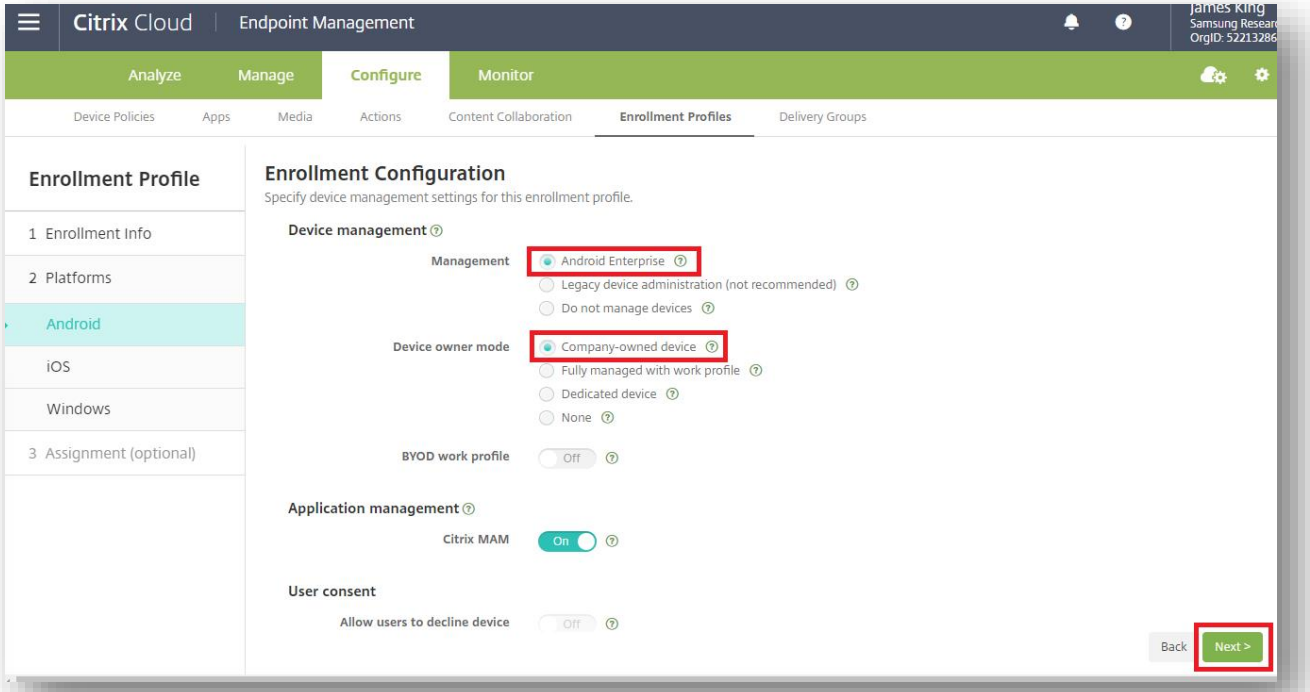
No mention of device belonging to your organization on lock screen

Fully Managed Device Configuration

In order to enroll a Fully Managed device, you should create an enrollment profile.

- Within Endpoint Management navigate to: Configure, Enrollment Profiles, select Add
- Enter a Enrollment profile name of your choice, select Next
- For Management, select Android Enterprise
- For Device owner mode, select Company-owned device
- Select Next



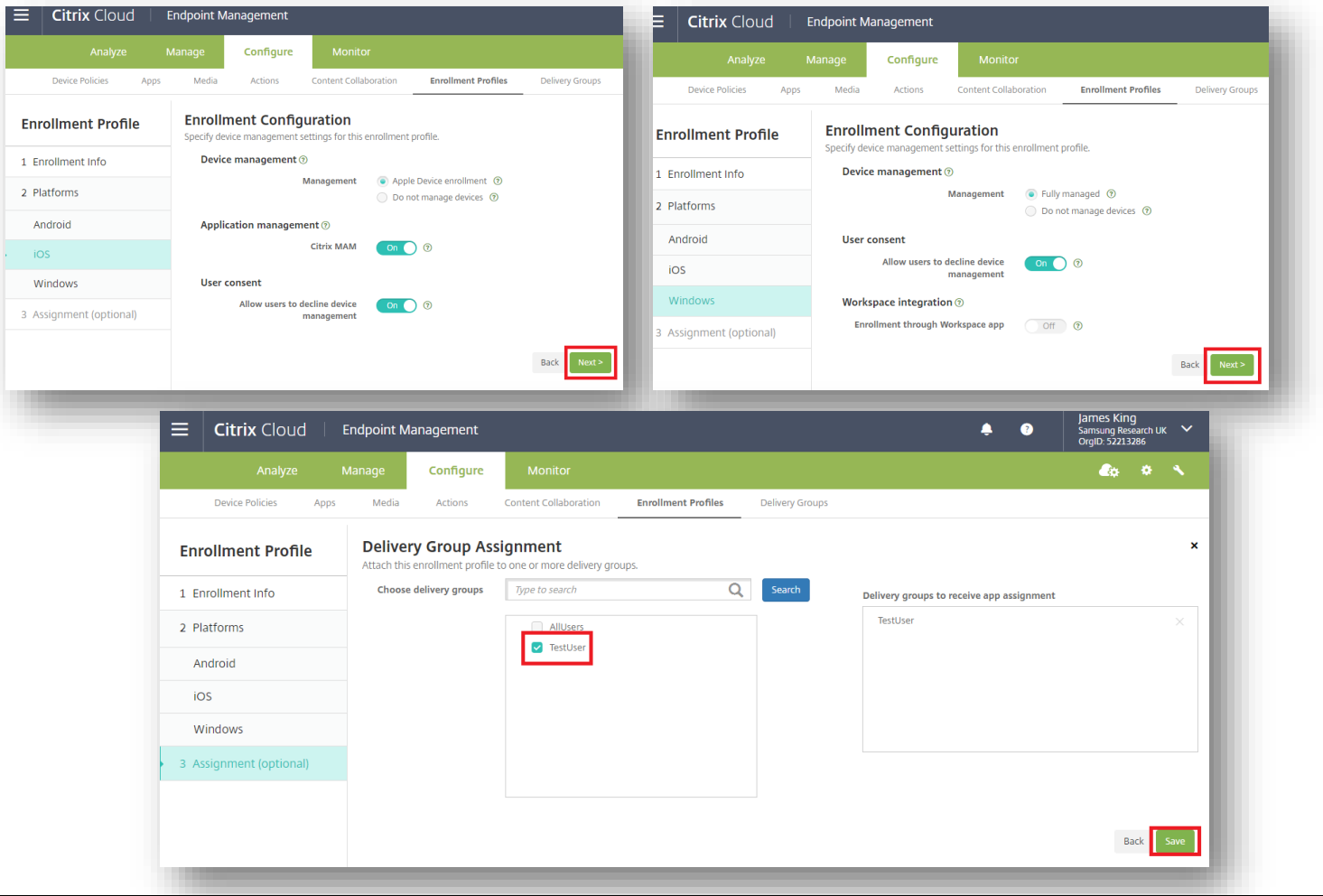


Note: On the latest console, the second Device owner mode now reads:

12 Fully managed with work profile / Work profile on corporate-owned devices

Fully Managed Device Configuration

- For iOS, Application management and User consent are optional, select Next
- For Windows, Device Management, User consent and Workspace integration are optional, select Next
- Select a Delivery Group and select Save



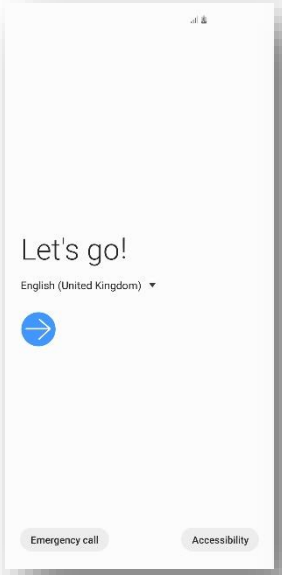
Android Enterprise: Fully Managed Device Enrollment

Android Enterprise Company-owned Device Deployment

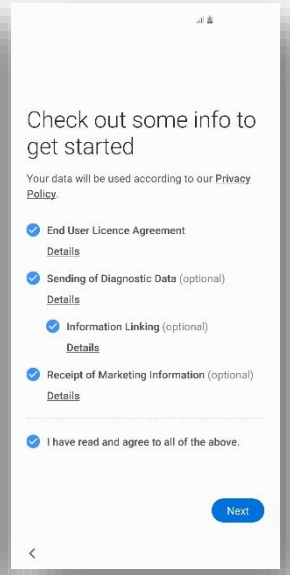
To enroll your device as an Android Enterprise Company-owned device, you need to ensure the device is factory reset and at the welcome screen. From here, there are 3 ways you can enroll your device into Citrix Endpoint Management as an Android Enterprise Company-owned device.

1. DPC Identifier [Also known as the hashtag method] afw#xenmobile
2. QR Code Enrollment / NFC Enrollment
3. Knox Mobile Enrollment

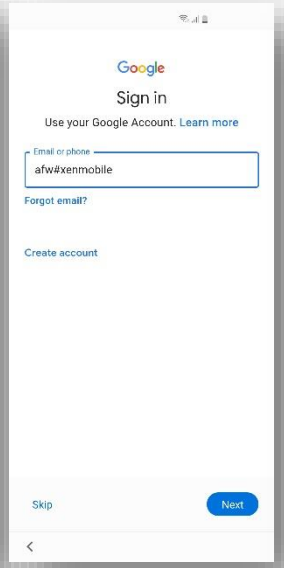
- Below is a screen-by-screen play to enroll your device using the DPC Identifier method.



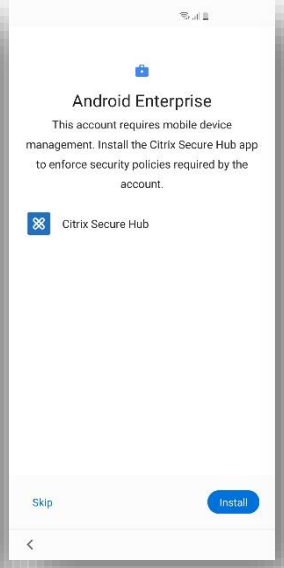
Select the arrow



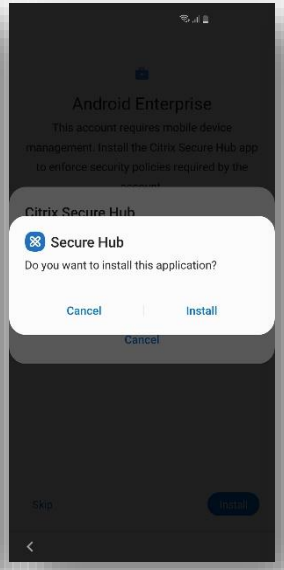
Accept the EULA, Next



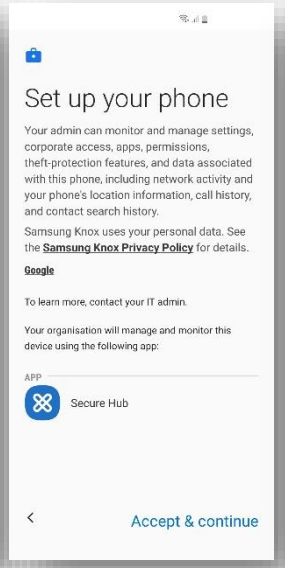
Enter afw#xenmobile then select Next



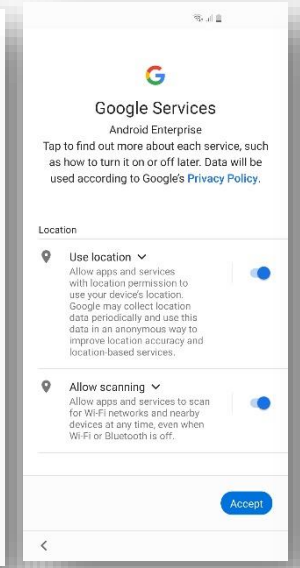
Install



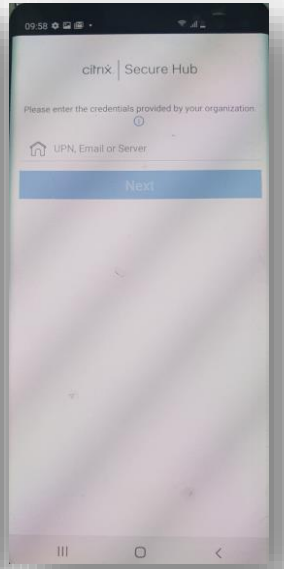
Install



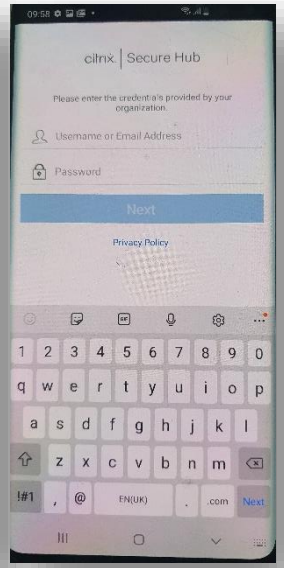
Accept & continue



Accept

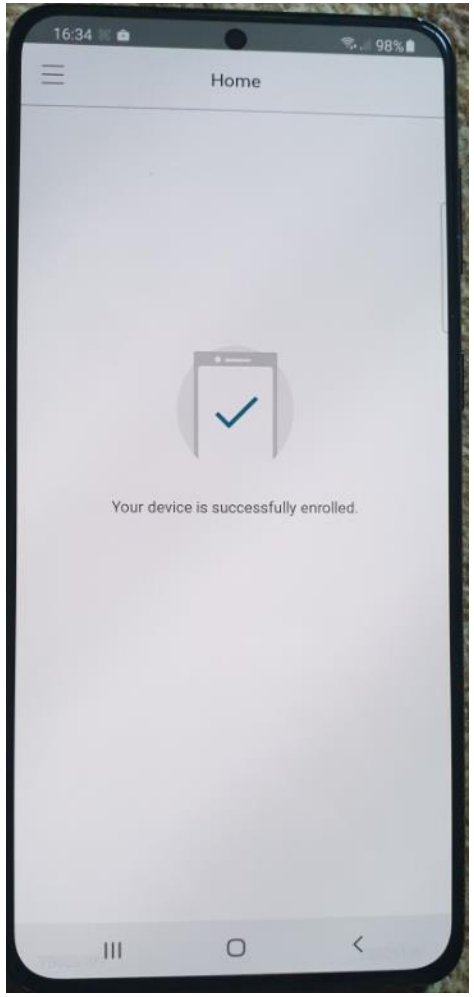


Enter your Citrix Endpoint Management server URL

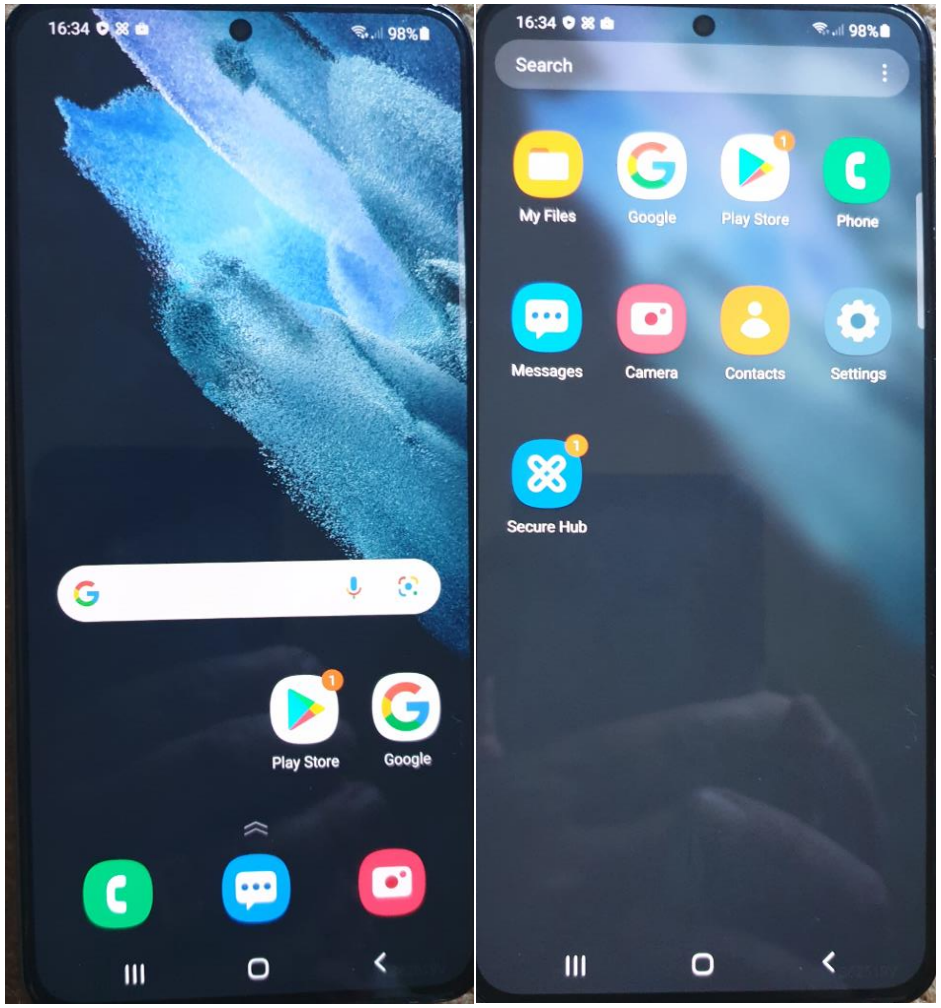


Enter your Citrix credentials and select Next

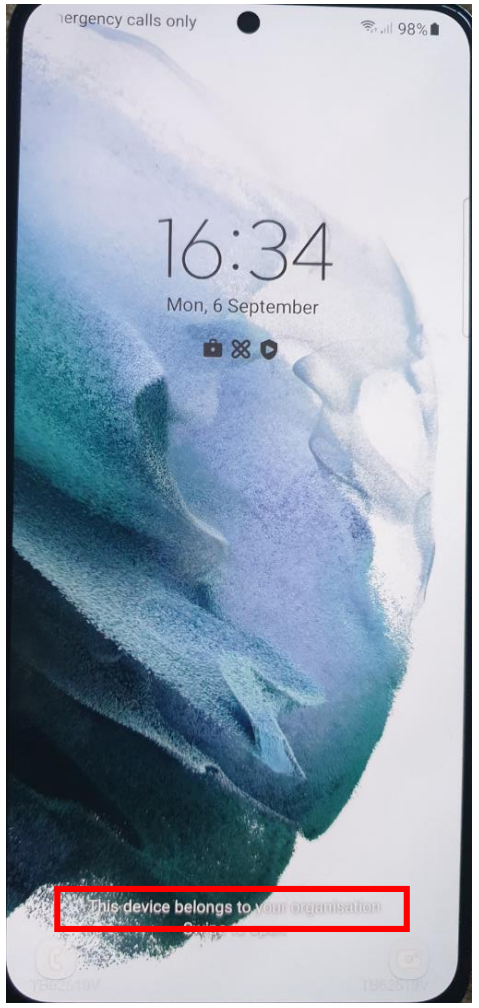
How to tell that a Fully Managed Device has been successfully set up:



Device is successfully enrolled



Sparse set of applications including Secure Hub

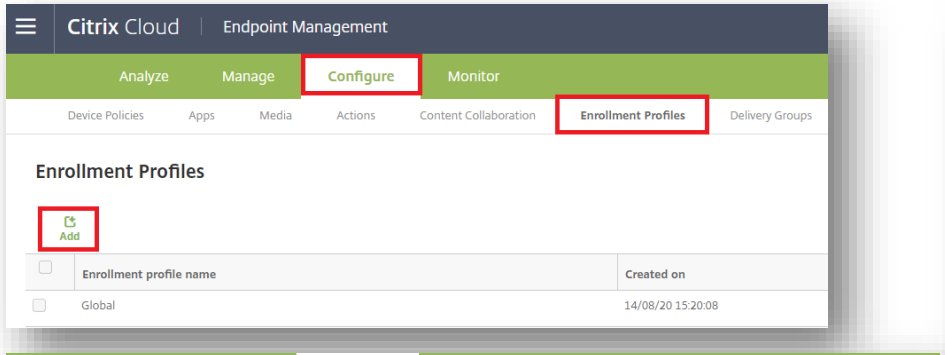


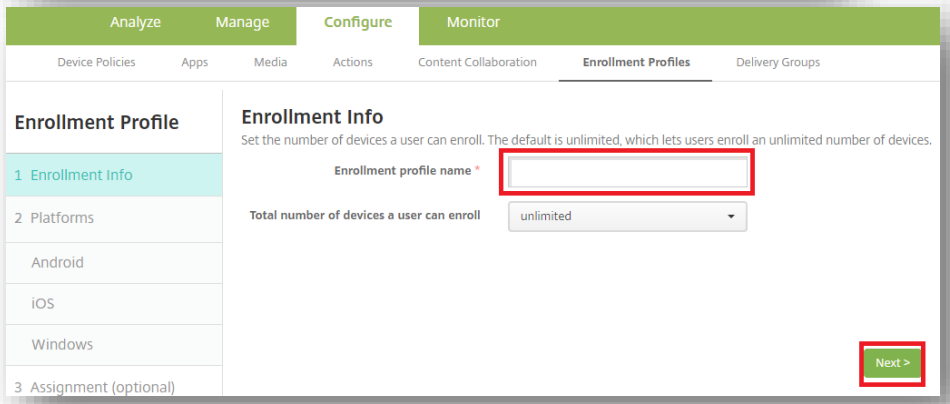
Device belongs to your organization on lock screen

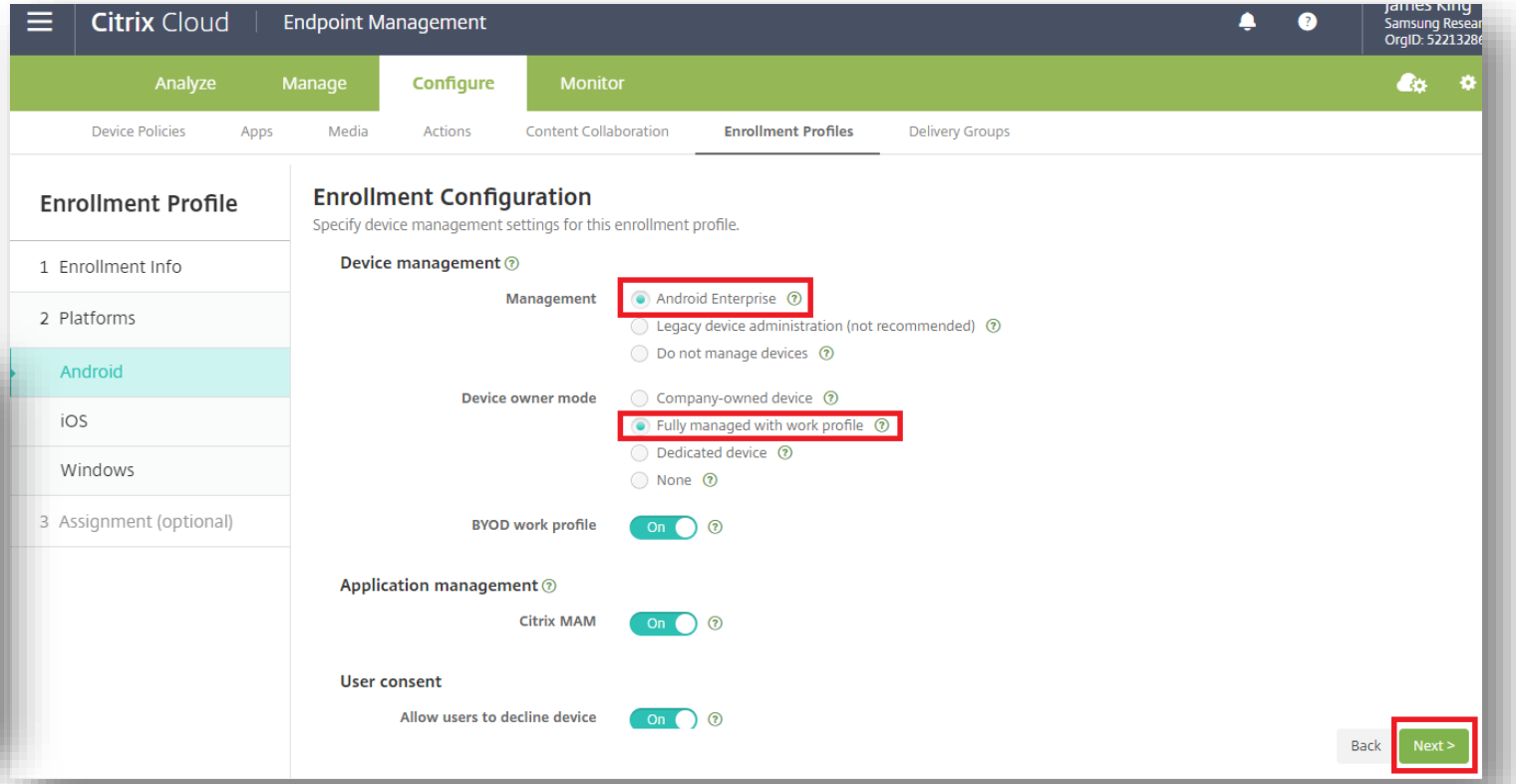
Fully Managed with a Work Profile Configuration

In order to enroll Fully Managed with a Work Profile, you should create an enrollment profile.

- **Within Endpoint Management navigate to: Configure, Enrollment Profiles, select Add**
- **Enter a Enrollment profile name of your choice, select Next**
- **For Management, select Android Enterprise**
- **For Device owner mode, select Fully Managed with Work Profile**
- **Select Next**





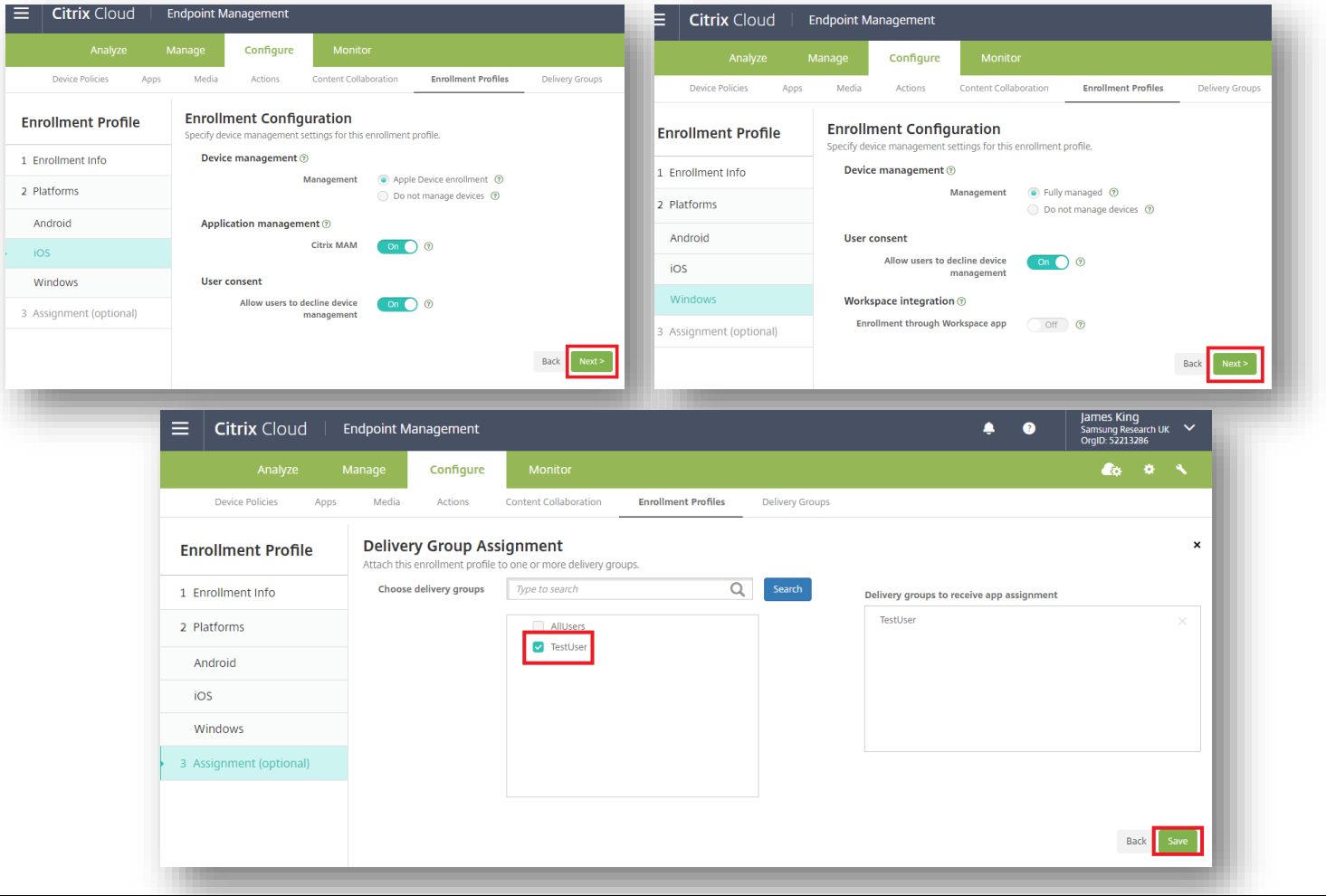


Note: On the latest console, the second Device owner mode now reads:

16 Fully managed with work profile / Work profile on corporate-owned devices

Fully Managed with a Work Profile Configuration

- For iOS, Application management and User consent are optional, select Next
- For Windows, Device Management, User consent and Workspace integration are optional, select Next
- Select a Delivery Group and select Save



Android Enterprise: Fully Managed with a Work Profile Enrollment

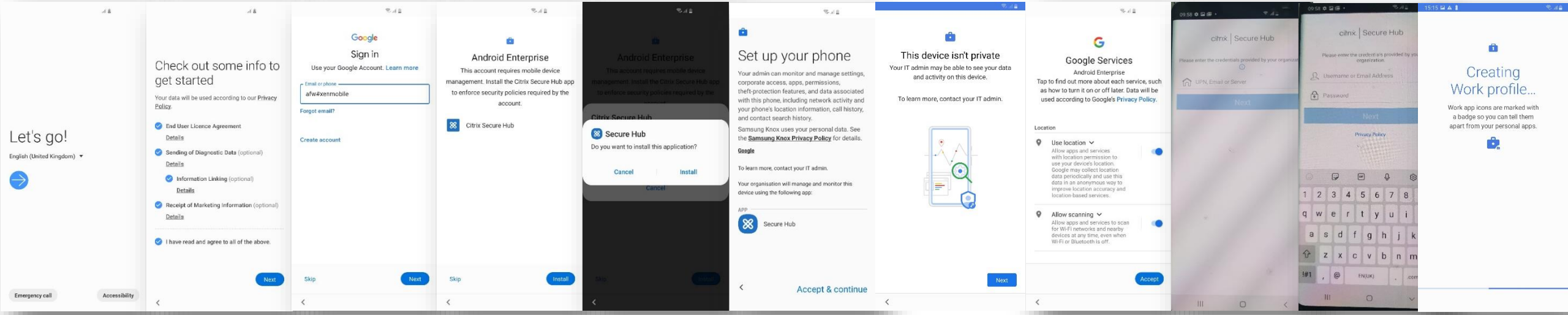
To enroll your device as an Android Enterprise Fully Managed with a Work Profile, you need to ensure the device is factory reset and at the welcome screen. From here, there are 3 ways you can enroll your device into Citrix Endpoint Management as an Android Enterprise Fully Managed with a Work Profile.

1. DPC Identifier [Also known as the hashtag method] afw#xenmobile

2. QR Code Enrollment / NFC Enrollment

3. Knox Mobile Enrollment

- **Below is a screen-by-screen play to enroll your device using the DPC Identifier method.**



Select the arrow	Accept the EULA, Next	Enter afw#xenmobile then select Next	Install	Install	Accept & continue	Next	Accept	Enter your Citrix Endpoint Management server URL and credentials and select Next	Creating Work profile...

Android Enterprise: Fully Managed with a Work Profile Enrollment

How to tell that Fully Managed with a Work Profile has been successfully set up:

Personal Tab

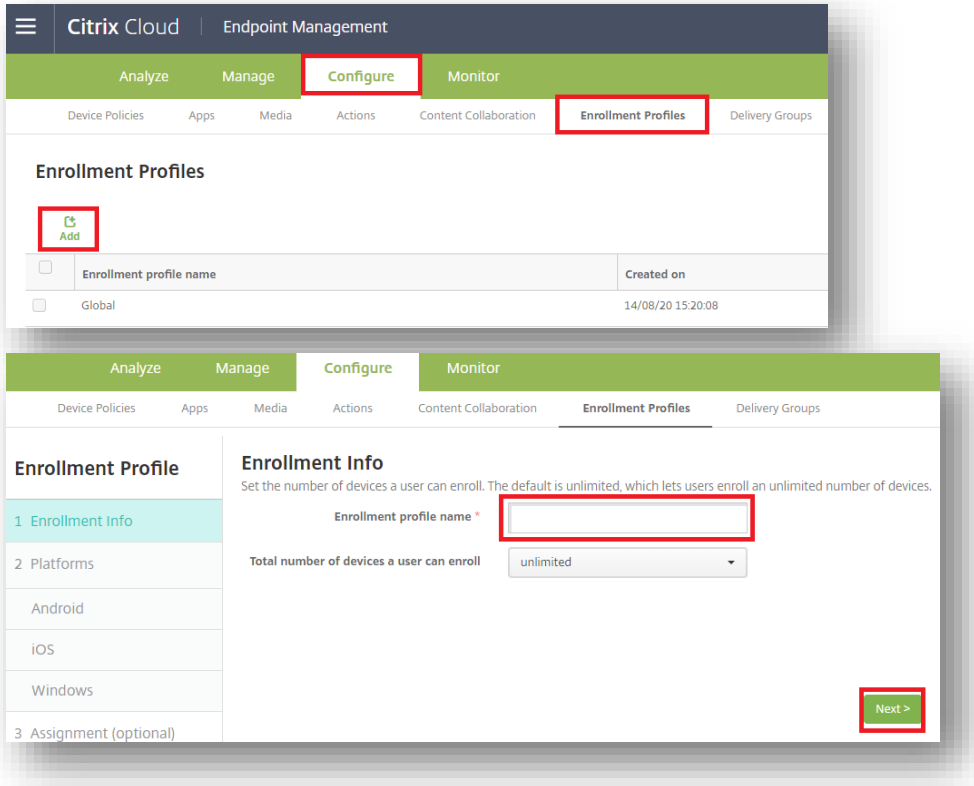
Work Tab

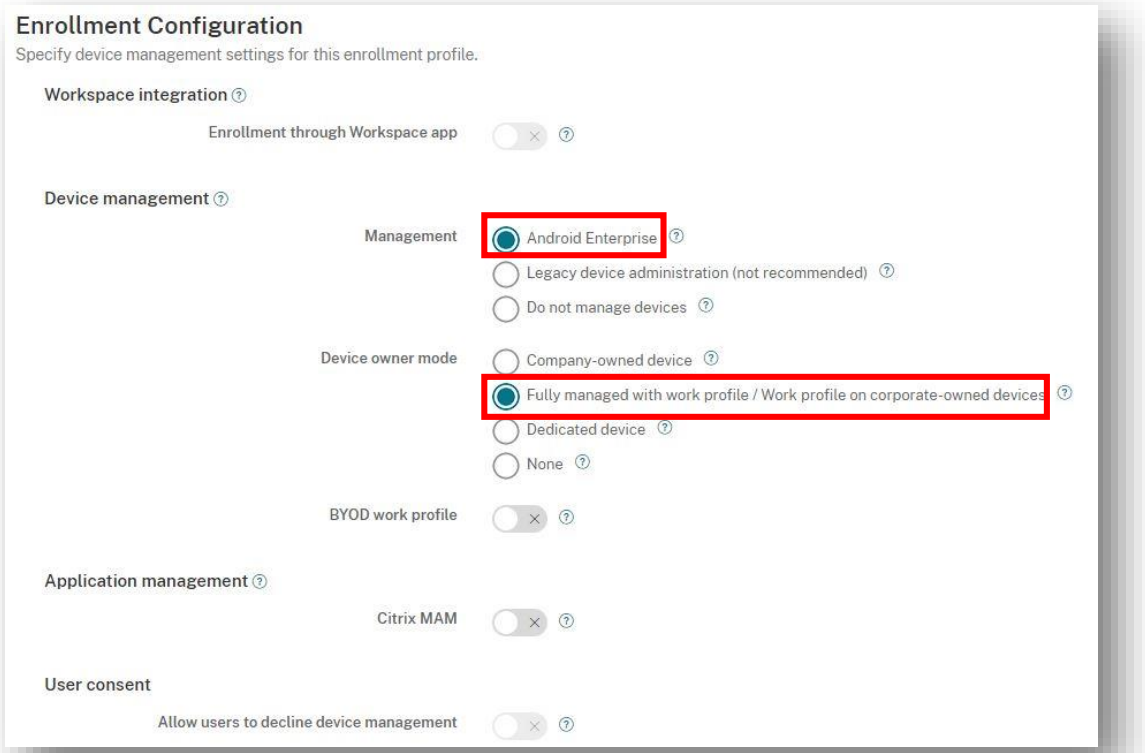
Device is managed by your organization on lock screen

Work Profile on a Company Owned Device Configuration

In order to enroll Work Profile on a Company Owned Device, you should create an enrollment profile.

- **Within Endpoint Management navigate to: Configure, Enrollment Profiles, select Add**
- **Enter a Enrollment profile name of your choice, select Next**
- **For Management, select Android Enterprise**
- **For Device owner mode, select Fully Managed with work profile/ Work profile on corporate-owned devices**
- **Select Next**



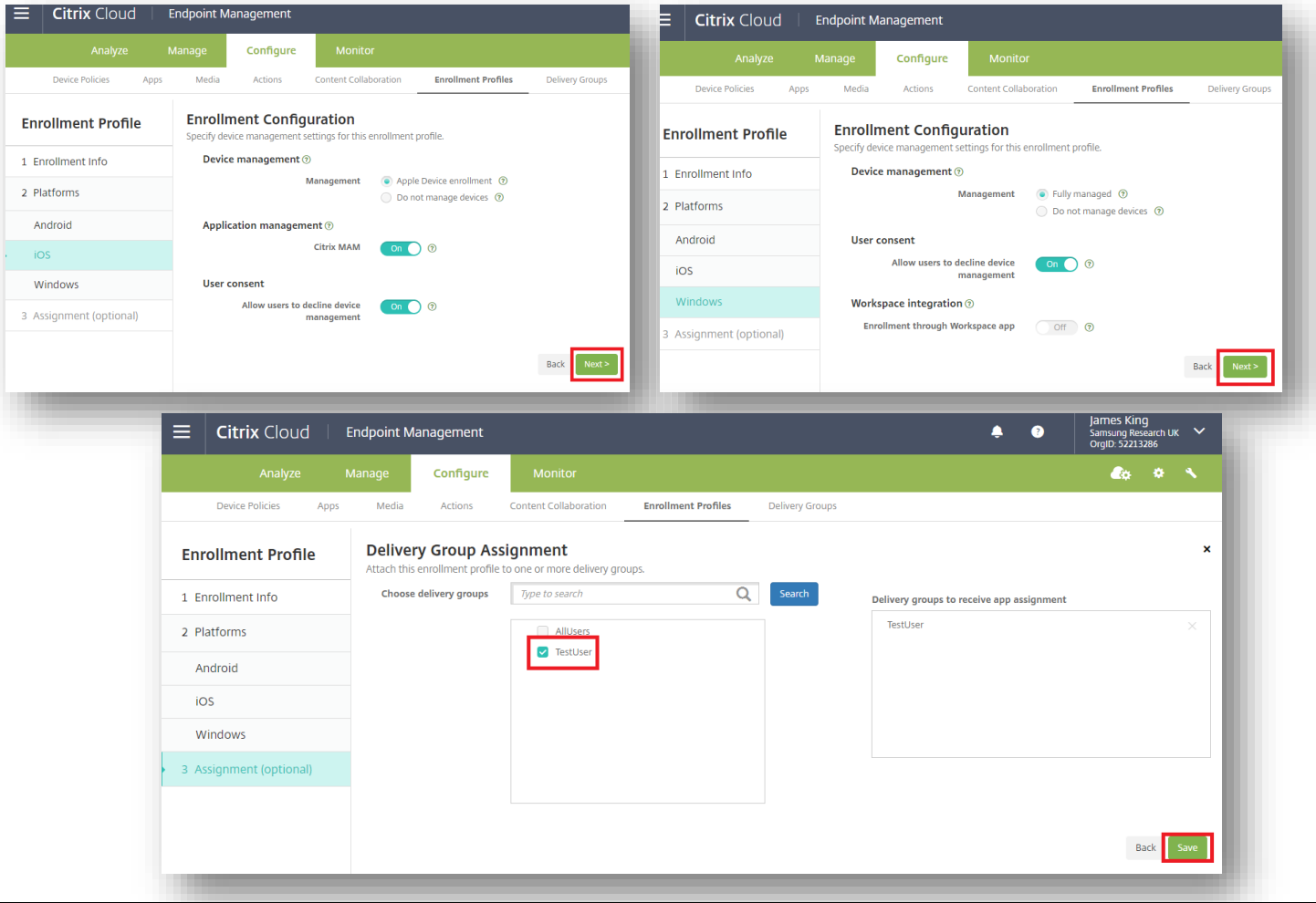


Note: On the latest console, the second Device owner mode now reads:

20 Fully managed with work profile / Work profile on corporate-owned devices

Work Profile on a Company Owned Device Configuration

- For iOS, Application management and User consent are optional, select Next
- For Windows, Device Management, User consent and Workspace integration are optional, select Next
- Select a Delivery Group and select Save



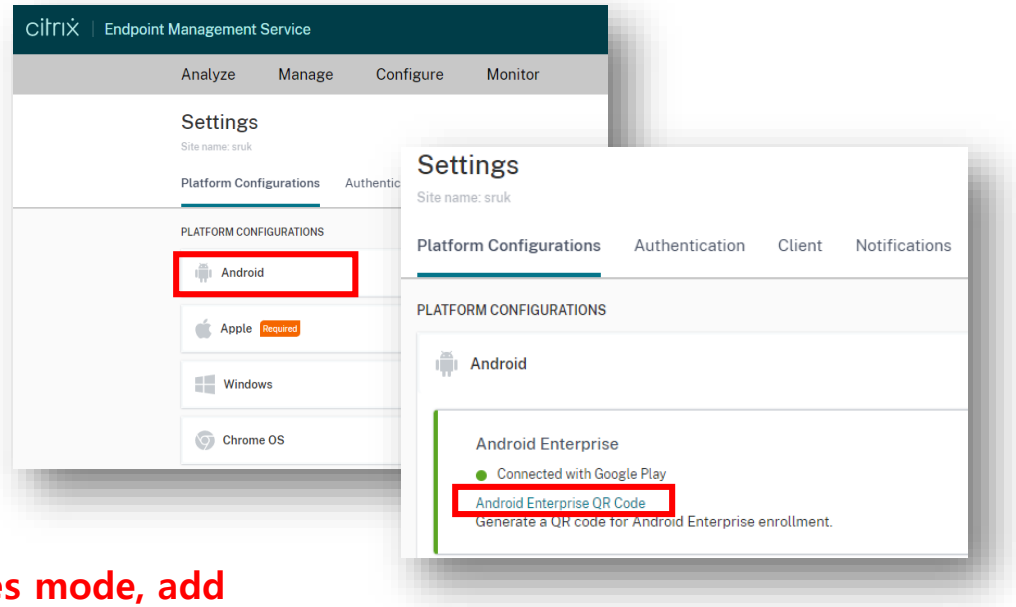
Android Enterprise: Work Profile on a Company Owned Device Enrollment

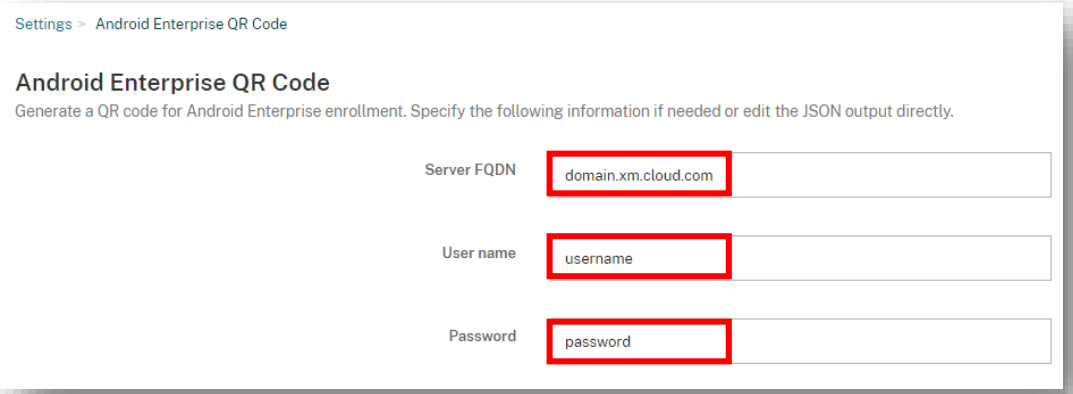
At the time of writing, custom JSON code needs to be included in a QR Code or a KME Profile in order to enroll into WPC successfully.

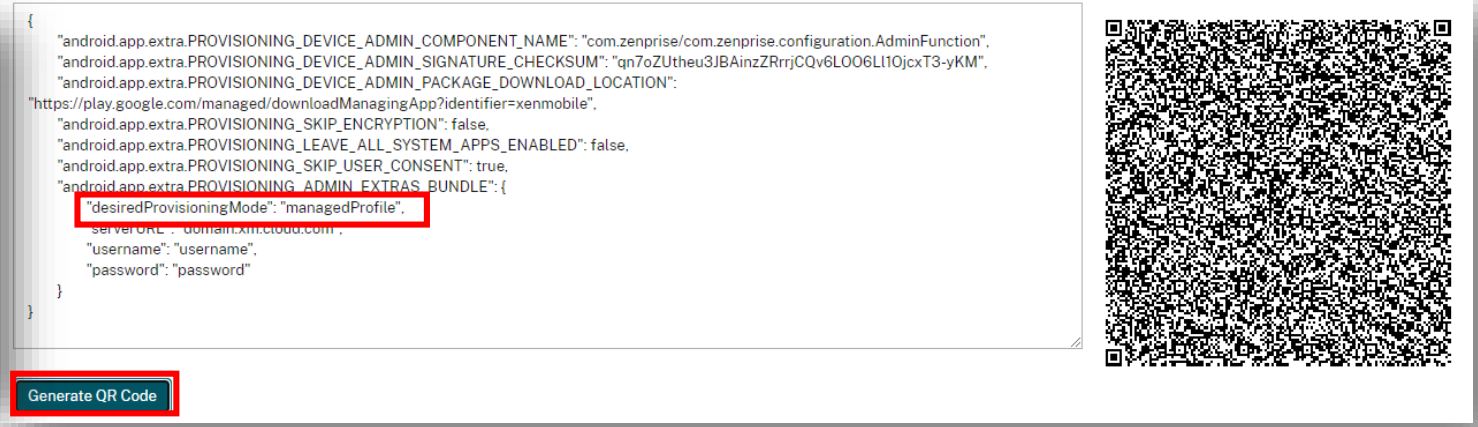
To generate such a QR code, follow these steps:

- Within Endpoint Management navigate the Settings cog
- Select Android
- Select Android Enterprise QR Code
- Enter your server details, eg. domain.xm.cloud.com
- Enter your username and password to be used on the device
- Select Generate QR Code
- IMPORTANT:

  To enroll devices in the work profile on corporate-owned devices mode, add "desiredProvisioningMode": "managedProfile", to the custom JSON under PROVISIONING_ADMIN_EXTRAS_BUNDLE.
- Select Generate QR Code (again), resulting in:







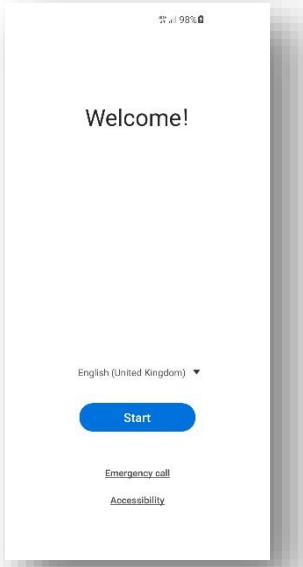
Android Enterprise: Work Profile on a Company Owned Device Enrollment

To enroll your device as an Android Enterprise Work Profile on a Company Owned Device, you need to ensure the device is factory reset and at the welcome screen. From here, there are 2 ways you can enroll your device into Citrix Endpoint Management as an Android Enterprise Work Profile on a Company Owned Device.

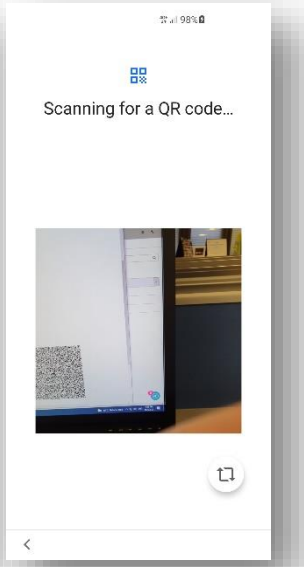
1. QR Code Enrollment / NFC Enrollment

2. Knox Mobile Enrollment

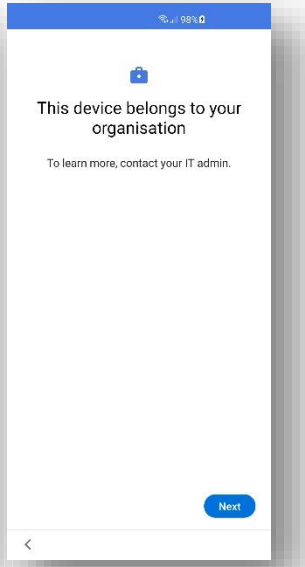
- **Below is a screen-by-screen play to enroll your device using the QR Code method.**



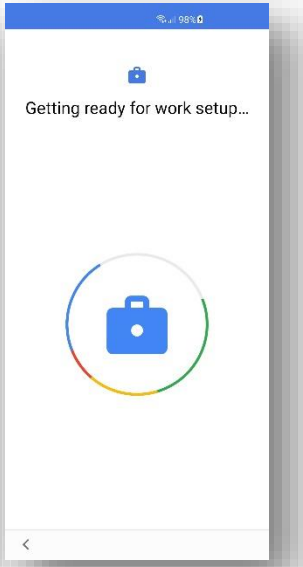
Select Start



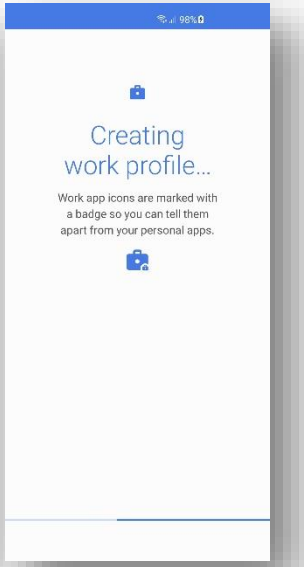
Scan the QR code just generated & connect to WiFi



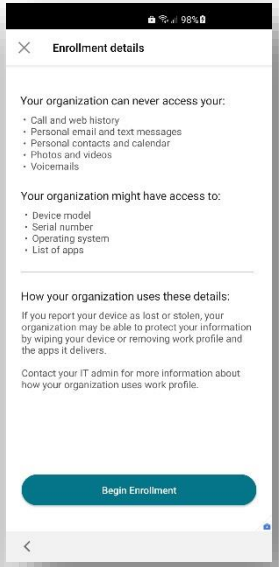
Select Next



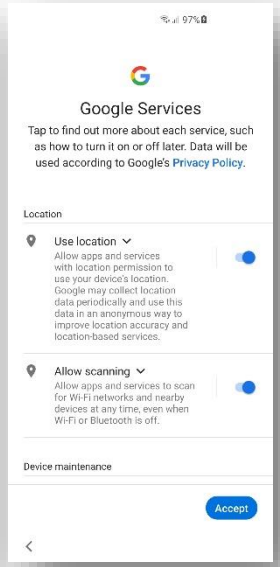
Getting ready for work setup...



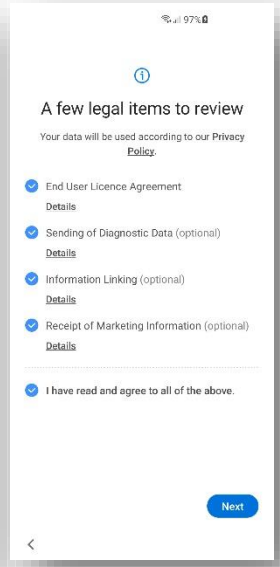
Creating work profile...



Begin Enrollment



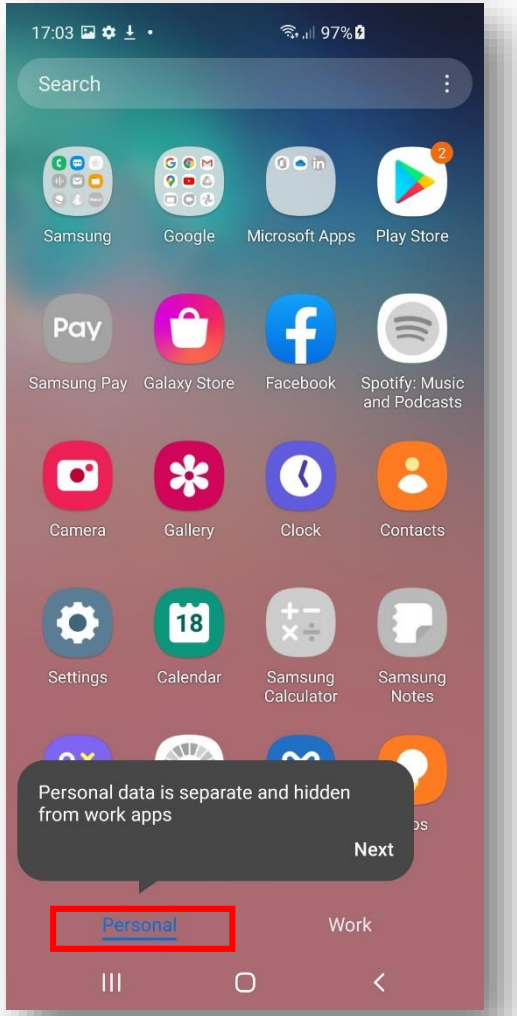
Accept Google Services



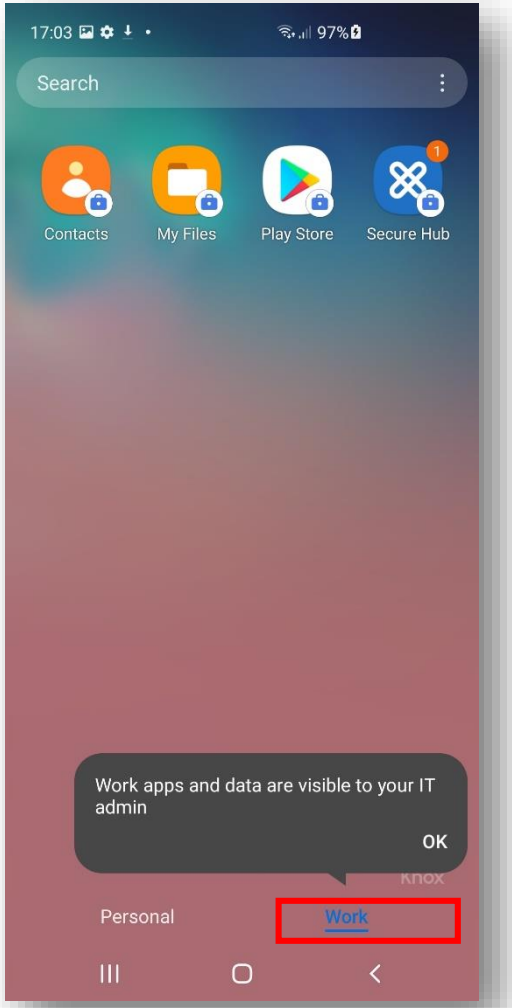
Accept the appropriate legal terms and select Next

Android Enterprise: Work Profile on a Company Owned Device Enrollment

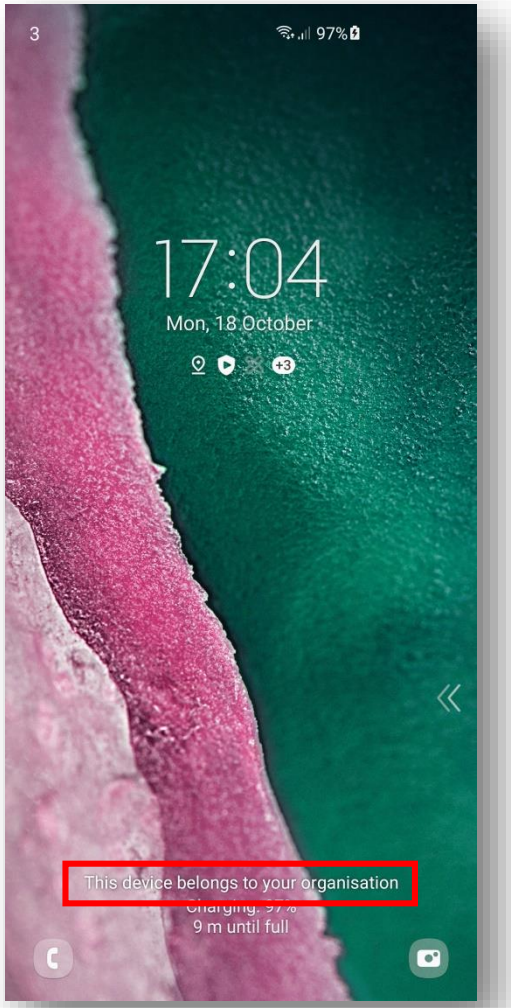
How to tell that Work Profile on a Company Owned Device has been successfully set up:



Personal Tab



Work Tab

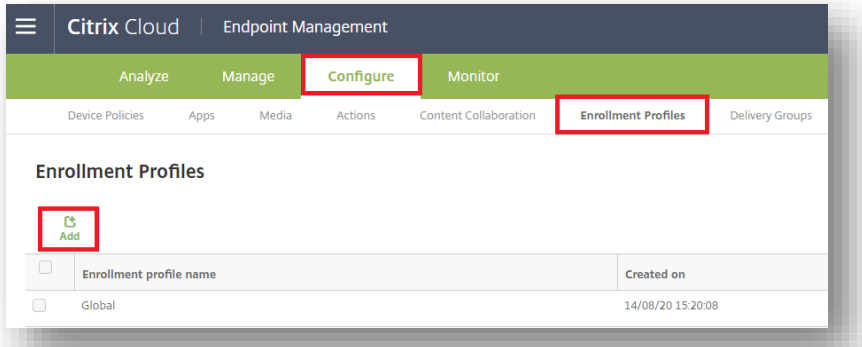


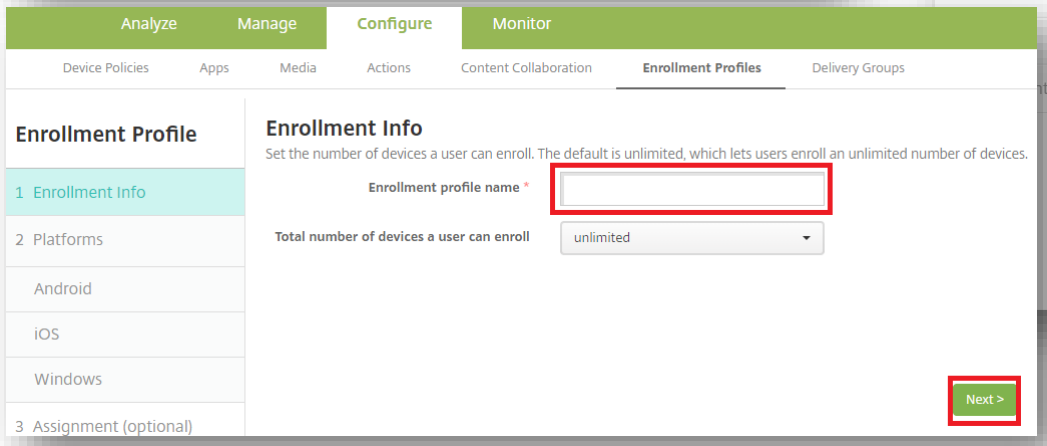
Device belongs to your organization on lock screen

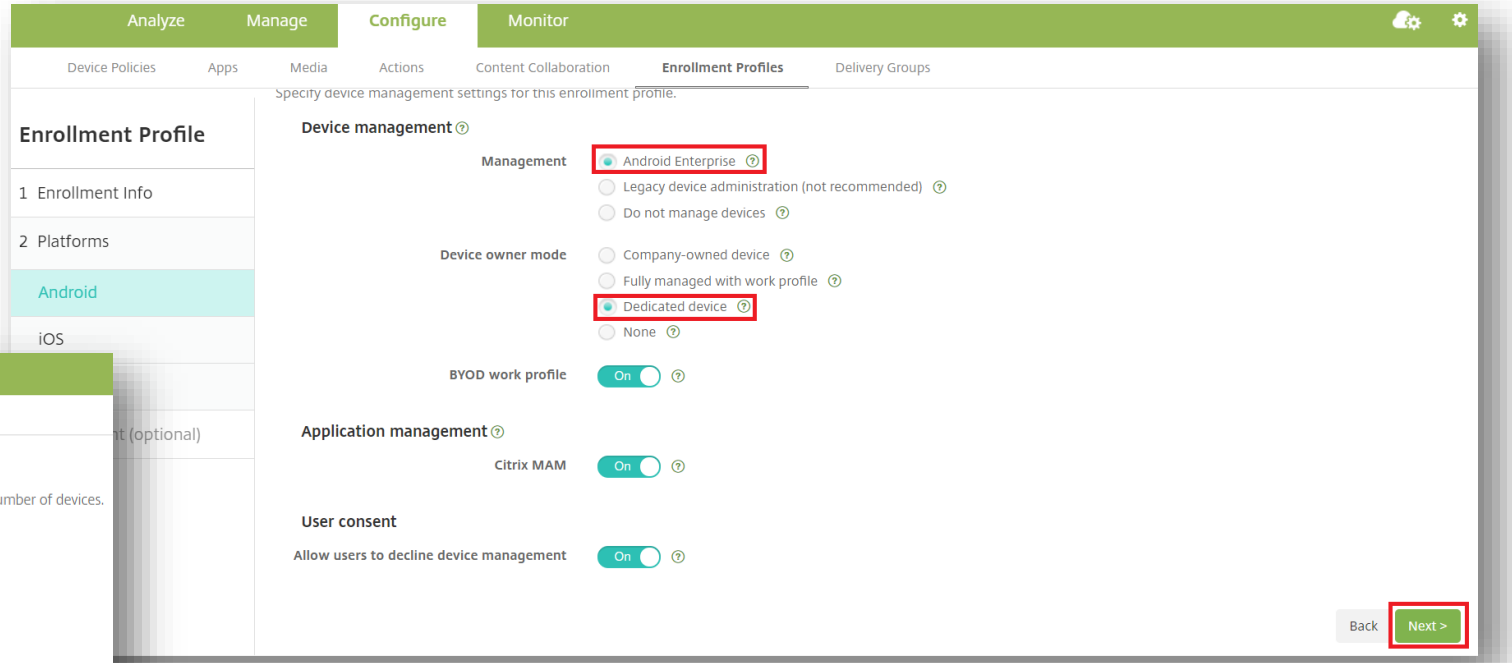
Dedicated Device Configuration

In order to enroll a Dedicated device, you should create an enrollment profile.

- **Within Endpoint Management navigate to: Configure, Enrollment Profiles, select Add**
- **Enter a Enrollment profile name of your choice, select Next**
- **For Management, select Android Enterprise**
- **For Device owner mode, select Dedicated device**
- **Select Next**





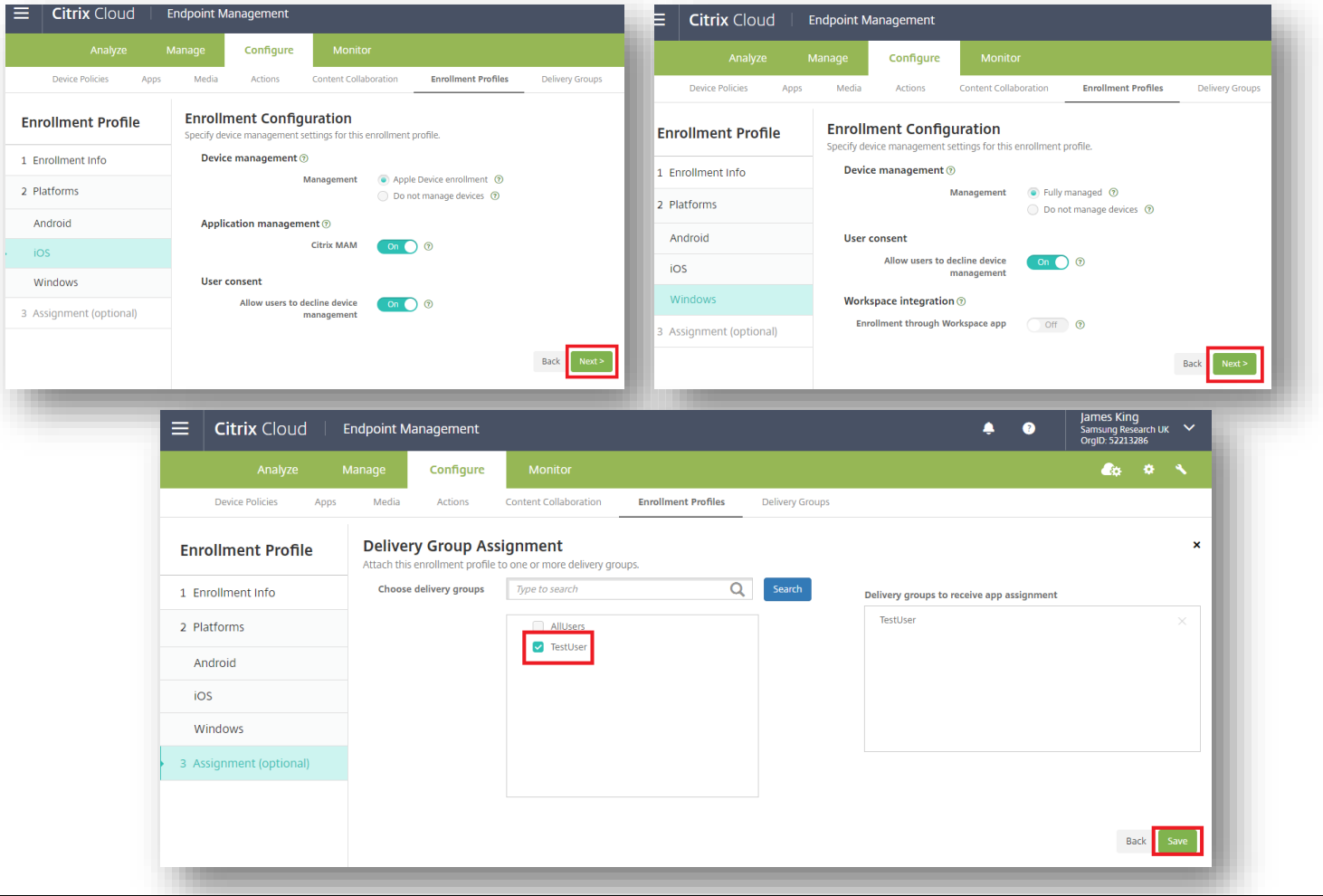


Note: On the latest console, the second Device owner mode now reads:

25 Fully managed with work profile / Work profile on corporate-owned devices

Dedicated Device Configuration

- For iOS, Application management and User consent are optional, select Next
- For Windows, Device Management, User consent and Workspace integration are optional, select Next
- Select a Delivery Group and select Save



Android Enterprise: Dedicated Device Enrollment

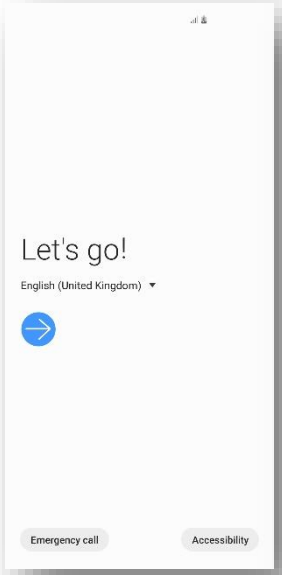
To enroll your device as an Android Enterprise Dedicated device, you need to ensure the device is factory reset and at the welcome screen. From here, there are 3 ways you can enroll your device into Citrix Endpoint Management as an Android Enterprise Dedicated device.

1. DPC Identifier [Also known as the hashtag method] afw#xenmobile

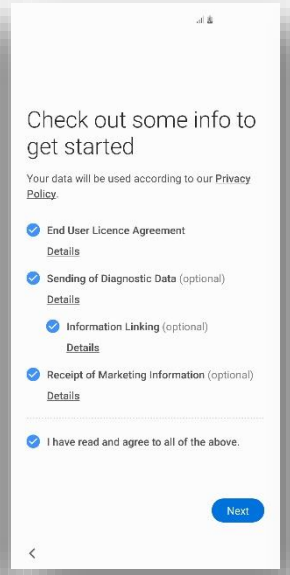
2. QR Code Enrollment / NFC Enrollment

3. Knox Mobile Enrollment

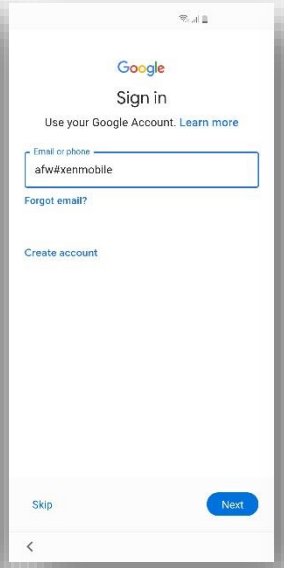
- **Below is a screen-by-screen play to enroll your device using the DPC Identifier method.**



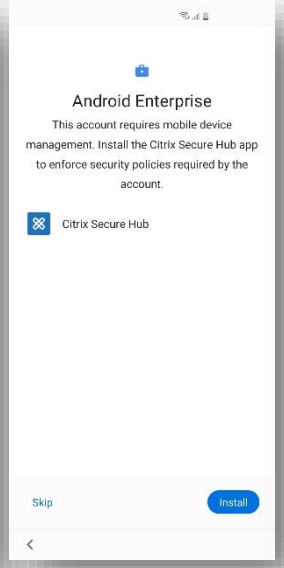
Select the arrow



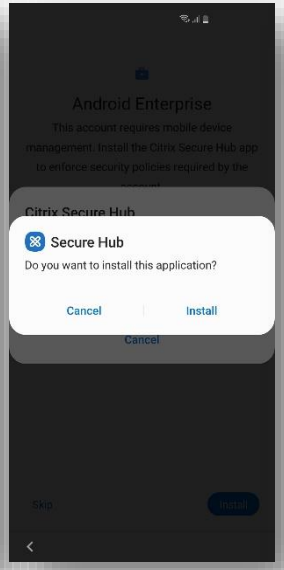
Accept the EULA, Next



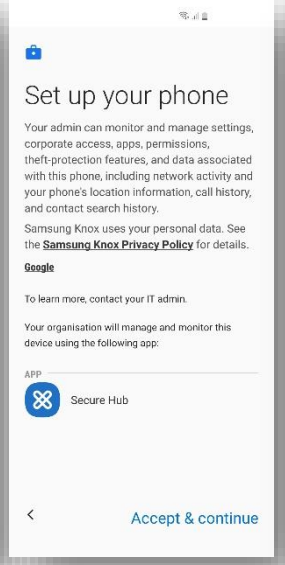
Enter afw#xenmobile then select Next



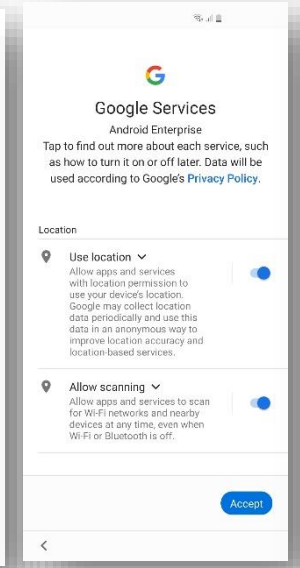
Install



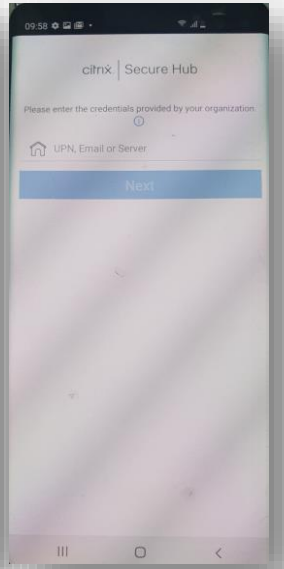
Install



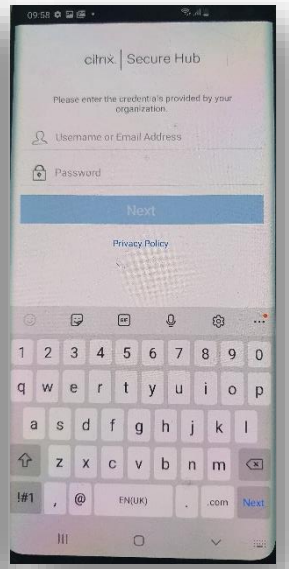
Accept & continue



Accept



Enter your Citrix Endpoint Management server URL



Enter your Citrix credentials and select Next

Secured by Knox

The Knox Platform for Enterprise solution provides a robust set of features on top of the core Android Enterprise platform, to fill security and management gaps and meet the strict requirements of highly regulated industries.

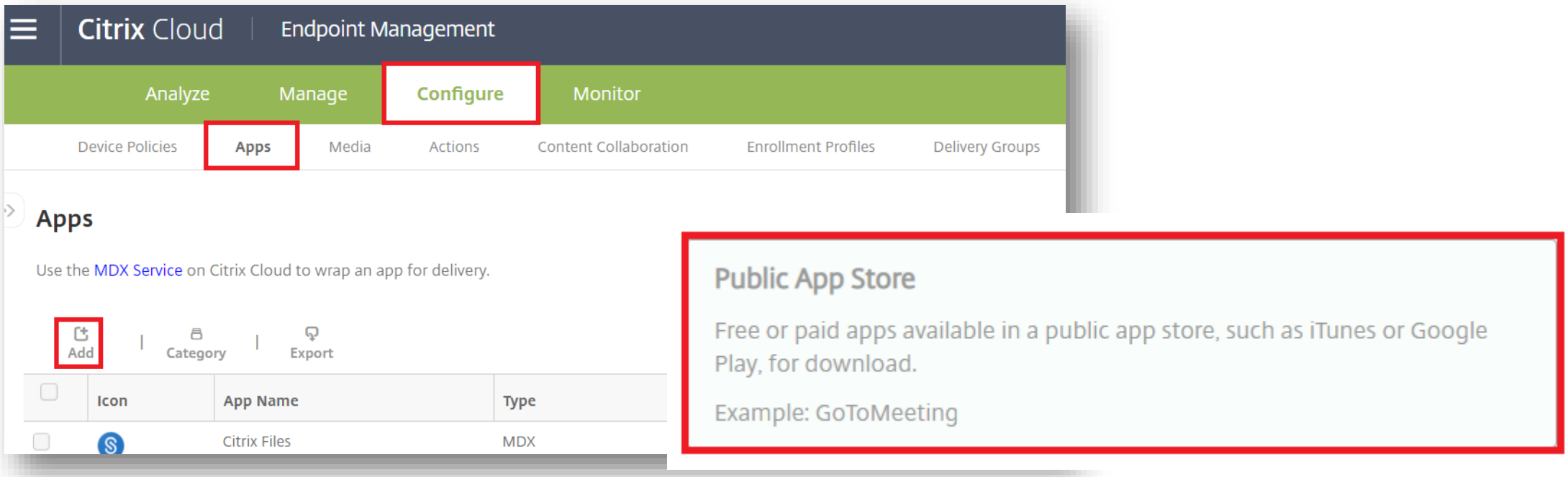
The Knox Platform for Enterprise solution comes in a two tiered offering:

- Knox Platform for Enterprise : Standard Edition [FREE]
- Knox Platform for Enterprise : Premium Edition [FREE or $ for some special options such as Dual DAR]

Knox Platform for Enterprise : Standard Edition offers free additional policies you can use to provide enhanced security, manageability and usability over your Samsung device fleet, running Android Enterprise on Android 8.0 or above.

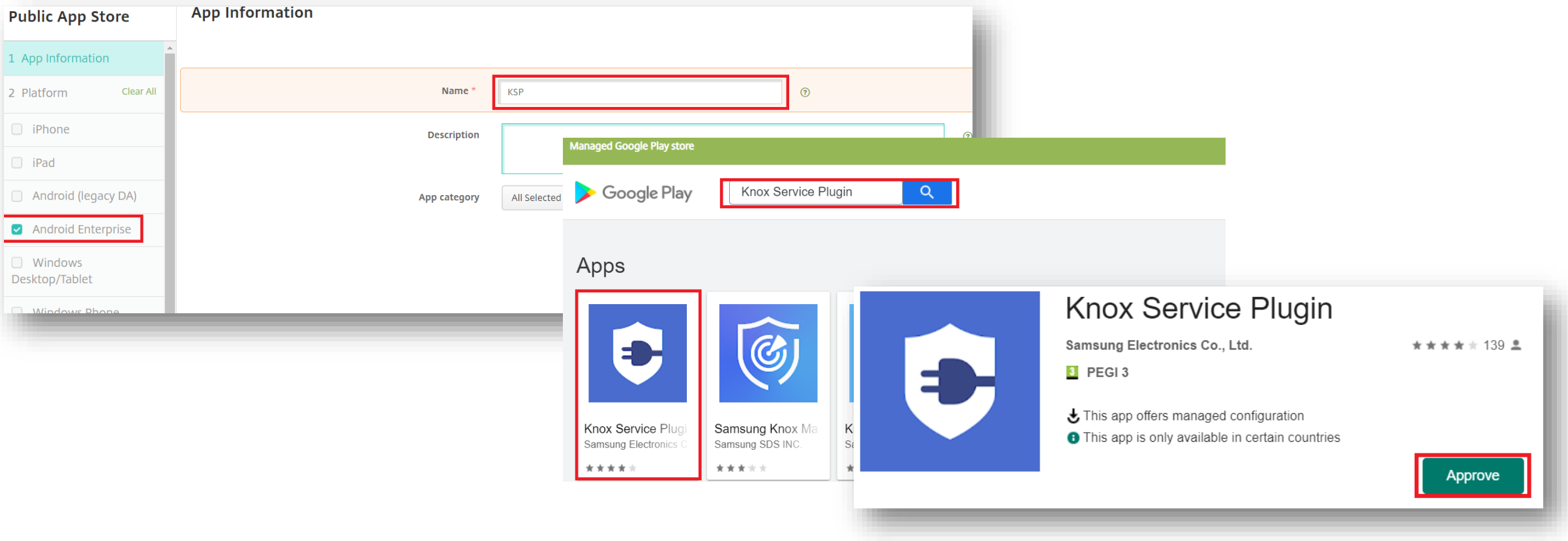
Configure Knox Platform for Enterprise using Knox Service Plugin

- **Within Endpoint Management Console, navigate to: Configure, Apps**
- **Select Add, then select Public App Store**



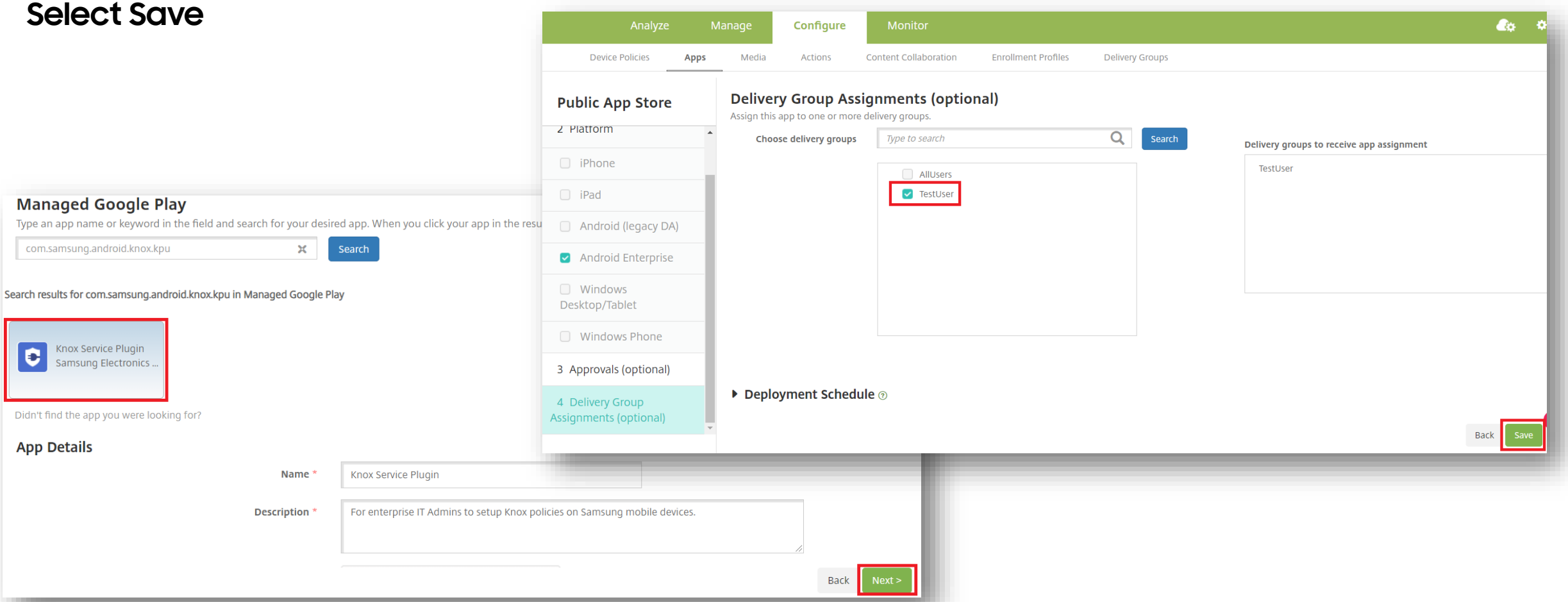
Configure Knox Platform for Enterprise using Knox Service Plugin

- Enter a Name of your choice
- Tick only Android Enterprise on the left column
- Select Next
- Search for and Approve the Knox Service Plugin



Configure Knox Platform for Enterprise using Knox Service Plugin

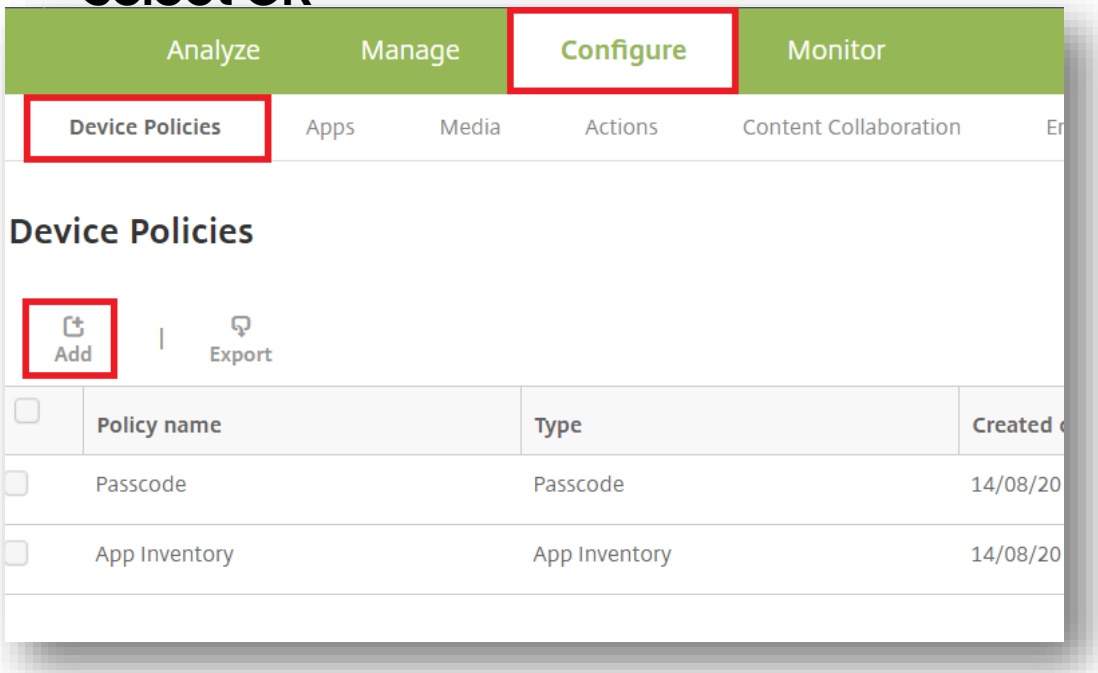
- Select Knox Service Plugin
- Select Next
- Select a Delivery Group of your Choice
- Select Save

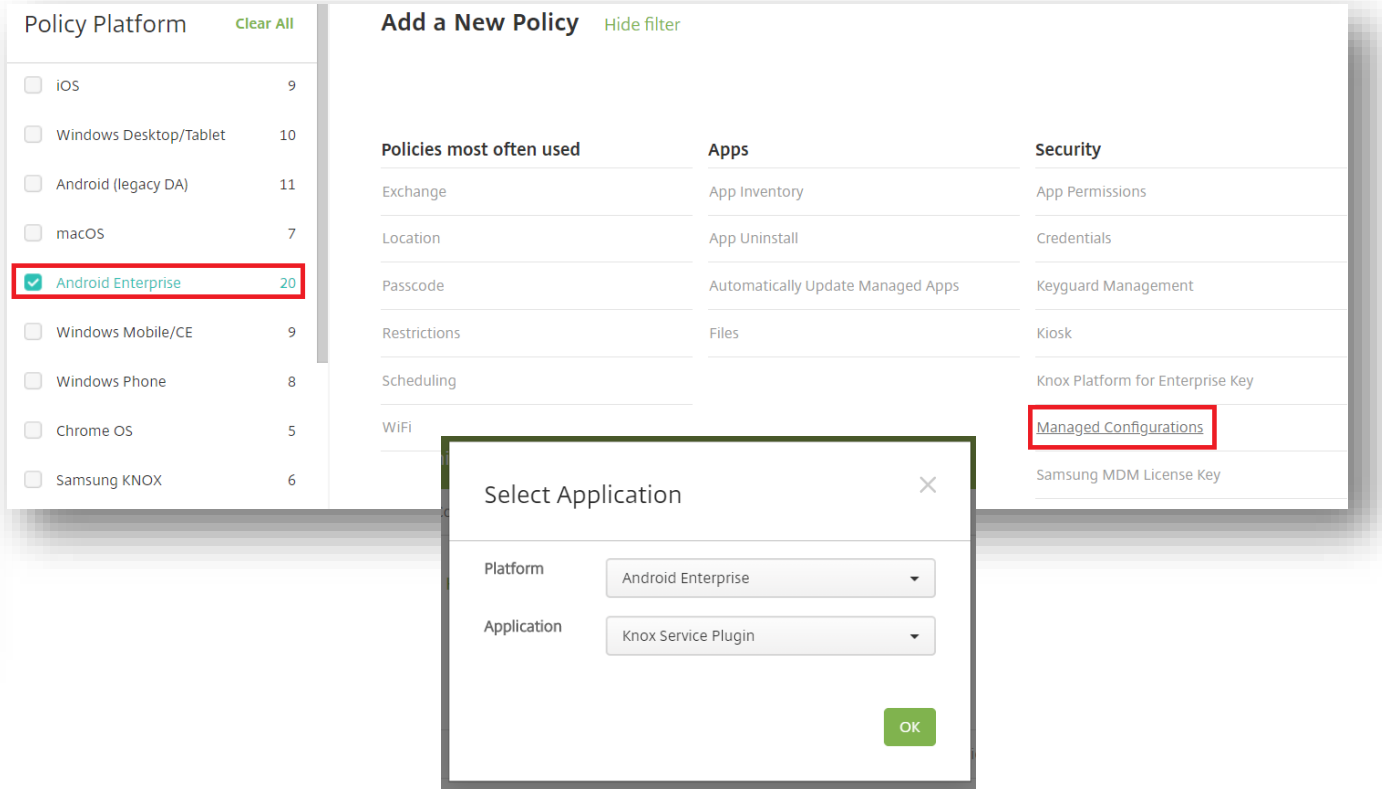


Configure Knox Platform for Enterprise using Knox Service Plugin

To make use of the KSP features you need to create a Device Policy. Follow the instructions below:

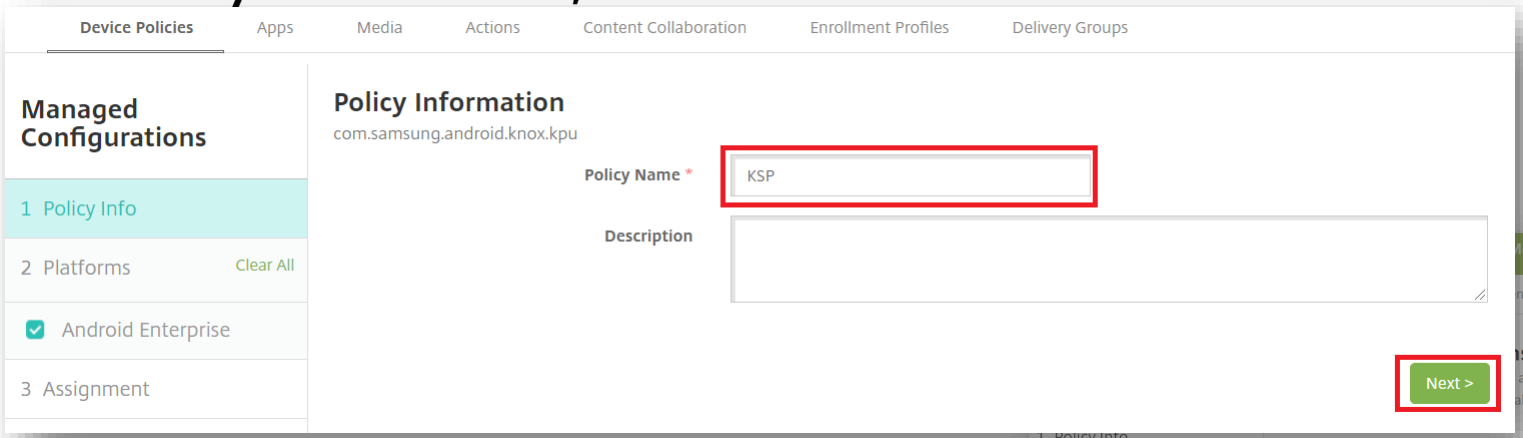
- **Within the console, navigate to: Configure > Device Policies > Add**
- **Tick Android Enterprise under Policy Platform and then select Managed Configurations**
- **Set the Platform to Android Enterprise and set Application to Knox Service Plugin**
- **Select OK**

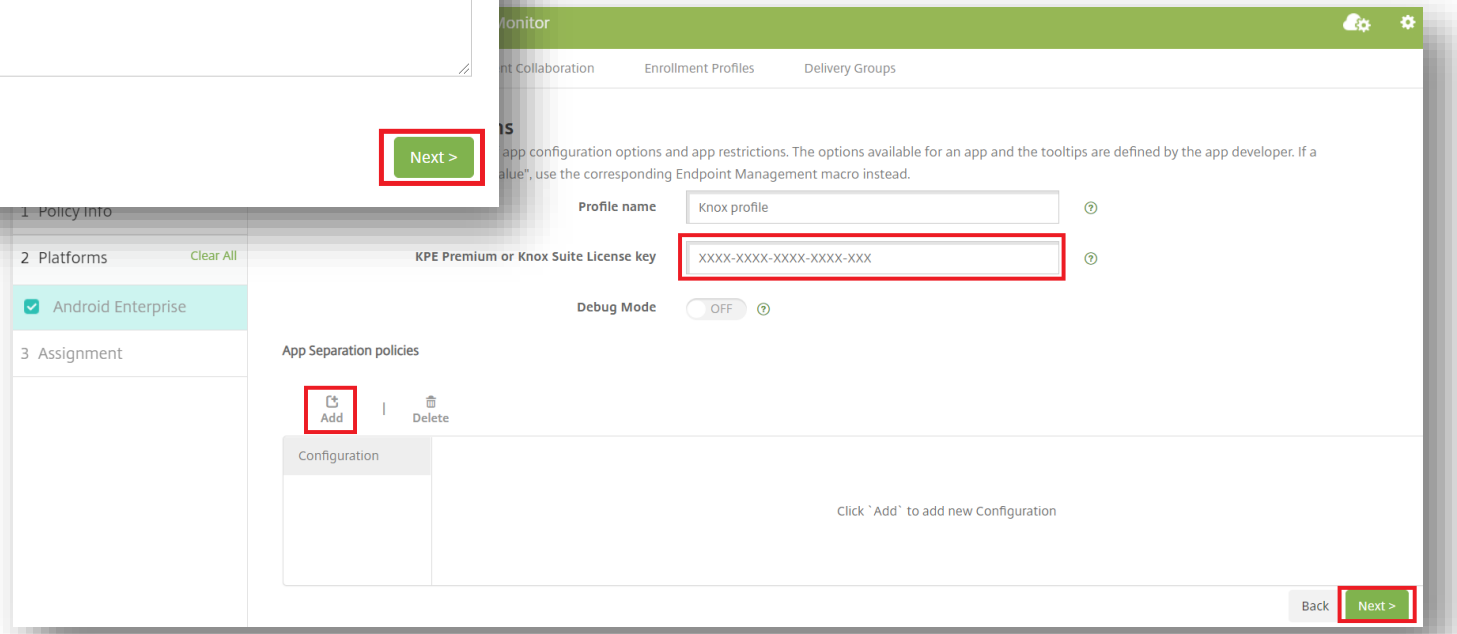




Configure Knox Platform for Enterprise using Knox Service Plugin

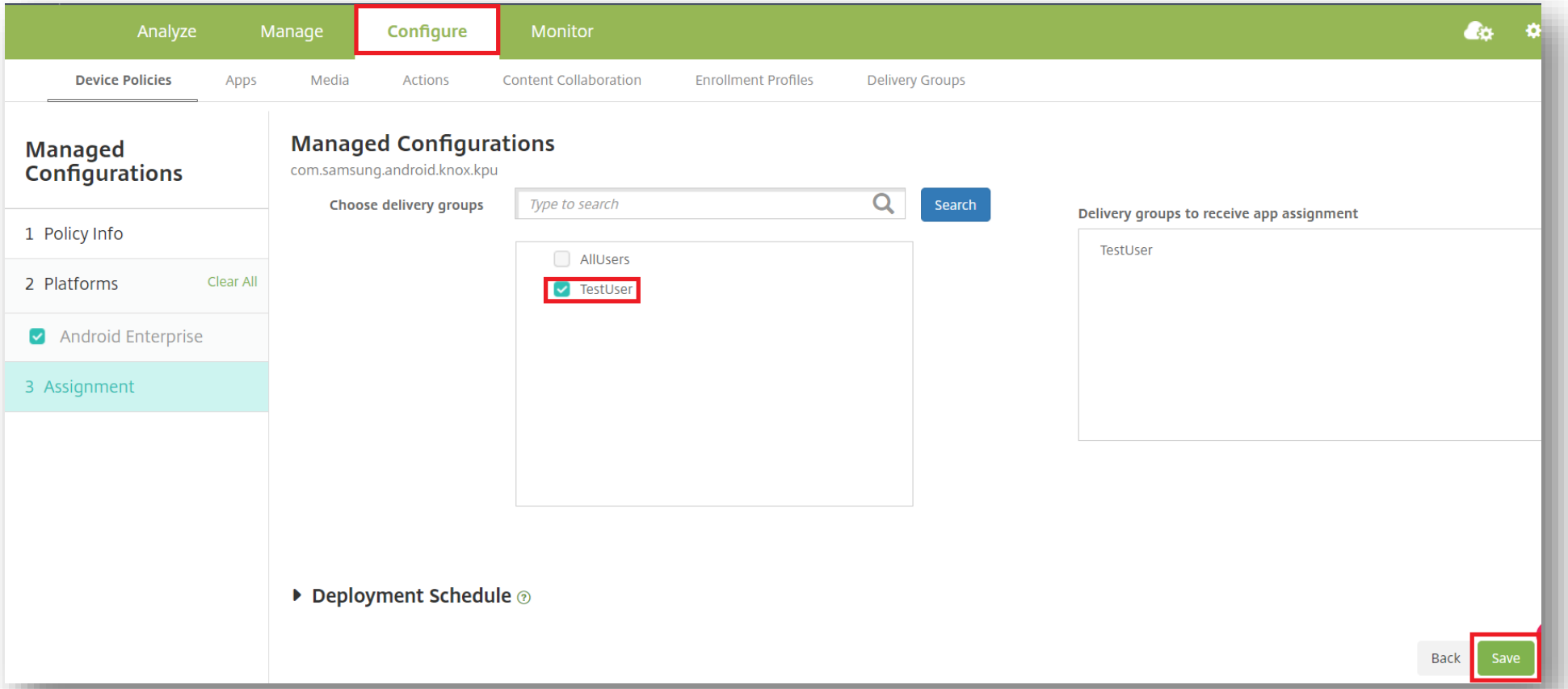
- Enter a Policy name of your choice, select Next
- If you're using KPE Premium features, enter your Knox Suite License Key
- Scroll down to see all the available features, select Add against the features you would like to use.
- Once you're finished, select Next





Configure Knox Platform for Enterprise using Knox Service Plugin

- Choose a delivery group
- Select Save



Document Information

This is version 2.1 of this document.

Thank you!

Knox