Knox Service Plugin for 7Principles MDM

These instructions provide an overview of how to install KSP with the following MDM. Always check your MDM's specific documentation for the most up to date instructions.

Step 1: 7P EMM - Add to UEM console

https://7p-emm.com/en/   is a secure, unified device management portal that works with KSP.

This section provides instructions on how to set up the KSP plugin in 7P EMM.

Before you begin

Before you begin, however, ensure that you have:

Access to the https://7p-emm.com/en/contact/   console.

Linked your 7P EMM console with a Managed Google Account. This allows you to deploy Android Enterprise devices.

Enrolled eligible devices and applied any necessary enterprise policies.

For more information on logging in to and setting up your 7P EMM console, see https://wiki.dmaas.de/index.php/Adminguide

How to add Knox Service Plugin to 7P

The Knox Service Plugin (KSP) is Samsung's OEMConfig based solution that enables IT administrators to use a wide range of Knox management features on their EMM consoles as soon as they are commercially available in the market.

Knox Service Plugin is one of the so-called pre-installed apps in 7P MDM. This means that if the application has not been previously added to the system, it will be automatically imported if the Managed Google Play is correctly configured in the organization. Once the organization is integrated with MGP, Knox Service Plugin will be added during first synchronization.

NOTE: Minimum device requirements for KSP: Android 9+ (Knox 3.2.1+)

Full instructions on the configuration of MGP can be found here.

First of all make sure Android Enterprise is enrolled in your MDM instance. A guide on how to enroll Android Enterprise can be found here: https://wiki-staging.dmaas.de/index.php/Android_for_Enterprise

After successfully enrolling Android Enterprise navigate to Settings > Android > Android Enterprise where you will find an option to "Setup Knox Service Plugin".
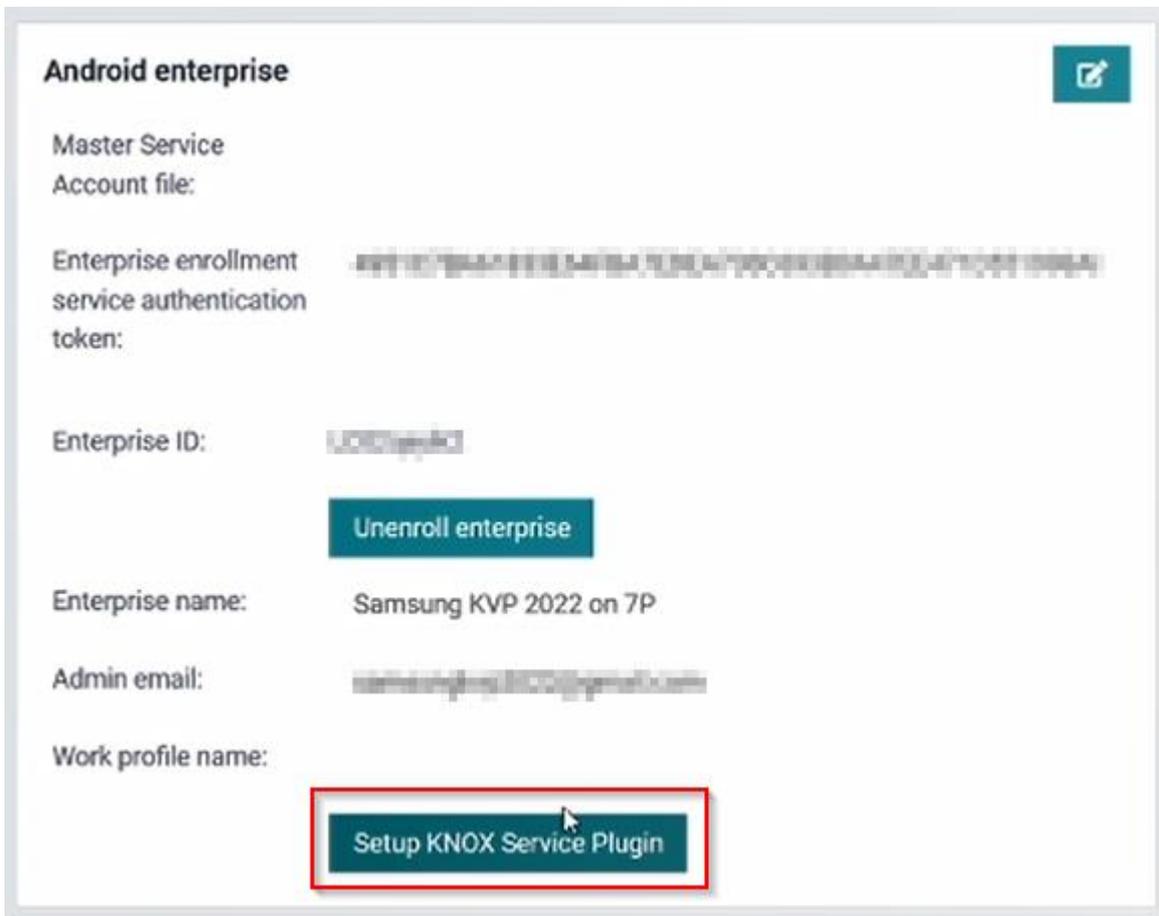
Note-The option is only available if it is not already setup. After setting up KNOX Service Plugin, the button will no longer be visible and only becomes visible if the KSP application is deleted in Infrastructure > Applications.

For more information on adding apps to the Managed App Catalog, see
https://wiki.dmaas.de/index.php/Settings#Managed_Google_Play_store_Enterprise_enrolled

Next steps - Configure KSP

Step 2: 7P EMM - Configure

This section provides instructions on how to configure KSP policies in 7P EMM.

Activating the option will start the wizard and create the following actions in the background:

An application with the name "* Setup KSP" will be added to Infrastructure > Applications – this app is the Samsung Knox Service Plugin app from Managed Google Play

The application will be approved immediately.
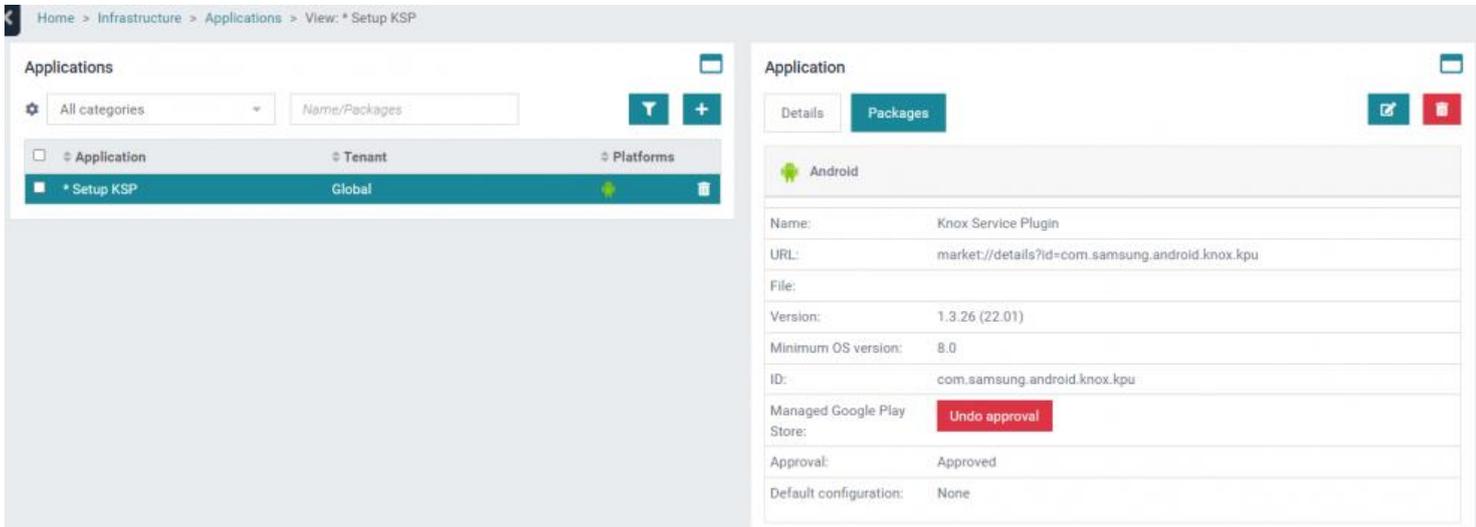
Knox Service Plugin approved

Instead of having to manually add the application from the Google Play store, the application is now automatically added and approved by the KSP wizard.

A configuration of type "Knox Service Plugin" will be added to Infrastructure > Configurations.
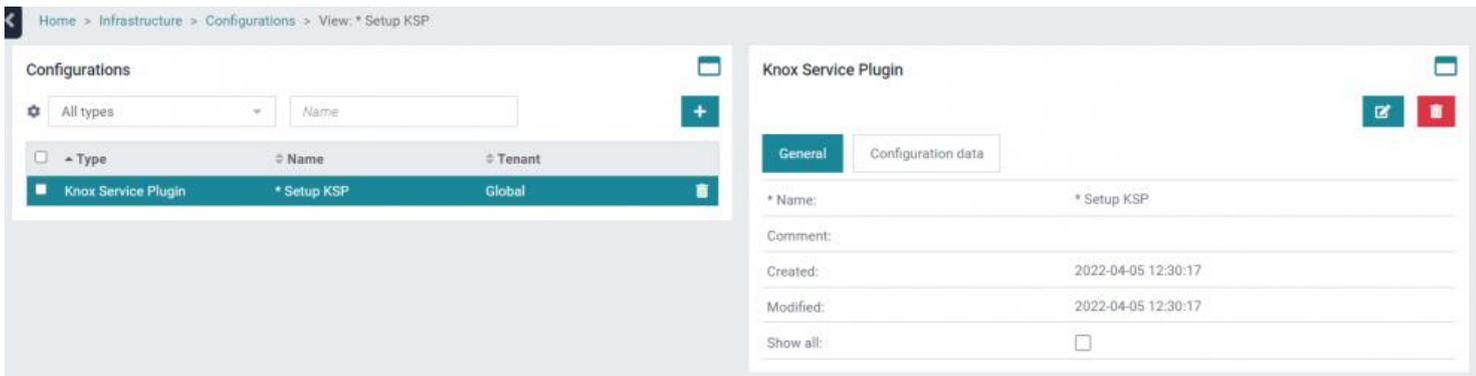
Knox Service Plugin configuration

This is like a configuration for application, however it is much more optimized for KSP. There is no need to manually create an application configuration.

Edit KSP policies

By clicking on "Configuration data" you have now the possibility to configure your KSP and add your license key if available.

KSP Configuration data

The KSP App Configurations data page shows polices that are currently applied to KSP. For full information about the various KPE features and policies currently available with KSP, see KSP features and KPE functionality.

Next steps - deploy KSP to devices

Now that you've set up and configured KSP in your 7P EMM console, you need to deploy the app to your managed devices.

Knox Mobile Enrollment settings in MDM server

In this section we will explain which impact the KME settings in MDM server have on devices.

If you have not setup KME yet, please visit our KME documentation section here: https://wiki-staging.dmaas.de/index.php/Knox_Mobile_Enrollment

Here we have to differentiate between pre-registered devices and devices coming from KME portal.

KME portal

Please navigate to Settings > Android > Knox Mobile Enrollment where you have the possibility to define the ownership when a device is coming from KME portal:

Default ownership for Device Owner devices

You can decide between private or corporate ownership for DO devices coming from KME portal and not being already pre-registered in MDM server.

The device will appear under Organization > Device pool and can then be assigned to the desired user.

Step 3. 7P EMM: Deploy

This section provides instructions on how to deploy KSP policies in Famoc Manage.

Deploy KSP

Once set up, Knox Service Plugin is ready to be deployed to your devices. All you have to do is to push specific policy to the devices.

Choose relevant devices and send policy.

Choose action "Apply configuration". Open window with various policies. Click proper policy.
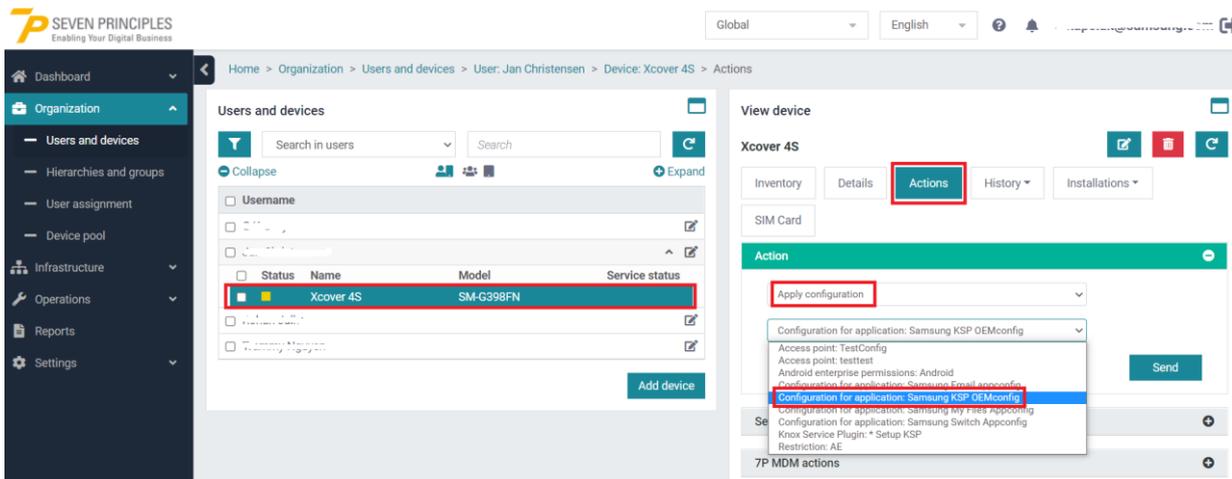
In the last step click **Send.**

Step 4. 7P MDM: Debug mode

This section provides instructions on how to debug KSP application in 7P MDM.

How to use KSP debug mode

Debug mode can be helpful in testing and deploying your setup. By default, KSP runs in the background and has no user interface. Debug mode allows you to view the results and policy errors on the device so you can verify that your configurations are correct. When enabled, it runs an application that displays the policy status. This application should start automatically when a new policy is received.
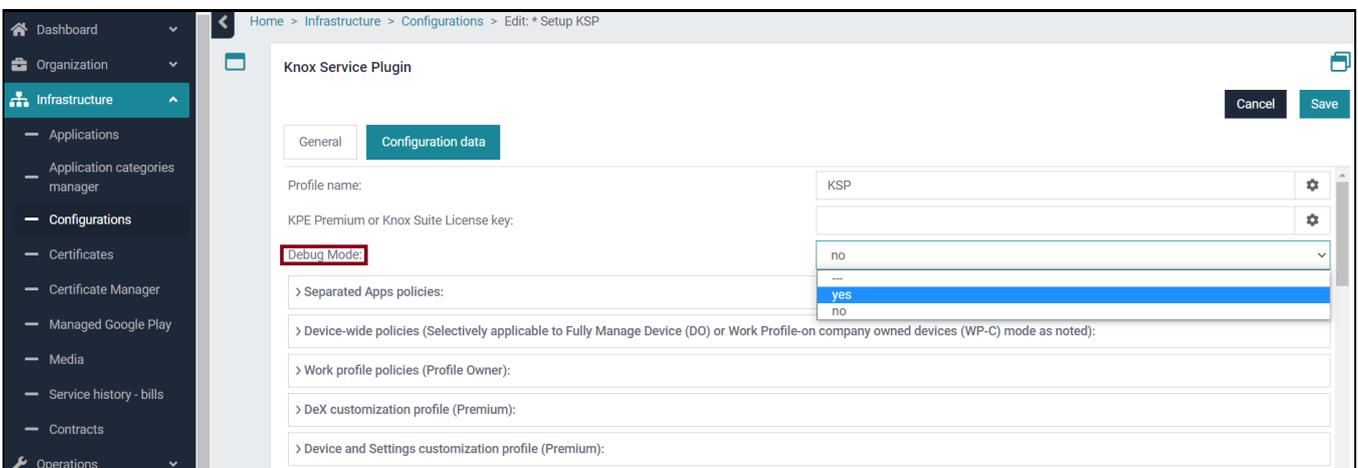
You can read more about Debug mode in the KNOX Documentation available here.

Step 5. 7P MDM: Troubleshooting

This section provides instructions on how to troubleshoot KSP application in 7P MDM.

KSP error messages and troubleshooting

The error messages allow you to quickly identify a problem with the KSP configuration. To check if there are any errors find the device on the Devices list and go to History. Then go to the Feedback enable it. Find error and click on the last column and choose appropriate row. And you can see path to the invalid KSP configuration.

The list of errors with possible causes and suggested solutions is available here.

Useful links:

7P KSP admin guide: https://wiki.dmaas.de/index.php/Knox_Service_Plugin_(KSP)

Samsung's KSP admin guide: https://docs.samsungknox.com/admin/knox-service-plugin/welcome.htm

KSP page on Google Play:
https://play.google.com/store/apps/details?id=com.samsung.android.knox.kpu