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KNOX MANAGE & CONFIGURE
QUICKSTART SERVICES

SERVICE GUIDE

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1. Knox QuickStart process

This Knox QuickStart Service Guide is designed to provide a detailed overview for Samsung's KNOX QuickStart service offerings. Our goal is to assist you with the configuration of your Samsung KNOX Manage and Knox Configure environment. The QuickStart Services can also be utilized for Knox Premium (Samsung's previous Enterprise Mobility Management platform), in this guide services to Knox Manage can be utilized for Knox Premium unless stated.

1.1. Scoping your KNOX QuickStart needs

Samsung offers three levels of Knox QuickStart Manage Service: 1 - Control, 2 - Application Control, and 3 - Secure Control. This Service Guide describes the services you will receive for your desired tier of setup consultation. Additionally the Knox QuickStart Configure 1 Deploy Service can be purchased separately for the setup and configuration of Knox Configure Setup or Dynamic.

The table below provides a general summary of the features of each tier:

Samsung Solution	Knox Manage[1]	Knox Manage[1]	Knox Configure[1]
Activity	Application Control PART NO. MI-OVCPK2	Secure Control PART NO. MI-OVCPK3	Deploy PART NO. MI-OVKPS01
Samsung Knox Account Creation	●	●	●
User Portal Access, Support Guide and Tools Walkthrough	●	●	●
Administrative Account Creation and License Registration	●	●	●
Review of Identify and Account Management	●	●	
Walkthrough of Remote Device Control	●	●	
Policy Creation	6 Policies	10 Policies	
Organization- (Role-) Based Administration	4 Organizations	8 Organizations	
Groups- (User-) Based Administration	4 Groups	8 Groups	
Manual Device Enrollment	●	●	
Setup of Knox Management Enrollment	●	●	
Report Generation	2 Reports	4 Reports	
Application Management	●	●	
Configure Kiosk Mode	●	●	
Advanced Device Restrictions	●	●	
3rd Party Device (Policies, Deployment, APNS Certificate Creation)	●	●	
Secure Container Integration (Knox or Android Enterprise)		●	
Active Directory Integration		●	
Exchange Email Integration		●	
Certificate-Based Authentication		●	
Knox Configure Portal Walkthrough			●
Review of Configure Capabilities and Profile Definition			●
Initial Device Registration and Profile Deployment Using Knox Configure			●
Knox Configure Profile Testing and Validation			●
Follow-Up Review of Knox Configure Implementation Within 30 Days			●

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1.2. Ordering KNOX Quick Start Services

Order the Samsung QuickStart service from your carrier or reseller, using the part number (SKU) associated with the level of service you require.

The sale and performance of The Knox QuickStart Services is governed by the Samsung Business Services Terms and Conditions located at http://www.samsung.com/us/business/services/samsung-business-services (the "Terms and Conditions"). All capitalized terms that are not defined in this Service Guide shall have the meaning ascribed to them in the Terms and Conditions. No pre-written terms of your purchase order will be binding on Samsung

1.3. Confirmation of the KNOX Quick Start level

Once Samsung has received your order confirmation our KNOX services team will contact you to initiate your service. Depending on your reseller, it can take up to 2-5 business days for Samsung to receive receipt of your order. For expedited service, please contact us at samsungbusinessservices@sea.samsung.com

After receipt of your Order, Samsung will send you a Knox QuickStart Manage Assessment, which will allow our experts to have all the relevant information to minimize the time you need to spend with our team during the QuickStart service.

On submission of the completed assessment to Samsung, our team will validate your requirements for the level of QuickStart purchased and set up a mutually agreed upon date and time to deliver the service. If your requirements exceed the level of QuickStart purchased Samsung will outline the requirements that can be delivered at the purchased level. If you require all your requirements completed then Samsung will specify the service that needs to be purchased and recommend you contact your reseller for a credit of the purchased service and the purchase of the correct QuickStart. Samsung QuickStart services can only be undertaken during normal business hours (8am – 8 pm EST), and please note that the service can require several hours to complete.

1.4. QuickStart Service Requirements

Before your scheduled QuickStart session, please ensure the following requirements are met:
- Accurate contact information for the administrator of your Knox Manage environment.
- You have at least one mobile device present and connected to the Internet that can be used to validate you environment
- Have your Knox license keys and information available and ready for enrollment
- You have a stable Internet connection capable of supporting remote desktop control
- At least 2-3 hours of available time, (Application Control and Secure Control, may require several sessions based on your environment's complexity)

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Knox QuickStarts are remote services and do not involve any onsite activities.

At the scheduled time, Samsung will call the customer contact identified in the QuickStart Assessment and provide a link to initiate a remote desktop session with the end user. Once the Samsung QuickStart engineer is able to view the screen of the end user, they will undertake the required tasks needed, for the QuickStart level purchased.

Samsung QuickStart's provide deployment of the Knox Products to a small set of devices, but should provide sufficient knowledge transfer to enable you to deploy to the rest of your environment. Additionally the Knox Manage QuickStarts can assist in the setup of Samsung's Knox Mobile Enrollment offering, which allows new devices to automatically deploy the Knox Manage client to newly purchased devices.

Please note companies requiring Knox Manage to deploy applications will need to purchase Application Control, if they also require integration with Active directory or secure container then they require Secure control.

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2. Manage control configuration

The Knox QuickStart Manage 1- Control engagement provides a basic set-up of your Knox Manage environment. Samsung Knox account creation

At the beginning of the engagement, Samsung will review the account creation process with you.

Samsung Knox Manage requires a Samsung account to be linked to the Samsung Knox Manage account. If you have an existing Samsung account, then Samsung will assist you to link your newly created Samsung Knox Manage account to your existing Samsung account. If you do not have an existing Samsung account, Samsung will assist you to setup the Samsung account.

Once the Samsung Knox Manage account has been created and a user account has been verified, you will be instructed on how to login into the Samsung KNOX portal.

2.1. User portal walkthrough

Once logged into the Samsung Knox Dashboard, we will provide an overview of the capabilities and review each section of the dashboard based on the entitlements. Samsung will show you the individual elements of the portal and the functionality of those pages, including where to access support tools and materials associated with their Knox product.

2.2. KNOX Support portal and tools

Samsung will review access and use of the Knox support ticketing system including the steps required to create a support ticket.

2.3. Administrative account creation

Samsung will review industry best practices, including
- Secondary administrator account creation
- Administrator roles assigned based on customer requirements
- Account password recovery setup

2.4. KNOX Manage License Registration

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Samsung will explain the Knox license enrollment process. Knox Manage is a subscription service and Samsung will review license expiration and other license related topics.

2.5. Review of Identify & Account Management Settings

Samsung will provide an overview of the high level capabilities and menus within the Knox Manage Console; administration console access, logging in and out of the account, the top level menus for user, role and device management and where to access the Knox Manage administration guide.

2.6. User and Role based administration

Samsung will show you how to add and remove users from Knox Manage, and the status of users (Active, Invited and Not invited). If you use Active Directory for user management, you will need to purchase the Secure Control QuickStart for Active Directory integration.

Samsung will review how users and roles relate to a successfully managed environment as well as how to create and manage roles within the Knox Manage portal.

The level of QuickStart purchased will determine the number of user types and roles that will be set up as part of the service.

Activity	Control	Application Control	Secure Control
Role based administration	2 Roles	4 Roles	8 Roles
User based administration	2 Groups	4 Groups	8 Groups

2.7. Device Policy Creation

Device policies are deployed when a device is enrolled in Knox Manage or can be pushed automatically to devices. Knox Manage implements a hierarchy policy set that allows policies to be deployed to all users, while other policies can then be deployed to a subset of users based on your business need. Some of the policies that can be configured include allowing users to use the camera, configure the device to report the devices location within the EMM console, and allowing users to wipe devices.

Samsung will discuss your business needs and help you to create the required policies to manage your mobile devices. The number of policies that Samsung will assist in the creation of is also dependent on the level of service purchased.

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Activity	Control	Application Control	Secure Control
Policy creation	2 Policies	6 Policies	10 Policies

2.8. Remote Device control (Knox Manage only)

Knox Manage provides the capability for an administrator to take remote control of a managed device (with the user's agreement) and allow the administrator to view and control the users screen, allowing for remote faultfinding of issues without needing the device to be present. Samsung will show you how to enable this functionality and demonstrate its use.

2.9. Device Enrollment

This activity will show you how to enroll devices and the different mechanisms of device enrollment. Based on the business requirements, enrollment could be manual or automated through the importing of a .csv file.

Samsung will also show you how to administer devices including, showing device status and the removal of old devices. The first device enrolled is the primary device on the account and is used as the Mobile Authenticator. Samsung will also show you how the device management console can be used to manage devices and determine their location.

2.10. Knox Mobile Enrollment Setup

Knox Mobile Enrollment (KME) streamlines the initial setup and enrollment of Samsung devices into Knox Manage. As soon as an employee receives a new device and powers it on, the device automatically installs the required software and applies the security settings and configurations provisioned by Knox Manage. https://docs.samsungknox.com/KME-Getting-Started/Content/samsung-knox-mobile-enrollment.htm

Knox Mobile Enrollment is dependent on your reseller or carrier registering your new devices into the Knox Mobile enrolment system.

Knox Mobile Enrollment setup can only be conducted if your devices have already been registered. If you have devices enrolled in KME, Samsung will assist in the set up an initial configuration to allow the deployment of your Knox Manage environment to devices. Knox Mobile Enrollment is provided as a complementary service for enrolling devices, but customers will still require the appropriate number of Knox Manage licenses for the devices being managed.

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3. Manage application control configuration

Application Control is the intermediate level of Knox QuickStart Manage services, covering all of the activities covered in the Control QuickStart, but also covering deployment of applications remotely to devices, the management of those applications, restricting the device to only using specific applications (Kiosk mode) and integration of 3rd party based devices.

3.1. Application Management

Samsung will review the process of how to upload applications into the Knox Manage Console and then deploy those applications remotely to managed devices. Depending on the application type (customer owned application or an application from the Google Play store), the key management differences will be reviewed with the use.

In addition to the deployment of applications, we will review available application management policies, including automatic and optional application deployment.

Samsung will review how to restrict web applications to IP addresses within a specific IP address range, such as an IP range corresponding to the companies IT infrastructure. Additionally, Samsung will show you how to set up policies to Whitelist (only allow these applications) or Blacklist (prevent certain applications) and how to push those policies to your devices.

3.2. Kiosk Mode Configuration

Knox Manage has the ability to restrict the device to only run a specific application in a kiosk mode. When kiosk mode is active, device users typically cannot exit the main app to use other applications that are pre-installed with the Android system. In kiosk mode, you can also disable network connectivity and hide Android settings from the user.

Samsung will show you how to implement Kiosk Mode in your environment, and if required to configure a Kiosk mode policy (this policy counts towards the QuickStart policy count).

3.3. Advanced Device Restrictions

This task will provide an overview of the advanced device controls that can be implemented on devices through Knox Manage, and then depending on your specific needs, review the configuration of these advanced settings.

Device restrictions include setting up specific Wi-Fi profiles, password management and configuration of VPN's.

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3.4. Reporting

Samsung will explain the reporting capabilities of Knox Manage, including the different information that can be displayed and how to configure queries to generate reports for the company's specific need. The customer will be shown how to run a report query and then how to modify and save the query.

Samsung will assist in creating a maximum number of reports based on the level or QuickStart purchased.

Activity	Control	Application Control	Secure Control
Report generation		2 Reports	4 Reports

3.5. 3rd party device implementation

Knox Manage, not only supports Samsung devices but other mobile device vendors including iOS devices. The customer will be provided an overview of managing iOS devices within the Knox Manage environment and the differences in managing iOS devices due to their different capabilities.

To manage iOS devices, an APNS certificate is required to be registered into the Knox Manage console. Samsung will help you obtain APNS certificates and how to register them into Knox Manage. The policies available for iOS devices will be reviewed and a basic configuration is created based on the company needs. The customer will be shown how to enroll an iOS device and push the policy to the device.

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4. Manage secure control configuration

Secure Control is the advanced level of Knox QuickStart Manage services, covering all of the activities covered in the previous two QuickStart levels, but also covering advanced security features such as Knox Workspace integration and Active directory for identity management.

4.1. KNOX Workspace Implementation

Knox Workspace isolates business applications and data, by creating an on-device container that encrypts the contents and controls access to the contents of the container. KNOX Workspace requires its own licenses to be purchased separate from Knox Manage.

If you have Knox Workspace licenses, Samsung will review the enhanced security capabilities and how to implement them within your environment. You will be shown how to register Knox Workspace licenses and deploy a Knox Workspace container.

4.2. Active Directory Integration

This task will show you how to integrate Knox Manage into an existing Active directory environment. Samsung will assist in set up and testing an LDAP connection and confirming that Knox Manage is linked to an AD environment. (Samsung will not create a new Active Directory environment or make any configuration changes to the customer's Active Directory environment).

The customer will be shown how to set up Knox Manage to integrate user administration with their Active Directory environment.

4.3. Exchange, Office 360, or G Suite Email Integration

Knox Manage can integrate with major email platforms to synchronize the Samsung email and calendar applications on Samsung devices with those services. Samsung will review the customer's existing mail/calendar solution and assist in the configuration of Knox Manage to remotely configure their deployed devices email and calendar applications to send and receive messages and calendar entries via the company servers. Samsung will not create or set up a customer's mail services or make any configuration changes to the customer's email servers.

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4.4. Certificate Based Authentication Setup

Knox Manage can utilize an existing Certification Based Authentication (CBA) environment for authentication. Examples of certificate based authentication include: -

- Authentication for email, websites, VPN providers, and apps
- Authentication of VPN's
- FIPS level authentication of VPN's
- Cloud Connector for linking Active Directory/Group Policy

If you have an existing CBA environment, Samsung will assist you with integrate certificates into Knox Manage based on your certificate needs. Samsung will not create a new certificate or make any configuration changes to your existing CBA environment. Samsung will then validate that the certificates are correctly deployed to your device and operating correctly. Knox Workspace licenses may be required for certificate based authentication.

5. Configuration validation

Once Knox Manage has been configured to the customer requirements, and within the scope of the purchased QuickStart level, Samsung will validate that the configuration is successfully being deployed to a device and working as expected. Once the customer has confirmed Knox Manage is working as expected, the customer will be reminded of how to submit a support request. This will end the QuickStart service and no further configuration changes to the Knox Manage environment will be covered under the QuickStart Service. If a problem is detected that cannot be resolved as part of the QuickStart service, then Samsung will create a support ticket, which will be handled through the normal Knox Manage support process.

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6. Knox Configure Deployment QuickStart

The Knox QuickStart Configure 1- Deploy engagement provides a basic set-up of your Knox Configure environment. Knox Configure allows remote configuration tailoring Samsung devices to specific business needs, through cloud-based management. This service covers the configuration of a single Knox Configure instance.

6.1. Samsung Knox account creation

If not already set up as part of a Knox QuickStart Manage service, Samsung will review the account creation process with you, defined in section 1.1.

6.2. KNOX Configure License Registration

Samsung will explain the Knox license enrollment process. Knox Configure Dynamic is a subscription service, while Knox Configure Setup is for initial deployments, Samsung will review license expiration and other license related topics.

6.3. Knox Configure portal walkthrough

Once logged into the Knox Configure Knox portal, Samsung will provide an overview of the dashboard and review the products capabilities. Samsung will show you the individual elements of the portal, number of devices configured and device profiles, including where to access support tools and materials associated with their Knox product.

6.4. Review desired capability

Before developing a configuration profile or profiles to meet your business need, Samsung will review with you, your desired end state. In addition Samsung will discuss Knox Configures capabilities and how they can meet those needs. Some of the capabilities that can be implemented in device profiles are: -

Applications & EMM deployment
- Configure the automatic deployment of applications on initiation of the device
- Automatic Enrollment of your EMM (Knox Manage) when the device first connects.
- Dynamically update apps and configurations. (Knox Configure Dynamic only)
- Skip unwanted setup wizard steps during installations

Connectivity settings
- Restrict settings for Wi-Fi, Bluetooth, GPS, NFC and Flight mode, roaming, tethering or disable mobile data entirely.
- Configure USB functionality of the device, including, USBnet wired IP connectivity, dynamically authorize USB accessories & Android Debug Bridge control

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Customizable booting UX and screen
- Remove unnecessary preloaded apps on devices
- Feature your own animations / logos and customize the home and lock screens
- Provide shortcuts to access your corporate websites or call numbers
- Automatically boot a device when its connected to power
- Add or remove items from the status bar's quick panel as well as hide individual elements of the status bar, including notifications
- Customize the device ringtone or notification sounds

Device controls
- Restrict the ability to factory reset, use SD / USB storage or use the devices cameras / microphone.
- Re-mapped device hard keys to initiate different functions
- Set the activity to launch when the home button is pressed
- Control access to an array of device settings

Enhanced security
- Whitelist or blacklist specific applications and URLs.
- Transform an off-the-shelf device into a business kiosk by limiting it to a specific app with Knox Kiosk mode

Once the full capabilities of the platform have been shown, the customer has two weeks to provide Samsung a formal specification of their requirement. Profile creation

Once Samsung has been provided a formal specification of the user's requirements, Samsung will schedule a specification review to validate the customer's requirements. At the end of that review the specification will be signed off and Samsung will assist the customer in development of a profile (within the constraints of the product) to address those needs. A golden image will be developed in the customers Knox customization environment. The QuickStart service covers the configuration of a single Knox Configure instance.

6.5. Initial device registration and profile deployment

Samsung will walk the user through the device registration process into the Knox Customization portal, along with how to submit proof of purchase. For trial devices the customer may be asked to provide photos of the back of the devices, showing the IMEI's if no proof of purchase can be provided.

Once the test devices are registered the user will be walked through the process of deploying a configuration to a device.

Customers who have purchased Knox Configure Setup will be required to factory reset the test devices to receive their configurations. Knox Configure Dynamic customers will be shown how to dynamically push updates to their devices.

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6.6. Profile Testing & Validation

Once your profile has been deployed to the device, Samsung will request the customer assist in the validation of the profile to a test device to ensure the configuration meets your specific needs. Samsung will assist in updating the profile with changes required to meet the approved customer specification.

This will be considered preliminary signoff on the customer's configurations and the customer will be shown how to raise support tickets through the Knox portal if they have technical issues with Knox Configure.

6.7. Follow Up review

Samsung will schedule <u>one</u> follow up call up to 30 days after the validation of the customer's environment.

Samsung will confirm with the configuration still meets their requirements. Minor changes to the profile needed to adapt the profile to the customers need will be accepted at this point. Once any minor changes are made Samsung will confirm with the customer that the profile is working to their specification, and this will be considered full customer signoff to the device profile.

Once the customer has confirmed Knox Manage is working as expected, the customer will be reminded of how to submit a support request. This will end the QuickStart service and no further configuration changes to the Knox Configure environment will be covered under the QuickStart Service. If a problem is detected that cannot be resolved as part of the QuickStart service, then Samsung will create a support ticket, which will be handled through the normal Knox Configure support process.

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