



Knox Service Plugin configuration guide



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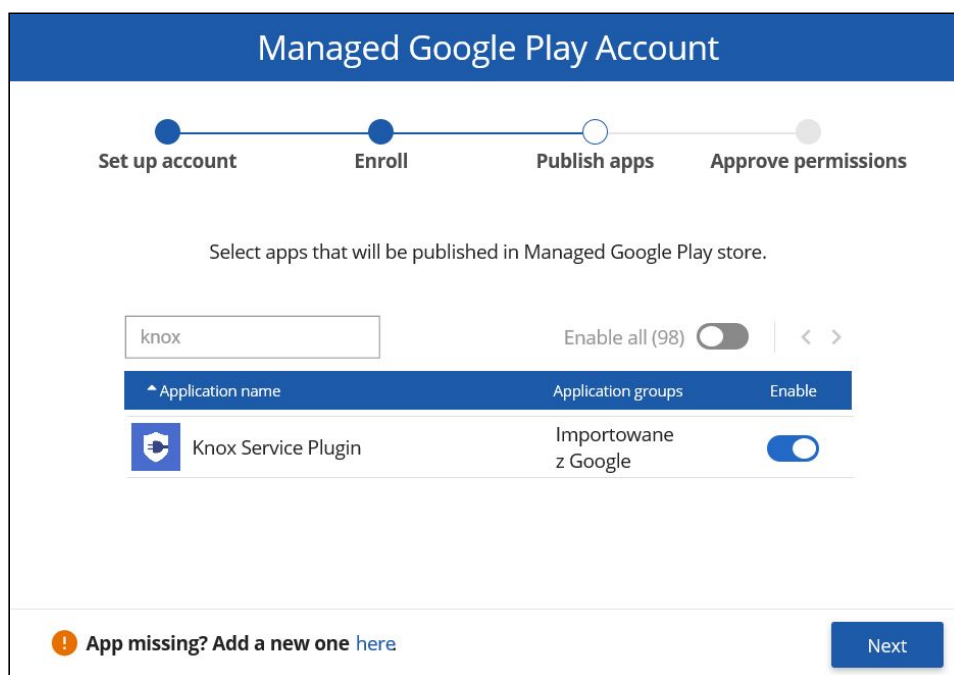
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1 How to add Knox Service Plugin to FAMOC

Knox Service Plugin is one of the so-called pre-installed apps in FAMOC. 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.

Full instructions on the configuration of MGP can be found [here](#).



2 How to configure policies via KSP

KSP settings are a part of the policy template (they can be found in the Advanced > Settings > Policies section). To configure those settings, simply navigate to the Security options section of the policy you wish to use. Then go to the Samsung KSP tab and click Enable Samsung KNOX Service Plugin.

Polices Alerts Servers System advanced

Fully managed policies Cancel Save

BYOD policies

COSU policies

New policy

General settings Time/geo rules (Disabled)

Assigned groups Wipe policy

Policy components Network policy

Security options Location policy

Work profile Update policy

Advanced Hardware policy

Encryption policy

Installer policy

Application restrictions

Application policy

Samsung KSP

Enable Samsung KNOX Service Plugin: ☐

Cancel Save

Then click Edit Configuration. KSP provides a number of configurable parameters. To facilitate navigation in the settings, you can use the search field.

Android Managed Configurations

All parameters

Main parameters

Device-wide policies (Device Owner)

Work profile policies (Profile O...)

DeX customization profile (Premium)

Device and Settings customization...

VPN profiles (Premium)

Firewall configuration profile

Manual Proxy configuration

Proxy auto-config (PAC)

APN configurations

Certificates (Premium)

UCM plugin

Search

Profile name *i* Data source: Fill manually Value

KPE Premium License key *i* Data source: Fill manually Value

Debug Mode *i* Not set

Device-wide policies (Device Owner) *i* v

Work profile policies (Profile Owner) *i* v

DeX customization profile (Premium) *i* v

Device and Settings customization profile (Prem...) *i* v

VPN profiles (Premium) *i* v

Firewall configuration profile *i* v

Manual Proxy configuration *i* v

Proxy auto-config (PAC) *i* v

APN configurations *i* v


Certificates (Premium) *i* v

Save

List of all available parameters can be found here:

<https://docs.samsungknox.com/admin/knox-service-plugin/release-notes.htm>

3 How to deploy policies

Once set up, Knox Service Plugin is ready to be deployed to your devices. All you have to do is to refresh the policy on the devices. Click the flag icon  next to the policy you use. It will open the window with policy status. Click **Refresh Policy**.

Policy status

Policy template data

Policy template name:	Empty - silent mode
Policy template type:	Policy
Last modification date:	2020-01-28 10:35:51

Policy status

Devices assigned to policy:	24	
Compliant devices:	0	
Outdated policy devices:	0	
Devices on which policy failed:	7	
Devices on which policy was removed manually:	0	
Devices on which policy is not yet applied:	17	

Refresh policy

Close

In the last step select the devices, set the operation schedule and click Send.

Operation:

Refresh policy

Device list (10)

Select devices

Android Team Board, 2	8611170010000000	Open API	X
Android Team Board, 2	8611170010000000	Samsung SM-A0150 Galaxy A01	X
Android Team Board, 2	8611170010000000	Apple iPhone 11	X
Android Team Board, 2	8611170010000000	Android TV	X
Android Team Board, 2	8611170010000000	Lenovo T5000	X
Android Team Board, 2	8611170010000000	Lenovo ThinkPad T	X
Android Team Board, 2	8611170010000000	Lenovo M1	X
Android Team Board, 2	8611170010000000	Samsung SM-A0150 Galaxy A01	X
Android Team Board, 2	8611170010000000	Samsung SM-A0150 Galaxy A01	X
Android Team Board, 2	8611170010000000	Google Pixel 2	X

Additional operation settings:

Operation timeout:

15 minutes

Perform operation now

Perform on:

2020-09-01

at

14:38

+ random

0

Schedule operation for later (operation will be performed once the device contacts the server - the interval depends on the settings)

Schedule operation for later, starting at:

2020-09-01

at

14:38

+ random

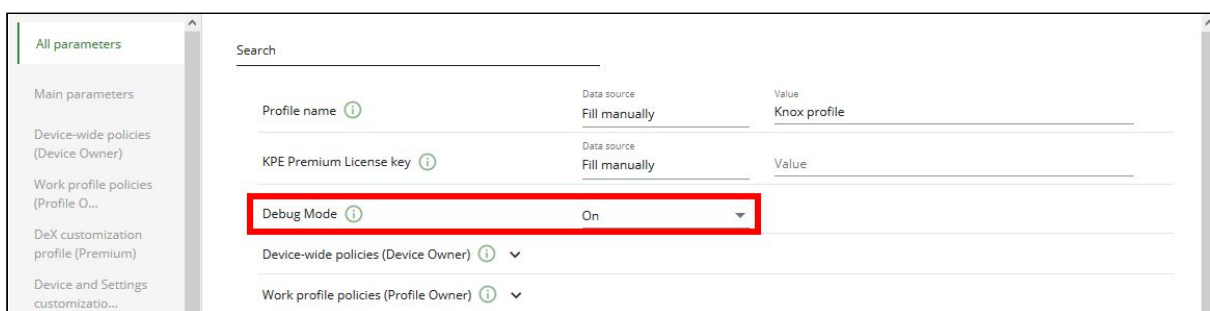
0

Back

Send


4 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](#).

5 KSP error messages and troubleshooting scenarios

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 check its details. Then go to the Applications on the device tab and on the list find Knox Service Plugin. Click the three dots icon () next to the Application entry and select Application feedback.

Device status

General

Agents

Applications on device

Compatible applications

Logs

Groups

Search

Application name	Package name	AP version	Status	Created on	Last run	Reputation	Last feedback
Knox Service Plugin work	com.samsung.android.kn...	1.2.26	Installed	13 minutes ago	13 minutes ago	Unknown	less than a minute ago <div></div>
Knox Service Plugin		1.2.26	Installation in progress	18 minutes ago		Unknown	Uninstall
Configuration message work	com.wsomacp		Installed not by FAMOC	16 minutes ago		Unknown	Run
SKMSAgentService work	com.skms.android.agent		Installed not by FAMOC	16 minutes ago		Unknown	Application feedback

This will display a list of all errors along with their error codes.

Application configuration feedback			
Configuration key	Severity	Feedback date	Message
Profile name	severityError	10 minutes ago	Fatal error occurred. Mandatory field 'Work profile policies (Profile Owner) -> Enterprise Billing policy (Premium) -> Name of APN configuration to use for Enterprise apps' is missing. Please check your input configuration and try again.12001
KPE Premium License key	severityError	14 minutes ago	This policy requires a KPE Premium License. Please provide a valid license key and try again.13010

The list of errors with possible causes and suggested solutions is available [here](#).