



# Knox Service Plugin configuration guide



[www.famoc.com](http://www.famoc.com)

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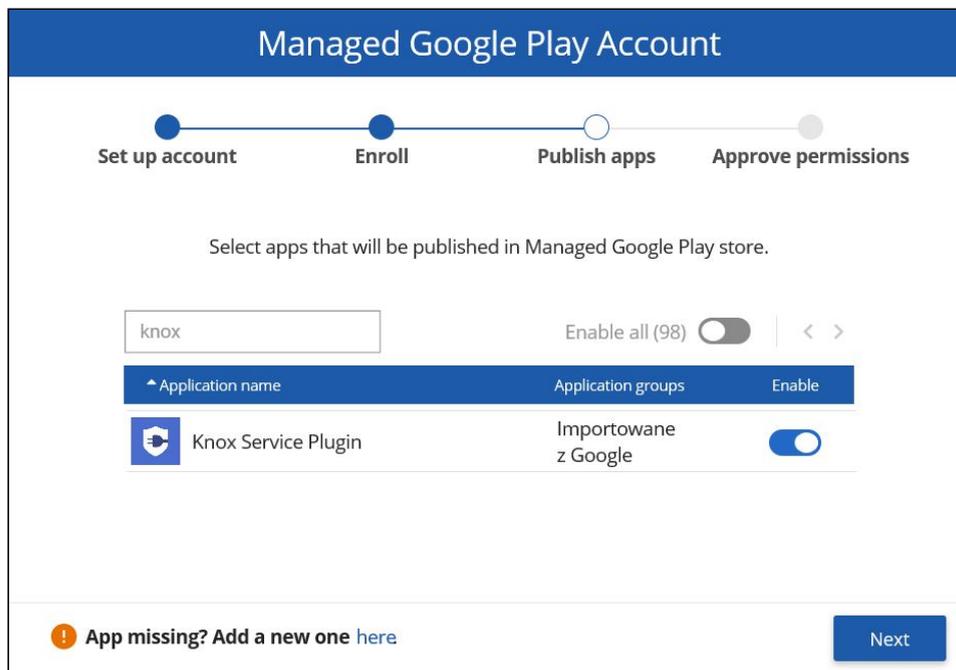
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## 1 How to add Knox Service Plugin to FAMOC

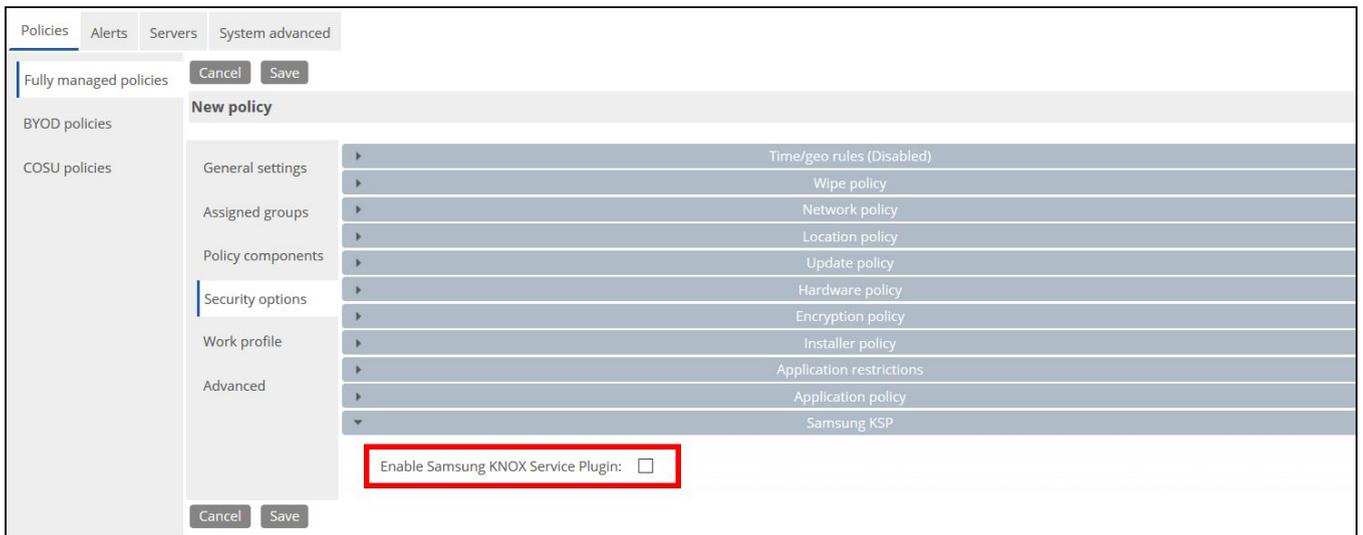
Knox Service Plugin is one of the so-called pre-installed apps in FAMOC. This means that if the application has not been previously added to the system, it will be automatically imported if the Managed Google Play is correctly configured in the organization. Once the organization is integrated with MGP,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

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

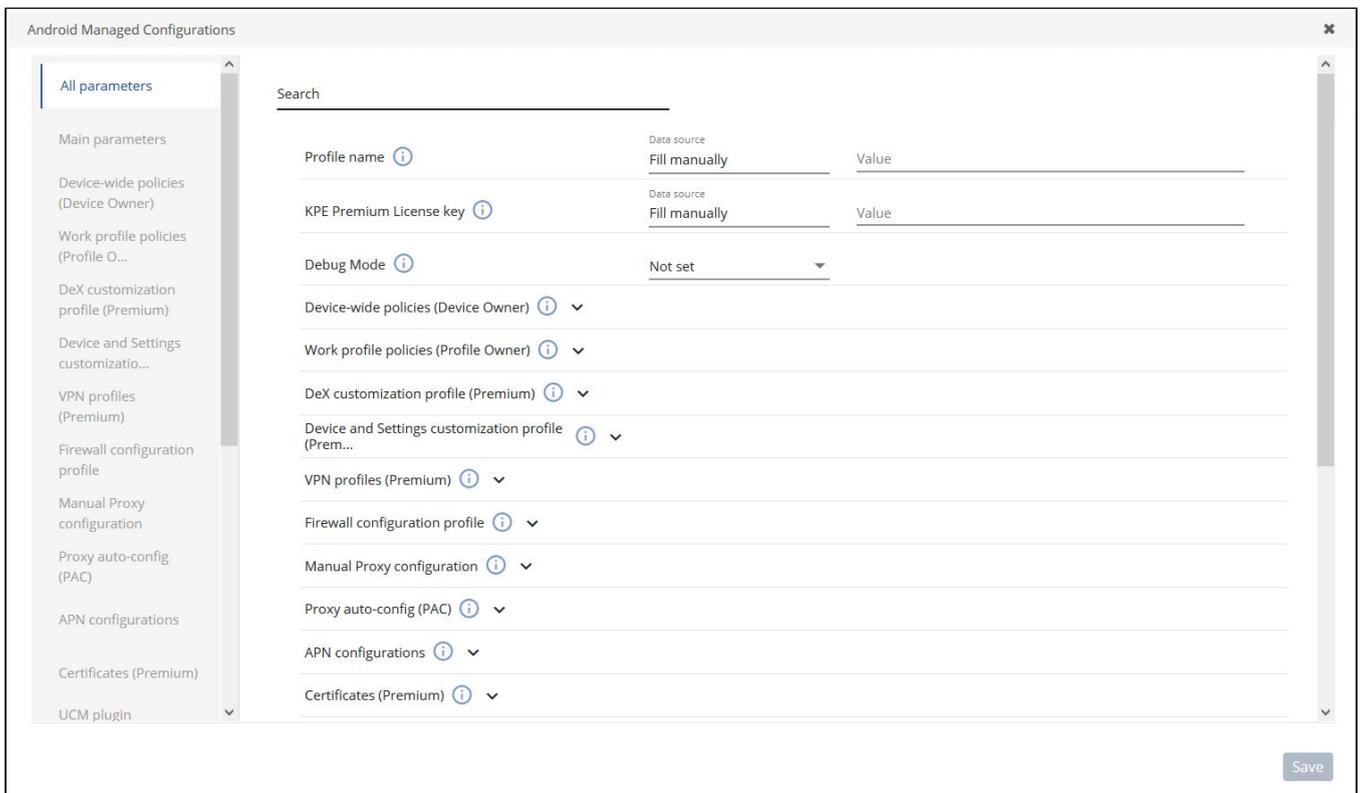


## 2 How to configure policies via KSP

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.



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



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 ✕

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Policy template data

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

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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

|                          |                  |                                |   |
|--------------------------|------------------|--------------------------------|---|
| Samsung Galaxy S20 FE, 2 | 8611170011000000 | Open M20                       | X |
| Samsung Galaxy S20 FE, 2 | 8600170000000000 | Samsung SM-G780B Galaxy S20 FE | X |
| Samsung Galaxy S20 FE, 2 | 81100000100000   | Apple iPhone 11                | X |
| Samsung Galaxy S20 FE, 2 | 8600170000000000 | Huawei P30                     | X |
| Samsung Galaxy S20 FE, 2 | 8611170011000000 | Lenovo T9 50000                | X |
| Samsung Galaxy S20 FE, 2 | 8600170000000000 | Huawei P30 Pro                 | X |
| Samsung Galaxy S20 FE, 2 | 8611170011000000 | Huawei P40                     | X |
| Samsung Galaxy S20 FE, 2 | 8600170000000000 | Samsung SM-G980 Galaxy S20 FE  | X |
| Samsung Galaxy S20 FE, 2 | 8600170000000000 | Samsung SM-G980 Galaxy S20 FE  | X |
| Samsung Galaxy S20 FE, 2 | 8600170000000000 | Google Pixel 3                 | X |

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Additional operation settings:

Operation timeout: 15 minutes

Perform operation now

Perform on: 2020-09-01 at 14:38 + random 0

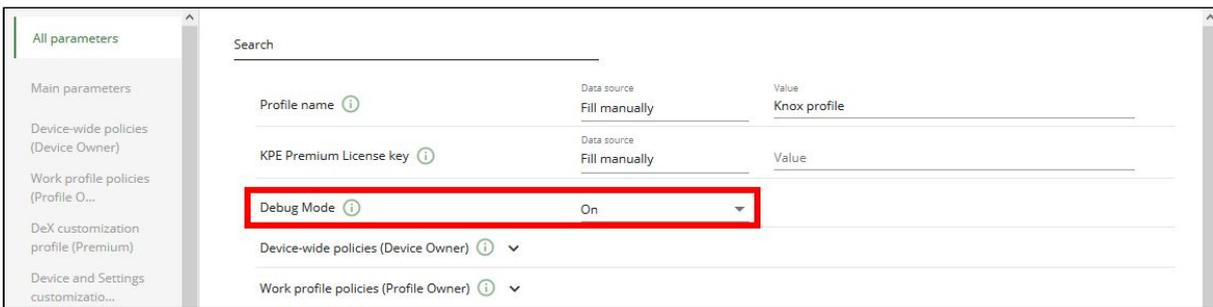
Schedule operation for later (operation will be performed once the device contacts the server - the interval depends on the settings)

Schedule operation for later, starting at: 2020-09-01 at 14:38 + random 0

Back
Send

## 4 How to use KSP debug mode

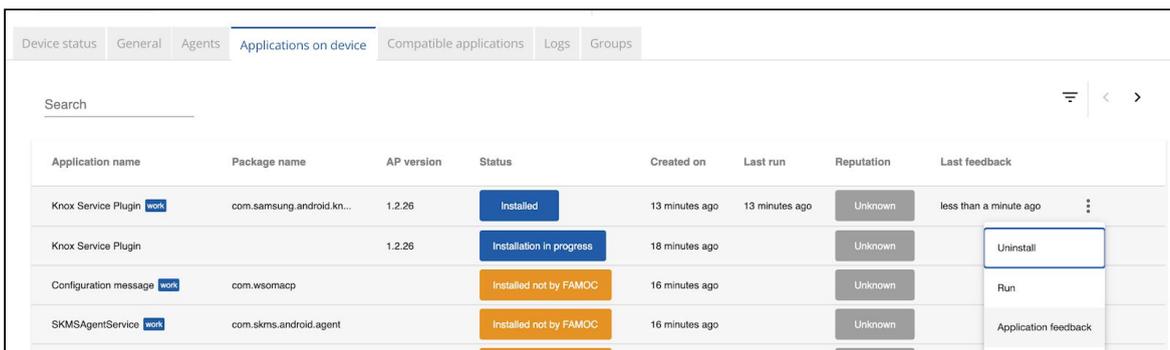
Debug mode can be helpful in testing and deploying your setup. By default, KSP runs in the background and has no user interface. Debug mode allows you to view the results and policy errors on the device so you can verify that your configurations are correct. When enabled, it runs an application that 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.



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](#).