



Samsung KNOX User Guide

Personal Edition

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Document Information

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Support Information

See [How to Get Support](#).

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Preface

About this Guide

This guide describes how to activate and use the personal version of Samsung KNOX™. The guide describes KNOX, its secured container, apps within the container, and troubleshooting tools.

The guide contains the following chapters. Click a link to jump directly to a chapter:

- Chapter 1, [About Samsung KNOX](#)
- Chapter 2, [How to Use Samsung KNOX](#)
- Chapter 3, [How to Use Samsung KNOX Apps](#)
- Chapter 4, [How to Use Samsung KNOX Tools](#)
- Chapter 5, [How to Troubleshoot Issues](#)
- Chapter 6, [How to Get Support](#)

Audience

This guide is for users of the personal version of Samsung KNOX.



To use the enterprise version of KNOX, see the *Samsung KNOX User Guide, Enterprise Edition*, which is provided on the [Samsung KNOX web portal](#), on the **Resources** page.

Notational Conventions

This guide uses the following notation conventions.

- **Boldface** emphasizes words in text such as screen or window names.
- *Italic* identifies new words, emphasizes phrases, or identifies document names.
- `Monospace` represents information as it appears on a display or in command syntax.

This guide uses the following notice icons:

| Icon | Alerts you to... |
|---|--|
|  Note | Important features, instructions, or additional relevant information. |
|  Caution! | Information on conditions that can cause unintended or adverse consequences. |

1 About Samsung KNOX™

About Samsung KNOX

Samsung KNOX protects private and confidential information on Android devices. KNOX is designed to overcome the shortcomings of the current open-source Android operating system. It bases its solution in the tamper-proof device hardware, protecting the Linux kernel, Android operating system, as well as apps and personal data.

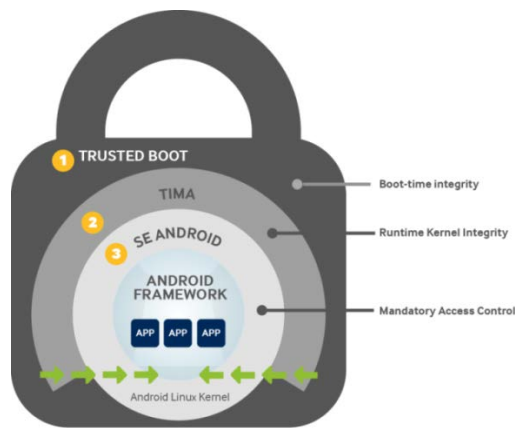


Figure 1. Samsung KNOX

Samsung KNOX provides a layered security solution. It offers:

- **Trusted Boot** — This ensures that the device boots only from an authorized kernel, and not from a hacked or rooted kernel.
- **TrustZone-based Integrity Measurement Architecture (TIMA)** — This verifies the integrity of the kernel on a continuous basis.
- **Security Enhancements for Android** — This uses Mandatory Access Control to protect device resources and data from unauthorized access.
- **Dual Persona** — This provides a secure environment within your device. You can continue to use your usual Android environment, and still have access to a protected space.

With Samsung KNOX, you can enjoy these benefits:

- Protect personal data from malware, phishing, and other hacking attempts, which can be introduced by downloading malicious apps or through social networking services.
- Prevent accidental data tampering, deletion, and compromise, which can occur when children use their parents' devices.
- Secure sensitive data like banking information, credit card statements, financial investments, bills, and receipts.
- Safeguard private data related to medical history, personal communications, and lifestyle habits.

The KNOX Container

The Samsung KNOX container is a virtual space within the mobile device, complete with its own home screen, launcher, apps, and widgets.

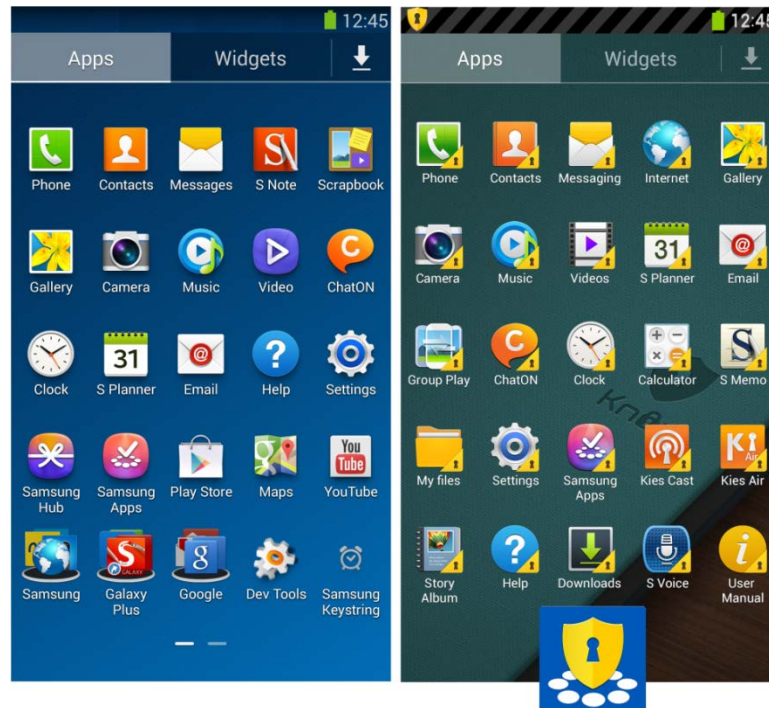


Figure 2. Personal and KNOX Apps

The KNOX container provides these apps:

- Personal Information Manager — Contacts, S Planner
 - Productivity — Email, Internet browser
 - Utilities — Phone, Camera, Gallery, My Files, Downloads, Samsung KNOX Apps
- The Phone is available on devices that can make cellular calls, but not on tablets with Wi-Fi only.*

You can download additional apps into the:

- KNOX container — Use Samsung KNOX Apps, which provides only apps that we have secured for operation within the KNOX container.
- Personal space — Use Google Play or Samsung Apps as usual.

KNOX secures apps and data inside its container as follows:

- Separates the data file systems used by the personal space and the KNOX container.
- Encrypts all data inside the KNOX container.
- Ensures that apps outside the KNOX container cannot access apps and data in the container.
- Ensures that apps in the container cannot access apps and data outside the container.

There are a few exceptions to app access, which are described in [How to Use Samsung KNOX Apps](#).

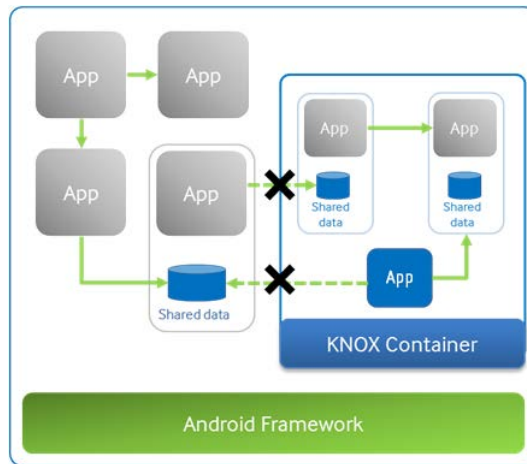


Figure 3. App Isolation

Restrictions

The look and feel of the personal space and KNOX container are similar. However, for security and technical reasons, there are some differences when you are in the KNOX container:

- You cannot copy and paste text or images from the container into the personal space.
- You cannot access container data like browser bookmarks, browsing history, call logs, S planner events, and so on, from the personal space.
- You cannot move files from the container to the personal space.
- You cannot use the multi-window function for the browser in the container.
- You can use Air view but not Air gesture or Air command in the container.
- You cannot use Google Text-to-Speech, and cannot install the Google Search bar widget.

Personal and Enterprise KNOX

There is also an enterprise version of KNOX that is designed for organizations that need secure Android devices. The enterprise version of KNOX provides these additional security features:

- Mobile Device Management (MDM) — This lets corporate IT administrators enforce security policies across multiple remote devices.
- Single Sign-On — This lets employees log into apps and services using their corporate login.
- Virtual Private Networks — This secures information that KNOX sends through data networks.
- Private App Store — This enables enterprises to provide their own custom apps to employees.
- Absolute Theft Recovery — This tracks and recovers devices that have been lost or stolen.

The enterprise version of KNOX is a paid model, with licensed activation. The personal version of KNOX can be activated by you for free. If you install the personal version, you can later upgrade to the enterprise version if you work for a company that decides to use KNOX.

Device Support

At the time of publication, the following Samsung devices support KNOX, both the personal and enterprise versions.

| Device | How KNOX is installed |
|--------------------------|-----------------------|
| Note 3 | Preloaded |
| Note 10.1 (2014 edition) | Preloaded |

KNOX can be preloaded onto a device either:

- Fully — When you first tap the KNOX icon, you can begin to set up the container.
- Partially — When you first tap the KNOX icon, you must install the latest KNOX files before you can set up the container.

How KNOX is installed depends on your device model and operator.

As flagship Samsung devices are released and upgraded, you can check if they support KNOX — see the [Samsung KNOX web portal](#).

2 How to Use Samsung KNOX

Set Up a KNOX Container

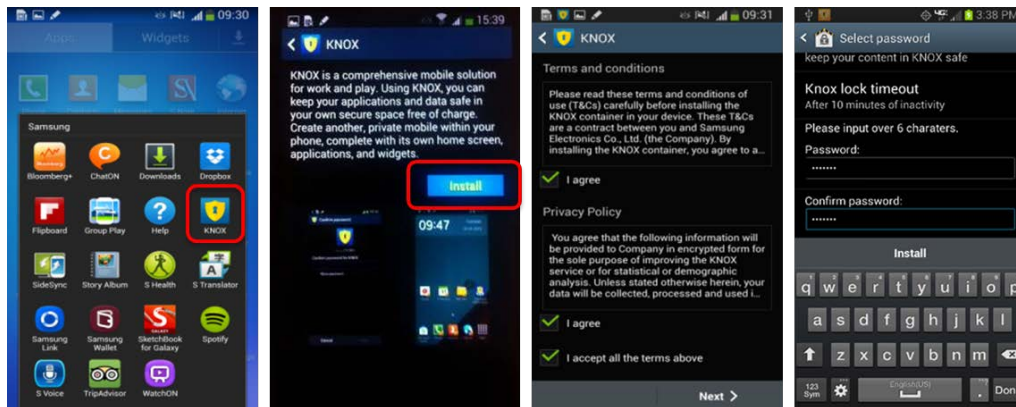


Figure 4. Container Setup

1. On the Apps screen, tap the **Samsung** folder. Then tap the **KNOX** icon in the folder.
2. Review the KNOX introduction. Then tap **Install**.
3. If you agree to the Terms and conditions, select the checkboxes. Then tap **Next**.
4. Set the **timeout**. By default, it is 10 minutes. If you do not do anything in the KNOX container for this length of time, you will need to re-enter the KNOX password.
5. Set the container **Password**, which you will need to enter to access the container. The password must have from 6 to 16 characters, at least one letter and at least one digit.



Caution!

Remember this password. For security reasons, if you cannot enter the correct password after 20 tries, KNOX automatically deletes the container. (In the enterprise version of KNOX, an enterprise IT administrator can reset the password remotely.)

6. Set a **backup PIN**, which is 4 digits long. If you forget your password after 15 incorrect tries, you can enter this PIN to see a hint. (The hint shows some characters and the number of characters in your password.)
7. Tap **Install**. This does the following:
 - Creates the container
 - Sets up a secure file system
 - Installs required components
 - Preloads apps
8. When complete, tap **Launch**. (Or, go to your personal home screen and log into KNOX later.)

Log into the KNOX Container



Figure 5. Container Login

1. In your personal space, either:
 - Tap the **KNOX** icon.
 - Swipe down the Notifications bar, then tap **KNOX Tap to start**.
2. Enter the KNOX **password** you selected when you set up the container.
3. Tap **Done**. The KNOX home screen displays.

Show KNOX Menus

In the KNOX container, tap the left hardware button to show a menu. The displayed options depend on whether you are in the KNOX Home, Apps, or Widgets screen:

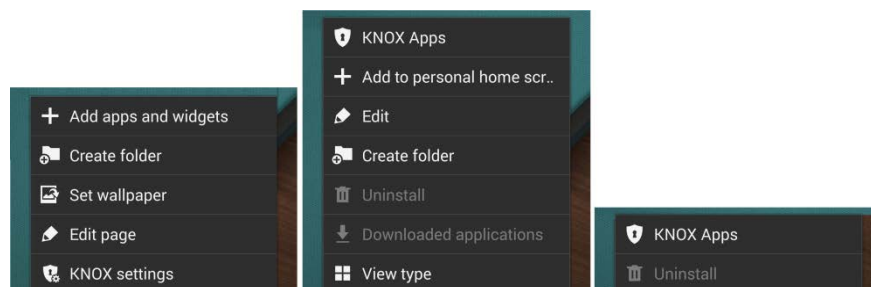


Figure 6. KNOX Home, Apps, Widgets Menus

Exit the KNOX Container

To return to the personal space, you can either:

- Tap the **Personal** icon in the lower left corner of the KNOX home screen.
- Swipe down from the top to show the Notifications bar; then tap either:
 - **KNOX Tap to exit** — You can later re-enter KNOX without having to enter the password.
 - Lock icon — To re-enter KNOX, you must enter the password.

Manage KNOX Security

Change the KNOX Container Password

1. On the KNOX home screen, tap the left hardware button to display the menu.
2. Tap **KNOX settings**.
3. Tap **Change password**.
4. Enter the old and new passwords.
5. Tap **OK**.



Caution!

Remember this password. For security reasons, if you cannot enter the correct password after 20 tries, KNOX automatically deletes the container. (In the enterprise version of KNOX, an enterprise IT administrator can reset the password remotely.)

Change the KNOX Session Timeout

By default, the timeout is 10 minutes. If you do not do anything in the KNOX container for this length of time, you will need to re-enter the KNOX password.

1. On the KNOX home screen, tap the left hardware button to display the menu.
2. Tap **KNOX settings**.
3. Tap **Password timeout**.
4. Tap the new timeout.

Show KNOX Contacts in Personal Space

This displays the names of KNOX contacts in the personal space: Contacts, call screens, logs, messages, and other personal home screen features.

1. On the KNOX home screen, tap the left hardware button to display the menu.
2. Tap **KNOX settings**.
3. Select the **Show KNOX contacts** checkbox.

Set SE for Android Level

The Security Enhancements (SE) for Android feature uses a policy file to define which apps can access which device resources. This policy file was tested on more than a thousand apps over a six month period. You can set the level of security:

1. On the personal home screen, tap the left hardware button to display the menu.
2. Select **Settings > General > Security > Change security level**.
3. Select either:
 - **High** — Blocks all unauthorized actions. For each such action, you will see an access denial message and be able to stop unauthorized apps.

- **Normal** — Blocks only unauthorized actions against the essential system resources: kernel, container, etc.
4. For the **Auto update security** checkbox, either:
- **Select** — This automatically checks for changes to the SE for Android policies and downloads any updates to improve security.
 - **Clear** — This uses the last installed policy file. You can later select the checkbox to download the latest policy file.

Automatic security updates are sent over the air to your device. To accept an update, use the Notifications bar, as described in [Notifications Bar](#).

Once a week, your device will ask you if you want to send a record of the access denials to a Samsung network server. No personal information is sent. This enables us to update our policy files as needed to improve security. You can opt out of this feature, as described in [Notifications Bar](#).

Uninstall and Back Up KNOX

This removes the KNOX container, as well as apps in the container, and any personal data. You have the option to back up personal data to a file, so that you can restore the data on the same device or a different KNOX-compatible device.

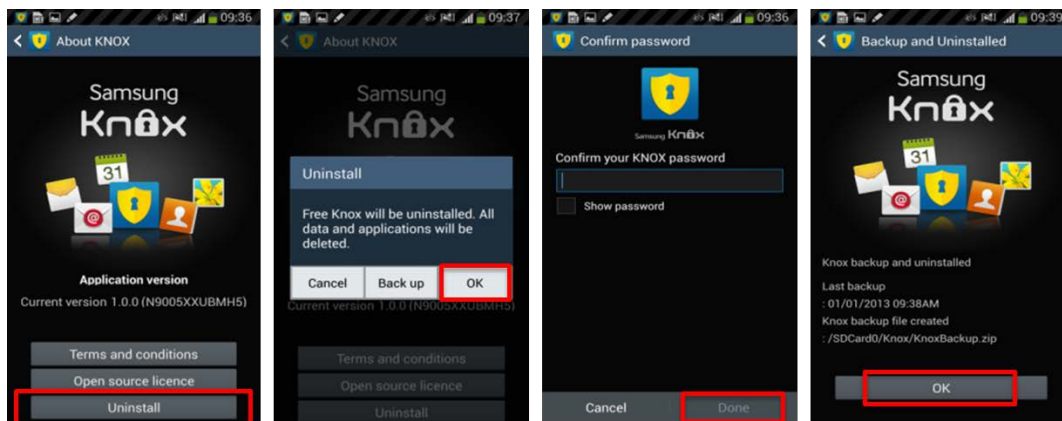


Figure 7. KNOX Uninstall

1. On the KNOX home screen, tap the left hardware button to display the menu.
2. Tap **KNOX settings > About KNOX**.
3. Tap **Uninstall**.
4. Optionally, tap **Back up**.



Caution!

It is strongly recommended that you back up your files before uninstalling KNOX. The next time you set up a KNOX container on the device, the backed up data is re-installed. Also, if you cannot remember your password and get locked out of the container, you will have a data backup.

5. Enter your KNOX password.
6. When the uninstall completes, click **OK**.

Back Up KNOX Container Data

You can back up your data from the KNOX container into a file. This saves images, audio, docs, contacts, calendar events, etc. but does not save emails or app data. You can restore the data on the same or a different KNOX-compatible device. Currently, you can back up data only when you uninstall the KNOX container. See the previous section for instructions.

Only one backup file can exist at a time. It must be named **KnoxBackup** and be stored on either:

- your device's SD card (default) — under `/sdcard/knox/KnoxBackup.zip`
- internal memory (if there is no SD card) — under `/knox/KnoxBackup.zip`

A new backup automatically replaces the old version. You can copy a backup wirelessly or via USB to a computer or another device. On a computer, you can unzip the file and extract individual files.

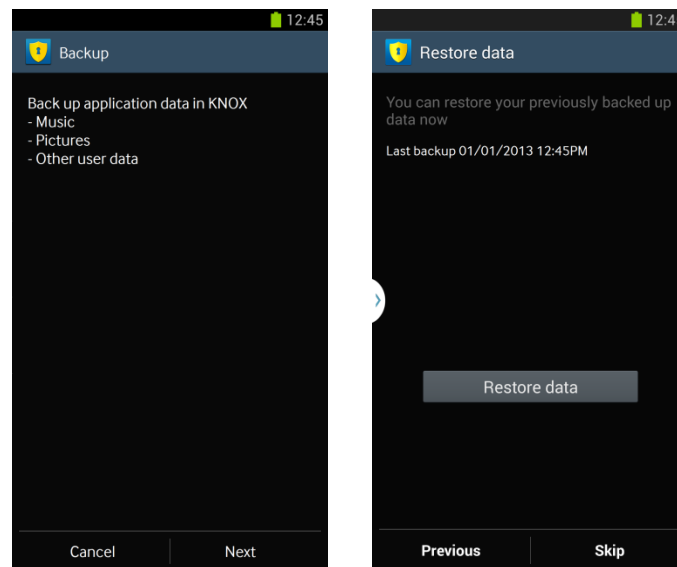


Figure 5. KNOX Back Up and Restore

Restore KNOX Container Data

If you re-install a KNOX container on a device that has a KNOX backup file saved, KNOX asks if you want to restore this backup data in your new container.

If you do not restore the backup during KNOX installation, you can restore it later as follows:

1. On the KNOX home screen, tap the left hardware button to display the menu.
2. Tap **Restore data**. This menu option appears only if you have a backup file on your device. This displays the screen in Figure 5.
3. Tap **Restore data**.

3 How to Use Samsung KNOX Apps

The Samsung KNOX container includes the apps described in this chapter.

Samsung KNOX Apps

The Samsung KNOX Apps store provides apps that have been secured to work in the KNOX container. You can browse and download apps the same way you do with Google Play.

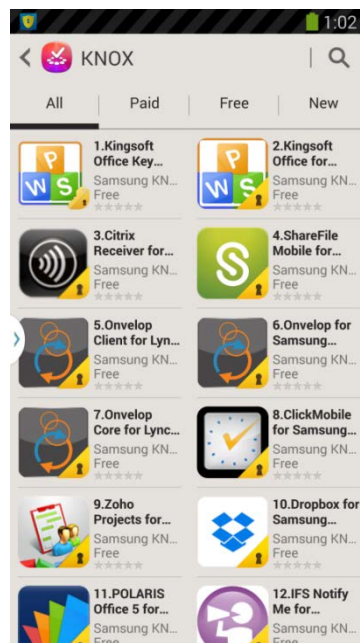


Figure 6. Samsung KNOX Apps

These apps and their data work within the container and are not accessible from the personal space.

Camera and Gallery

The camera in the KNOX container is the same as the camera in your personal space.

Photos that you take with the KNOX camera cannot be accessed outside of the container, just as photos taken with the camera in your personal space cannot be accessed within the container.

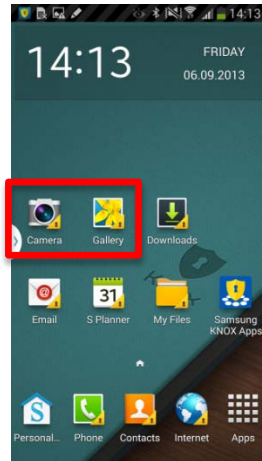


Figure 7. KNOX Camera and Gallery

Contacts

The Contacts in the KNOX container is the same Contacts in the personal space.

In the KNOX container, you can see contacts from your personal space. You can also see KNOX contacts in your personal space, if you select this option as described in Show KNOX Contacts in Personal Space. In both the personal space and KNOX container, the KNOX contacts are marked with a shield.

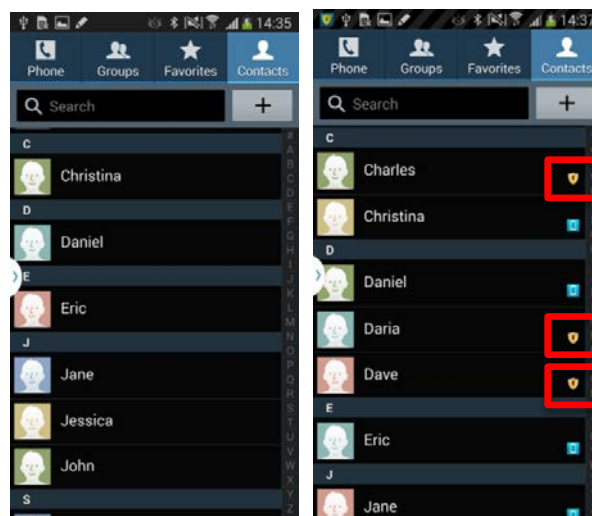


Figure 8. Personal and KNOX Contacts

Email

The Email app in the KNOX container supports POP3, IMAP, and Microsoft Exchange ActiveSync mail accounts. For most popular email accounts, like Gmail, you just enter your email address and password. The email app automatically sets up the correct settings to get email from the account. You just select a name for the account and how often to get emails.

If your workplace uses Microsoft Exchange ActiveSync, you can also read your work mail in the KNOX container. Use the **Manual setup** and ask your IT department for the correct settings to use.

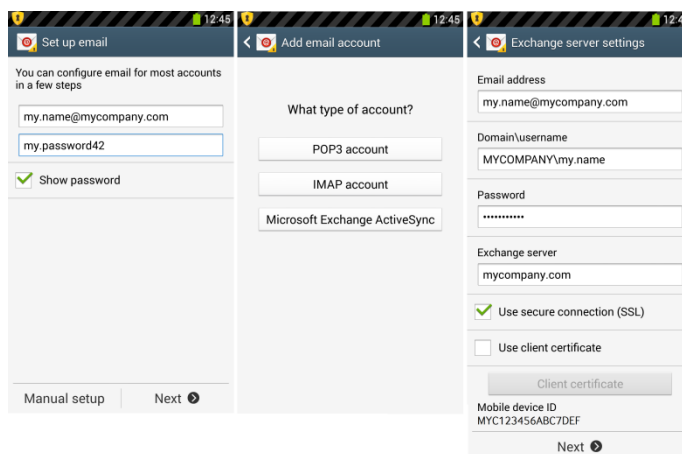


Figure 9. KNOX Email Setup

Emails, file attachments, and other data cannot be accessed outside of the KNOX container.

My Files

The file systems outside and inside the KNOX container are similar in appearance. However, you cannot see the KNOX files from your personal space, or the personal files from the KNOX container.

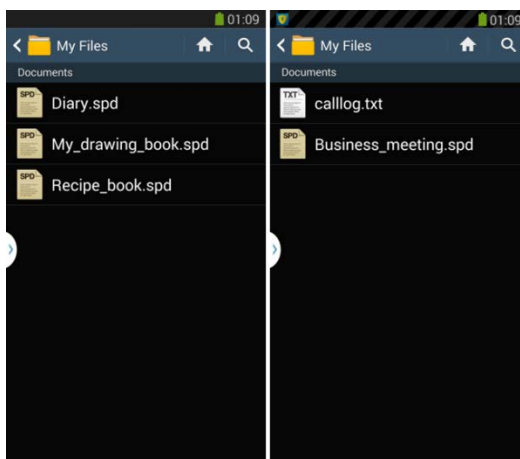


Figure 10. Personal and KNOX My Files

Phone

The Phone is available on devices that can make cellular calls, but not on tablets with Wi-Fi only.

The Phone in the KNOX container is the same as the Phone in your personal space. In the KNOX container, you can see contacts from your personal space. You can also see KNOX contacts in your personal space, if you select this option as described in Show KNOX Contacts in Personal Space.

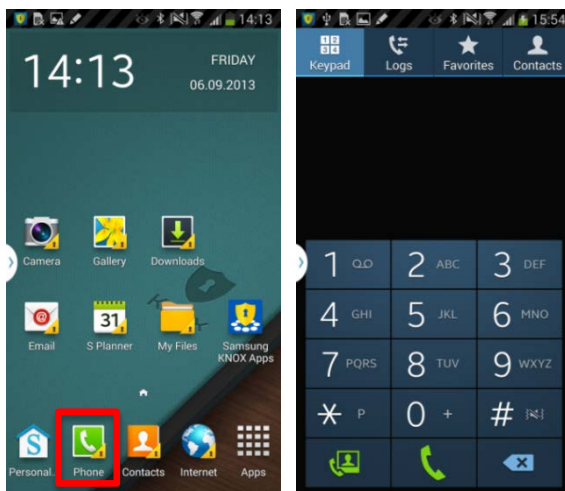


Figure 11. Phone

If contacts from your personal space call while you are in the container, you will see their name (and photo if you provided one) and not just a phone number.

S Planner

In the KNOX container, the calendar displays events from your personal calendar. You can only see these personal events; to change the personal events, you must return to the personal space. In the personal space, you cannot see the events from the KNOX calendar.

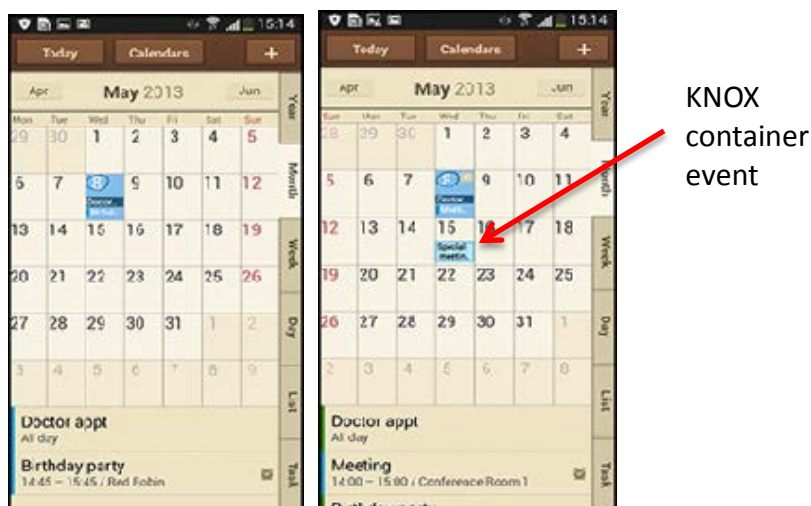


Figure 12. S Planner

4 How to Use Samsung KNOX Tools

Use the tools described in this chapter to check the status of KNOX. If you encounter an issue, you can also learn how to resolve the issue on your own. If you ask for support, support agents might ask you to use these tools to help them troubleshoot.

About Device



Figure 13. About Device

Use this tool to check if your device supports KNOX.

- **Model number** — There is a different number for various device models and operators. Models operate slightly differently. For example, the way KNOX is preloaded depends on the model and operator. A support agent might ask you for this number to check for these differences.
- **Android version** — KNOX requires Android version 4.3 (or later).
- **Build number** — This indicates the Android code family (J=Jellybean), branch (R=primary, S=secondary), date (S15=July 15, 2013), and build (J=#10).
- **Kernel version** — The version of the current kernel, and date the kernel was updated.
- **SELinux status** — This can be:
 - Permissive — The device simply records any unauthorized access to resources. Device manufacturers use this information to improve their security policy files.
 - Enforcing (default) — The device prevents unauthorized access to resources.

To display this tool:

1. On the personal home screen, tap the left hardware button to display the menu.
2. Tap **Settings > General > About Device**.

App Information

Use this tool if a KNOX app is not working properly. You can:

- Check an app version number
- Stop the app
- Uninstall the app or its updates
- Check how much internal memory and storage is used
- Clear data stored by the app
- Clear cache used by the app

To display this tool:

1. Tap **Settings** > **General** > **Application manager**.
2. Tap the app name to view its app info.

Device Status

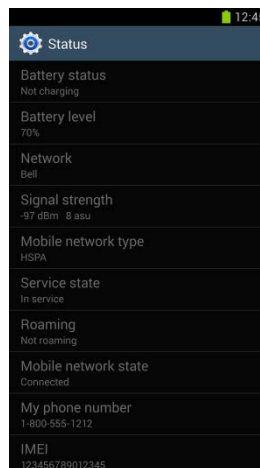


Figure 14. Device Status

Use this tool if there are problems sending or receiving data (emails, web pages, apps) to or from the Internet. You can check:

- **Battery level** — If you need to send or receive a large file, ensure that there is enough power to avoid interrupting the file transfer.
- **Signal strength** — If you are using the cellular connection, check the signal strength. A value of:
 - 100-120 dBm — indicates a location with weak reception
 - 60-80 dBm — indicates strong reception
- **Mobile network state** — Also ensure that the cellular status is Connected.

To display this tool:

1. On the personal home screen, tap the left hardware button to display the menu.
2. Tap **Settings** > **General** > **About Device** > **Status**.

KNOX Settings

Use this tool to manage KNOX. You can:

- [Change the KNOX Container Password](#)
- [Change the KNOX Session Timeout](#)
- [Show KNOX Contacts in Personal Space](#)
- [Uninstall and Back Up KNOX](#)
- Check the KNOX version installed
- Read the Terms & Conditions

To display this tool:

1. On the KNOX home screen, tap the left hardware button to display the menu.
2. Tap **KNOX settings**.

Notifications Bar

Use this tool to check KNOX status and switch between the personal space and KNOX container.

To display this tool, swipe downwards from the top of the screen.

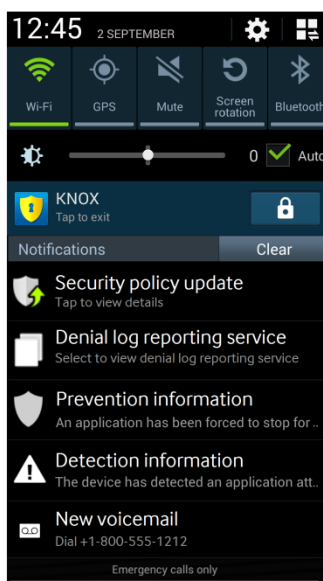


Figure 15. KNOX Notifications Bar

You can do the following:

- **KNOX Tap to exit** — From the KNOX container, you can exit to the personal space. Tap the lock icon so that a password is needed to re-enter KNOX.
- **Security policy update** — The policy file defines which apps can access device resources and data. You can accept the latest update to the file. See also: [Set SE for Android Level](#).
- **Denial log reporting service** — The denial log records unauthorized access to resources and data. You can upload this log to a Samsung server so that we can update our policy files as needed to improve security. No personal information is uploaded.

- **Prevention information** — KNOX has detected that an authorized app has tried to access a resource or data. KNOX has stopped the app and gives you the chance to display the Application Manager to uninstall the app.
- **Detection information** — KNOX has detected that an authorized app has tried to modify the operating system or disable SE for Android. KNOX might recommend rebooting your device.

Task Manager



Figure 16. Task Manager

Use this tool to investigate performance issues and stop apps that are not working properly.

To display this tool:

1. Push and hold the **Home** button. This displays the apps that are running in the background. The KNOX apps have a yellow lock on their icons.
2. To stop an app from running, long press its icon and select **Remove from List**.
3. In the bottom left corner of the screen, tap the task manager icon.
4. Tap either:
 - **Active applications** — to see the apps that are running in the background, and stop an app
 - **Downloaded** — to see the apps that have been downloaded, and remove an app
 - **RAM** — to see how much memory is being used, and release memory to try to improve performance
 - **Storage** — to see how much storage is being used

Wi-Fi Status

Use this tool to check Wi-Fi connectivity and signal strength. Some apps might allow file transfers over Wi-Fi only. For example, the email app can be set up to download attachments only when connected to Wi-Fi. Also, the package downloaded during a KNOX update is sent over a Wi-Fi connection.

To display this tool:

1. On the personal home screen, tap the left hardware button to display the menu.
2. Tap **Settings > Connections > Wi-Fi**. Then tap the connected Wi-Fi router.
3. Check the **Signal strength**.

5 How to Troubleshoot Issues

This chapter describes some issues you might experience while using Samsung KNOX. For any issues not covered here or for additional support, see [How to Get Support](#).

Cannot Find KNOX Icon

If you want to activate KNOX but cannot find the KNOX icon:

1. Check for the KNOX icon in the **Apps** screen, inside the **Samsung** folder. This is the default location. Operators can present apps in different locations. Check all personal home and Apps screens and folders for the KNOX icon.
2. Make sure your device supports KNOX.
 - Check [Device Support](#).
 - For the latest list of supported devices, see the [Samsung KNOX web portal](#).
 - Check with your operator to see if they do not support KNOX and have hidden the app.

Cannot Install KNOX

If you are doing a full installation of KNOX (because it was not fully preloaded) or an update of KNOX, you need to download up to 195 MB of data from the network.

1. Verify that you have a network connection with good signal strength. If you are using:
 - Wi-Fi – See [Wi-Fi Status](#) for instructions.
 - Cellular – See [Device Status](#) for instructions.
2. Ensure you have enough battery power (at least 70% charged) for the data transfer.
3. In case there is a sporadic event, like abnormally high network traffic or unplanned server maintenance, try installing KNOX at a later time.
4. If you start the installation but see the message `No update found`, this means there was no KNOX software available for your particular operating system version. In this case, see [How to Get Support](#).

Cannot Set KNOX Password

If you see error messages while setting up a KNOX password:

1. Select the **Show password** checkbox to verify that both passwords match exactly.
2. Ensure the password has from 6 to 16 characters, at least one letter, and at least one digit.
3. The password is case sensitive: Ensure upper and lower case letters match.

4. Check for hidden characters like a space before or after a password.

Cannot Log into KNOX

You have 15 chances to enter the correct password.

If you cannot enter it correctly after 15 tries, you can enter the 4-digit PIN you selected when you set up the KNOX container. If you enter the correct PIN, you will see a hint showing some characters in the password and the total number of characters in the password. You then have 5 more tries to enter the correct password.

If you still cannot enter it correctly after 5 tries, the KNOX container is deleted without notification. This also deletes all apps and data in the container. You will need to re-install KNOX container.

Not Receiving Email

There might be a problem with device reception, email account setup, the network, or your email provider's service. Try the following:

1. Check device reception:
 - Device has cellular or Wi-Fi connectivity.
 - Reception is strong and stable.
2. Reboot your device. This stops background apps, clears memory, and resets the email app in case it has gotten into a bad state.
3. Start the email app.
4. Ensure your email login and password are correct, and that you are logged in properly.
5. Tap the send/receive icon to see if you can get emails manually. To test, send an email to yourself to see if it is received.
6. Check your email account settings:
 - Sync mail — Should be enabled if you want to get emails automatically.
 - Sync schedule — Check the frequency that emails are being received.
 - While roaming — Sync is disabled by default. Change if needed.
7. If the problem is with a work email account that is using Microsoft Exchange ActiveSync:
 - If you have never received email on this account, ask your IT administrator to check the account settings on your device.
 - If you have received email before, ask your IT administrator if there are issues with ActiveSync, the email server, or the company network. Also check if IT has changed your email account, for example, disabled or reconfigured it.
8. If the problem is with a personal email account like Gmail:
 - If you have never received email on this account, check your email account settings. If your email provider provides support, contact them for help. Also try searching the Internet for the correct email account settings for mobile devices using your email service.

9. If the issue persists, see [How to Get Support](#).

Cannot Download from Samsung KNOX Apps

If you cannot download an app, try the following:

1. Ensure the device has a cellular or Wi-Fi connection.
2. You have logged in to the Samsung KNOX Apps with the right password.
3. Restart the app download.
4. Restart the device.
5. If the issue persists, see [How to Get Support](#).

SE for Android Denial

When an app tries to access a resource that it is not allowed to, the Security Enhancements (SE) for Android will block the attempt. SE for Android will also notify you through the Notifications bar and a popup window. If possible, this notification will identify the app and the resource it tried to access.

1. On the popup window, tap either:
 - **Application manager** — To display the Application manager to stop or uninstall the app.
 - **Close** — If you do not want to the app.

If the issue persists, see [How to Get Support](#).

System Has Been Compromised

The device displays one of these messages:

The device has detected an application attempting unpermitted actions and has stopped loading. To protect your device, it is recommended you reboot.

The device has detected an application attempting unpermitted actions. To protect your device, it is recommended you reboot.

SE for Android protection has been disabled. To protect your device, it is recommended you reboot.

Perform the following steps:

1. Reboot the device.
2. If the issue persists, see [How to Get Support](#).

6 How to Get Support

Where to get more information

The KNOX web portal at samsungknox.com provides a lot of additional information about KNOX. Check out these tabs:

- **Overview** — For a video introduction. If you want more detail about the security features, select Overview > Technical Details from the drop-down menu bar along the top.
- **Resources** — For a white paper, glossary, and interactive Flash simulator.
- **Support** — For Frequently Asked Questions.

Who to contact

If you encounter an issue that is not covered in [How to Troubleshoot Issues](#), contact either your:

- **Service Operator**
- **Samsung Contact Center**
To find your regional center, go to www.samsung.com/global/support/globalcontact.html.

What to provide

To resolve your issue as fast as possible, collect the following information beforehand:

- Service operator — if applicable
- From [About Device](#):
 - Model number
 - Android version
 - Build number
 - Kernel version
- From [Device Status](#):
 - Mobile network state
 - Signal strength
- From [Wi-Fi Status](#):
 - Status
 - Signal strength
- From [App Information](#), if the issue is with an app
 - App version