



Samsung KNOX™ Upgrade User Guide

July 2014



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Document History

Date	Changes
July 2014	First version of document.

Contact Information

samsungknox.com/support

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Preface

This guide describes how to upgrade the Samsung KNOX™ container on your device.

Audience

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



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.

Notice Icons

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.

Introduction

The Samsung KNOX upgrade from version 1.0 to 2.0 is a simple and quick process, with minimal user intervention. The KNOX upgrade ensures that the third-party apps and data present in the 1.0 container are restored in the 2.0 container.

Pre-requisites

- The device must have a KNOX 1.0 container.
- A FOTA (Firmware over the Air) update for upgrading to KNOX 2.0 must be available for the device.
- Also, before upgrading the device via FOTA, ensure that the device:
 - has a stable network connection (Wi-Fi or mobile data).
 - has sufficient battery capacity (More than 50%).
 - has sufficient storage space (~812 MB).

KNOX Upgrade

The KNOX upgrade involves the following four phases:

- 1) [Create KNOX 2.0 container](#)
- 2) [Download apps](#)
- 3) [Restore data](#)
- 4) [Launch container](#)

To begin the migration, drag the notification bar downwards, and tap **Software update**.



Once you tap Software update, the device reboots automatically and after which the migration process begins.

Create KNOX 2.0 Container

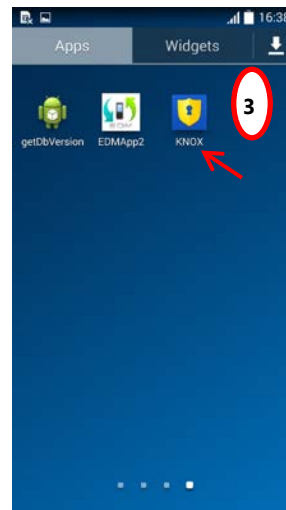
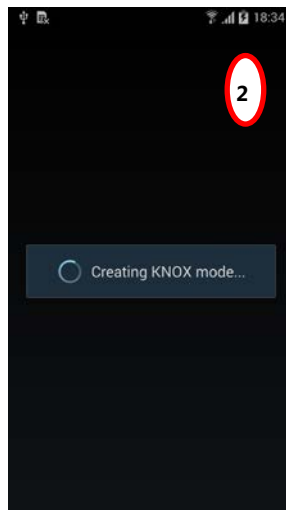
On reboot, the KNOX container migration process begins.

Following are the steps that you will notice in this phase:

- 1) KNOX update status is displayed.
- 2) Container creation status is displayed.
- 3) Once the KNOX 2.0 container is created, the KNOX icon is launched.



For some devices, you may be prompted to enter your KNOX 1.0 container password during the container creation, see [Enter KNOX Password](#).



You can press the back button to hide the status prompts. The migration process would still continue in the background. And anytime you want check the status of KNOX migration, you can tap the KNOX icon or check the notifications panel.

Download Apps

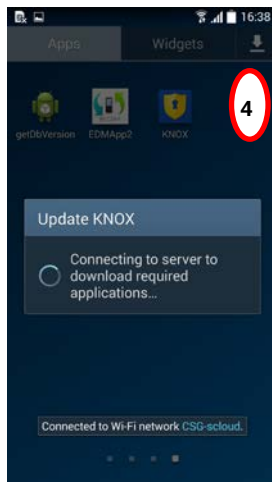
Once the KNOX 2.0 container is created, the download phase begins. In this phase, the device connects to the server and downloads the required third-party applications. Ensure that the device is connected to a stable network, see [No Network Connection](#).

Following are the steps that you will notice in this phase:

- 4) Connects to server to download required applications.
- 5) Downloading status is displayed.

Tap **Hide**, to hide the prompt. Download will still continue in the background.

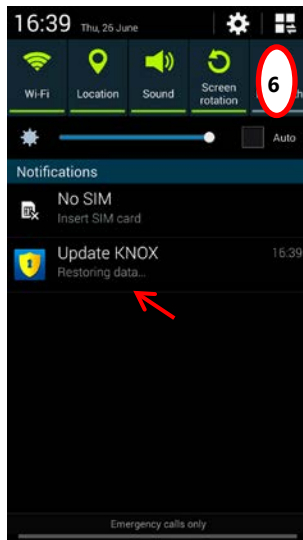
Tap **Cancel**, to cancel the download. To restart the download again, tap the KNOX icon.



Restore Data

Once the third-party apps are downloaded, the data in 1.0 container is restored in the 2.0 container.

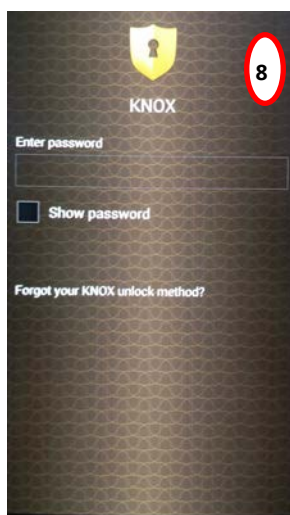
6) **Restoring data** status is displayed.



Launch container

Once the data restoration is completed, the KNOX lock screen is launched

7) The KNOX lock screen is launched. Enter your KNOX password (same password used for KNOX 1.0 container) to unlock and access the KNOX 2.0 container.



FAQ

Fail to Mount KNOX Partition

- Q. What should I do if I see an error message “**Failed to mount KNOX partitions. Restart the device.**”?
- A. When the KNOX update begins, during [step 1](#) if the mounting of KNOX 1.0 partition fails then this message is displayed. You must restart the device so that the KNOX 1.0 partition is mounted and the migration restarts from [step 1](#).

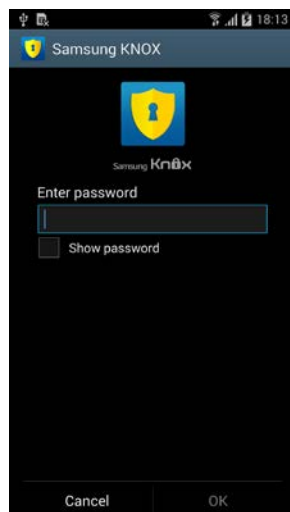
Enter KNOX Password

- Q. Why am I asked to enter the password?
- A. If the password of KNOX 1.0 container cannot be retrieved, a password input screen is displayed for you to enter the KNOX 1.0 container password.

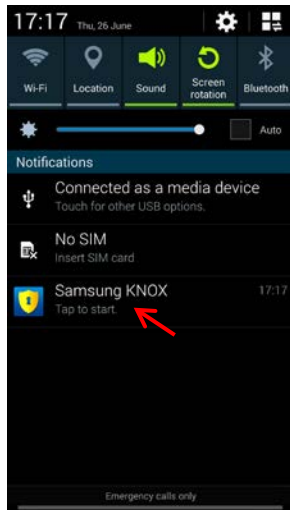


Caution!

If you enter the wrong password and if you exceed the maximum number of attempts, all KNOX data will be erased and KNOX migration is cancelled. The KNOX 2.0 container will not be created.



If you tap **Cancel** or if home button is pressed to close the password input screen, a notification is launched in the notification panel. To return to the password input screen, drag the notifications bar downwards, tap **Samsung KNOX**.

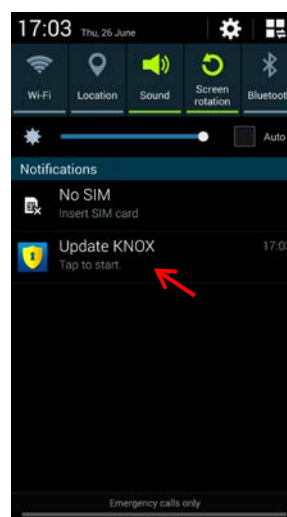
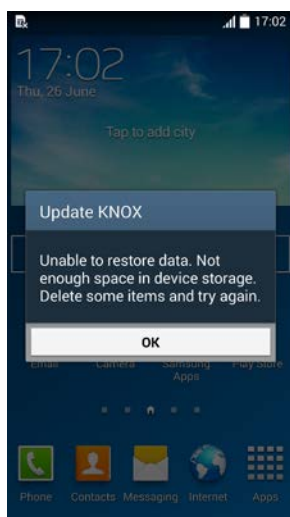


Unable to Restore Data

Q. What should I do if I see an error message **“Unable to restore data. Not enough space in device storage. Delete some items and try again.”**?

A. If the storage space is less, this error message is displayed. It is recommended that you have at least 812 MB of free storage space in the device before you begin migration. Follow the steps below, to free up space and continue with migration:

- Tap **OK**.
- Free up some space by deleting files.
- Drag the notifications bar downwards, tap **Update KNOX** for the migration to continue from [step 2](#).



No Network Connection

Q. Why am I getting this error message “**No network connection**”?

A. During the [download phase](#), if the device has poor or no network connection this error message is displayed.

Tap **OK**. Connect the device to a stable network via Wi-Fi or mobile data. Tap the KNOX icon for the migration to continue.



Switch to Wi-Fi

Q. Why am I getting this notification to connect via Wi-Fi?

A. During the [download phase](#), if device is connected via mobile data, this notification is displayed. It is a reminder to connect via Wi-Fi, to avoid additional data charges that may arise due to the app downloads when using mobile data.

- To continue using mobile data, tap **OK** for the download to begin.
- To switch to Wi-Fi, tap **Cancel**. Change the network connection to Wi-Fi and tap the KNOX icon for the download to begin.



Known Issues and Limitations

Following are some of the known issues and limitations of the KNOX container migration:

- 1) The KNOX app shortcuts added in the personal home screen will be removed after migration.
- 2) Widgets added in the KNOX container 1.0 home screen will be lost after migration.

App Migration Issues

- 3) Some third-party apps cannot be migrated into KNOX 2.0. Following types of apps cannot be migrated:
 - Apps that do not support multi-user framework (MUF).
 - Apps that use Android ID (which changes with user) to encrypt/decrypt application data. In Android every user in a device is allocated a unique identifier called `ANDROID_ID`, this ID changes after KNOX migration.
 - Apps that use Java serialization to store application data. Java serialization writes object into a stream and converts data to non-standard format (sequence of bytes).