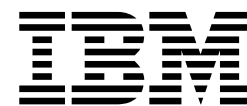




Migrating Samsung Devices to ELM

Version 2 Release 4



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Note

Before using this information and the product it supports, read the information in "Notices" on page 9.

This edition applies to version 2, release 4, modification level 0 of IBM MobileFirst Protect (program number 5725-R11) and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. Getting Started

Existing enrolled devices using the MaaS360 for Samsung App need to migrate to the MaaS360 for Android App.

Overview

To access Samsung's new Samsung for Enterprise (SAFE) APIs, IBM MaaS360 uses the new ELM model which doesn't use a special MDM app built exclusively for Samsung devices.

Starting with MaaS360 version 2.4.0.3, Samsung Devices now enroll in MaaS360 device management using the Samsung Enterprise License Management (ELM) system.

Only Samsung devices that run Android OS 4.3 or later support ELM and are eligible to enroll. Any device that runs an OS prior to Android 4.3 must continue to use the MaaS360 for Samsung App.

After migration, the end-user must accept a new ELM License agreement on his or her device.

A device user can't manually migrate from the MaaS360 for Samsung App to the MaaS360 for Android App. These two applications carry different application IDs and cryptographic signatures. Android security features prevent a user from updating one app with a different app.

Prerequisites

1. Apply the IBM MaaS360 version 2.4.0.3 patch.
2. Verify that your instance is functioning normally.
3. Find contact information for IBM Support.
4. Upload and distribute MaaS360 for Android App version 5.45 to test devices running Android OS 4.3 or later.

What if migration fails?

If migration fails, the user has to re-enroll the device. MaaS360 Email continues to sync after re-enrollment and the user gets back all emails, calendar events, and contacts after configuring his or her email account. Corporate data (distributed by your organization's administrators) are synced back to the device. Any data that was created by end user and locally saved on corporate apps (such as MaaS360 Docs) prior to migration will be lost.

After re-enrollment, the user is prompted to install MaaS360 for Android App version 5.45 from the device enrollment page.



Download, install and run OPP10 - 2.4.0.3 patch testing to configure this device for corporate access.

Step 1: Select the appropriate App based on the device manufacturer and install

MaaS360 MDM for Samsung

MaaS360 MDM

Step 2: Once the app is installed, click Configure

Configure

Chapter 2. Migrating a Single Test Device

Administrators can designate a test device and try out the migration process.

Procedure

1. In the administration portal, select a device, then navigate to **Summary > Custom Attribute**.
2. Change the **Test Device** field to YES, and save the change.

Set the "Test Device" custom attribute value to "YES"

Custom Asset Number	-	Device Owner	-
Ownership	Corporate Owned	Test Device	Yes
Vendor	-	Purchase Order Number	-
Purchase Type	-	Purchase Date	-
Purchase Price	-	Warranty Number	-
Warranty Type	-	Warranty Expiration Date	-
Office/Location	-	Department/Business Unit	-
Important Device (Skip Enforcement Action)	Select a value	Comments	-
Phone Number	-	Public App Store Region	-
maas360	Select a value	platform	fs1000

Once you designate a test device, the MaaS360 portal adds a new action in the Device view: Migrate Samsung App.

3. Contact IBM Support to enable ELM Migration using the Master Administrator user and the following settings:
 - **Enable ELM** set to Yes
 - **Manage Safe Device** set to Yes
 - **Migrate SAFE app to standard GA** set to No
 - **Migrate SAFE app to standard TRIAL** set to Yes
 - **Redirect to core app from Samsung** set to Yes
4. Select the Device view, then select **More > Migrate Samsung App**, and confirm the command..

Username	psiddarama	Email Address	psiddarama@berlink.com
Operating System	Android 5.1.1 (LMY47X)	Manufacturer	samsung
Model	SM-P601	IMEI/MEID	359356051030057
Device ID	Android9bef6be9ca4256d2	Ownership	Corporate Owned
Device Enrollment Mode	Manual		
Managed Status	Enrolled	Applied Policy	MDM: Default Android MDM Policy (2)
Last Reported	07/25/2016 03:50 EDT	Android Blocked Permissions	-
Jailbroken/Rooted	No	Device Attestation Result	-
Failed Settings	No	Selective Wipe Status	Not Applied
Encryption Level	Partial Encryption	Password Status	MDM:Compleread Workplace: Not enabled
Policy Compliance State	In Compliance	Rules Compliance Status	-
Out of Compliance Reasons	-	Rule Set Name	-

Within 15 minutes, devices with MaaS360 MDM for Samsung App installed start downloading migrated apps. During the download, you see a notification message: "Downloading updates to MaaS360".

Chapter 3. Migrating Currently Deployed Devices

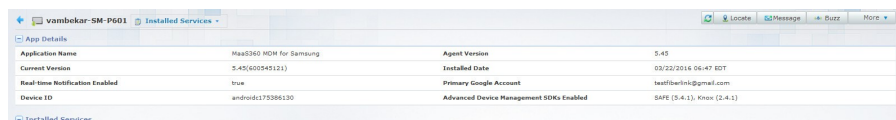
The Administrator starts the migration process with the help of IBM Support representatives.

Procedure

1. Contact IBM Support to enable ELM Migration using the Master Administrator user and the following settings:
 - **Enable ELM** set to Yes
 - **Manage Safe Device** set to Yes
 - **Migrate SAFE app to standard GA** set to Yes
 - **Migrate SAFE app to standard TRIAL** set to No
 - **Redirect to core app from Samsung** set to Yes

After you select this action from MaaS360 portal, the device receives the migration notification within 15 minutes to begin the ELM migration process on the device.

2. After migration, verify that users have successfully completed migration by checking if Samsung KNOX is enabled.



vambekar-SM-PGD1 Installed Services			
App Details			
Application Name	Real2Real KRM for Samsung	Agent Version	5-45
Current Version	2.45(00549121)	Installed Date	10/23/2016 06:47 EDT
Real-time Notification Enabled	True	Primary Google Account	sealf@e161@gmail.com
Device ID	android:173386130	Advanced Device Management SDKs Enabled	SAFE (2.4.1), Knox (2.4.1)

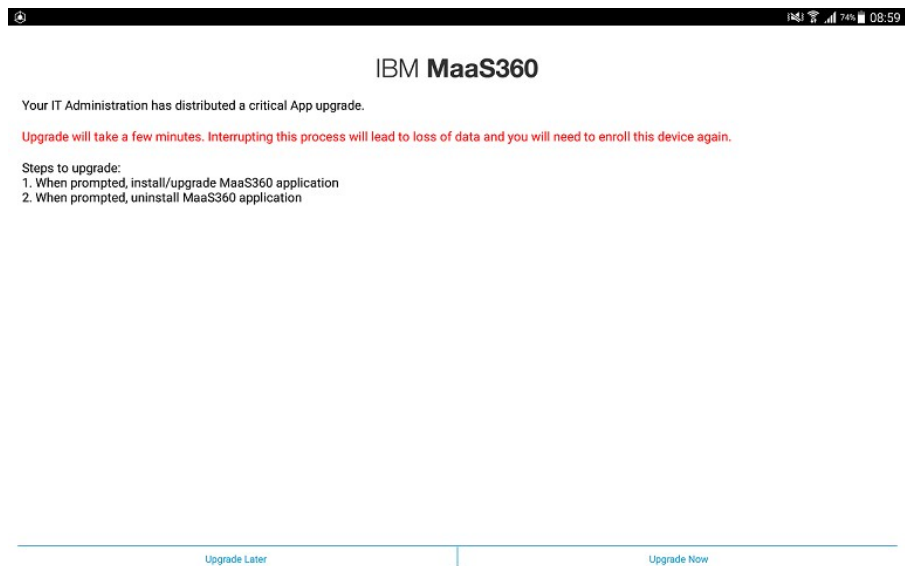
If migration fails, the user has to re-enroll the device. For details about what data is lost, see Chapter 1, “Getting Started,” on page 1.

Chapter 4. About the Migration User Experience

Users need to participate in the migration by accepting the action and downloading new apps.

Procedure

1. If you are running MaaS360 MDM for Samsung version 5.45, you receive a notification which states "Downloading updates to MaaS360." The device downloads three new apps in the background.
2. Then, you receive a notification which states "MaaS360 App upgrade available". Click the notification. The Upgrade screen appears with two options: "Upgrade Now" or "Upgrade Later".



3. Click "Upgrade now" to upgrade the app. If you click "Upgrade Later" to skip the upgrade process, the MaaS360 App reminds you to upgrade at a later time.
4. At the end of the process, the apps MaaS360 MDM for Samsung and the Samsung migration app are automatically uninstalled.
5. Accept the Samsung License Agreement. The Control Migration App is upgraded to MaaS360 MDM for Android.
6. Accept the prompt to enable device administrator access for the app. You see a message which states, "MaaS360 App has been successfully upgraded".

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