EXHIBIT 8

SAMSUNG Knox Documentation

How to remotely lock or unlock device enrolled in Knox Manage

Last updated July 26th, 2023

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Environment

- Knox Manage (KM)
- Android Enterprise (AE) Device Owner (DO) mode
- Fully managed devices with a work profile
- Android Legacy devices

Overview

This knowledge base article guides you through several scenarios in which you may want to remotely lock or unlock a device enrolled in Knox Manage:

- How to lock a lost phone without erasing its data
- How to unlock a device that is locked by another UEM and not connected to the Internet
- How to unlock a device that is locked by another UEM and connected to the Internet
- How to lock a device after too many unsuccessful login attempts

How do I remotely lock a phone in Knox Manage without erasing its data?

2. Click on **Device Command** › **Device** › **Lock Device**.

3. In the **Lock Device** window, fill in the Message and Phonebook fields with the appropriate contact information.

4. Click **OK**.

The below screen is shown on the device after the **Lock Device** command is sent:
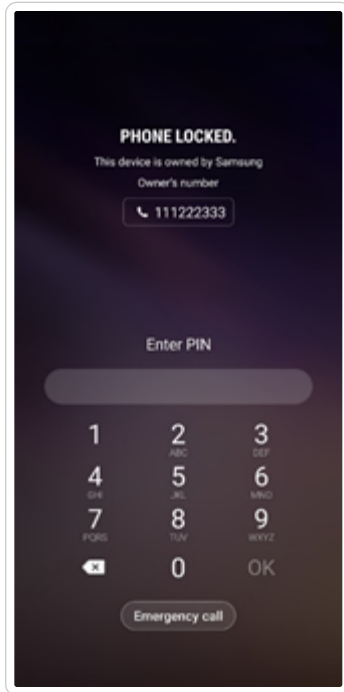
How do I unlock a device that is locked by another UEM and not connected to the Internet?

If a device enrolled in KM is locked by another UEM and does not have an Internet connection, the user must enter a 9-digit code to unlock it. To access this code:

1. In your KM console, go to **Device** and find the device that was lost.

2. Click on the device name.

3. In the **Security** tab, next to the **Lock Device** line, the 9-digit unlock code is displayed.

> **Note**
>
> Entering the 9-digit code only removes the lock screen. You must enter the correct device password to unlock the device.

> **Note**
>
> A new unlock code is generated after every use, preventing the same code from being used again.

connected to the Internet?

1. In your KM console, go to **Device** and select the checkbox next to the device that was lost.

2. In the menu that appears, click on **Device Command** › **Device** › **Unlock Device**.

How do I lock a device enrolled in Knox Manage after too many unsuccessful login attempts?

If you are using an Android Enterprise profile:

1. In your KM console, go to **Android Enterprise** › **Security**.

2. In the **Fully Managed** column, enter a value for the **Maximum Failed Login Attempts** policy.

3. Under **If the maximum number of unsuccessful login attempts is exceeded**, select **Lock device**.

If you are using an Android Legacy profile:

1. In your KM console, go to **Android Legacy** › **Security**.

2. Enter a value for the **Maximum Failed Login Attempts** policy.

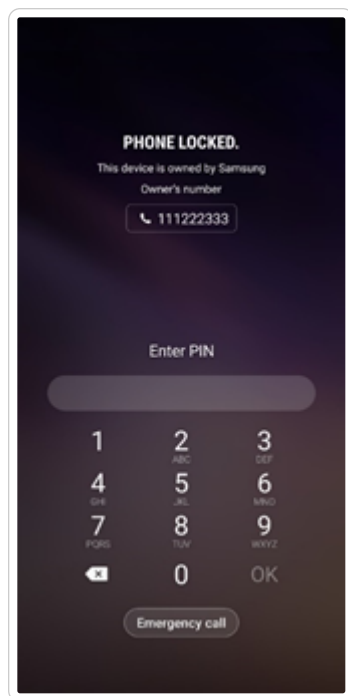3. Under **If the maximum number of unsuccessful login attempts is exceeded**, select **Lock device**.

> **Note**
>
> A device locked with this method can also be unlocked with the two methods mentioned above.

The below lock screen is shown on the device after the profile is pushed:

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