



FileWave 15 Unleashed: Expanding Your Device Management Toolbox

15 Underutilized Features That Can Supercharge Your Workflow

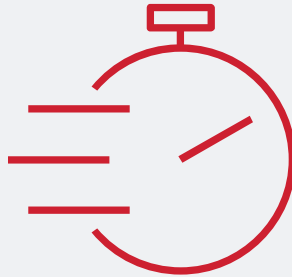
Presented by Jonathan Kane and Josh Levitsky, CISSP

FILEWAVE



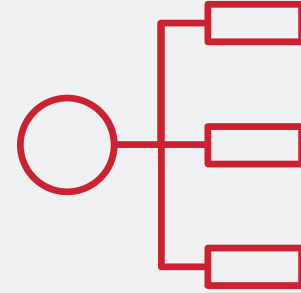
IS YOUR SWISS ARMY KNIFE

FileWave has the most in-depth functionality - and you can customize it precisely to your needs.



HAS 30+ YEARS OF EXPERIENCE

FileWave has been a pioneer in the Endpoint Management market for more than three decades.

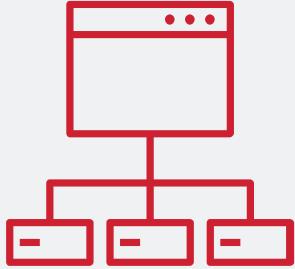


MAKES YOU MORE EFFICIENT

FileWave saves you countless hours of work - and you can use that time to take care of other important tasks.

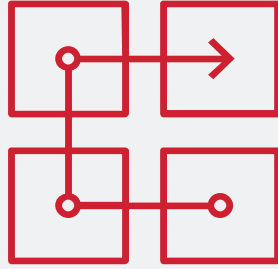


FILEWAVE GIVES YOU: HIGH LEVEL



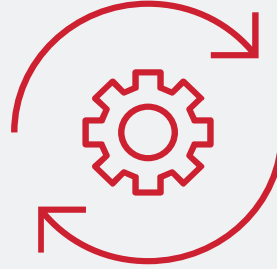
CROSS-PLATFORM MANAGEMENT

FileWave is cross-platform first and lets you manage devices from all operating systems.



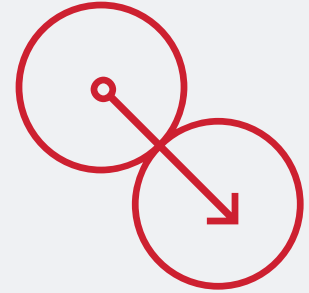
CONTENT DEPLOYMENT

FileWave's Fileset technology helps you to pack and distribute content effortlessly.



SELF HEALING TECHNOLOGY

FileWave allows you to automatically identify and repair compromised software.



Drag & Drop

Drag and drop your applications obtained from the App and Play Stores directly to any destination to get started.



FILEWAVE MULTI-PLATFORM MDM+



Overview

FileWave is such a versatile and powerful tool, that there are many abilities that many people may not know about or have explored.

As part of our latest release of **FileWave 15**, we wanted to select 15 of our favorite features that you might not be aware of, but we think could be very useful in your daily workflows.

So, in a modified version of David Letterman's Top Ten list, we'd like to present Our Top Fifteen list....

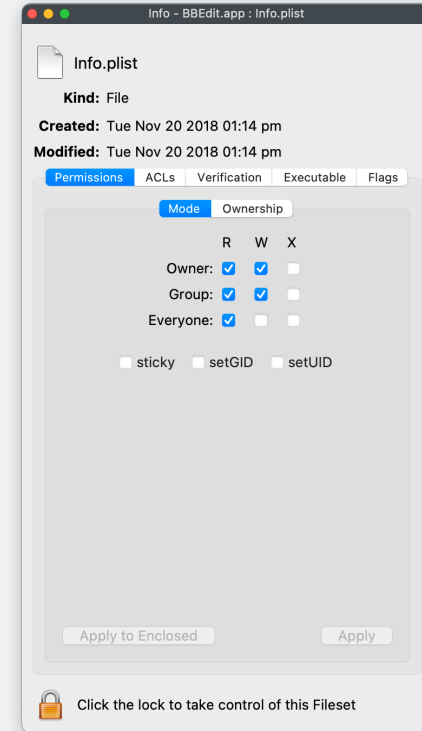
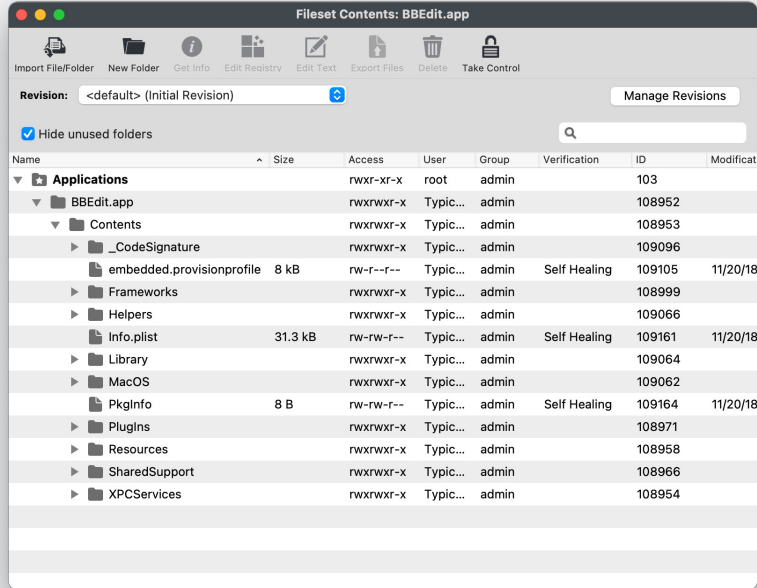


#15: File-Level Deployment/Self Healing

- FileWave can deploy files at a very granular level including all permissions and attributes
- Files trickle down in the background to the drive and only the ones needed
- Once files arrive, when conditions for activation are met, files appear in proper locations
- When software upgrades, it will pull just the files needed from server/booster
- This allows Self-Healing – any change to file will be repaired on verification
- Incremental Upgrades – only grab the changed files
- More efficient- many smaller files rather than large which needs to run
- Tools to capture these FileSets



File-Level Deployment/Self Healing



#14: What? We Have Dashboard(s)

- FileWave Central – Tearable-off Dashboard with ALERTS
- FileWave Anywhere – Grafana Powered Dashboard (lots of customization)
- Ultimately aiming for a Grafana based dashboard on both interfaces
- Can't decide? Use both!
- Take advantage of the notifications in Central Dashboard
- It will notify you of any issues with Certs, Booster Issues, etc.
- Central Dashboard is pretty straightforward, and for the Grafana based dashboard in FileWave Anywhere check out--



Central Dashboard and Anywhere Dashboard

Primary Services

✓ Android EMM status

Status Updated: 5 minutes ago Jul 18, 2023 9:25:36 AM

✓ Boosters Info

Status Updated: a minute ago Jul 18, 2023 9:29:05 AM

✓ Classroom Certificates Info

Status Updated: 12 hours ago Jul 17, 2023 9:20:35 PM

✓ DEP Accounts

Status Updated: a minute ago Jul 18, 2023 9:29:05 AM

! Email settings

Status Updated: 5 minutes ago Jul 18, 2023 9:25:36 AM

Go To Settings

Error when contacting SMTP server, detail = (535, b'5.7.8 Username and Password not accepted. Learn more at v5.7.8 https://support.google.com/mail/?p=BadCredentials b12-20020a05620a118c00b00767c961eb47sm586706qk.43 - gsmtip')

✓ LDAP Extraction status

Status Updated: 2 minutes ago Jul 18, 2023 9:28:21 AM

✓ APN for MDM

Status Updated: a minute ago Jul 18, 2023 9:29:05 AM

✓ SSL certificate

Status Updated: 15 minutes ago Jul 18, 2023 9:15:36 AM

Sync Status

Service	Last Sync Attempt
DEP Accounts	✓ 14 hours ago Josh.L_ABM Jul 17, 2023 8:00:34 PM
LDAP Extraction status	Needs Setup
VPP Tokens	✓ ABM - Users: 10 minutes ago Jul 18, 2023 9:20:51 AM - License: 10 minutes ago Jul 18, 2023 9:20:51 AM ✓ ASM - Users: 10 minutes ago Jul 18, 2023 9:20:51 AM - License: 10 minutes ago Jul 18, 2023 9:20:51 AM

Smart Group Count ✓ 8 days ago Jul 10, 2023 1:32:00 PM

Server Performance Status

Drive Space (GB)

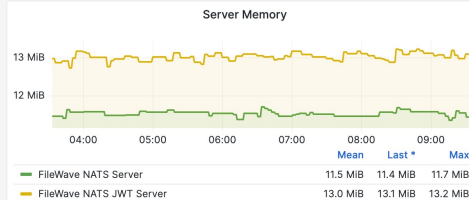
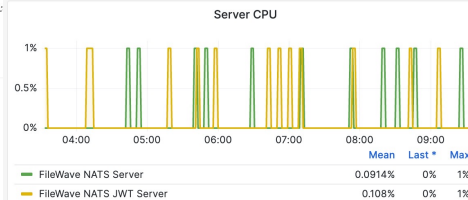


CPU Usage (%)

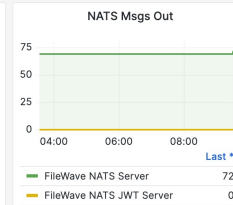
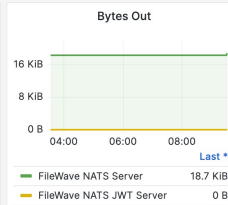
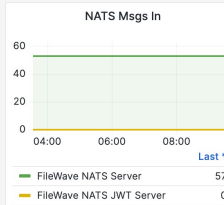
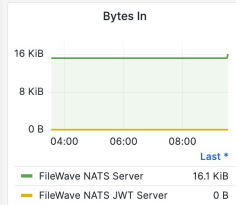


FileWave / NATS Servers

OS Metrics



Throughput



#13: Setting Permissions for FileWave Admins

- As you are aware you can have many different Admin users in FileWave
- Admins can be allowed/restricted to certain functionality and abilities
- Permissions can also be set for objects in FileWave as well such as FileSets, Clients, and even VPP tokens
- These permissions and authorizations are respected when using the FileWave API , FileWave Central, and FileWave Anywhere
- An admin user can "lock" objects so multiple admins don't work same items
- Model Update however is universal and across the board



Permissions for FileWave Objects/Admins

The screenshot displays the FileWave Administrators application interface. The main window is titled "FileWave Administrators" and has tabs for "User details", "Permissions", "VPP tokens", "Application tokens", and "TeamViewer". The "Permissions" tab is active. On the left, a list of account names is shown: "TestODAllUsers", "Test2", "LDAP Admins", "fwadmin2", "fwadmin", "extra-metrics", "demoadmin", "Azure IDP KaneGroup", and "autopkg". The main area contains various settings sections: "Server/Model" (with "Update Model" checked), "General" (with "Can Administer Users" unchecked), "Preferences" (with various configuration options), "Clients and Groups" (with "Modify Clients/Groups" and "Set Permissions" unchecked), and "Filesets and Groups" (with "Modify Filesets" and "Export Fileset/Template" unchecked). A "Permissions" dialog box is open in the foreground, titled "Permissions". It has a section "Select Administrator and rights set:" with a table listing accounts and their permissions. The table has two columns: "Account Name" and "Rights". The accounts listed are "TestODA...", "Test2", "LDAP Ad...", "fwadmin2", "extra-me...", "demoad...", "Azure ID...", and "autopkg". Each account has "read / write / delete" permissions. At the bottom of the dialog, there is a "Propagate to children" checkbox (unchecked), "Cancel" and "OK" buttons, and a note: "Note: Propagation applies automatically recursively to children when 'no permissions' is selected. This will not be visible by editing the permissions for children of those nodes."

FileWave Administrators

Account Name Phone

TestODAllUsers

Test2

LDAP Admins

fwadmin2

fwadmin

extra-metrics

demoadmin

Azure IDP KaneGroup

autopkg

User details Permissions VPP tokens Application tokens TeamViewer

Server/Model

☒ Update Model ☐ Activation Keys

☐ Revert Model ☐ Auditing

General

☐ Can Administer Users

Preferences

☐ Change Preferences ☐ Configure User Enrollment ☐ Configure EMM Ente

☐ Configure Server Settings ☐ Download DEP Certificate ☐ Configure EMM Defa

☐ Upload Server Certificate ☐ Configure DEP Accounts ☐ Configure EMM Defa

☐ Configure Chromebooks ☐ Configure VPP Tokens

☐ Configure Google Firebase ☐ Configure SIS Settings

☐ Upload MDM Client Packages ☐ Configure Classroom

Clients and Groups

☐ Modify Clients/Groups ☐ Set Permissions ☐ View Location Inform

☐ Clear Fileset Status ☐ Change Enrollment Username ☐ Turn Tracking On/Off

☐ Wipe Devices ☐ Manage Automatic Enrollment

Filesets and Groups

☐ Modify Filesets ☐ Export Fileset/Template ☐ Set Permissions

☐ Show Fileset Report ☐ Manage VPP codes

Manage VPP Tokens Check LDAP/IDP user permissions... LDAP/IDP user application tokens... Apply

Permissions

Select Administrator and rights set:

Account Name	Rights
TestODA...	read / write / delete
Test2	read / write / delete
LDAP Ad...	read / write / delete
fwadmin2	read / write / delete
extra-me...	read / write / delete
demoad...	read / write / delete
Azure ID...	read / write / delete
autopkg	read / write / delete

☐ Propagate to children

Cancel OK

Note: Propagation applies automatically recursively to children when "no permissions" is selected. This will not be visible by editing the permissions for children of those nodes.

#12: Yes, We Do Windows (MDM)

- For years we have managed Windows with our agent and Imaging
- Now, We've added Windows MDM to our management suite
- MDM is available Microsoft Entra ID – P1 and P2 – no inTune required
- Can push out Windows profiles (CSPs)
- Enrollment occurs from on first boot when asked for your organization's credentials
- Support for Autopilot
- Related: Tools like Xcreds 2.x support login using Azure, Google Cloud, Okta and any OIDC provider



Windows MDM

FileWave Anywhere

Model Number: 1456 fwadmin

New Windows Profile

Go to Dashboard

Devices

Payloads

Imaging

Software Updates

Deployments

Associations

Sources

Reports

Licenses

15.0.1-a8a2059

Search profile ...

Device Settings

Configured

- ☒ Allow changes to auto play settings
- ☒ Allow changes to data sense settings
- ☒ Allow changes to date and time settings
- ☒ Allow changes to the language settings.
- ☒ Allow Online Tips
Enables or disables the retrieval of online tips and help for the Settings app.
- ☒ Allow changes to the power and sleep settings.
- ☒ Allow changes to the region settings.
- ☒ Allow changes to the sign-in options.
- ☒ Allow the user to change VPN settings.
- ☒ Allow changes to the workplace settings.
- ☒ Allow user to change account settings.

Not configured

- BitLocker
Not configured
- Bluetooth Policy
Not configured
- Certificates
Not configured
- Cloud and storage
Not configured
- Connectivity**
Not configured
- Defender Antivirus
Not configured
- Device Restrictions
Not configured
- Display
Not configured
- Enterprise Cloud Print
Not configured
- Firewall

Configure Taskbar Calendar.

Configures the default setting for showing additional calendars (besides the default calendar for the locale) in the taskbar clock and calendar flyout.

Please note that this option will be deployed to Azure AD users only. It will not be deployed to local users.

Cancel Save

#11: Custom Fields are VERY Powerful Tools

- FileWave has a lot of built-in inventory variables– custom fields can expand
- Custom fields are user defined variables that like any variable can be used in any script or profile where they might be useful
- Can ALSO be used for SmartGroup criteria...
- Data can be placed into these fields manually, via an import, from LDAP or the most powerful method– a script than runs on a macOS or Windows
- Data an be string, integer, boolean, or date/time
- These scripts can run on a regular schedule and update the field value
- Since Client View allows any inventory field to be added, can use to filter
- Used to get data into FileWave that isn't there by default
- Examples-- Battery health, Virus definition version, or can inject values through API!



Custom Field Examples

Custom Fields

Search

Display Name	Internal Name
Display Model	display_model
Last Reboot Mac	last_reboot_mac
Mac Battery Cycles	mac_battery_cycles
Mac Battery Status	mac_battery_status
Mac List of Applications in /Applications	mac_list_of_applications_in
Mac SSD or Not	mac_ssd_or_not
Role	role
Service History	service_history
Test of Last Reboot	test_of_last_reboot
Uptime Mac	uptime_mac
Virus Definition Version	virus_definition_version
Windows Battery Check	windows_battery_check
Windows Battery Data	windows_battery_data
Windows Battery Health	windows_battery_health
Windows OS Info	windows_os_info
Windows Serial Number	windows_serial_number
Windows Uptime	windows_uptime
Windows-Serial	windows_serial
X-Protect-File-Version	x_protect_file_version

+ -

Import Export Duplicate

Field Details

Name

Display Model

Internal Name

Using internal name the field can be referenced in other parts of FileWave

display_model

Description

Provided By

Defines how the field value shall be populated

Client Script

☒ Assigned to all devices

Values

Data Type

String

☐ Restrict allowed values

☐ Use a default value

Client Script

Custom Fields

Search

Display Name	Internal Name
Display Model	display_model
Last Reboot Mac	last_reboot_mac
Mac Battery Cycles	mac_battery_cycles
Mac Battery Status	mac_battery_status
Mac List of Applications in /Applications	mac_list_of_applications_in
Mac SSD or Not	mac_ssd_or_not
Role	role
Service History	service_history
Test of Last Reboot	test_of_last_reboot
Uptime Mac	uptime_mac
Virus Definition Version	virus_definition_version
Windows Battery Check	windows_battery_check
Windows Battery Data	windows_battery_data
Windows Battery Health	windows_battery_health
Windows OS Info	windows_os_info
Windows Serial Number	windows_serial_number
Windows Uptime	windows_uptime
Windows-Serial	windows_serial
X-Protect-File-Version	x_protect_file_version

+ -

Import Export Duplicate

Custom Fields

macOS Windows

Script type: Shell Execution Environment...

```
#!/bin/bash
DisplayModel=$(system_profiler SPDisplaysDataType | grep "Resolution:" -B1 | awk
-v n=3 'NR==1' | sed 's/^[ \t]*//' | sed 's/:/,/g' | tr '\n' ' '
echo ${DisplayModel})
exit 0
```

☒ Use output only when the script exits with code 0

☒ Replace line feed characters with space

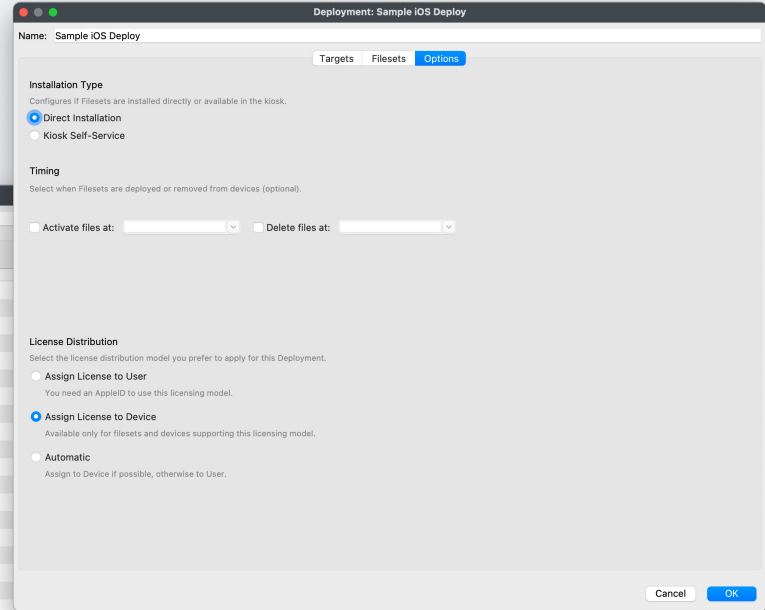
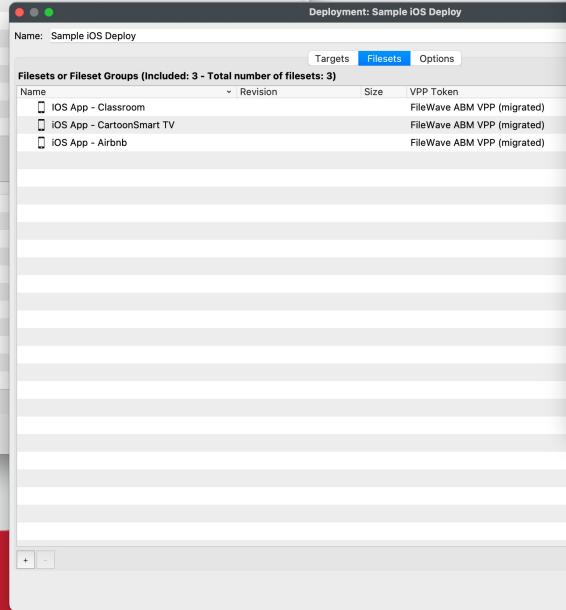
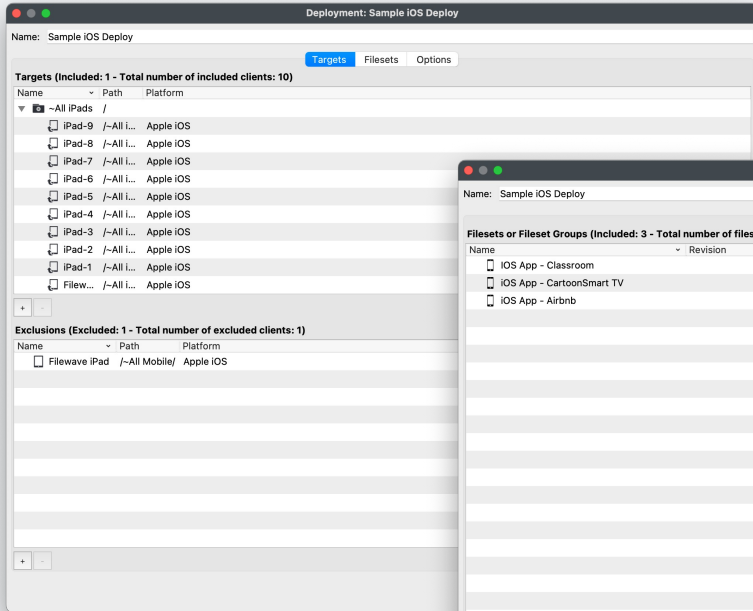
Cancel Save

#10: Deployments in FileWave Central

- FileWave Central is the power tool to manage FileWave
- FileWave Anywhere introduced Deployments which are basically a new and improved version of Associations that also allow exclusions
- However, until FileWave 15 you could see but not edit/create them in FileWave Central
- Now you can hop between FileWave Central and FileWave Anywhere and consistently see the same Deployments
- Associations will ultimately be retired but its easy to move to Deployments
 - Deployments can now be created/edited/deleted in FileWave Central
 - In FileWave Anywhere, you can migrate Associations to Deployments



Deployments in FileWave Central



#9: FileWave Anywhere is Pretty Cool!

- Web Based Companion Tool, just another way to to manage FileWave Clients
- Ideal for the times when you don't want to install the FileWave Central Admin Client or you only have your iPad on you and computer is away
- Great for day-to-day assigning of items, checking status of items that are being distributed
- Very slick and easy to navigate with some cool timesaving tricks
- Importing of CSV files is very easy to use
- FileWave Anywhere gives us the v2 API which powers Anywhere and as we add functions to Anywhere that also adds them to the API
- Nice modern interface that is easy to navigate and accomplish many/most daily drivers



FileWave Anywhere

FileWave Anywhere

Model Number: 1456

fwadmin

<

Payloads

+ Create Payload

+ Create Configuration

Go to Dashboard

Devices

Payloads

Imaging

Software Updates

Deployments

Associations

Sources

Reports

Licenses

15.0.1-e8a2099

Search list ...

	Name	Platform	Type	Size	Priority	Last Modified	
<input type="checkbox"/>	Android Configs		Payload Group	0 bytes			...
<input type="checkbox"/>	Apple Configuration Profiles		Payload Group	66.5 kB			...
<input type="checkbox"/>	ARD.Superpref	None	Application	359 bytes	Normal	4/6/2021, 5:39:30 PM	...
<input type="checkbox"/>	Filewave Client Updates		Payload Group	177 MB			...
<input type="checkbox"/>	Google Chrome ClassSpaces Extension	Windows	Application	954 bytes	Normal	11/3/2022, 2:38:15 PM	...
<input type="checkbox"/>	Google Play Apps		Payload Group	0 bytes			...
<input type="checkbox"/>	iOS		Payload Group	5.22 GB			...
<input type="checkbox"/>	LightSpeedStuff		Payload Group	27.6 MB			...
<input type="checkbox"/>	MacAdmins 2019 TCC		Payload Group	3.68 MB			...
<input type="checkbox"/>	macOS		Payload Group	13.5 GB			...
<input type="checkbox"/>	macOS App - Slack for Desktop	macOS/iOS	iTunes App	176 MB	Normal	3/17/2023, 2:00:36 PM	...
<input type="checkbox"/>	man-155-bw-copr.pkg	macOS	Application	3.18 kB	Normal	6/24/2022, 3:45:05 PM	...
<input type="checkbox"/>	New.payload	None	Application	0 bytes	Normal	7/18/2023, 10:18:01 AM	...
<input type="checkbox"/>	Profile - Google.Chrome.Classspaces	macOS/iOS	Apple Profile	1.74 kB	Normal	11/3/2022, 2:41:05 PM	...
<input type="checkbox"/>	Profile - tvOS 17 Beta Software Profile	macOS/iOS	Apple Profile	6.94 kB	Normal	6/6/2023, 10:41:58 PM	...
<input type="checkbox"/>	Set FileWave Win Client Recovery	Windows	Application	1.47 kB	Normal	1/18/2023, 2:57:45 PM	...
<input type="checkbox"/>	TeamViewer Support		Payload Group	130 MB			...
<input type="checkbox"/>	test.1	None	Application	1.31 kB	Normal	6/23/2023, 5:14:42 PM	...
<input type="checkbox"/>	Universal App - Amazon Prime Video	macOS/iOS	iTunes App	133 MB	Normal	3/17/2023, 2:00:36 PM	...
<input type="checkbox"/>	upgrade to 11-startosinstall temolate	macOS	Application	11.4 GB	Normal	5/26/2021, 2:26:03 PM	...

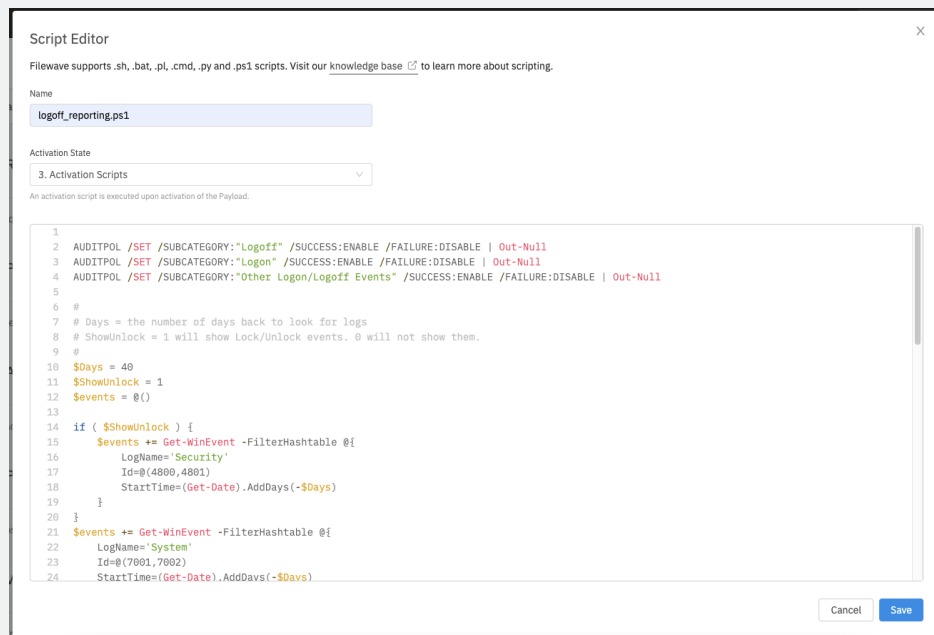
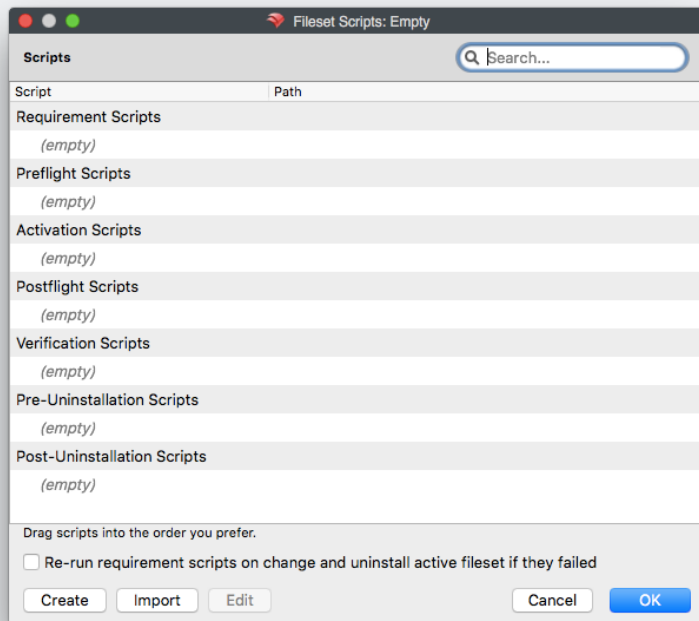


#8: Scripts Can Be Deployed with Most FileSets

- Can run requirement, pre/post-flight, activation, verification, and pre/post-uninstallation scripts
- Can also at file level, do some fancier things such as passing variables into a script (FileWave Central)
- Can edit the scripts from within FileWave
- Scripts can return values that indicate a failure– very useful for a requirement script
 - <https://go.filewave.com/kb-fileset-exit-codes>
 - <https://go.filewave.com/kb-script-best-practices>



FileSet Scripts



	macOS	Windows
Perl	✓	✓
Python	✓	✓
Shell	✓	
Bat		✓
PowerShell		✓



#7 Audit History on Administrative Changes

- FileWave Central has an Audit History menu item
- It keeps a log of administrative actions taken by a FileWave Admin
- Can be useful if you have many administrators and need to have a record of what changes were made on the system
- You can also use the Get Logfile menu item to get the FileWave server process log which is helpful to get a sense of how your server is behaving
- On a related note, use Client Monitor if FileWave Central is on the same network as a client machine with an agent on it (macOS/Win) to see the fwclld.log (very useful for troubleshooting)



Audit History for FileWave Admin

Audit History	
Date	
24 Jun 2023	
23 Jun 2023	2023-05-04 13:18:46.857 [P:434] <ip:127.0.0.1> user:audit system - =====
22 Jun 2023	2023-05-04 13:18:46.857 [P:434] <ip:127.0.0.1> user:audit system - audit system has been started
20 Jun 2023	2023-05-04 13:18:46.857 [P:434] <ip:::1> user:fwadmin - Force user logged out - SUCCESS
19 Jun 2023	2023-05-04 14:34:04.963 [P:556] <ip:127.0.0.1> user:audit system - =====
13 Jun 2023	2023-05-04 14:34:04.964 [P:556] <ip:127.0.0.1> user:audit system - audit system has been started
12 Jun 2023	2023-05-04 14:34:04.964 [P:556] <ip:127.0.0.1> user:fwadmin - Change setting 'fingerprint' from 'f'
08 Jun 2023	2023-05-04 14:34:05.259 [P:556] <ip:127.0.0.1> user:fwadmin - fwadmin kicked out: user fwsuppo
07 Jun 2023	2023-05-04 14:34:07.490 [P:556] <ip:127.0.0.1> user:fwadmin - SIS license data changed - SUCCE
06 Jun 2023	2023-05-04 14:38:27.559 [P:54] <ip:127.0.0.1> user:audit system - =====
02 Jun 2023	2023-05-04 14:38:27.559 [P:54] <ip:127.0.0.1> user:audit system - audit system has been started
01 Jun 2023	2023-05-04 14:38:27.560 [P:54] <ip:127.0.0.1> user:fwadmin - Force user logged out - SUCCESS
26 May 2023	2023-05-04 14:38:27.565 [P:54] <ip:127.0.0.1> user:fwadmin - SIS license data changed - SUCCE
25 May 2023	
10 May 2023	
09 May 2023	
08 May 2023	



#6: Search all Filesets for Any File on Server

- I did not personally realize this was a feature until about a month ago and I've been at FileWave for 7 years now!
- Seriously– since FileWave is a database of all the software you are deploying you can search across it and get right to a specific file and locate it
- This might not be something you use too often but could be handy to find that one script to edit or a profile that you can't seem to find!



File Search

Searching for "apple" (Contains)				
Contains	Reveal in Fileset	275 Files	apple	
File	File ID	Fileset	Fileset ID	Fileset Revision
events-applescript-alert.tiff	12412	Adium - 1.5.10.4	9996	Initial Revision
ApplescriptContactAlert.nib	11866	Adium - 1.5.10.4	9996	Initial Revision
AdiumApplescriptRunner	11708	Adium - 1.5.10.4	9996	Initial Revision
AppleWidgetController.js	53990	Books.app	50937	Initial Revision
com.apple.iBooks.plist	55018	Books.app	50937	Initial Revision
customise_AppleSetupAssistant.sh	1199	Disable iCloud Login Screen for new Users	1194	Initial Revision
customise_AppleSetupAssistant.sh	1205	Disable setup iCloud for existing users	1200	Initial Revision
amd64_microsoft-windows-d..anese-softkeyapplet_31bf385...	104975	Office365-Windows	58616	Initial Revision
wow64_microsoft-windows-d..anese-softkeyapplet_31bf385...	105479	Office365-Windows	58616	Initial Revision
applescript.plist	183669	Royal TSX	183373	Initial Revision
Platform Apple iOS OS X.png	184304	Royal TSX	183373	Initial Revision
Platform Apple iOS OS X@2x.png	184305	Royal TSX	183373	Initial Revision
AppleDiagnostics.chunklist	23304	Testupgrade from 10.12 to macOS High Sierra.app	22391	Initial Revision
AppleDiagnostics.dmg	23305	Testupgrade from 10.12 to macOS High Sierra.app	22391	Initial Revision
appletrailers.luac	125219	VLC.app	124029	Initial Revision
AppleScriptServer	117325	iMazing.app	116546	Initial Revision
com.apple.iphone-11-pro-max-12.png	117633	iMazing.app	116546	Initial Revision
com.apple.iphone-11-pro-max-2-clear.png	117634	iMazing.app	116546	Initial Revision
com.apple.iphone-11-pro-max-2.png	117635	iMazing.app	116546	Initial Revision
com.apple.iphone-11-pro-max-4-clear.png	117636	iMazing.app	116546	Initial Revision

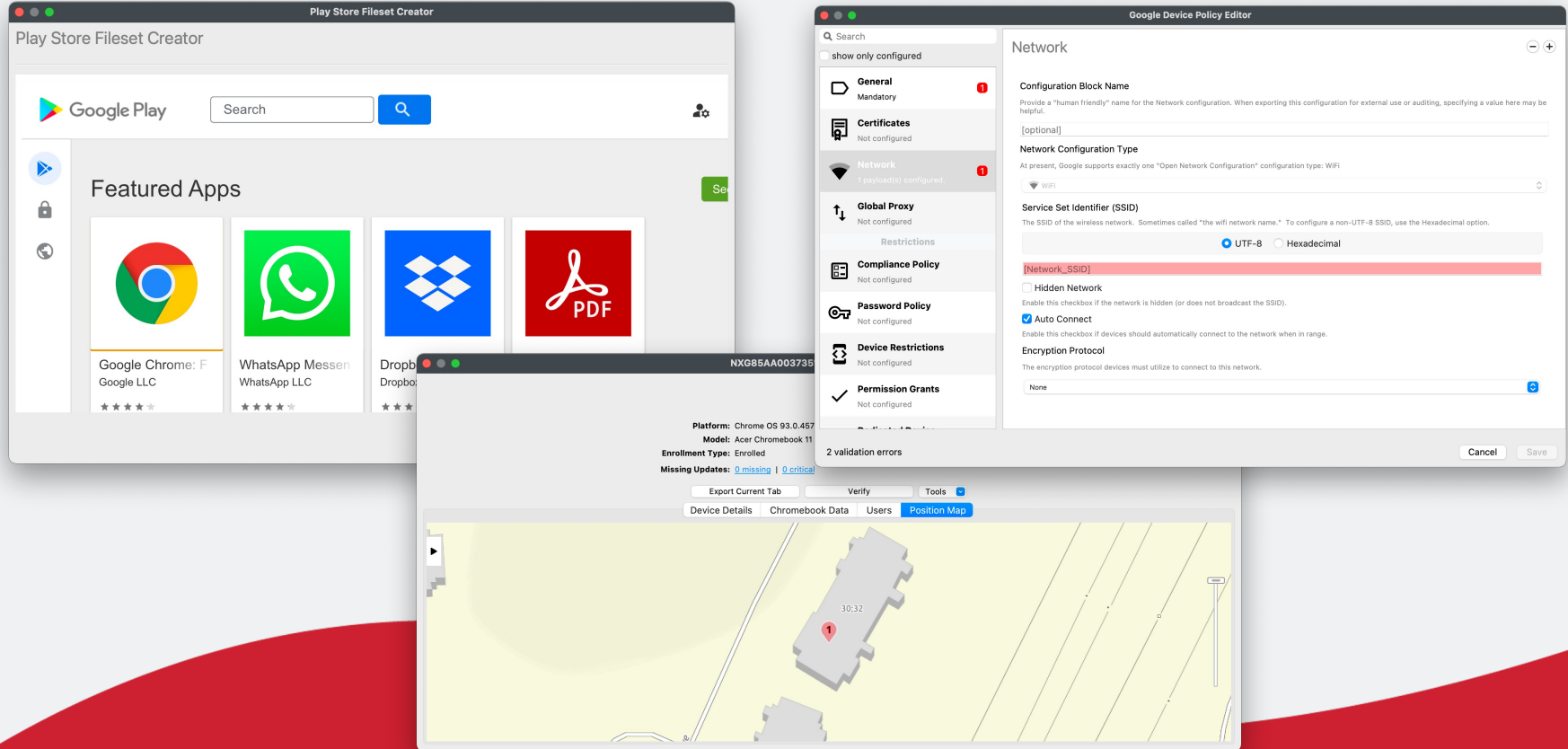


#5: Android and Chrome Support

- We have a full Android EMM Solution (think MDM) – Google Play and Profiles
- Android license is mobile (just like iOS/AppleTV)
- Should work on Android devices that identify as Tablets (not TVs)
- Link to EMM supported devices
- Chrome support for many years now, still use GAC, but
- ChromeBook Support includes:
 - Inventory
 - Location Tracking
 - TeamViewer Integration
 - Can create OUs, modify OUs, Deprovision devices, and Lock them
- We're actively working to bring new features to ChromeBooks



Android and Chrome Support



#4: What's a Booster? What's a Superpref?

- We offer a fully hosted option for FileWave
- We'll back it up and upgrade it for you
- Boosters cache FileWave content—Important for Windows and Mac clients
- Point your clients via SuperPref
- Seriously – if you are hosted a booster is key—but actually even if you are running on premise you should still use a Booster
 - They are FREE
 - I'll let Josh say a few words, since he and his team have probably set up more of these than anyone else



Boosters and SuperPrefs

192.168.124.241 - Booster Status Monitor

FileWave Booster:

Status: Running...

Address: 192.168.124.241 Port: 20013

Server Address: kane.filewave.net Server Port: 20443

Version: 15.0.0 Build: 284585f0

Launched: 7/17/23 10:54 PM

1 active connections

0 files boosted

0 B data transferred

139.6 GB free space on root disk

0 files remaining to load

0 B remaining to load

0 rejected client requests

Booster Servers:

	1	2	3	4
Address:	kane.filewave.net	not.set	not.set	not.set
Port:	20015	0	0	0
Last Contact:	7/18/23 12:15 AM	n.a.	n.a.	n.a.
Files:	3	0	0	0
Size:	2.8 GB	0 B	0 B	0 B
Free space:	n.a.	n.a.	n.a.	n.a.

Preferences...

Superprefs Editor

These preferences will be merged with the preferences on target clients.
If you would like a value to remain unchanged, leave it blank.

Communications Boosters Options Privacy

FileWave Server Address:

Server Port: ex. 20015

Monitor Port: ex. 20010

Kiosk Port: ex. 20020

Tickle Interval: seconds

Synchronize Client Name with Computer name ☐

Cancel Save

Superprefs Editor

These preferences will be merged with the preferences on target clients.
If you would like a value to remain unchanged, leave it blank.

Communications Boosters Options Privacy

☒ Route server messages via boosters.

IP or DNS Address: Port

Booster 1: 0

Booster 2: 0

Booster 3: 0

Booster 4: 0

Booster 5: 0

Cancel Save



#3 Remote Viewing/Control On All Platforms

- Integrated into FileWave Central and FileWave Admin interfaces
- Works on all our supported platforms – Android, macOS, Windows, ChromeBooks, iOS (within what the platform allows, so viewing only with user driving)
- Replaces our much older VNC that was only on macOS/Windows
- Utilizes the TeamViewer infrastructure so widely supported
- Much more than screen control/observe since TeamViewer allows file transfers, interactive audio and video, recording, remote printing, switching sides, whiteboarding, and more.
- Two FileWave Admins can have this ability for no charge, additional available for purchase



TeamViewer Functions on our Platforms

Feature	Windows	macOS	Android	iOS/iPadOS	Chrome OS
Screen View	Yes	Yes	Yes	Yes	Yes
Screen Control	Yes	Yes	Yes	No	No*
Unattended Access	Yes**	Yes**	No	No	No
Video	Yes	Yes	No	No	No
Audio	Yes	Yes	No	Yes	No
Text Chat	Yes	Yes	Yes	Yes	Yes
Whiteboard	Yes	Yes	No	No	No
File Transfer	Yes	Yes	Yes	Yes	No

*TeamViewer QS Add-On supports Screen Control, but TeamViewer does not officially support Remote Control of Chrome OS devices. We have seen the use of the add-on work in some instances, but has not been reliable.

**Unattended Access requires FileWave 14.7+

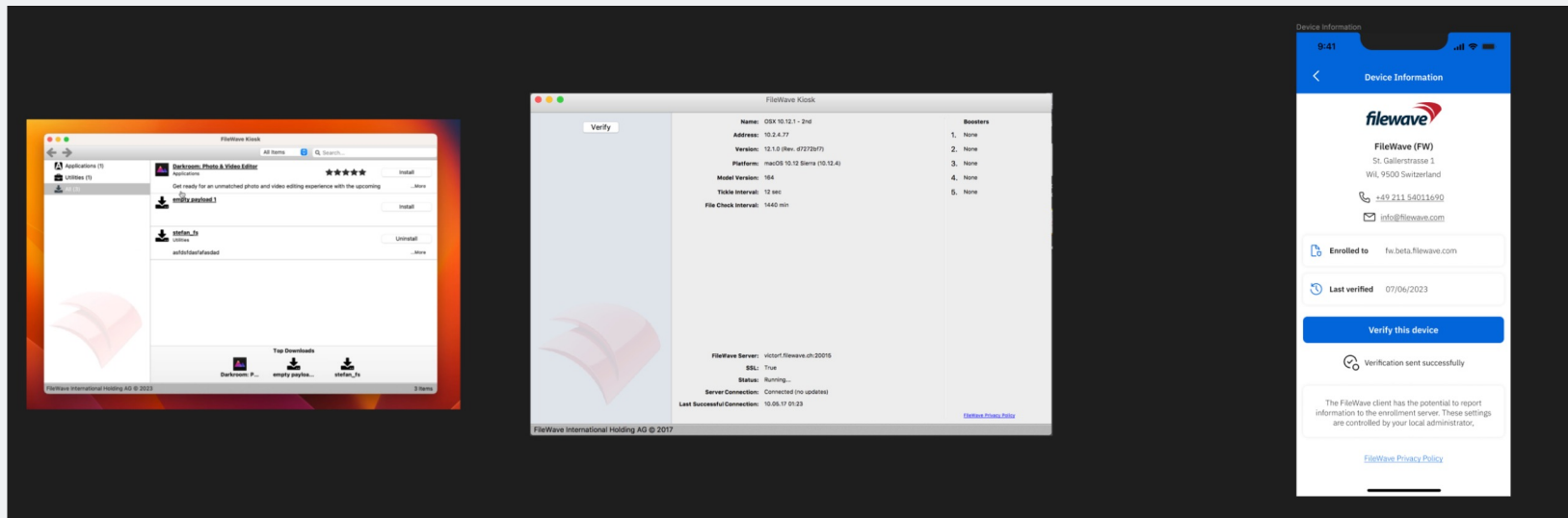


#2: FileWave Kiosk (macOS/Win/iDevices)

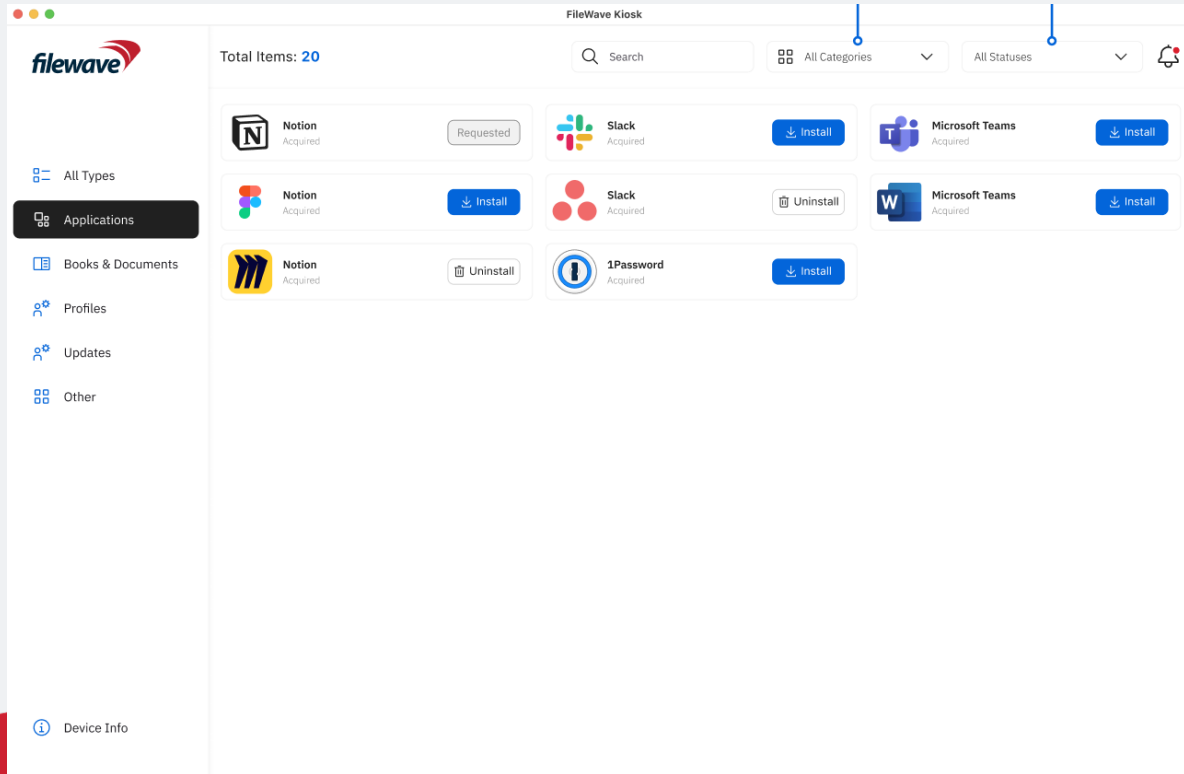
- Not always a good idea to make the users Admins (in my experience)
- By default when we assign an FileSet/Payload to a device/group, we can determine when it downloads/activates/gets removed
- Kiosk allows end users to control this process and "kick off" an optional install
- Gives the end-users ability to decide to add items to their machines from what is FileWave and no need for AppleID/Admin Rights on machines
- We like the FileWave icon, but you can customize it to YOUR branding—School/Business logos and styles
- New changes coming soon to the Kiosk!



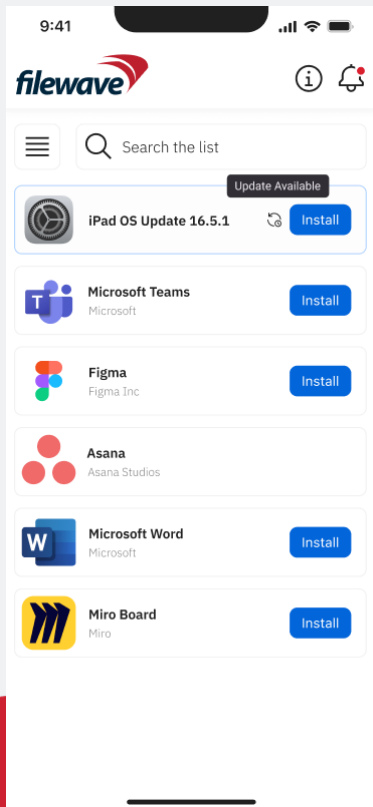
Kiosk (now)



Kiosk (Client)



Kiosk (iOS)



#1 Inventory Throughout Product

- Often underutilized, but all sorts of data in our inventory
- On macOS and Windows, the agent goes beyond just the abilities the OS reports, but also tracks applications on the drive as well as usage data which feeds into inventory
- Gathers information on the other platforms too
- Includes all custom fields whether imported or generated by scripts
- ANY inventory value/field can be used as a variable in any script or profile that is sent to machines
- Via our FileWave API this data can be pulled into other systems (ie Ticketing)
- Inventory Fields can be used to generate SmartGroups and their cousins-- Reporting



Inventory Everywhere

QueryBuilder - New Smart Group

Search: uptime

Name: New Smart Group Main Component: All Devices

☐ Include Archived Clients

Criteria Fields Clients

All of these expressions must be true

☐ Not Custom Fields / Uptime Mac is not null

Component

- ▼ All Devices
 - ▼ Custom Fields
 - Uptime Mac
 - Windows Uptime
 - ▼ Booster
 - ▼ Custom Fields
 - Uptime Mac
 - Windows Uptime
 - ▼ Unmanaged Device
 - ▼ Custom Fields
 - Uptime Mac
 - Windows Uptime

Script to report macOS uptime

Internal name: uptime_mac

+ - Add Group

QueryBuilder - New Smart Group

Search: uptime

Name: New Smart Group Main Component: All Devices

☐ Include Archived Clients

Criteria Fields Clients

Drop here the fields you want to see in the query report ; change column order by moving column header.

Client Name	Uptime Mac	Group ID
C02XK1AUJGH6	0:24 up 19 days, 9:06, 1 user, load averages: 1.35 1.45 1.36	
MacOS-VM-01	16:51 up 6 mins, 2 users, load averages: 3.60 15.58 9.98	
MacVM-11.x	15:22 up 11 mins, 1 user, load averages: 3.62 22.02 16.89	

Script to report macOS uptime

Internal name: uptime_mac

-

3 row(s)

Cancel Save



FileWave Knowledge Base



Connect on Social



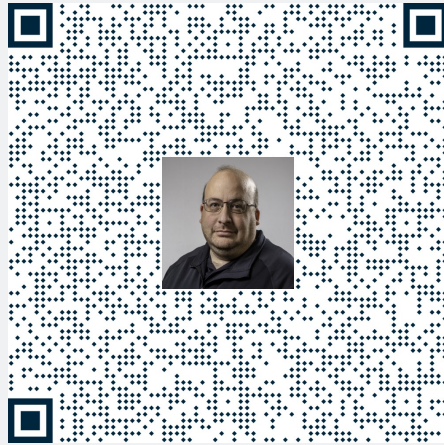
Get a Free Demo



Chat on Discord



Connect with Us





Endpoint Operations Done! Efficiently.