Performance Packs

Performance Packs are for optimizing how you use and report on FileWave. Performance packs include content like how to deploy and configure TeamViewer or a Dashboard to report on the state of your environment. They are meant to be used at any time to improve how you use FileWave.

Important: Currently, API Token required must be for the 'fwadmin' account. Multiple tokens may be created per user.

- FileWave Overview - Content Pack
- FileWave Power/Battery Reporting
- MDM Command History Content Pack
- Windows Client Health Dashboard
- Apple Client Health Dashboard

FileWave Overview - Content Pack

Description

About Content Packs: FileWave is immensely powerful, but can be daunting when it comes to stitching the various components together. Content packs are meant to give you a leg-up in creating distributable content and are also a great way to learn by example! Each content pack is meant to be a "whole solution", putting together all of the pieces of FileWave to accomplish a goal.

About This Content Pack: This FileWave Content Pack focuses on reporting instead of distributable content, and gives you some really great reporting and a dashboard built on standard inventory data to show overall FileWave system and environment status. The purpose of this pack is provide the information you need to proactively manage your environment and is comprised of all of the contents listed below:

What You Get in this Content Pack

This content pack provides:

Reports (aka Inventory Queries):

Reports are a great way of measuring the effectiveness of distributing content, and can be used for all sorts of compliance purposes as well. Trust, but verify is what reports are all about. In this pack we have included the following reports:

- Active Clients: List of all devices that have checked in within the past 30 days
- Android Devices: List of all Android devices enrolled
- Chrome Browsers: Software inventory report on Chrome browser versions installed
- ChromeOS Devices: List of all Chromebook devices enrolled
- Fileset Report Last 7 Days: A list of all fileset content deployed within the last 7 days
- Fileset Types: A summary report on all Filesets
- FileWave Client Versions: Reports on the versions of the FileWave client for macOS and Windows devices
- Firefox Versions: Software inventory report on Firefox browser versions installed
- iOS & tvOS Devices: List of all iOS/iPadOS/tvOS devices enrolled
- macOS Devices: List of all macOS devices enrolled
- Missing iOS Patches: A list of all missing iOS patches by device
- Missing macOS Patches: A list of missing patches on macOS devices
- Missing Windows Patches: A list of missing patches on Windows devices
- Upstream Host: This report shows what booster/server the clients are reporting into
- VPP Licenses Low: Shows all VPP licenses that are below 10 available licenses
- Windows Devices: List of all Windows devices enrolled

Dashboards:

Dashboards build upon reports and are an incredibly powerful tool for showing aggregated data in charts and graphs. This pack provides the following dashboard:

- FileWave Overview Dashboard: A great collection of out of-the-box charts and inventory meant to give you an eagle-eye view of how things are going in your environment.

Ingredients

- FileWave Central Admin & Credentials
- Base64 API Token for 'fwadmin' account
- Content Pack:

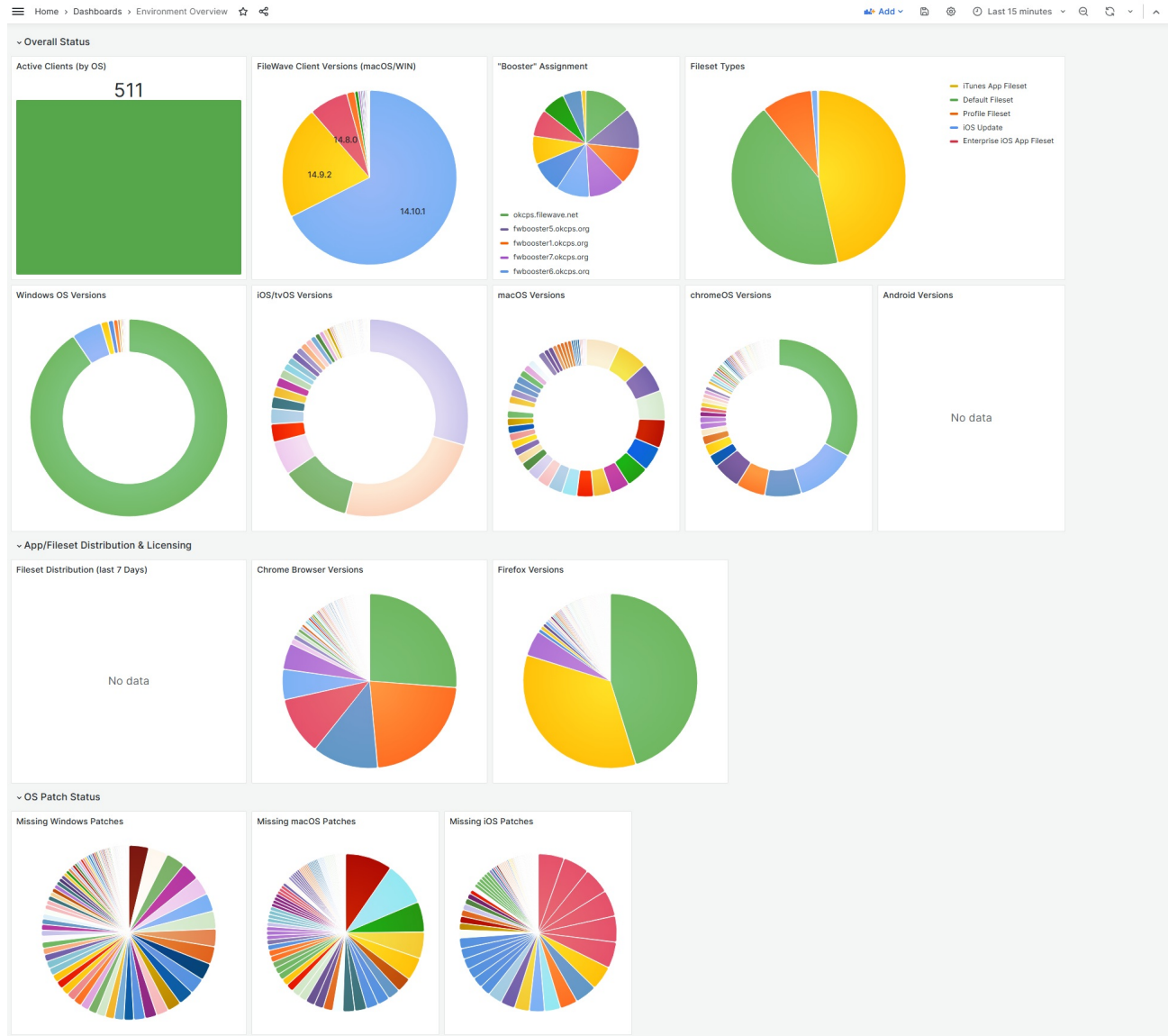(Only one of the following is needed, based on your admin device's OS platform)

Windows Content Pack	Windows Content Pack Download
macOS Content Pack (ARM based)	On macOS, we need to use curl to download so that Gatekeeper doesn't quarantine the import application. You can copy and paste the following into Terminal.app...the example provided downloads import_pack.zip to the desktop `curl -o ~/Desktop/import_pack.zip https://kb.filewave.com/attachments/326`
macOS Content Pack (Intel based)	On macOS, we need to use curl to download so that Gatekeeper doesn't quarantine the import application. You can copy and paste the following into Terminal.app...the example provided downloads import_pack.zip to the desktop

```
curl -o ~/Desktop/import_pack.zip https://kb.filewave.com/attachments/327
```

Directions

1. Download the appropriate content pack above (based on your admin device's platform) and unzip it
2. Run the user_interface tool in the user_interface folder, using appropriate credentials for your environment (check out our overview article on importing content packs here)
3. Once completed, verify the new content in your system (and import the dashboard)

Sample Screenshots

Notes

Note that you can freely edit any of the content in this content pack. We do recommend reviewing each of the types of content as provided first though so that you can get a feel for how things "fit together" before modification.

Related Content

- How to Import a Content Pack
- Getting an API Token

- [Importing a Grafana Dashboard](#)
- [Content Packs](#)
- More Info on how to use:
  - [Custom Fields](#)
  - [Client Group Structure](#)
  - [Inventory Reports](#)
  - [Custom Dashboards](#)

FileWave Power/Battery Reporting

Description

FileWave is immensely powerful, but can be daunting when it comes to stitching the various components of a complex workflow together. Content packs are meant to give you a leg-up in creating distributable content and are also a great way to learn by example! Each content pack is meant to be a "whole solution", putting together all of the pieces of FileWave to accomplish a goal.

This FileWave Content Pack is built to report on battery health and power use settings for macOS and Windows clients. It is comprised of all of the contents listed below:

What You Get in this Content Pack

This content pack provides:

Custom Fields:

"Custom Fields" are a terrific way to extend the "inventory attributes" of your devices. In this content pack we have included:

- Battery Name: Typically the "model name" of the battery
- Battery Manufacturer: The maker of the battery
- Battery Serial Number: The serial number of this specific battery
- Battery Cycle Count: The number of times a battery has been fully charged/discharged (only some batteries support)
- Battery Capacity: Battery Capacity is represented as a percent of charge the battery can take compared to its original capacity. A lower percentage means degradation of storage ability.
- Display Sleep Setting: The amount of time (in seconds) before the display is configured to go to sleep after idle
- Disk Sleep Setting: The amount of time (in seconds) before the hard drive is configured to go to sleep after idle
- System Sleep Setting: The amount of time (in seconds) before the entire system is configured to go to sleep after idle

> ℹ️ Note that the battery information collected above does not try to account for multiple batteries, so you may want to adjust if you have that scenario in your environment.

Reports (aka Inventory Queries):

Reports are a great way of measuring the effectiveness of distributing content, and can be used for all sorts of compliance purposes as well. Trust, but verify is what reports are all about. In this pack we have included the following reports:

- Battery Report: Includes information on devices and their batteries
- Low Battery Capacity Report: Includes information on v=batteries that are lower than 30% capacity...you can modify this threshold by modifying the report criteria
- Power Scheme Report: Includes information on devices and their power saving settings for display, disk and system

Dashboards:

Dashboards build upon reports and are an incredibly powerful tool for showing aggregated data in charts and graphs. This pack provides the following dashboard(s):

- Power/Battery Dashboard: This dashboard breaks down most of the important power savings and battery utilization information for your environment

Ingredients

- FileWave Central Admin & Credentials
- Base64 API Token for 'fwadmin' account

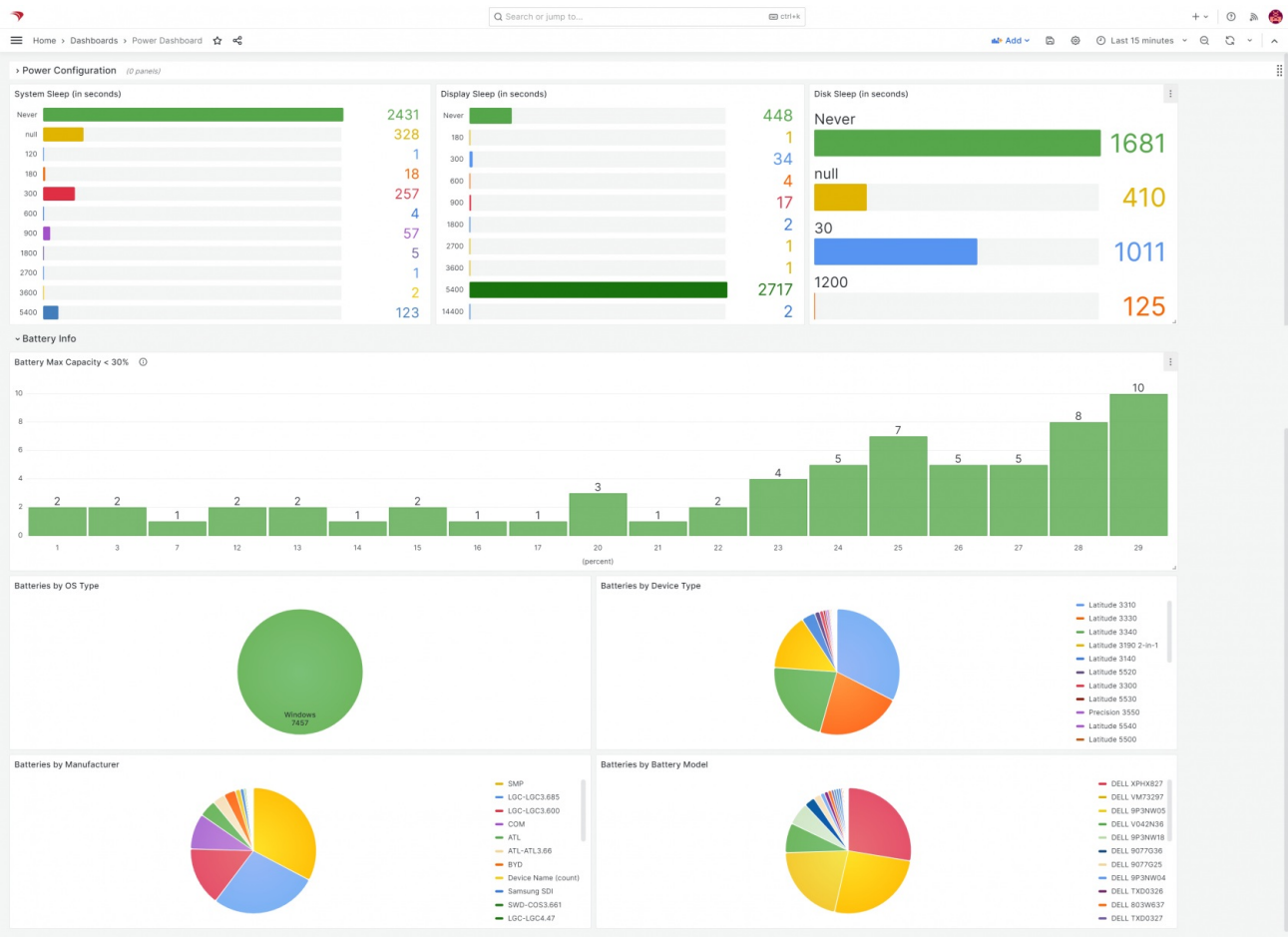| Windows Content Pack	Windows Content Pack Download
macOS Content Pack (ARM based)	ℹ️ On macOS, we need to use curl to download so that Gatekeeper doesn't quarantine the import application. You can copy and paste the following into Terminal.app...the example provided downloads import_pack.zip to the desktop `curl -o ~/Desktop/import_pack.zip https://kb.filewave.com/attachments/397`

macOS Content Pack (Intel based)	On macOS, we need to use curl to download so that Gatekeeper doesn't quarantine the import application. You can copy and paste the following into Terminal.app...the example provided downloads import_pack.zip to the desktop
	`curl -o ~/Desktop/import_pack.zip https://kb.filewave.com/attachments/399`

> ⓘ On macOS, Apple's Gatekeeper will quarantine the download if you don't use curl to download the zip. Quarantine may be removed, after unzipping the download, with the following command which will allow the tool to run:

```
xattr -rd com.apple.quarantine <path to unzipped folder>
```

Directions

1. Download the above content pack and unzip it
2. Run the <app name> tool, using appropriate credentials for your environment
3. Once completed, verify the new content in your system (and import dashboards, if applicable)

Sample Screenshots

Notes

Note that you can freely edit any of the content in this content pack. We do recommend reviewing each of the types of content as provided first though so that you can get a feel for how things "fit together" before modification.

Related Content

- How to Import a Content Pack

- [Getting an API Token](#)
- [Importing a Grafana Dashboard](#)
- [Content Packs](#)
- More Info on how to use:
  - [Custom Fields](#)
  - [Client Group Structure](#)
  - [Inventory Reports](#)
  - [Custom Dashboards](#)

MDM Command History Content Pack

Description

FileWave is immensely powerful, but can be daunting when it comes to stitching the various components of a complex workflow together. Content packs are meant to give you a leg-up in creating distributable content and are also a great way to learn by example! Each content pack is meant to be a "whole solution", putting together all of the pieces of FileWave to accomplish a goal.

This FileWave Content Pack is built to give you an overview of everything that FileWave is doing from an Apple MDM perspective and is comprised of all of the contents listed below:

What You Get in this Content Pack

This content pack provides:

Reports (aka Inventory Queries):

Reports are a great way of measuring the effectiveness of distributing content, and can be used for all sorts of compliance purposes as well. Trust, but verify is what reports are all about. In this pack we have included the following reports:

- MDM Command History: This report shows the entire history of MDM commands. Note that for performance reasons, history is maintained only temporarily. The last 500K mdm commands or 7 days of history are maintained (whichever limit is hit first)
- Profile Description: MDM command history does not include profile names, only profile IDs which aren't terribly helpful. So this report contains lookup info to convert profile id into profile name.

Dashboards:

Dashboards build upon reports and are an incredibly powerful tool for showing aggregated data in charts and graphs. This pack provides the following dashboard(s):

- MDM Command History Dashboard: Extremely useful dashboard for seeing "what is going on" with your Apple MDM environment. Can be used to see what apps are being updated, what profiles are being deployed, and can be used proactively to find and remedy devices that are struggling.

Ingredients

- FileWave Central Admin & Credentials
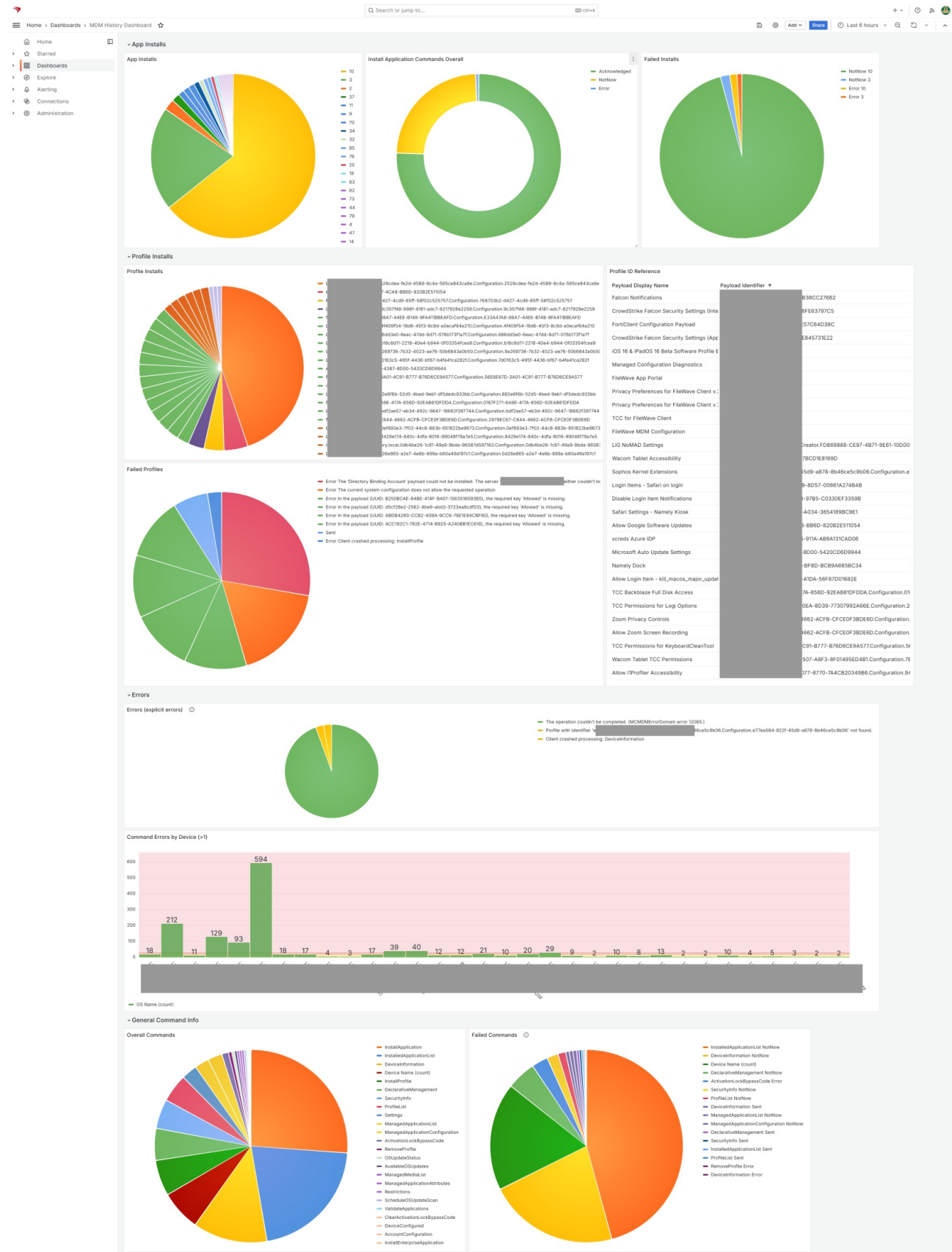- Base64 API Token for 'fwadmin' account

Windows Content Pack	Windows Content Pack Download
macOS Content Pack (ARM based)	ⓘ On macOS, we need to use curl to download so that Gatekeeper doesn't quarantine the import application. You can copy and paste the following into Terminal.app...the example provided downloads import_pack.zip to the desktop `curl -o ~/Desktop/import_pack.zip https://kb.filewave.com/attachments/418`
macOS Content Pack (Intel based)	ⓘ On macOS, we need to use curl to download so that Gatekeeper doesn't quarantine the import application. You can copy and paste the following into Terminal.app...the example provided downloads import_pack.zip to the desktop `curl -o ~/Desktop/import_pack.zip https://kb.filewave.com/attachments/417`

Directions

1. Download the above content pack and unzip it
2. Run the import tool, using appropriate credentials for your environment

3. Once completed, verify the new content in your system (and <u>import dashboards</u>, if applicable)

Sample Screenshots

Notes

Note that you can freely edit any of the content in this content pack. We do recommend reviewing each of the types of content as provided first though so that you can get a feel for how things "fit together" before modification.

Related Content

- How to Import a Content Pack
- Getting an API Token
- Importing a Grafana Dashboard
- Content Packs
- More Info on how to use:
    - Custom Fields
    - Client Group Structure
    - Inventory Reports
    - Custom Dashboards

Windows Client Health Dashboard

Description

FileWave is immensely powerful, but can be daunting when it comes to stitching the various components of a complex workflow together. Content packs are meant to give you a leg-up in creating distributable content and are also a great way to learn by example! Each content pack is meant to be a "whole solution", putting together all of the pieces of FileWave to accomplish a goal.

> ✅ Once you use this dashboard, please consider giving us feedback so we know how helpful this was to you: Submit Feedback

This FileWave Content Pack is built to do extensive reporting on the health of managed Windows clients and is comprised of all of the contents listed below:

What You Get in this Content Pack

This content pack provides:

Custom Fields:

"Custom Fields" are a terrific way to extend the "inventory attributes" of your devices. In this content pack we have included:

- BitLocker Status: BitLocker encryption status of the devices
- Booster 1 Info: The primary booster assigned to client devices
- Domain Joined: Is a device is domain joined or in a workgroup
- FW Client Update Time: Last time a FW client was updated
- FW Client Upgrade Status: Status of the last FW client upgrade attempt
- MSI Service Status: Status of the MSI Windows Service
- PowerShell Version: Status and version of PowerShell
- FW Client Tickle Interval: Reads FW client tickle interval setting
- WMI Service Status: Status of the WMI Windows Service
- Missing Windows Updates: Shows the nnumber of WU patches missing on any device
- WU Service Status: Shows status of the Windows Update service

Reports (aka Inventory Queries):

Reports are a great way of measuring the effectiveness of distributing content, and can be used for all sorts of compliance purposes as well. Trust, but verify is what reports are all about. In this pack we have included the following reports:

- BitLocker Overview: Reports on the custom field from above, showing device encryption status
- Chrome Browser Overview: Reports on the version of Google Chrome installed
- Client Last Upgraded: Reports on the last time the FW client was upgraded
- Client Versions: Reports on the version of the FileWave client on each device
- AD Joined?: Reports on the domain/workgroup membership of each client
- MSI Server Status: Reports on the status of the MSIServer service...if it isn't working, not MSIs will install
- Office Overview: Reports on the installed version of MSFT Office
- PowerShell Versions: Reports on the version of PowerShell and also indicates if PS is having a problem
- SecureTest Versions: Specific for Schools, this report lists versions of SecureTest installed, but can easily be tailored for other applications
- TeamViewer Versions: Reports on the versions of TV Host installed, and is useful to make sure devices are ready for you to connect.
- TestNAV Versions: Specific for Schools, this report lists versions of TestNAV installed, but can easily be tailored for other applications
- Client Tickle Interval: Reports on FW client tickle interval (how frequently the device checks for a new model)
- Primary Booster: Reports on the first booster assignment for this device, and allows you to easily see if your configurations of boosters are equitable
- Low Drive Space: Reports any device with less than 5GB free (and can be modified)...this critical status often gets overlooked in environments
- Geo-location: Reports on device geo-location (if enabled)
- Last Connect Time: Reports the last time client devices have reported inventory into FileWave. A great report for identifying devices you may be able to archive (or which might need repair)
- Windows Updates Missing: Simply shows the number of Windows Updates a device is reporting as missing...a great and simple metric for analyzing client patching health
- Upstream Host: Reports on what booster (or server) the client is currently talking to. This is a great measurement of overall booster and server load
- Windows Versions: Reports on the version and family of Windows, such as Windows 11.0 Education 23H2
- WMI Status: Reports on the status of the Windows WMI service, which is a critical system component
- Windows Update Status: Reports on the status of the Windows Update service on client devices...i.e is Windows Update actually running ok

Dashboards:

Dashboards build upon reports and are an incredibly powerful tool for showing aggregated data in charts and graphs. This pack provides the following dashboard(s):

- Windows Client Health Dashboard: This dashboard shows you almost everything you'll ever want to know about Windows devices in your environment and is built from all of the custom fields and reports from above. And, it is fully customizable, so if the dashboard is missing something, you can easily add it!

Ingredients

- FileWave Central Admin & Credentials
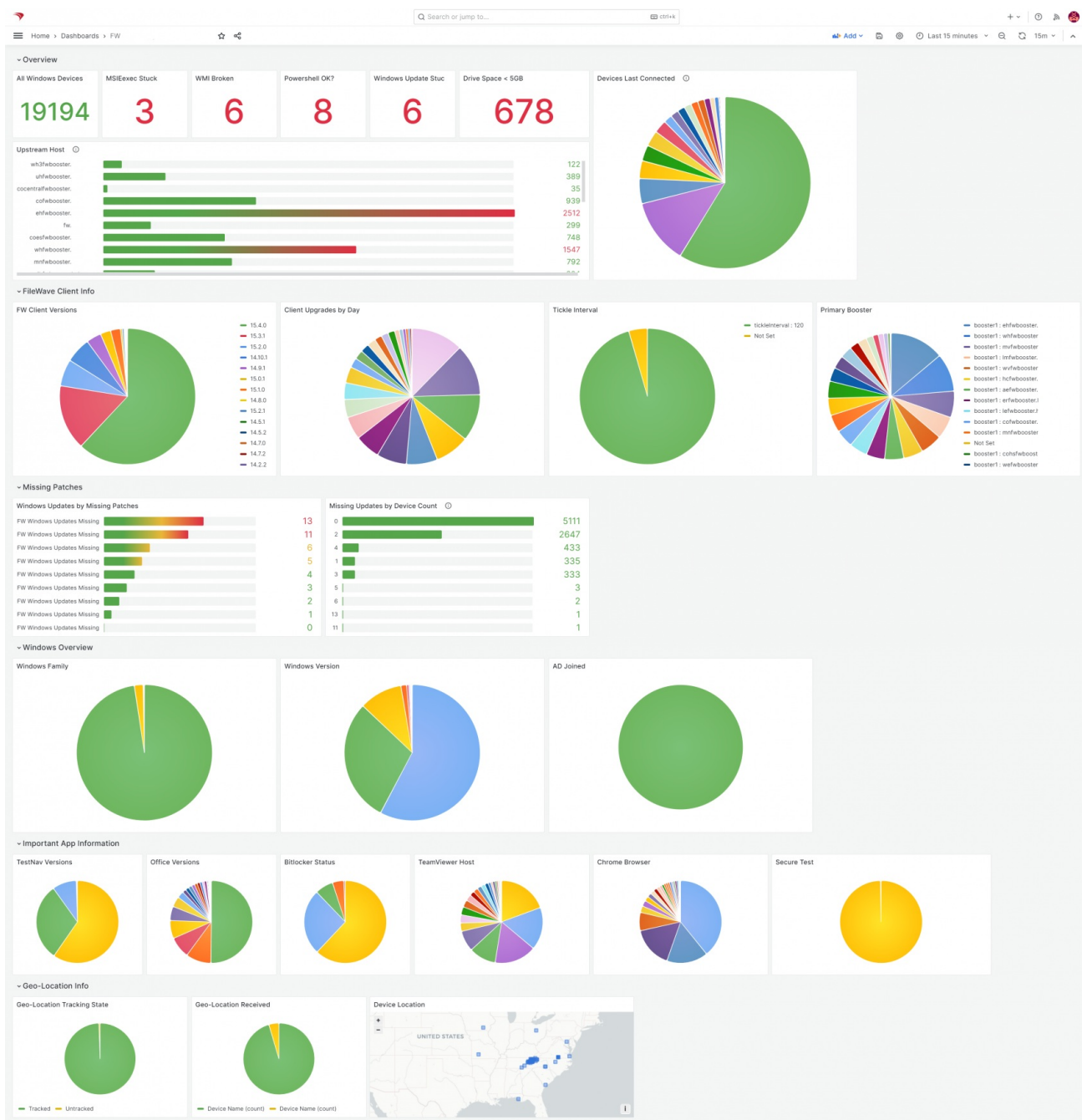- Base64 API Token for 'fwadmin' account
- Content Pack:

Windows Content Pack	Windows Content Pack Download
macOS Content Pack (ARM based)	ℹ️ On macOS, we need to use curl to download so that Gatekeeper doesn't quarantine the import application. You can copy and paste the following into Terminal.app...the example provided downloads import_pack.zip to the desktop `curl -o ~/Desktop/import_pack.zip https://kb.filewave.com/attachments/384`
macOS Content Pack (Intel based)	ℹ️ On macOS, we need to use curl to download so that Gatekeeper doesn't quarantine the import application. You can copy and paste the following into Terminal.app...the example provided downloads import_pack.zip to the desktop `curl -o ~/Desktop/import_pack.zip https://kb.filewave.com/attachments/385`

Directions

1. Download the appropriate content pack above (based on your admin device's platform) and unzip it
2. Run the FileWave Uploader tool in the unzipped folder, using appropriate credentials for your environment (check out our overview article on importing content packs here)
3. Once completed, verify the new content in your system (and import the dashboard)

Sample Screenshots

Notes

Note that you can freely edit any of the content in this content pack. We do recommend reviewing each of the types of content as provided first though so that you can get a feel for how things "fit together" before modification.

✅ Once you use this dashboard, please consider giving us feedback so we know how helpful this was to you: Submit Feedback

Related Content

- How to Import a Content Pack
- Getting an API Token
- Importing a Grafana Dashboard
- Content Packs
- More Info on how to use:
  - Custom Fields
  - Client Group Structure
  - Inventory Reports
  - Custom Dashboards

Apple Client Health Dashboard

Description

FileWave is immensely powerful, but can be daunting when it comes to stitching the various components of a complex workflow together. Content packs are meant to give you a leg-up in creating distributable content and are also a great way to learn by example! Each content pack is designed to be a "whole solution", putting together all of the pieces of FileWave to accomplish a goal.

> ✅ Once you use this dashboard, please consider giving us feedback so we know how helpful this was to you: <u>Submit Feedback</u>

This FileWave Content Pack is built for extensive reporting on the health of managed Apple MDM clients and is comprised of all of the contents listed below:

What You Get in this Content Pack

This content pack provides:

Custom Fields:

"Custom Fields" are a terrific way to extend the "inventory attributes" of your devices. In this content pack we have included:

- macOS APNs Topic Value: The Apple Push Notification Topic on macOS devices. Note that this should only show 1 value unless you have ever accidentally or purposefully changed the APNS certificate to a different Topic.
- macOS Enrolment Server: The FileWave server that the macOS device believes it is enrolled with.

Reports (aka Inventory Queries):

Reports are a great way of measuring the effectiveness of distributed content and can be used for all sorts of compliance purposes as well. Trust, but verify, is what reports are all about. In this pack we have included the following reports:

- Apple MDM All Devices: Reports on a list of all Apple MDM devices.
- Apple MDM - iOS: Reports on a list of all iOS devices.
- Apple MDM - macOS: Reports on a list of all macOS devices.
- Apple MDM - Last Connected > 1M: Reports on all Apple devices that last connected to FileWave more than 1 month ago.
- Apple MDM - Last Connected 1W:1M: Reports on Apple devices that have connected to FileWave in the past month but not in the last week.
- Apple MDM - Last Connected 1W: Reports on Apple devices that have connected to FileWave in the past 1 week.

Dashboards:

Dashboards build upon reports and are an incredibly powerful tool for showing aggregated data in charts and graphs. This pack provides the following dashboard(s):

- Apple MDM: This dashboard shows you almost everything you'll ever want to know about Apple devices in your environment and is built from all of the custom fields and reports from above. It is fully customizable, so if the dashboard is missing something, you can easily add it!

Ingredients

- FileWave Central Admin & Credentials
- Base64 API Token for 'fwadmin' account
- Content Pack:

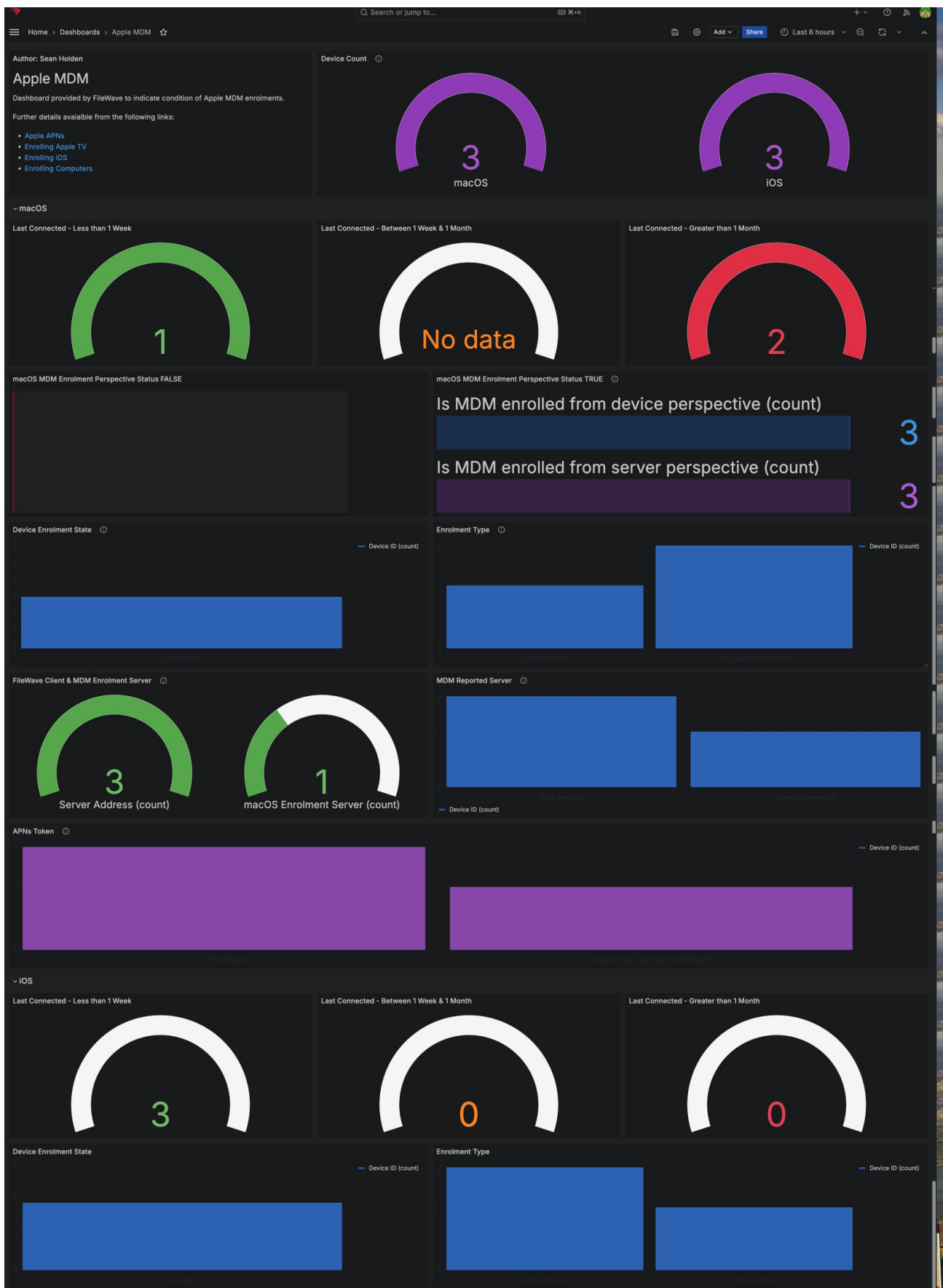| Windows Content Pack	Windows Content Pack Download
macOS Content Pack (ARM based)	ℹ️ On macOS, we need to use curl for downloading, such that Gatekeeper doesn't quarantine the import application. You can copy and paste the following into Terminal.app. The example provided downloads import_pack.zip to the desktop `curl -o ~/Desktop/import_pack.zip https://kb.filewave.com/attachments/422`

macOS Content Pack (Intel based)	ⓘ On macOS, we need to use curl for downloading, such that Gatekeeper doesn't quarantine the import application. You can copy and paste the following into Terminal.app. The example provided downloads import_pack.zip to the desktop
	`curl -o ~/Desktop/import_pack.zip https://kb.filewave.com/attachments/420`

Directions

1. Download the appropriate content pack above (based on your admin device's platform) and unzip it
2. Run the FileWave Uploader tool in the unzipped folder, using appropriate credentials for your environment (check out our overview article on importing content packs here)
3. Once completed, verify the new content in your system (and import the dashboard)

Sample Screenshots

Notes

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