

# Software & Misc Packs

Software Packs are for various non-security software related things. They include things like installing XYZ. They are meant to be used at any time when you find that you need something from this type of pack.

- [Software Pack for TeamViewer](#)


# Software Pack for TeamViewer

## Description

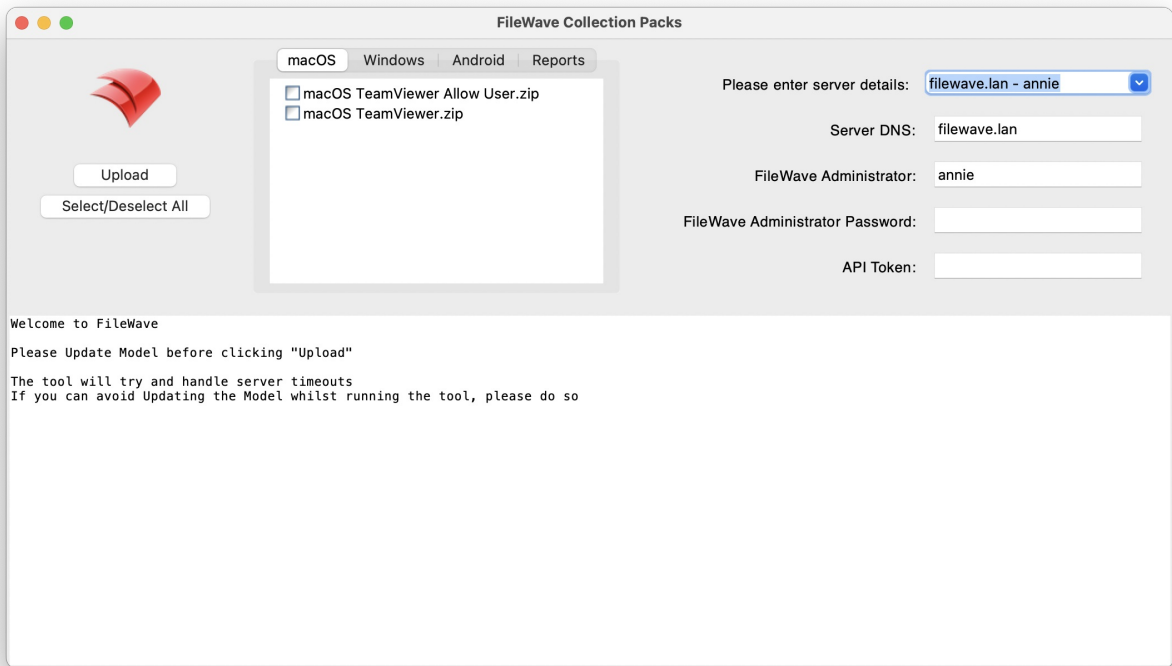
FileWave is immensely powerful but can be daunting when it comes to stitching the various components of a complex workflow together. Content packs are meant to give a leg-up in creating distributable content and are also a great way to learn by example! Each content pack is meant to be a "whole solution",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


This FileWave Content Pack is designed for:

Package Goal	OS Versions
Provide Instal Filesets, Queries and Reports	Android macOS iOS Windows


 Uploaded content should not overwrite any current Custom Fields, Filesets, Computer Groups, Deployments or Inventory Groups. Any matching names should be incremented with a number (with the exception of Queries, where duplicate names are allowed).

Example view:



 The Requirement Script in this pack will require alteration after uploading the pack. Please see the information regarding Launch Arguments in the Notes section for full details.

## What is in this Content Pack

 All Content Packs contain selectable items, not everything need be selected.

This content pack provides:

### Custom Fields:

"Custom Fields" are a terrific way to extend the "inventory attributes" of devices. Included in this content pack:

Custom Field Name*	Description

TeamViewer Managed	Show if Computers are configured for TeamViewer Management
TeamViewer Prompt User	Show if Computers require user acceptance
* Names may have a number after if a matching name was found at upload.	

## Device Groups:

Static and Smart Groups are a tool for organising your devices. Included in this content pack:

Smart Group Name	Description
Android TeamViewer	Identify devices that do not have TeamViewer installed
macOS TeamViewer	
macOS TeamViewer Allow User	
Windows TeamViewer	
* Names may have a number after if a matching name was found at upload.	

## Filesets and/or Fileset Groups:

Filesets are the distributable content and Fileset Groups assist organising like-minded filesets. Included in this content pack:

Fileset Group Name*	Fileset Name*	Description
Android TeamViewer	Play Store App - TeamViewer QuickSupport	TeamViewer QuickSupport App & Universal Add-On
	Play Store App - TeamViewer Universal Add-On	
macOS TeamViewer	Profile - TeamViewerHost15	TeamViewer Host installer & Profile. Only Admins will be able to approve Screen Recording
	TeamViewer Host Instal macOS 15.57.3	
macOS TeamViewer Allow User	Profile - TeamViewerHost15 Allow User	TeamViewer Host installer & Profile. All users will be able to approve Screen Recording
	TeamViewer Host Instal macOS 15.57.3 Allow User	
Windows TeamViewer	TeamViewer Host Windows 15.53.6.0 1	TeamViewer Host installer
* Names may have a number after if a matching name was found at upload.		

## Deployment(s):

Deployments "assign" Filesets to devices. Included in this content pack:

Deployment Name*	Description
Android TeamViewer	Android TeamViewer Fileset Group
macOS TeamViewer	macOS TeamViewer Fileset Group
macOS TeamViewer Allow User	macOS TeamViewer Allow User Fileset Group
Windows TeamViewer	Windows TeamViewer Fileset Group
* Names may have a number after if a matching name was found at upload.	

## Example:

The screenshot shows the TeamViewer management interface. On the left is a sidebar with navigation options: Associations, Imaging, Classroom, iOS Inventory, License Management, Boosters, Inventory Queries, and Sample Queries. The main area displays a table of filesets and fileset groups. A modal window titled "Deployment: Android TeamViewer" is open, showing the configuration for the deployment. The modal has tabs for "Targets", "Filesets", and "Options". The "Filesets" tab is active, showing a table of filesets and fileset groups. The table has columns for Name, Revision, Size, and VPP Token. The filesets table shows two filesets: "Play Store App - TeamViewer Universal Add-On 1" and "Play Store App - TeamViewer QuickSupport 1".

Note that Content Packs DO NOT automatically assign devices or device groups to deployments (for safety reasons). After sufficient testing, edit the deployment, adding desired targets of devices or device groups.

Any device groups created by the pack could be used as targets, if deemed appropriate.

## 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. Included in this content pack:

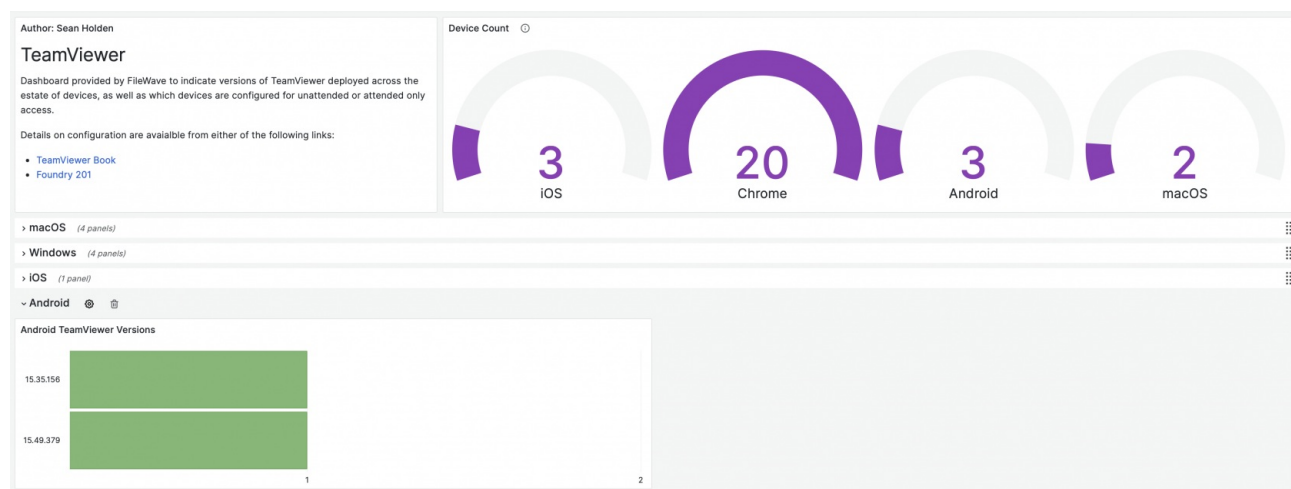
Report Group Name	Report Name	Description
TeamViewer Dashboard	TeamViewer Managed	Listed of computer device types just for Dashboard information
	TeamViewer Client Installed	List of computers with TeamViewer installed
	TeamViewer All Devices	Listed of all device types just for Dashboard information
	TeamViewer Versions	List of TeamViewer versions for all device types
Altering any of the provided groups may impact the imported Dashboard		

## Dashboards:

Dashboards, a feature of FileWave Anywhere, build upon reports and are an incredibly powerful tool for showing aggregated data in charts and graphs. Included in this content pack:

Dashboard Name	Description
TeamViewer	Dashboard reporting defined from the above Reports

### Example:



## Ingredients

For FileWave 16.1.0 or higher you merely need to go in FileWave Central to Assistants -> Content Packs and then can add the Content Pack with 1-click. The instructions below in this article are for below 16.1.0.

- FileWave Central Admin & Credentials; packs must be ran on the device with FileWave Central installed
- Base64 API Token for 'fwadmin' account; available from Manage Administrators view within FileWave Central

Download the pack to match the OS of the device being used to upload the pack:

FileWave Central OS	Intel	ARM
Windows	<a href="#">Windows Content Pack Download</a>	
macOS	<a href="#">macOS Content Pack Download</a>	<a href="#">TeamViewer - macOS ARM.zip</a>
Apple's Gatekeeper will quarantine the download. This will result in either errors when launching on macOS or the list of items to select like		

Android/macOS/Windows/Reports will be empty. Quarantine may be removed, after unzipping the download, with the following command in Terminal:

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

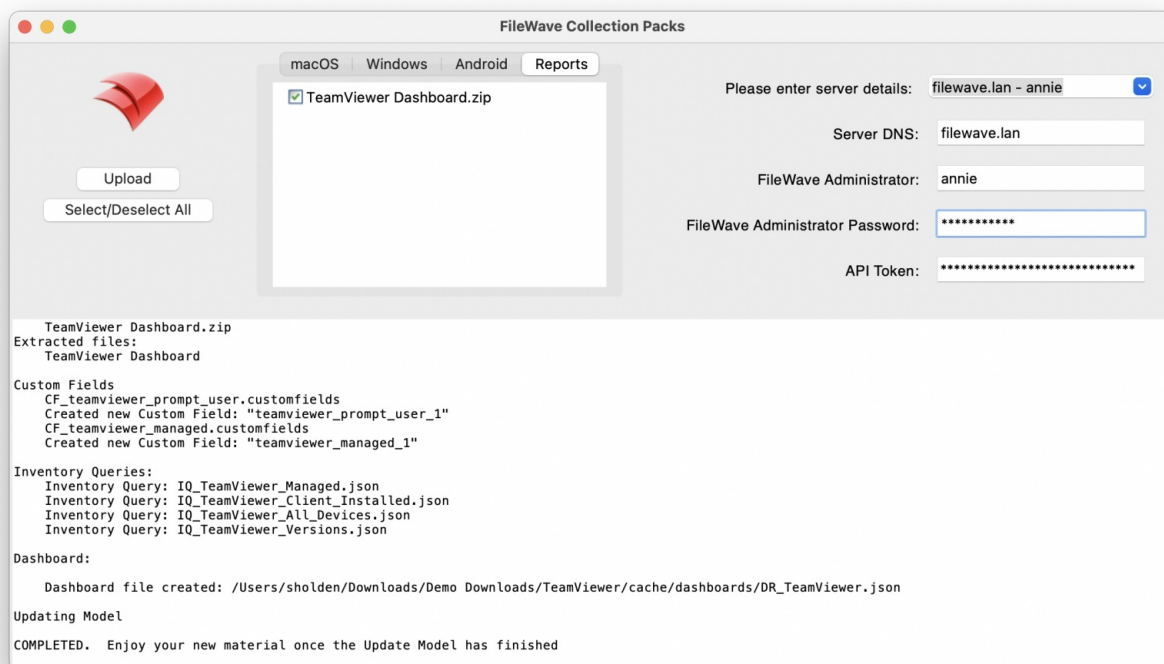
## Directions

1. Download and unzip the above content pack
2. Run the 'FileWave Uploader' app, using appropriate credentials
3. Before selecting 'Upload', choose the desired items from the displayed tabs
4. Once completed, verify newly added content
5. If applicable, import the Dashboard (linked file reported in 'FileWave Uploader' app)

Example, showing path to a generated Dashboard file for TeamViewer:

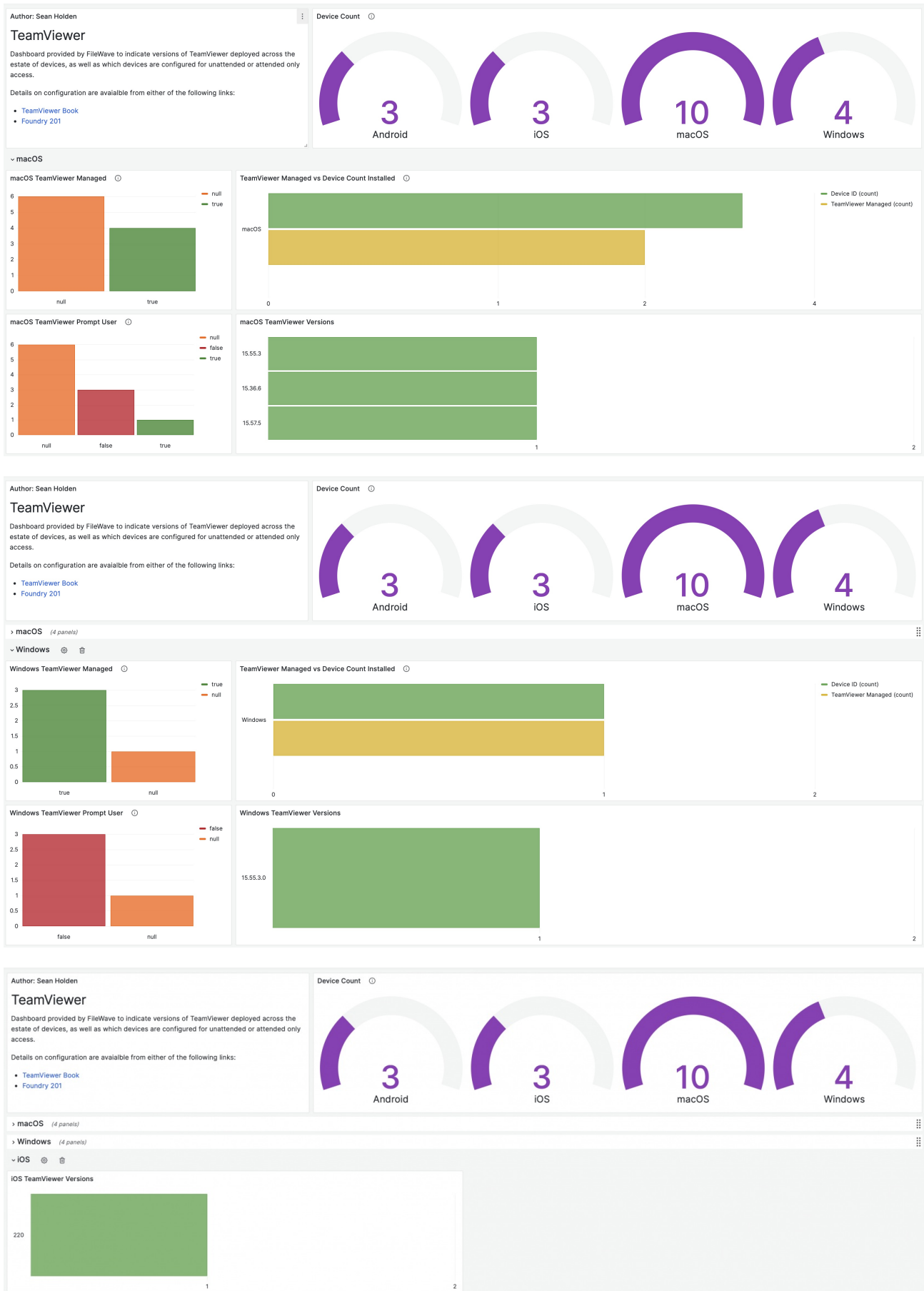
Dashboard:

Dashboard file created: /Users/sholden/Downloads/Demo Downloads/TeamViewer/cache/dashboards/DR\_TeamViewer.json



## Sample Screenshots

Dashboard Examples:



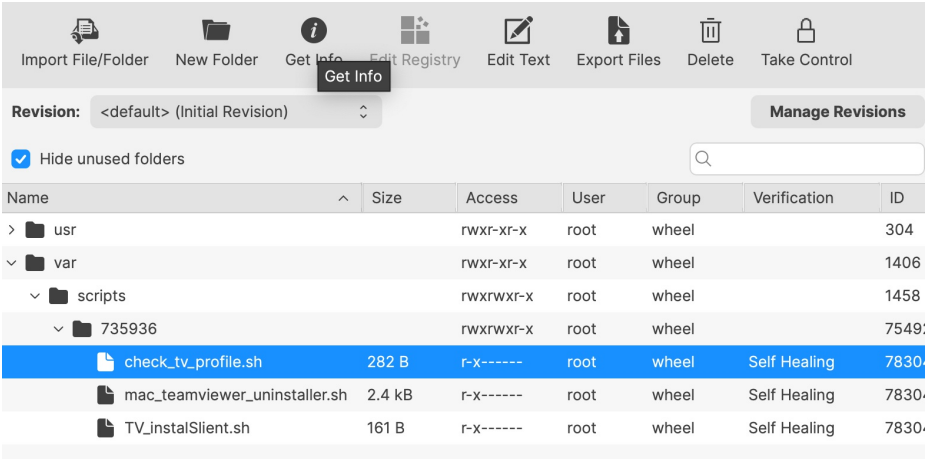
## Notes

## Requirement Script

This TeamViewer Installer Fileset uses a Requirement Script to ensure any included Profiles are installed before the attempt to activate. This is achieved by way of checking for the existence of the Profile by its Profile ID.

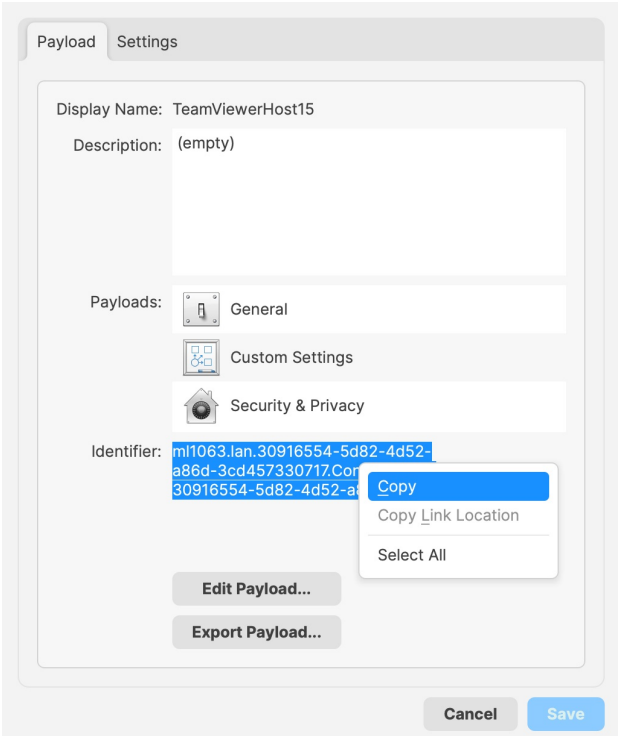
The FileWave Upload tool generates a new unique identifier and inserts this into the Profile ID prior to upload to prevent Profile ID clashes. The TeamViewer Installer Fileset cannot be aware of this new Profile ID.

To address this, open the Fileset by double clicking on the Fileset and with the 'check\_tv\_profile.sh' Requirement Script highlighted, click the Get Info button:



From the window opened, select the Executable tab. Two Profile IDs will be apparent in the Launch Arguments list. These may be removed and a new Profile Payload ID entered instead.

To identify the new Profile ID, open the uploaded Profile from the same Fileset Group by double clicking the Profile Fileset. Highlight the ID, as per the below example and choose to copy:



This value should be added as a new Launch Argument. Use the '+' button in the Launch Argument view to add this ID.


One completed, the pack is ready for deployment.


## Other

Content packs may be freely edited.

Consider reviewing provided packs to get a feel for how each element fits together before modifying

The pack will attempt to handle interruption of communication, where the server may be busy either before or during the uploading of material. However, this tool does not have the power to work directly with current server tasks. Additionally, it was not written by the FileWave development team, but by Professional Services and the coding expertise may be comparatively lacking. For this reason, it may be prudent to avoid Update Models (for example), whilst the tool is uploading.

 Only use Content Packs directly downloaded from FileWave. It is the responsibility of those using the pack to ensure all is well through testing, before deploying to users devices.

 Unfortunately, the FileWave Uploader Application does not check password in advance, nor does it time out if it is wrong. If Fileset upload is taking an unexpectedly large time, it may mean the password was entered incorrectly. Note it will be an expectedly long time if the Fileset is large.

## Updating TeamViewer Host

If you would like to download the latest installer for TeamViewer Host for macOS or Windows, you can always get it from <https://go.filewave.com/tvhost> and if you go to it on a macOS system then the PKG will download, and if you go to it on Windows the EXE will download. For details on the Filesets used for install and customizing them you should take a look at [TeamViewer: Windows Client Setup](#) and [TeamViewer: macOS Client Setup](#). Note that for Windows only the EXE is available via this link. We are working on how to expose the MSI directly.

## 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](#)
- [TeamViewer KB](#)