Content Packs

The Content Packs category is a suite of tailored solutions aimed at ensuring and reporting on the adherence to various security and compliance standards within your environment. This includes, but is not limited to, monitoring and reporting on security configurations, software compliance, and other critical things. Utilizing these Content Packs, organizations can seamlessly align with industry best practices, regulatory requirements, and internal security policies.

- How to Import a Content Pack
- Starter Packs
    - US K-12 Starter Pack
    - Business/Generic Starter Pack

- Performance Packs
    - FileWave Overview - Content Pack
    - Windows Client Health Dashboard
    - FileWave Power/Battery Reporting

- Compliance Packs
    - MSFT Defender Reporting - Content Pack

- Software & Misc Packs
    - Software Pack for TeamViewer

How to Import a Content Pack

What

Content Packs are a great add-on for FileWave to give you fully pre-built solutions that you can use right out of the box.

When/Why

Whenever we want to make use of a content pack to give us a helping hand, we'll need to import the content into our FileWave system.

How

We have an import tool we have developed specially just to make this process simple for you. Check out the short video below that walks you through the import process:

Loading

Related Content

- [Content Packs](#)

Starter Packs

Starter Packs are for getting started with FileWave. They include things like examples of group structure for devices. They are meant to be used when first getting started with FileWave to give you a starting point.

US K-12 Starter Pack

Description

Starter packs are what the name implies...a great way to jump-start your new FileWave installation! Starter packs are built for selected customer verticals and provide client group structure as well as sample reports and dashboards.

> ⚠ **Note:** Starter packs are NOT meant to be used with long-standing FileWave environments...they are meant for brand-new, or recently setup environments that have little current organization.

The examples will really help you jump-start your understanding and capabilities of FileWave! You can use them the way they are as well as further tailor them to your needs! After you get your start with this starter pack, check out our library of other content packs for adding other spectacular stuff!

What You Get in this Starter Pack
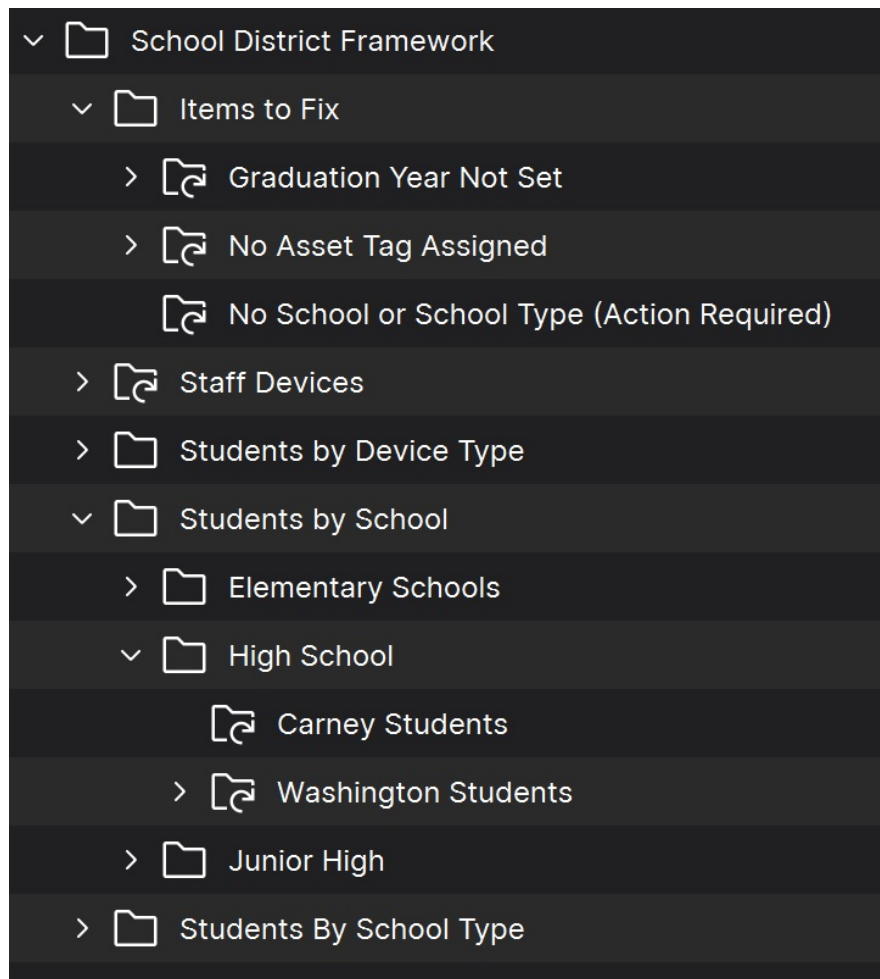
This content pack provides:

Custom Fields:

"Custom Fields" are a terrific way to extend the "inventory attributes" of your devices. In this starter pack we have provided example custom fields that we think will be valuable to you:

- Asset Tag: Used by almost every organization, you can use asset tag to help tie your devices from FileWave into an asset management or helpdesk system
- Graduation Year: Typically used by school districts to assign devices to a "grade". Much more flexible than having to change the grade every year as most districts have the device travel with the student from year to year.
- User Role: An important field for designating the type of device...in this case user role is "Student" by default for every device, but can be switched to Staff or Admin. This field is critical to do things like assign restrictions to student devices.
- School Type: School type is used to define that a school is elementary, junior high, or high school. A great field to have when you want to distribute content widely.
- School Name: This one is self explanatory, but the custom field is provided with some sample data to give you an idea of how you can tailor to your district.

Groups & Smartgroups:

Groups and Smartgroups are a tool for organizing your devices. They can be used in infinite combinations, and you can think of them a little like folders for files, except in this case "files" are computers. In this pack we have provided the following default structure, which is meant to be updated with at least your school names:

Reports (aka Inventory Queries):

Reports are ways of looking at data about your devices...that data being hardware, software, and custom field inventory. Reports are a great way to show data (example: show me all macOS devices running Ventura). And reports are used as well to feed data to our included visual dashboard(s) (grafana). In this starter pack we have included the following reports.

Dashboards:

Dashboards are an incredibly powerful tool for showing aggregated data. They are easy to setup, and allow you to do things like track software distributions (etc) in simple-to-read visualizations, like bar and pie charts. Take our word for it: your senior management is going to love these, and it is a way for you to show off all of your great work! This pack provides:

- Environment Overview Dashboard: A great starter dashboard, built from data fields that devices report right out of the box.
- School District Dashboard: A breakout of devices by OSes, by user roles, locations, etc.
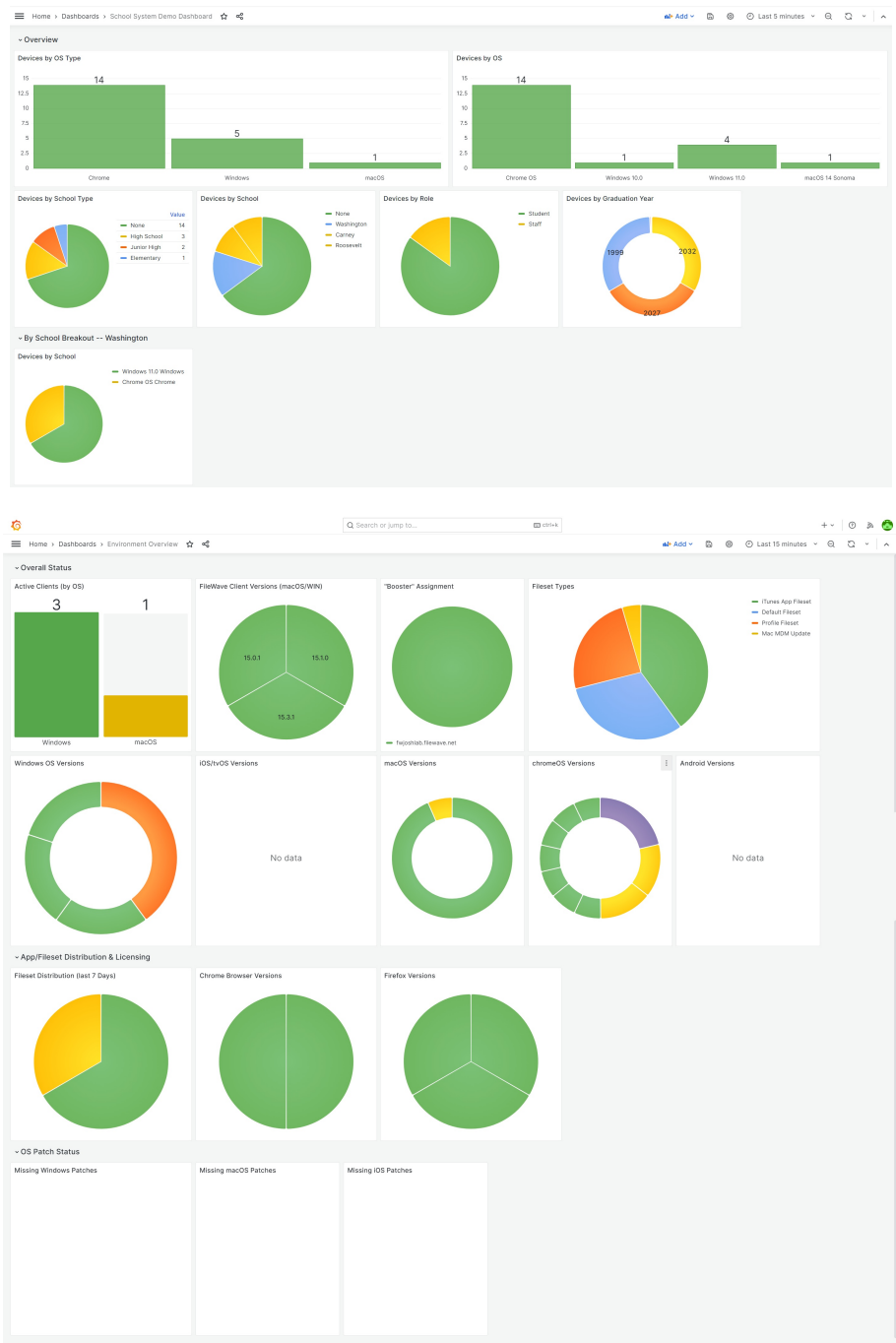
Ingredients

- FileWave Central Admin & Credentials
- Base64 API Token

Starter Pack

Directions

1. Download the above attached starter pack and unzip it
2. Run the import_starter_pack.exe tool, using appropriate credentials for your environment
   1. import tool is only available on Windows devices currently
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 starter pack...in fact, you are encouraged to do so. We 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

- [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](#)

Business/Generic Starter Pack

Description

Starter packs are what the name implies...a great way to jump-start your new FileWave installation! Starter packs are built for selected customer verticals and provide client group structure as well as sample reports and dashboards.

> ⚠️ **Note:** Starter packs are NOT meant to be used with long-standing FileWave environments...they are meant for brand-new, or recently setup environments that have little current organization.

The examples will really help you jump-start your understanding and capabilities of FileWave! You can use them the way they are as well as further tailor them to your needs! After you get your start with this starter pack, check out our library of other content packs for adding other spectacular stuff!

What You Get in this Starter Pack

An example for small and mid-sized businesses.

This content pack provides:

Custom Fields:

"Custom Fields" are a terrific way to extend the "inventory attributes" of your devices. In this starter pack we have provided example custom fields that we think will be valuable to you:

- Asset Tag: Used by almost every organization, you can use asset tag to help tie your devices from FileWave into an asset management or helpdesk system
- Department: We give you a starter set of custom field values for Department...those most typically in most Small/Medium Business (like HR and IT, Sales, etc)
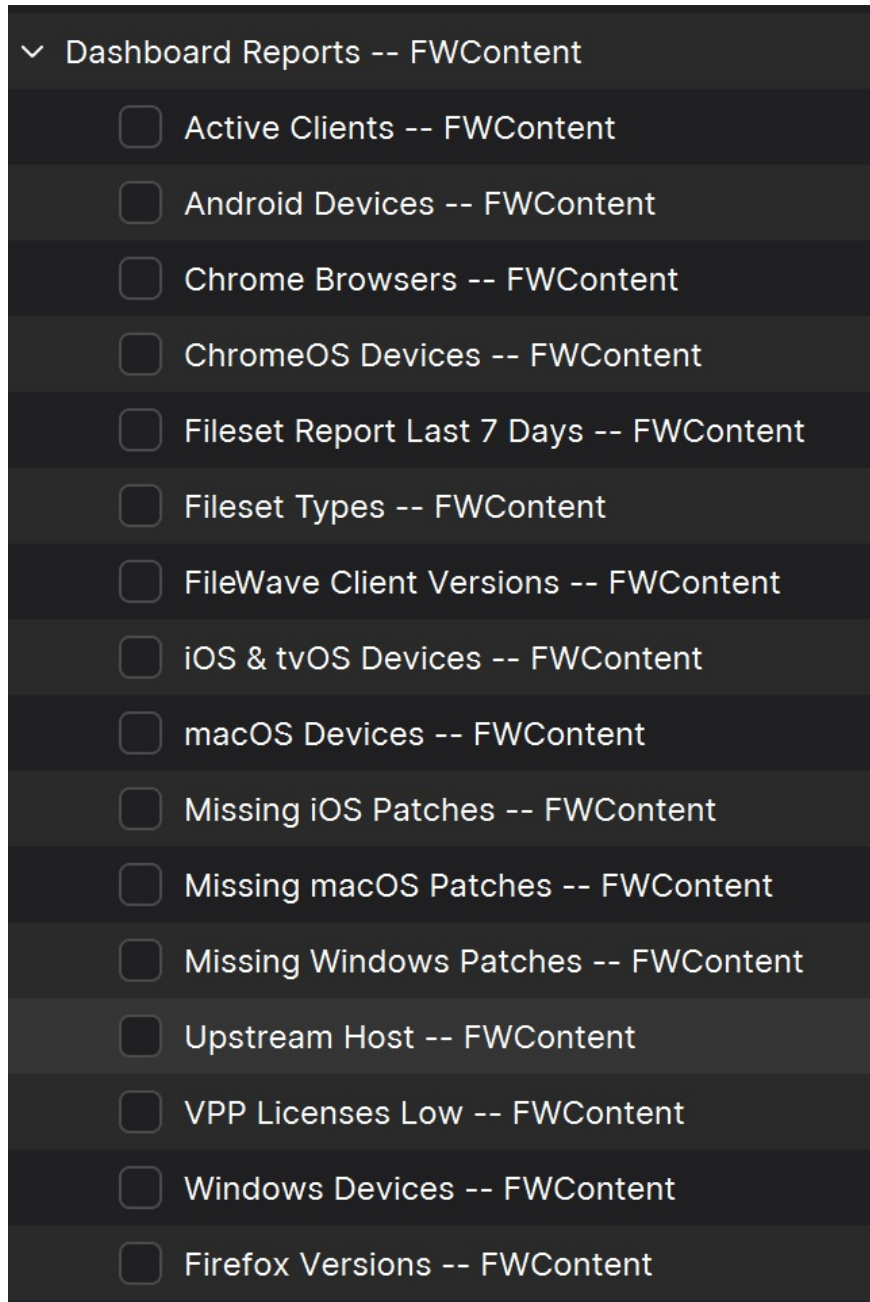
Groups & Smartgroups:

Groups and Smartgroups are a tool for organizing your devices. They can be used in infinite combinations, and you can think of them a little like folders for files, except in this case "files" are computers. In this pack we have provided the following default structure, which is meant to be updated as appropriate with your department names:

⌄ 📁 SMB	44223
⌄ 📁 Departments	45822
📱 Admin	45816
📱 Finance	45820
📱 Marketing	45826
📱 Sales	45829
📱 HR	45819
📱 R&D	45827
📱 IT	45823
📱 Legal	45824
📱 Management	45825
📱 Production	45828
⌄ 📁 Things to Fix	45830
› 📱 No Asset Tag	45831
› 📱 No Department Assigned	45821

Reports (aka Inventory Queries):

Reports are ways of looking at data about your devices...that data being hardware, software, and custom field inventory. Reports are a great way to show data (example: show me all macOS devices running Ventura). And reports are used as well to feed data to our included visual dashboard(s) (grafana). In this starter pack we have included the following reports.

```
∨  Dashboard Reports -- FWContent
        ☐  Active Clients -- FWContent
        ☐  Android Devices -- FWContent
        ☐  Chrome Browsers -- FWContent
        ☐  ChromeOS Devices -- FWContent
        ☐  Fileset Report Last 7 Days -- FWContent
        ☐  Fileset Types -- FWContent
        ☐  FileWave Client Versions -- FWContent
        ☐  iOS & tvOS Devices -- FWContent
        ☐  macOS Devices -- FWContent
        ☐  Missing iOS Patches -- FWContent
        ☐  Missing macOS Patches -- FWContent
        ☐  Missing Windows Patches -- FWContent
        ☐  Upstream Host -- FWContent
        ☐  VPP Licenses Low -- FWContent
        ☐  Windows Devices -- FWContent
        ☐  Firefox Versions -- FWContent
```

Dashboards:

Dashboards are an incredibly powerful tool for showing aggregated data. They are easy to setup, and allow you to do things like track software distributions (etc) in simple-to-read visualizations, like bar and pie charts. Take our word for it: your senior management is going to love these, and it is a way for you to show off all of your great work! This pack provides:

- Environment Overview Dashboard: A great starter dashboard, built from data fields that devices report right out of the box.

Ingredients

- FileWave Central Admin & Credentials
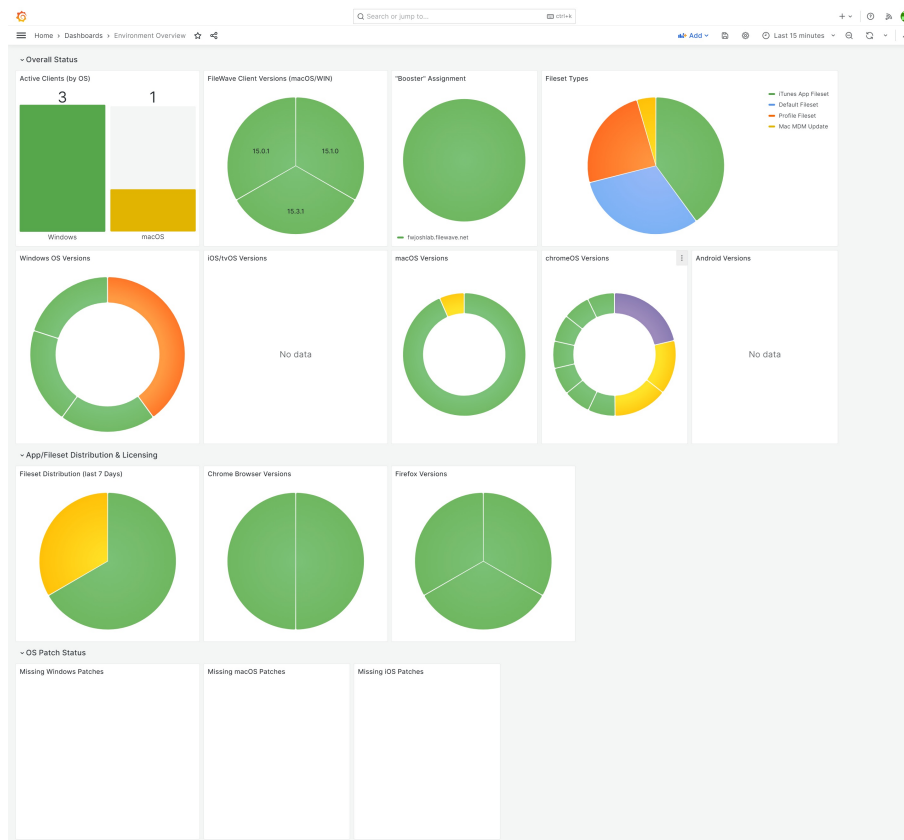- Base64 API Token

Starter Pack

Directions

1. Download the above attached starter pack and unzip it
2. Run the import_starter_pack.exe tool, using appropriate credentials for your environment
   1. import tool is only available on Windows devices currently
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 starter pack...in fact, you are encouraged to do so. We 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

- 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

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.

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
- Content Pack:

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

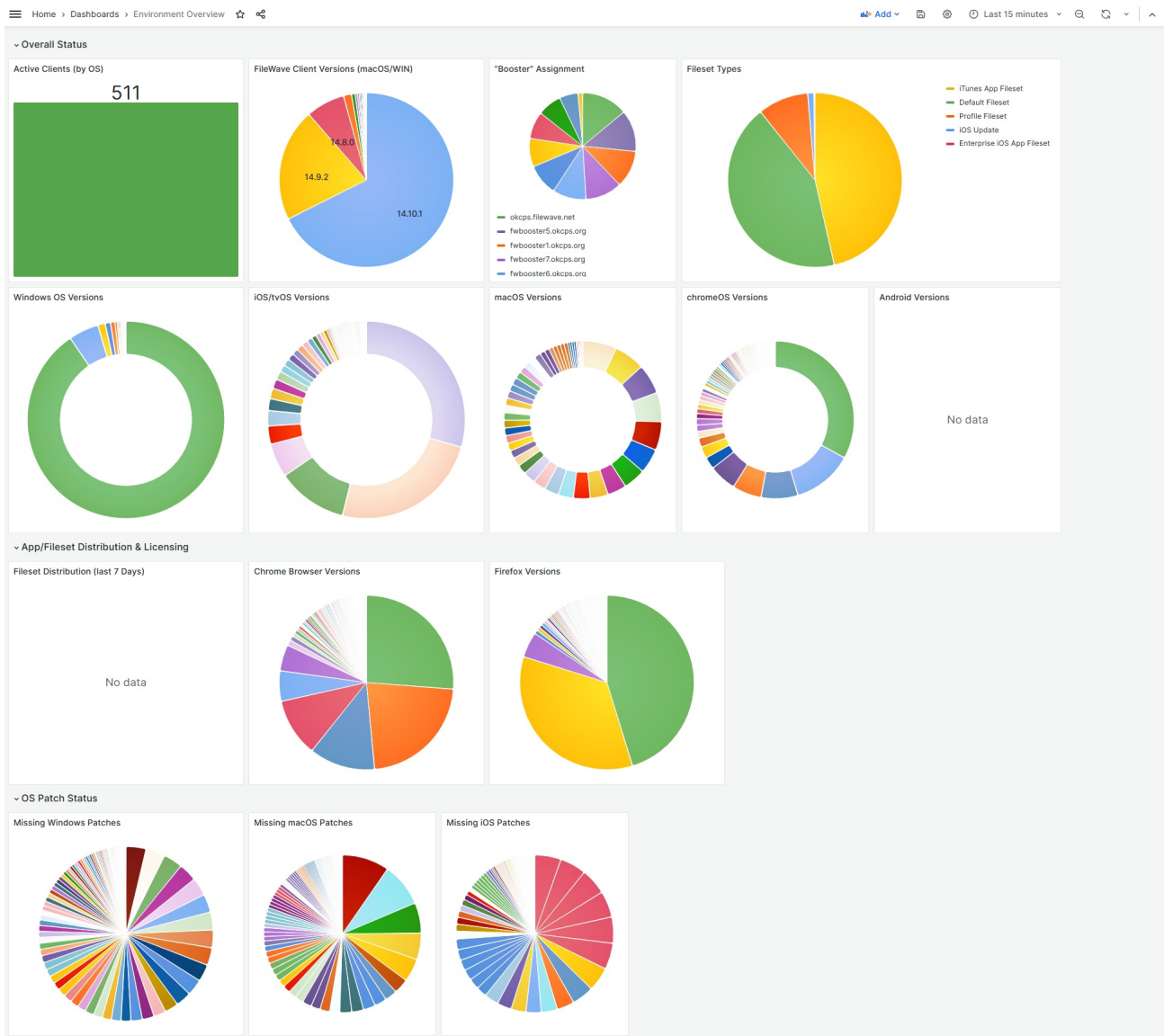| Windows Content Pack	Windows Content Pack Download
macOS Content Pack (ARM based)	ℹ️ On macOS, we need to use curl to download so that Gatekeeper doesn't quarantine the import application. You can copy and paste the following into Terminal.app...the example provided downloads import_pack.zip to the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

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](#)

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
- Content Pack:

Windows Content Pack	Windows Content Pack Download
macOS Content Pack (ARM based)	ℹ 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)	ℹ 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
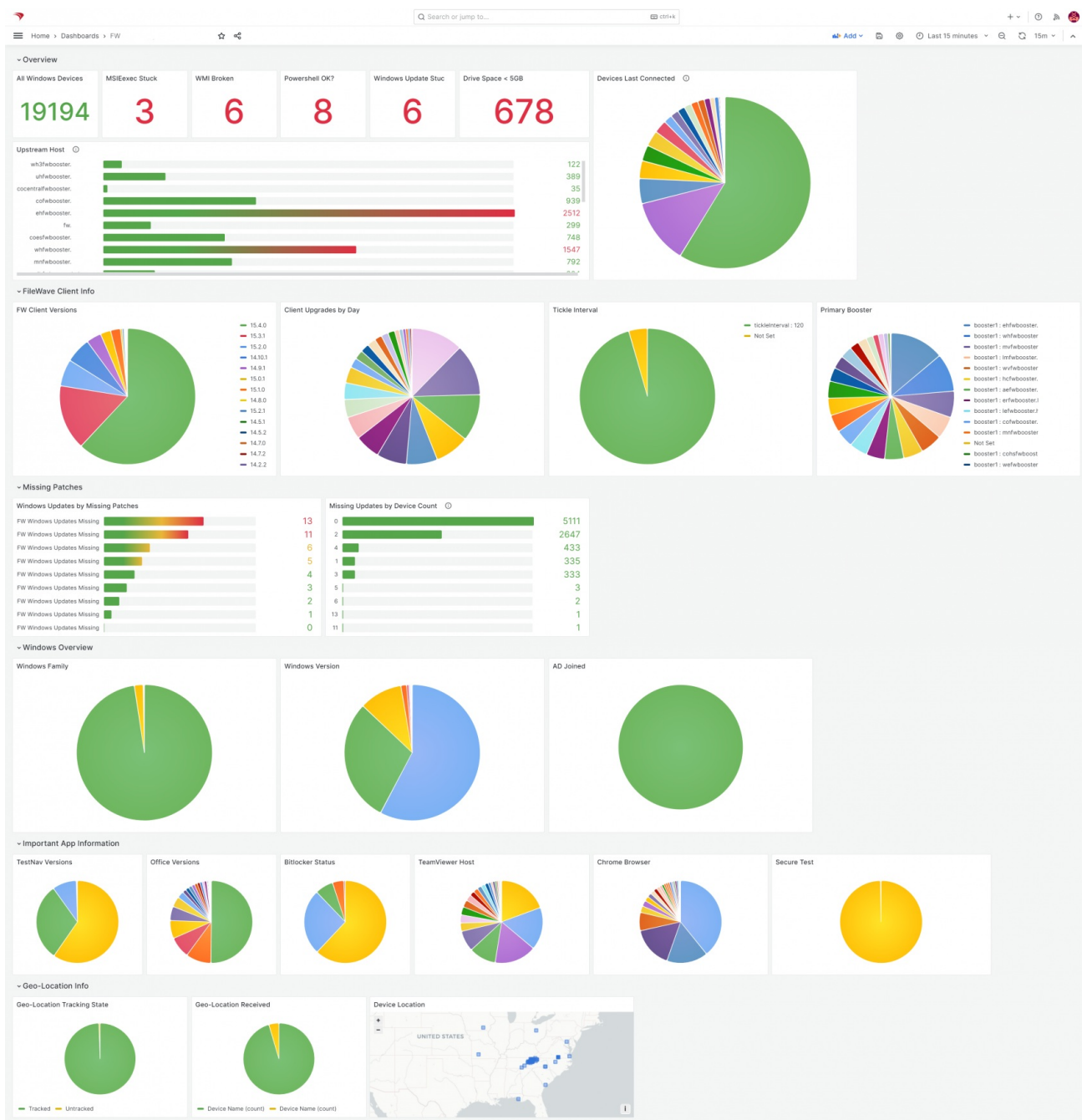
Notes

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

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

> ℹ 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

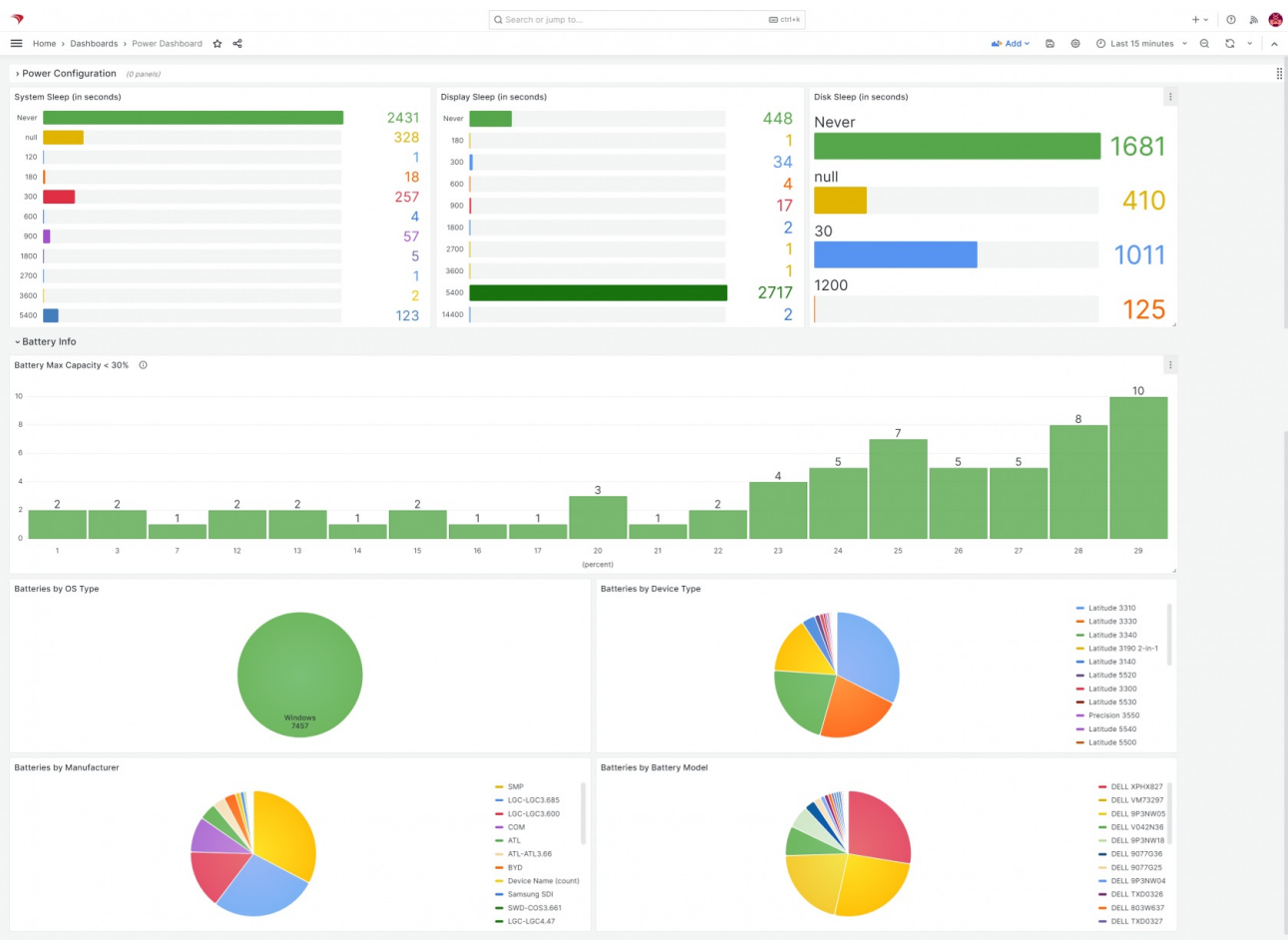| Windows Content Pack	Windows Content Pack Download
macOS Content Pack (ARM based)	ℹ On macOS, we need to use curl to download so that Gatekeeper doesn't quarantine the import application. You can copy and paste the following into Terminal.app...the example provided downloads import_pack.zip to the 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

Compliance Packs

Compliance Packs are for meeting security and regulatory requirements. They include things like deploying and reporting on the status of Microsoft Defender. They are meant to be used at any time to add to enhancing your security posture.

MSFT Defender Reporting - 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 on Microsoft Defender Compliance, and gives you some really great custom field data and a dashboard built on the very same to show Defender is behaving in your environment. 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:

Custom Fields:

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

- Defender App Version: Reads the version of the Defender App installed on the device (macOS/Windows)
- Defender Defs Version: Reads the version of the Defender Definitions installed on the device (macOS/Windows)
- Defender Defs Date: Reads the date of the Defender Defs installed on the device (macOS/Windows)
- Defender Engine Version: Reads the version of the Defender Engine installed on the device (macOS/Windows)
- Defender Health: At a high level indicates whether Defender is "healthy" on this device (macOS/Windows)
- Defender Threats Detected: Reads the threats log on the device (macOS/Windows)
- Defender Detailed Status: Gives verbose status on the Defender client (macOS/Windows)

> ℹ️ Note that the following report and dashboard are based upon the above custom fields. Those custom fields will only populate when the clients report in, so initially your report and dashboard will be empty, but will soon populate.

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:

- MSFT Defender Information: A report including data from the custom fields listed above for every Mac and Windows device. (You may want to further edit this report to only look at "Last Connected" for a certain time range to make sure you are only reporting compliance on "active" devices.)

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:

- Defender Dashboard: A collection of compliance charts that give you summary and detail information on Defender health, threat status, and overall compliance to your security standards.

Ingredients

- FileWave Central Admin & Credentials
- Base64 API Token
- 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)	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

```
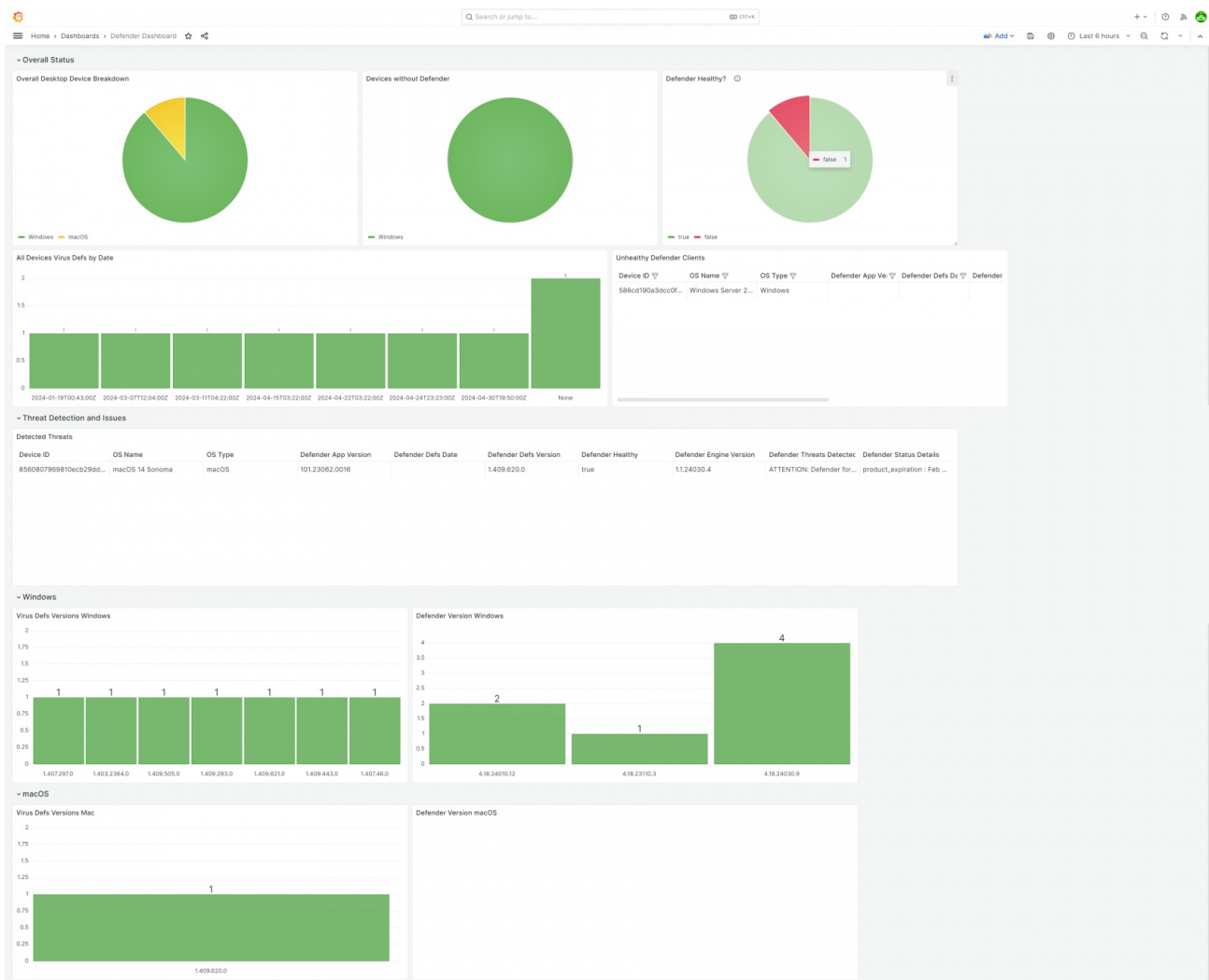curl -o ~/Desktop/import_pack.zip https://kb.filewave.com/attachments/342
```

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/343`

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

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

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

> ℹ️ 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:

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

- FileWave Central Admin & Credentials; packs must be ran on the device with FileWave Central installed
- Base64 API Token; 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	Windows Content Pack Download	
macOS	macOS Content Pack Download	TeamViewer - macOS ARM.zip

⚠ 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:

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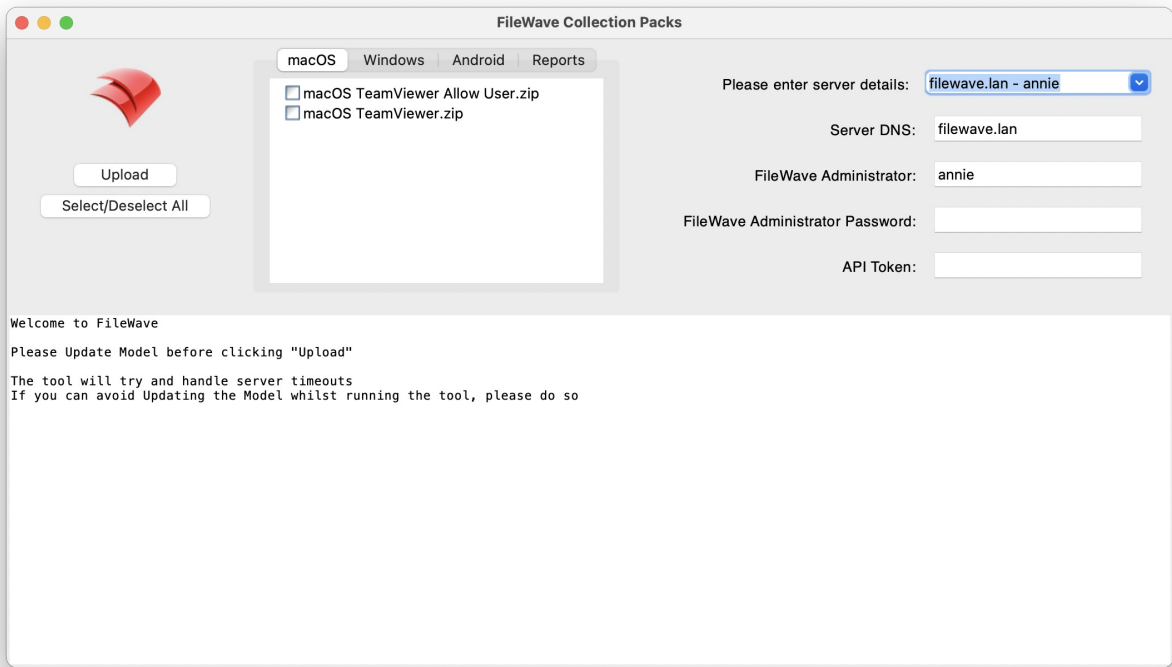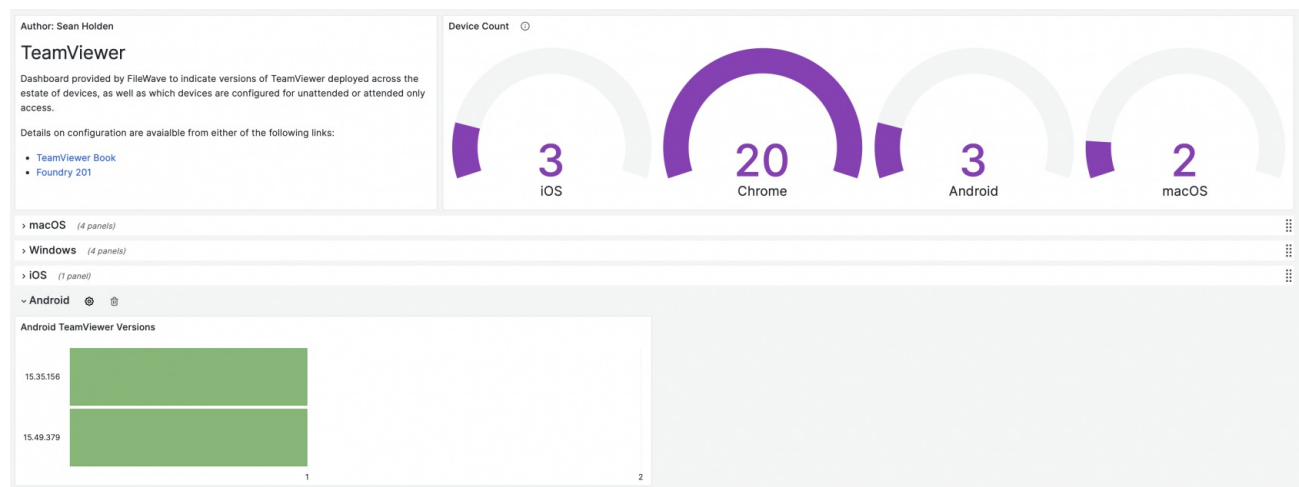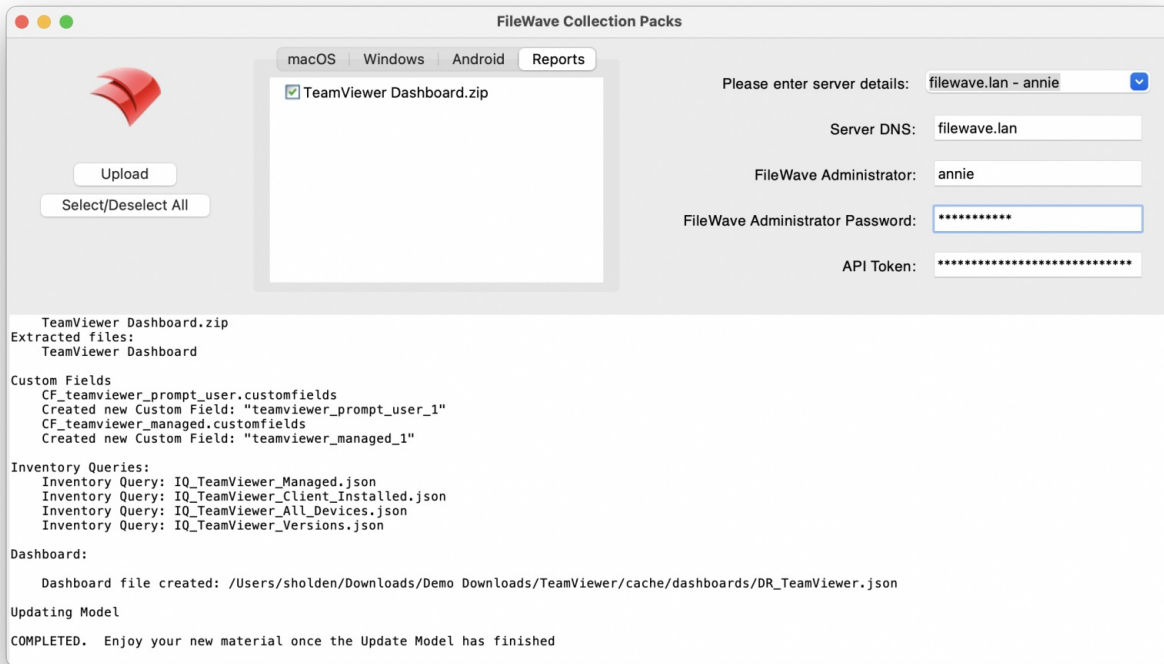xattr -rd com.apple.quarantine <path to unzipped folder>
```

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:

```
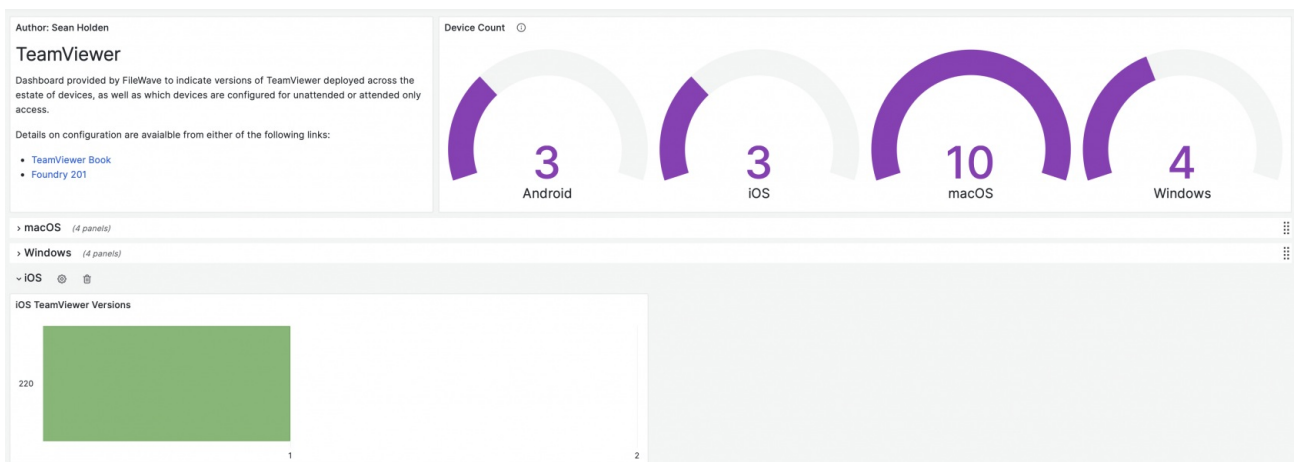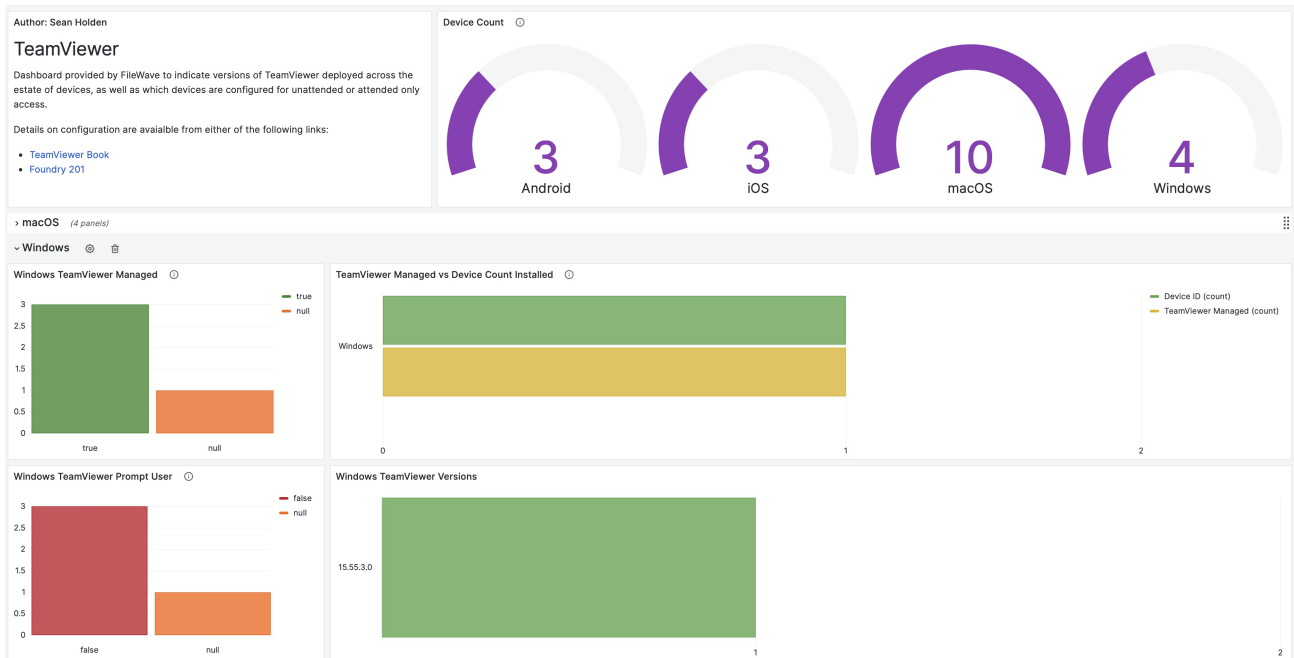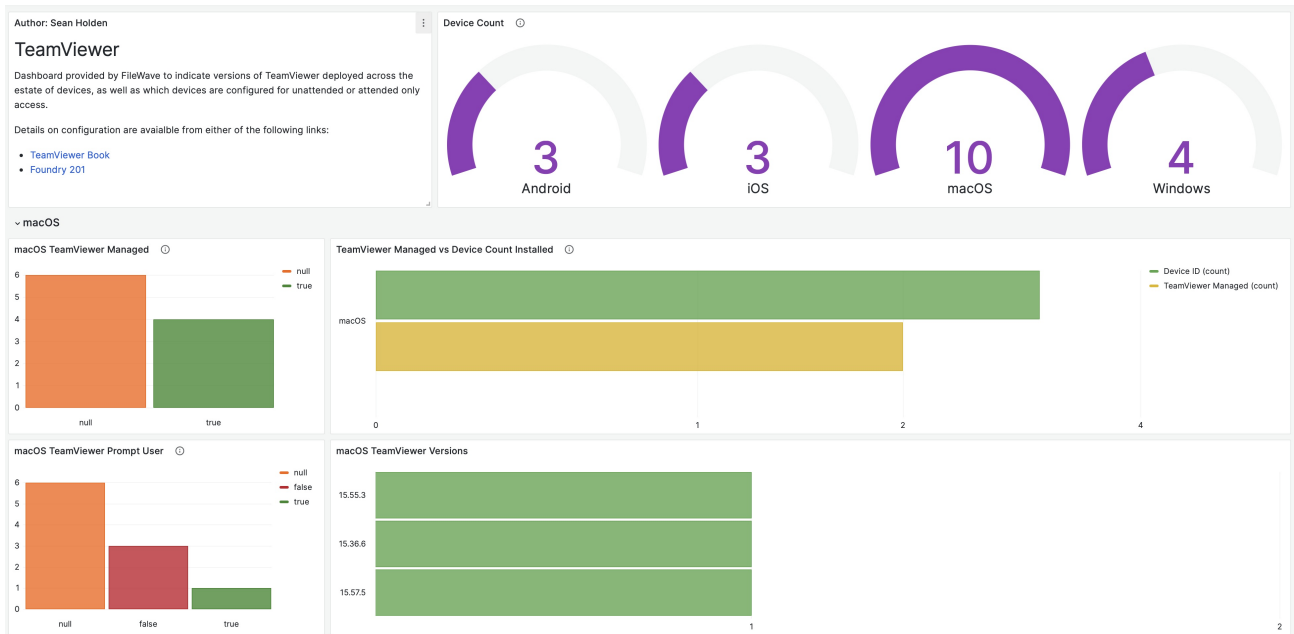Dashboard:
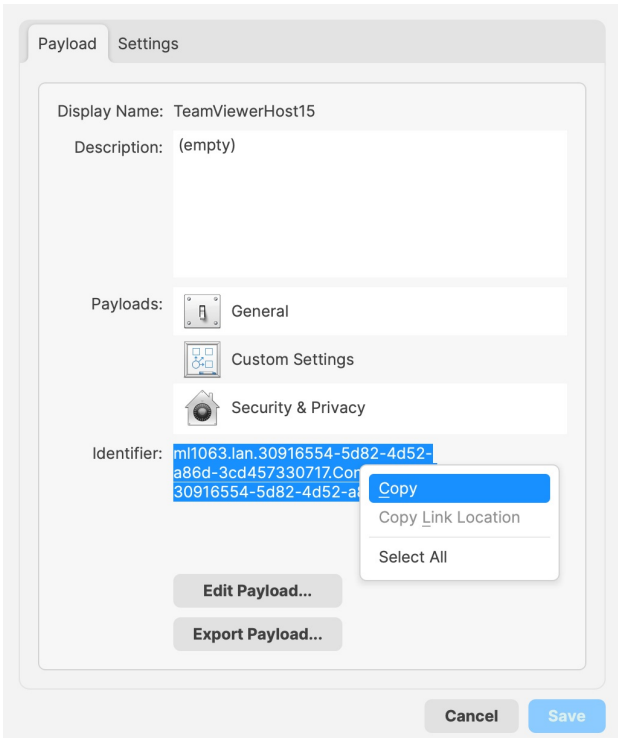
    Dashboard file created: /Users/sholden/Downloads/Demo Downloads/TeamViewer/cache/dashboards/DR_TeamViewer.json
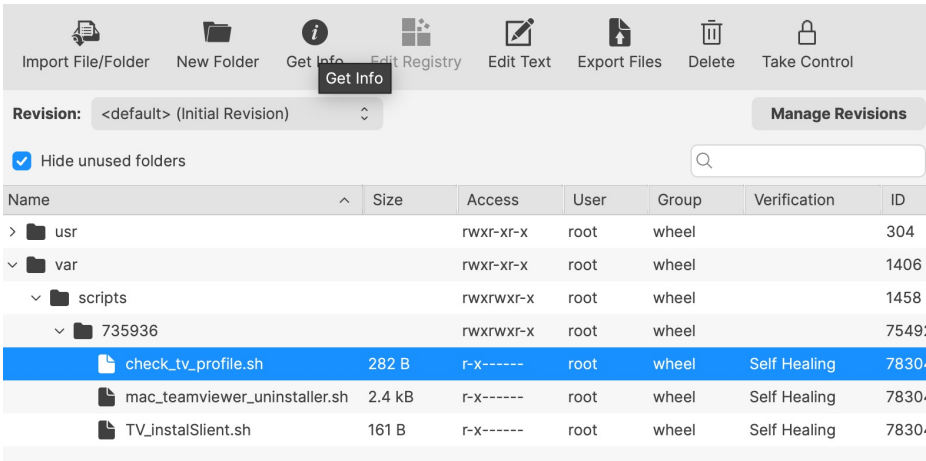```



# 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.

# 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