

# Troubleshooting

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# Intelligent downloader explained

## Summary

This KB article will explain the intelligent downloader and give the best practices to upgrade your self-healed software by benefiting from this feature through Filesets / Payloads.

## Intelligent Downloader

When a Fileset / Payload is deployed and the time to download has come, the FileWave Client will check for existing exact copies of the Fileset files before it starts the download.

The match is met only if:

1. The file exists with the same name.
2. The file size matches.
3. The file CRC matches.

The client will skip downloading all files that match existing copies on the disk.

The Client will also skip the download in two other cases:

1. The Fileset files are set to never overwrite when the Fileset property "Don't overwrite existing files upon deployment" is checked.
2. The files creation date is newer than the ones in the server and this Fileset property is checked "Overwrite only if existing file is older".

Note: Symlinks will always be replaced.

## Upgrading your Software

There are two scenarios to best upgrade your self-healed software (we assume Fileset v1 is active on the clients)

1. Create the association to Fileset v2, delete the association to Fileset v1 and update the model. (this will start the upgrade immediately)
2. Create the association to Fileset v2 and set it to activate at some time in the future eg: 06:00PM and then make the Fileset v1 to Delete at 06:01pm (some time after v2 has activated)

Note: If you set the delete time of v1 before activating v2, you end up deleting files that are needed to activate v2 and the missing files will download at verification. So, to best benefit from the intelligent downloader, it is better to go for 2. knowing that deleting Fileset v1 at 06:01PM will not delete common files with v2.

# Fileset Status meanings

## Fileset Inventory Status

In the stable below are the Fileset status codes that can occur in FileWave and some steps to reproduce some of them.

Code	Status Type	Severity	Fileset Status (Client Info)	Deployment Status	Available Platform(s)	Steps to Reproduce
0	UNKNOWN_ERROR	WARNING	Fileset Error	WARNING		
1	STATUS_IDLE	OK	Idle	REMAINING		N/A
2	STATUS_FILESET_DOWNLOADING	ACTIVITY	Downloading: #%	REMAINING		
3	STATUS_FILESET_DOWNLOADED	OK	Downloaded	REMAINING		
4	STATUS_FILESET_ACTIVATED	OK	Installed as dependency Installed via Kiosk Active	COMPLETED	macOS Windows	
5	STATUS_FILESET_MADE_PASSIVE	OK	Passive	COMPLETED		<ol style="list-style-type: none"><li>1. Create and associate a fileset to a client</li><li>2. Edit the association to make the files passive in the near future</li><li>3. Update Model</li><li>4. Check Client Info &gt; Filesets Status at time when fileset is to be made passive</li></ol>
6	STATUS_FILESET_DELETED	OK	Deleted	COMPLETED	iOS	<p>Easiest to see with iOS</p> <ol style="list-style-type: none"><li>1. Create an iOS App Store fileset</li><li>2. Associate the fileset to an iOS client</li><li>3. Update</li></ol>

						<div>e Model</div> <div>4. After app installs and Client Info &gt; Filesets Status shows 'Installed Successfully', delete the app from the device</div> <div>5. Close and reopen Client Info (triggers MDM commands)</div> <div>6. Open Client Info &gt; Filesets Status for the client</div>
7	STATUS_FILESET_INSTALLED_SUCCESSFULLY	OK	Installed successfully	COMPLETED	iOS	
8	STATUS_FILESET_INSTALL_FAILURE	WARNING	Install failed	ERROR		
9	STATUS_FILESET_DISK_FULL	WARNING	Disk full	ERROR		<div>1. Create a massive dummy file on the client to eat up disk space</div> <div>1. Windows : fsutil file create new FILEN</div>

						<div>A M E B Y T E S</div> <div>2. m a c O S : m k f i l e - n S I Z E [ b   k   m   g ] F I L E N A M E</div> <div>2. Create anoth er massi ve dumm y file on the Admin to use in fileset</div> <div>3. Create an Empty fileset and add the dumm y file</div> <div>4. Associ ate the fileset to a client</div> <div>5. Updat e Model &amp; perfor m Verify for client</div>
10	STATUS_FILESET_INSTALLER_RUNNING	ACTIVITY	Installer running now	REMAINING		
11	STATUS_FILESET_ERROR	WARNING	iOS: Please log in to your iTunes Store account Desktop: Error: 4	ERROR		<div>Now only see "Error: 4" if setting last_status for fileset to 11 manually in admin.user_status table</div> <div>Steps (iOS)...</div> <div>1. Do not sign into iTunes on an</div>

						iOS client 2. Create an App Store fileset 3. Associate the fileset to an iOS client 4. Update Model 5. On the client, tap 'Cancel' when prompted to sign into iTunes
13	CANT_LOAD_DATA_FILE_FROM_SERVER_ERROR	WARNING	Error while downloading from server	WARNING		Note: Only have seen 'Fileset Error'
14	STATUS_FILESET_ASSOCIATED	IGNORE	Associated	REMAINING	macOS Windows Android iOS	1. Create any type of fileset 2. Associate the fileset to a client 3. Update Model 4. Open Client Info > Filesets Status for client before client gets new model
15	BOOSTER_SERVER_DISK_FULL_STATUS	ERROR	Booster/Server disk full	ERROR		
16	STATUS_FILESET_INSTALLATION_CANCELLED	WARNING	Installation cancelled by the user	COMPLETED	Android	Easiest to see with Android 1. Create an APK fileset 2. Associate the APK with an Android client 3. Update Model 4. On the Android device, tap [Cancel] when prompted to install

						the APK
17	STATUS_FILESET_INSTALLER_OUTDATED	WARNING	Fileset install failed, a more recent version is installed	ERROR		
18	STATUS_FILESET_UNINSTALLER_RUNNING	ACTIVITY	Uninstaller running now	REMAINING		
19	STATUS_FILESET_UNINSTALL_FAILURE	WARNING	Uninstall failed	WARNING		
21	ACTIVATING_STATUS	ACTIVITY	Activating	REMAINING		
22	STATUS_FILESET_SCRIPT_FAILED	WARNING	Script execution failure	ERROR		
23	STATUS_INVENTORY_ONLY_CLIENT	WARNING	Not installed: client is inventory only	COMPLETED		
25	STATUS_IN_KIOSK_UNINSTALLED	OK	Excluded from Kiosk (Dependency) Available in Kiosk	COMPLETED	macOS Windows	
-52	PLEASE_REBOOT_RESULT	ACTIVITY	Waiting for user to log out	REMAINING	macOS Windows	
-51	FAILED_TO_LOGOUT_RESULT	ACTIVITY	Waiting for user to log out	REMAINING	macOS Windows	
-50	WAITING_FOR_USER_TO_LOGIN_RESULT	ACTIVITY	Waiting for user to log in	REMAINING	macOS Windows	
99	FILESET_PRIORITY_ERROR	ACTIVITY	Waiting for higher priority filesets	REMAINING		<ol style="list-style-type: none"> <li>1. Create 2 filesets A and B</li> <li>2. In Fileset Properties set fileset A's Installation Priority to Highest, and fileset B's to Lowest</li> </ol>

						<div>3. Select fileset A and click the [Scripts] button in Filesets view</div> <div>4. Create a script under 'Activation Scripts' that will cause a wait 1. e . g . f o r b a t c h , a d d a P A U S E</div> <div>5. Associate fileset A and B with a client</div> <div>6. Update Model &amp; perform a Verify for client</div>
98	FILESET_REQUIREMENTS_ARCH_ERROR	INFO	Requirements not met: architecture	COMPLETED		<div>1. Create a fileset that allows setting Requirements</div> <div>2. In Fileset Properties &gt; Requirements, check the box for 'Architecture' and (un)select options that would make fileset fail to install on client</div> <div>3. Associate fileset</div>



						to a client 4. Update Model & perform Verify for client
97	FILESET_REQUIREMENTS_VERSION_ERROR	INFO	Requirements not met: system version	COMPLETED		<ol style="list-style-type: none"><li>1. Create a fileset that allows setting Requirements</li><li>2. In Fileset Properties &gt; Requirements, check the box for 'System Version' or 'Platform' and (un)select options that would make fileset fail to install on client</li><li>3. Associate fileset to a client</li><li>4. Update Model &amp; perform Verify for client</li></ol>
96	FILESET_REQUIREMENTS_MEMORY_ERROR	INFO	Requirements not met: insufficient memory	COMPLETED		<ol style="list-style-type: none"><li>1. Create a fileset that allows setting Requirements</li><li>2. In Fileset Properties &gt; Requirements, check the box for 'Min. Memory' and set the minimum memory (in MB) to greater than ..</li></ol>

						the total memory for a client 3. Associate fileset to a client 4. Update Model & perform Verify for client
95	FILESET_REQUIREMENTS_SCRIPT_ERROR	INFO	Requirements not met: script	COMPLETED		1. Create a fileset that allows adding Scripts 2. Click the Scripts button and Create a script under 'Requirements Scripts' 3. Have the script exit with a failure (exit 1) 4. Associate fileset to a client 5. Update Model & perform Verify for client
666	FILESET_REMOTE_WIPE_EXECUTED	ACTIVITY	Remote wipe executed	REMAINING		
-5	WAITING_FOR_BOOSTER_RESULT	ACTIVITY	Waiting for booster	REMAINING		
-32	NETWORK_GENERIC_ERROR	WARNING	Network error	ERROR		
-149	FAILED_CRC_CHECK_ERROR	ERROR	Failed CRC validation	ERROR		
101	MAC_APP_STORE_FATAL_ERROR	WARNING	Mac App Store license fatal error	ERROR		
102	MAC_APP_STORE_LICENSE_ASSOCIA	IGNORE	Mac App Store license associated	REMAINING		

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103	MAC_APP_STORE_NOT_ENOUGH_LICENSES	WARNING	Not enough Mac App Store VPP license	WARNING		
104	MAC_APP_STORE_VPP_USER_NOT_ASSOCIATED	WARNING	User needs to accept the invite to the organization with a valid iTunes account	REMAINING		
105	MAC_APP_STORE_NO_LICENSE_NEEDED	WARNING	No VPP license associated to this fileset	REMAINING		
106	MAC_APP_STORE_NO_VPP_USER	WARNING	No VPP user for this application's VPP token associated to the device	WARNING		
107	MAC_APP_STORE_VPP_USER_RETIRED	WARNING	VPP user is retired	WARNING		
108	MAC_APP_STORE_NO_VPP_TOKEN	WARNING	No VPP token associated to this fileset	WARNING		
109	MAC_APP_STORE_INSTALLED	OK	Installed via Mac App Store	COMPLETED		
110	MAC_APP_STORE_INSTALLING	ACTIVITY	Installing via Mac App Store (can take some time)	REMAINING		
111	MAC_APP_STORE_ASSET_NO_DEVICE_ASSIGNABLE	WARNING	VPP license for asset can not be assigned to a device	WARNING		
112	MAC_APP_STORE_NOT_VPP_APP	WARNING	Not a VPP application Fileset Error	WARNING		Note: Only have seen 'Fileset Error'
130	DEPENDENCIES_DOWNLOAD_FAILED	WARNING	Download of dependency fileset failure	ERROR		<ol style="list-style-type: none"> <li>1. Create 2 Empty filesets, A &amp; B</li> <li>2. Make B a dependency of A</li> <li>3. Set the Requirements on B</li> </ol>

						such that it will fail 4. Associate A with a client 5. Update Model & perform Verify for client
131	DEPENDENCIES_ACTIVATION_FAILED	WARNING	Activation of dependency fileset failure	ERROR		
132	DEPENDENCIES_PASSIVE_FAILED	WARNING	Failed to make dependencies passive	WARNING		Note: Only have seen 'Fileset Error'
133	DEPENDENCIES_DELETE_FAILED	WARNING	Failed to delete dependencies	WARNING		Note: Only have seen 'Fileset Error'
134	DEPENDENCIES_UPDATE_FAILED	WARNING	Update of dependency fileset failure	ERROR		
135	DEPENDENCIES_LOGOUT_FAILED	ACTIVITY	Waiting for user to log out to install dependency	REMAINING		
136	DEPENDENCIES_FAILED	WARNING	Dependency fileset failed	WARNING		
210	FILESET_REQUIREMENTS_OK_SKIP_INSTALL	OK	Skipped	COMPLETED		
220	FILESET_REQUIREMENTS_ERROR_STOP_TRYING	INFO	Requirements not met: will not retry	COMPLETED		
1024	CHECK_REQUIREMENTS_OK	ACTIVITY	Requirements met	REMAINING		
2048	STATUS_FILESET_INSTALLED_BY_PROFILES_COMMAND	OK	Installed	COMPLETED		
2049	STATUS_FILESET_INSTALLED_BY_MDM_SERVER	OK	Handled via MDM	COMPLETED		
2050	STATUS_FILESET_FAILED_TO_INSTALL_BY_PROFILES_COMMAND	ERROR	Profile Installation Failure	ERROR		

