

# Individual Device View

## What

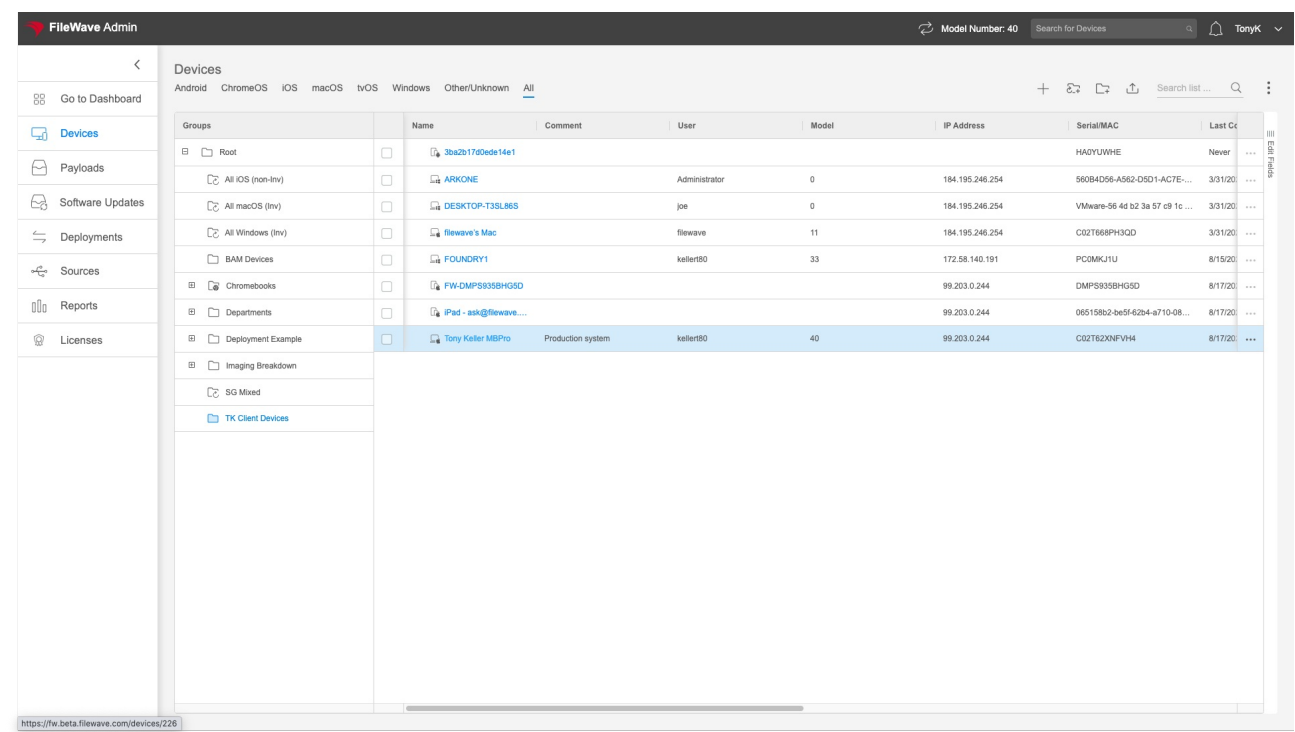
The individual device view is a detailed level view of all pertinent details about any individual device. The URL for this view is always going to be in the form of `https://my.server.address/devices/<fw_device_id>/info`. This deep url allows you to easily share a link to this specific device with any other administrator.

## When/Why

We'll use this view extensively for general data browsing purposes, but especially when we are looking to troubleshoot the behavior of any particular device.

## How

The Device Detail view is accessed primarily by clicking on the name of any device showing in the Devices View:



Once you are in the detail view, you'll see tabs that break out all of the data. We'll cover each of the tabs in the articles linked to below

FileWave Admin

Model Number: 40

Search for Devices

TonyK

Go to Dashboard

Devices

Payloads

Software Updates

Deployments

Sources

Reports

Licenses

Tony Keller MBPro

Device Info

Payloads

Software Updates

Applications

Users

Groups

Command History

Deployment

100% Completed

Completed : 2

Remaining : 0

Warning : 0

Error : 0

Client Monitor

Connecting

Device Name

MAC Address

Last Connected

Comment

Tony Keller MBPro

18:65:90:CC:B2:39 (more)

8/17/2020, 12:36:12 PM

Production system

Username

IP Address

FileWave Model Number

Department

keller80

99.203.0.244

40

Client ID

Free Disk Space

Date Created

Building

226

77.5 GB

3/24/2020, 5:15:09 AM

Serial Number

OS Name

Location

C02T62XNFVH4

macOS 10.15 Catalina

Details

Search ...

ActivationLock Bypass

General

Applications

Command History

Custom Fields

DEP Account

DEP Device

DEP Profile

Engage Profiles

Fonts

Archived

Client Name

Deleted from admin

Device Name

Building

Date of Last Enterprise App Validation

Department

Enroll Date

Client ID

Date of Last State Change

Device ID

Enrollment State

✔ You can send pertinent action commands to a device in the device details view from the vertical ellipsis (top-right):

The image shows a close-up of the vertical ellipsis menu in the FileWave Admin interface. The menu is open, displaying a list of actions that can be performed on the selected device. The actions include 'Clear', 'Copy to Group(s)', 'Rename', 'Edit device fields', 'Remove from system', 'Lock device', 'Send verify command', and 'Set tracking mode'. Each action is preceded by a right-pointing chevron, indicating that some actions may have sub-menus or further options.

## Applications

The Applications tab in the Device Detail view gives you a list of applications installed on the particular endpoint. The details provided differ by platform and type of enrollment. The view is directly linkable via [https://my.server.address/devices/<fw\\_device\\_id>/apps](https://my.server.address/devices/<fw_device_id>/apps)

This view will give us details on installed applications, which allows us to quickly look and see information such as what version of a particular application is installed. Note that the data that shows on this tab is only as accurate up until the last time the device reported inventory. Assume that you have a device that has been offline for 3 months in a desk drawer while you are rolling out a new version of Chrome. This view for that device is going to show an old version, as we would expect.

## How

We access the Applications tab just by clicking on the tab at the top of the view. This view can be controlled by sorting and pinning columns. The filtering option for this table makes it really easy to isolate records.

FileWave Admin

Model Number: 40

Search for Devices

TonyK

FOUNDRY1

Device Info

Payloads

Software Updates

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Go to Dashboard

Devices

Payloads

Software Updates

Deployments

Sources

Reports

Licenses

Search list ...

All

| Name                           | Version     | Identifier                   | Bundle Size | Dynamic Size | Validated |
|--------------------------------|-------------|------------------------------|-------------|--------------|-----------|
|                                |             | (3ASD80D9-B3AC-4010-B984-... |             |              |           |
|                                |             | (BAC08E99-230B-47e8-9721-... |             |              |           |
| 7-Zip 19.00 (x64)              | 19.00       |                              |             | 4.96 MB      |           |
| 7-Zip File Manager             |             |                              |             |              |           |
| ActivePresenter                | 8.1.1       | (A2A40277-D807-4754-95A3-... |             | 193 MB       |           |
| Add a new TAP virtual ethe...  |             |                              |             |              |           |
| Admin                          |             |                              |             |              |           |
| Administrative Tools           |             |                              |             |              |           |
| AirParrot 2                    | 2.7.4.0     | (C00A8A38-3306-4F02-9C8A-... |             | 126 MB       |           |
| Booster Monitor                |             |                              |             |              |           |
| Brave                          | 84.1.12.112 |                              |             |              |           |
| Character Map                  |             |                              |             |              |           |
| Chrome Remote Desktop          |             |                              |             |              |           |
| Client Monitor                 |             |                              |             |              |           |
| Command Prompt                 |             |                              |             |              |           |
| Delete ALL TAP virtual ethe... |             |                              |             |              |           |
| dtgui                          |             |                              |             |              |           |
| Disk Cleanup                   |             |                              |             |              |           |
| Dolby Audio X2 Windows API ... | 0.8.8.88    | (F290F786-SF69-48D4-B20B-... |             | 9.52 MB      |           |
| Dolby Audio X2 Windows APP     | 0.8.8.76    | (D0D32568-4680-490A-905C-... |             | 21.1 MB      |           |

14.0.0-31d1b6a/707

Certain enrollment types (like iOS BYOD enrollment) prevent the inventory of applications beyond the applications that are "managed". That is, with those devices, you can only see what has been installed by FileWave.

## Command History

The Command History tab is only shown for devices that are Apple MDM enrolled. This tab shows the recent history of MDM commands that have been sent to this device. Command History is reached at `https://my.server.address/devices/<fw_device_id>/commands`

This view is used very heavily whenever troubleshooting anything related to an Apple MDM device. For instance, if a device seems to not be getting a profile installed correctly, one might go to the Command History view to see the status of the latest Install Profile command.

## How

Simply click on the Command History tab to see the latest info:

FileWave Admin

Model Number: 40

Search for Devices

TonyK

FW-DMPS935BHG5D

Device Info

Payloads

Software Updates

Applications

Media

Users

Groups

Command History

Go to Dashboard

Devices

Payloads

Software Updates

Deployments

Sources

Reports

Licenses

Search list ...

Not Sent

Acknowledged

Error

Not Now

Sent

All

| ID  | Request Type                    | Status       | User | Creation Date          | Response Date          | Identifier | Bundle Identifier   | Error Message |
|-----|---------------------------------|--------------|------|------------------------|------------------------|------------|---------------------|---------------|
| 784 | AvailableOSUpdates              | Acknowledged | 4    | 8/17/2020, 10:21:20 AM | 8/17/2020, 10:21:21 AM |            |                     |               |
| 783 | ManagedMediaList                | Acknowledged | 4    | 8/17/2020, 10:21:19 AM | 8/17/2020, 10:21:20 AM |            |                     |               |
| 782 | ManagedApplicationList          | Acknowledged | 4    | 8/17/2020, 10:21:18 AM | 8/17/2020, 10:21:19 AM |            |                     |               |
| 781 | InstalledApplicationList        | Acknowledged | 4    | 8/17/2020, 10:21:17 AM | 8/17/2020, 10:21:18 AM |            |                     |               |
| 780 | ProfileList                     | Acknowledged | 4    | 8/17/2020, 10:21:16 AM | 8/17/2020, 10:21:17 AM |            |                     |               |
| 779 | Restrictions                    | Acknowledged | 4    | 8/17/2020, 10:21:16 AM | 8/17/2020, 10:21:16 AM |            |                     |               |
| 778 | SecurityInfo                    | Acknowledged | 4    | 8/17/2020, 10:21:15 AM | 8/17/2020, 10:21:16 AM |            |                     |               |
| 777 | DeviceInformation               | Acknowledged | 4    | 8/17/2020, 10:21:14 AM | 8/17/2020, 10:21:15 AM |            |                     |               |
| 688 | RemoveApplication               | Acknowledged | 4    | 8/14/2020, 3:34:06 PM  | 8/14/2020, 3:34:07 PM  |            | com.apple.classroom |               |
| 634 | Settings                        | Acknowledged | 4    | 8/14/2020, 11:04:13 AM | 8/14/2020, 11:04:14 AM |            |                     |               |
| 633 | ManagedApplicationAttributes    | Acknowledged | 4    | 8/14/2020, 11:04:12 AM | 8/14/2020, 11:04:13 AM |            |                     |               |
| 632 | ManagedApplicationConfigurat... | Acknowledged | 4    | 8/14/2020, 11:04:09 AM | 8/14/2020, 11:04:12 AM |            |                     |               |
| 584 | InstallApplication              | Acknowledged | 4    | 8/14/2020, 10:41:20 AM | 8/14/2020, 10:41:26 AM | Classroom  | com.apple.classroom |               |

14.0.0-31d1b6a/707

Note that the default view is ordered showing most recent commands at the top. We hope to see "Acknowledged" as the state for any good command, but sometimes you might see errors as well, and this view gives good detail on what the issue may be as you can see below:

FileWave Admin

Model Number: 40

Search for Devices

TonyK

Go to Dashboard

Devices

Payloads

Software Updates

Deployments

Sources

Reports

Licenses

Device Info

Payloads

Software Updates

Applications

Media

Users

Groups

Command History

iPad - ask@filewave.com

Command History

Search list ...

Not Sent

Acknowledged

Error

Not Now

Sent

All

| Request Type                    | Status       | User | Creation Date          | Response Date          | Identifier   | Bundle Identifier   | Error Message                        |
|---------------------------------|--------------|------|------------------------|------------------------|--------------|---------------------|--------------------------------------|
| InstallApplication              | Acknowledged | 13   | 8/17/2020, 12:35:41 PM | 8/17/2020, 12:35:55 PM | Google Drive | com.google.Drive    |                                      |
| InstallApplication              | Error        | 13   | 8/17/2020, 12:35:20 PM | 8/17/2020, 12:35:41 PM | Classroom    | com.apple.classroom | Could not install app. License ...   |
| Settings                        | Acknowledged | 13   | 8/17/2020, 12:35:08 PM | 8/17/2020, 12:35:09 PM |              |                     |                                      |
| ManagedApplicationConfigurat... | Acknowledged | 13   | 8/17/2020, 12:35:07 PM | 8/17/2020, 12:35:07 PM |              |                     |                                      |
| ManagedApplicationAttributes    | Acknowledged | 13   | 8/17/2020, 12:35:07 PM | 8/17/2020, 12:35:08 PM |              |                     |                                      |
| ManagedMediaList                | Acknowledged | 13   | 8/17/2020, 12:35:06 PM | 8/17/2020, 12:35:07 PM |              |                     |                                      |
| ManagedApplicationList          | Acknowledged | 13   | 8/17/2020, 12:35:05 PM | 8/17/2020, 12:35:06 PM |              |                     |                                      |
| InstalledApplicationList        | Acknowledged | 13   | 8/17/2020, 12:35:04 PM | 8/17/2020, 12:35:05 PM |              |                     |                                      |
| ProfileList                     | Acknowledged | 13   | 8/17/2020, 12:35:03 PM | 8/17/2020, 12:35:04 PM |              |                     |                                      |
| SecurityInfo                    | Acknowledged | 13   | 8/17/2020, 12:35:03 PM | 8/17/2020, 12:35:03 PM |              |                     |                                      |
| DeviceInformation               | Acknowledged | 13   | 8/17/2020, 12:35:02 PM | 8/17/2020, 12:35:03 PM |              |                     |                                      |
| InstallApplication              | Error        | 13   | 8/17/2020, 12:26:24 PM | 8/17/2020, 12:26:25 PM | Google Drive | com.google.Drive    | Could not install app. Invalid St... |
| InstallApplication              | Error        | 13   | 8/17/2020, 12:26:21 PM | 8/17/2020, 12:26:24 PM | Classroom    | com.apple.classroom | Could not install app. Invalid St... |
| Settings                        | Acknowledged | 13   | 8/17/2020, 12:26:07 PM | 8/17/2020, 12:26:08 PM |              |                     |                                      |
| InstallApplication              | Acknowledged | 13   | 8/17/2020, 12:24:40 PM | 8/17/2020, 12:24:43 PM | Google Drive | com.google.Drive    |                                      |
| InstallApplication              | Error        | 13   | 8/17/2020, 12:23:21 PM | 8/17/2020, 12:24:40 PM | Classroom    | com.apple.classroom | Could not install app. License ...   |
| Settings                        | Acknowledged | 13   | 8/17/2020, 12:23:07 PM | 8/17/2020, 12:23:08 PM |              |                     |                                      |
| InstallApplication              | Acknowledged | 13   | 8/17/2020, 12:21:55 PM | 8/17/2020, 12:22:00 PM | Google Drive | com.google.Drive    |                                      |
| InstallApplication              | Error        | 13   | 8/17/2020, 12:21:21 PM | 8/17/2020, 12:21:55 PM | Classroom    | com.apple.classroom | Could not install app. License ...   |

The Command History view has a special filter in the top-right of the view to filter by command states.

Not Sent
 Acknowledged
 Error
 Not Now
 Sent
 All

## Device Info

The Device Info tab of the Device Detail view allows you to see the most pertinent inventory details about any particular device. In this view, you will see an overall deployment status, you can see how much memory a device has all the way to how many, and what type of Network cards are installed. The Device Info tab is addressable here: [https://my.server.address/devices/<fw\\_device\\_id>/info](https://my.server.address/devices/<fw_device_id>/info)

We'll use this view whenever we want to see device specific information. We could create a report to do the same thing of course, but this view is much simpler and quicker.

## How

The Device Info tab is the default tab when you click on a particular device in the Devices view. You'll see some of the most used summary information at the top of the view:

FileWave Admin

Model Number: 40

Search for Devices

TonyK

Go to Dashboard

Devices

Payloads

Software Updates

Deployments

Sources

Reports

Licenses

Device Info

Payloads

Software Updates

Applications

Users

Groups

FOUNDRY1

Deployment

Client Monitor

Errors & Warnings

100% Completed

Completed : 1

Remaining : 0

Warning : 0

Error : 0

Connecting

Model no. out-dated

|                           |   |   |            |
|---------------------------|---|---|------------|
| Device Name<br>FOUNDRY1   | MAC Address<br>54:E1:AD:3D:06:8F (more) | Last Connected<br>8/15/2020, 8:17:16 PM | Comment    |
| Username<br>keller150     | IP Address<br>172.56.140.191            | FileWave Model Number<br>33             | Department |
| Client ID<br>300          | Free Disk Space<br>1.56 TB              | Date Created<br>3/24/2020, 12:49:29 PM  | Building   |
| Serial Number<br>PCOMKJ1U | OS Name<br>Windows 10.0                 |   | Location   |

Details

Search ...

|                       |                                     |                           |                            |
|-----------------------|-------------------------------------|---------------------------|----------------------------|
| ActivationLock Bypass | Custom Fields                       |                           |                            |
| Applications          |                                     |                           |                            |
| Custom Fields         | Asset Tag<br>FW-123674              | Department                | Device Model<br>Lenovo P50 |
| Fonts                 |                                     |                           |                            |
| FileWave Policies     | Image Date<br>7/28/2020, 2:36:49 PM | MSR                       | Phase 1<br>Yes             |
| General               |                                     | No                        |                            |
| Groups                | Pingry Username                     | School Name<br>Deckard ES | School Type<br>Elem        |
| Hardware              |                                     |                           |                            |
| Network Interfaces    | UEFI                                | User Role                 |                            |

With detailed tables below broken out into data categories. Here we are looking at network details for a Windows device:

FileWave Admin

Model Number: 40

Search for Devices

TonyK

FOUNDRY1

Device Info

Payloads

Software Updates

Applications

Users

Groups

Go to Dashboard

Devices

Payloads

Software Updates

Deployments

Sources

Reports

Licenses

Details

Search ...

ActivationLock Bypass

Applications

Custom Fields

Fonts

FileWave Policies

General

Groups

Hardware

Network Interfaces

Operating System

Payloads

Users

| IP Address                | IP Version | Interface Name                | MAC Address       | Network Name | Is Current |
|---------------------------|------------|-------------------------------|-------------------|--------------|------------|
| 169.254.41.208            | IPv4       | Bluetooth Network Connection  | F4:96:34:05:67:06 |              | No         |
| fe80::d196:f0ef:9202:29d0 | IPv6       | Bluetooth Network Connection  | F4:96:34:05:67:06 |              | No         |
| 169.254.93.95             | IPv4       | Ethernet                      | 54:E1:AD:3D:06:6F |              | No         |
| fe80::702e:dc54:d7f5:5d5f | IPv6       | Ethernet                      | 54:E1:AD:3D:06:6F |              | No         |
| 169.254.32.167            | IPv4       | Ethernet 3                    | 00:FF:1E:84:70:C9 |              | No         |
| fe80::d10d:5b5b:50eb:20a7 | IPv6       | Ethernet 3                    | 00:FF:1E:84:70:C9 |              | No         |
| 169.254.109.215           | IPv4       | Local Area Connection* 1      | F4:96:34:05:67:03 |              | No         |
| fe80::7001:94a3:63b2:5d57 | IPv6       | Local Area Connection* 1      | F4:96:34:05:67:03 |              | No         |
| 169.254.93.60             | IPv4       | Local Area Connection* 3      | F6:96:34:05:67:02 |              | No         |
| fe80::ac26:bfb5:659f:5d3c | IPv6       | Local Area Connection* 3      | F6:96:34:05:67:02 |              | No         |
| 192.168.152.1             | IPv4       | VMware Network Adapter VMn... | 00:50:56:C0:00:01 |              | Yes        |
| fe80::a157:5bdb:7297:4caf | IPv6       | VMware Network Adapter VMn... | 00:50:56:C0:00:01 |              | Yes        |
| 192.168.254.1             | IPv4       | VMware Network Adapter VMn... | 00:50:56:C0:00:08 |              | No         |
| fe80::80db:2747:e8ac:b471 | IPv6       | VMware Network Adapter VMn... | 00:50:56:C0:00:08 |              | No         |
| 192.168.10.116            | IPv4       | Wi-Fi                         | F4:96:34:05:67:02 |              | No         |
| fe80::688c:a9e8:4f5c:e4e5 | IPv6       | Wi-Fi                         | F4:96:34:05:67:02 |              | No         |

The sub-tables in this view do have their own filter. Filtering for search terms will highlight the content in the view:

FileWave Admin

Model Number: 40

Search for Devices

TonyK

FOUNDRY1

Device Info

Payloads

Software Updates

Applications

Users

Groups

Go to Dashboard

Devices

Payloads

Software Updates

Deployments

Sources

Reports

Licenses

Details

Model

ActivationLock Bypass

Applications

Custom Fields

Fonts

FileWave Policies

General

Groups

Hardware

Network Interfaces

Operating System

Payloads

Users

Device Name

MAC Address

Last Connected

Comment

Username

IP Address

FileWave Model Number

Department

Client ID

Free Disk Space

Date Created

Building

Serial Number

OS Name

Location

FOUNDRY1

54:E1:AD:3D:06:6F (more)

8/15/2020, 8:17:16 PM

keller80

172.58.140.191

33

300

1.56 TB

3/24/2020, 12:49:29 PM

PC0MKJ1U

Windows 10.0

Custom Fields

Asset Tag

Department

Device Model

Image Date

MSR

Phase 1

Pingry Username

School Name

School Type

UEFI

User Role

Yes

Deckard ES

Elem

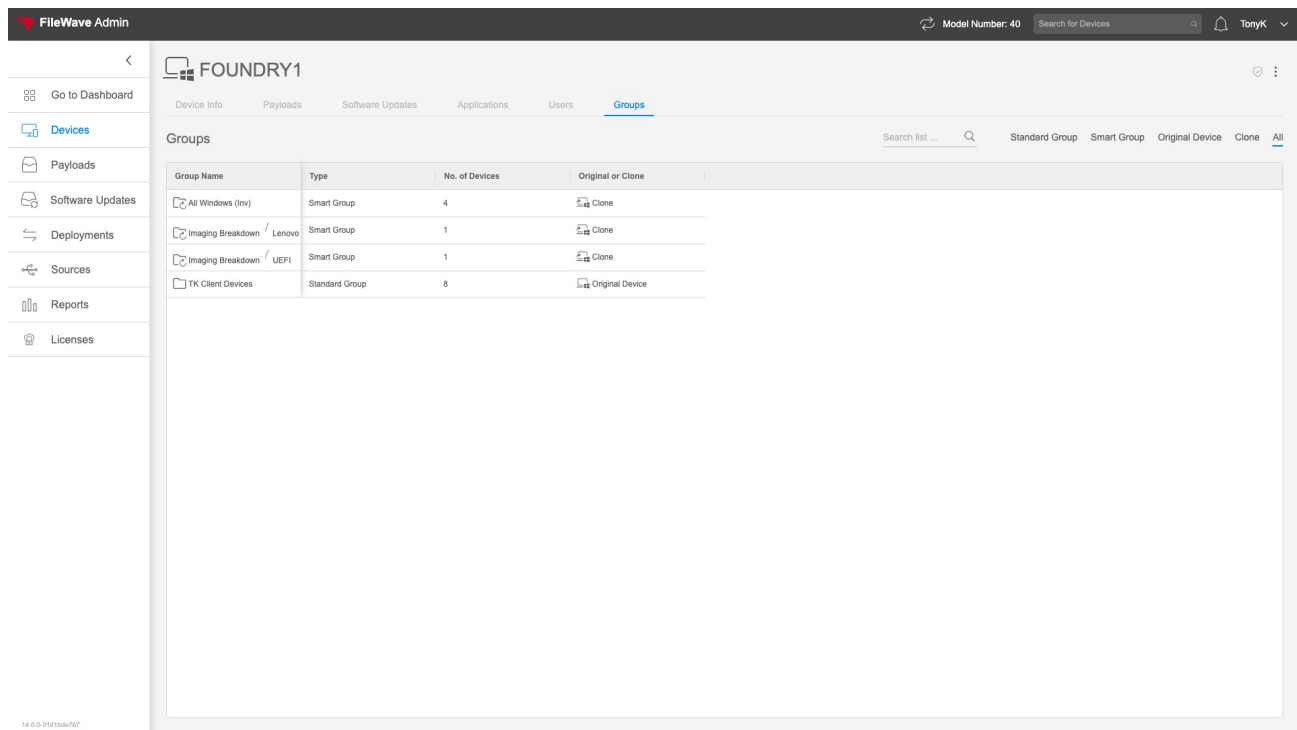
## Groups

The Groups tab of the Device Details view gives information about in which FileWave Groups a device is located. This view is addressable at: [https://my.server.address/devices/<fw\\_device\\_id>/groups](https://my.server.address/devices/<fw_device_id>/groups)

This group information is generally not actionable content, but sometimes can let you see that you have "surprise" group membership. That is, the device is in a group you didn't expect it to be in...perhaps from a custom field wrongly set, or a mistaken criteria on a smart group.

## How

Just click on the Groups tab to see what FileWave groups the device is in as we have done on the Windows device below:



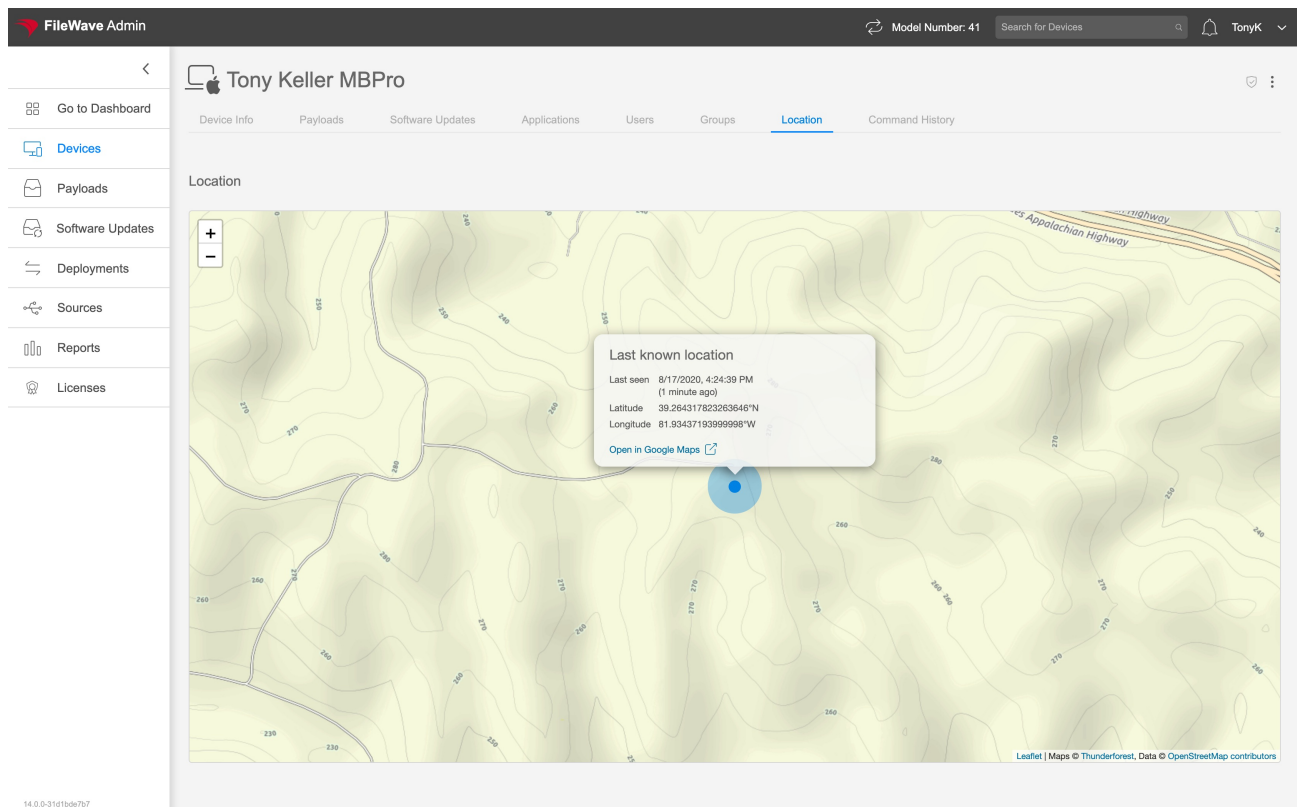
## Location

The Location tab of the Device Detail view gives information about the reported last location of a device. This tab is only shown if location data has been submitted for the particular device. The url for this tab is: [https://my.server.address/devices/<fw\\_device\\_id>/location](https://my.server.address/devices/<fw_device_id>/location)

Seeing this data is very helpful for either a lost or stolen device.

## How

Simply click on the Location tab to see the map (if available):



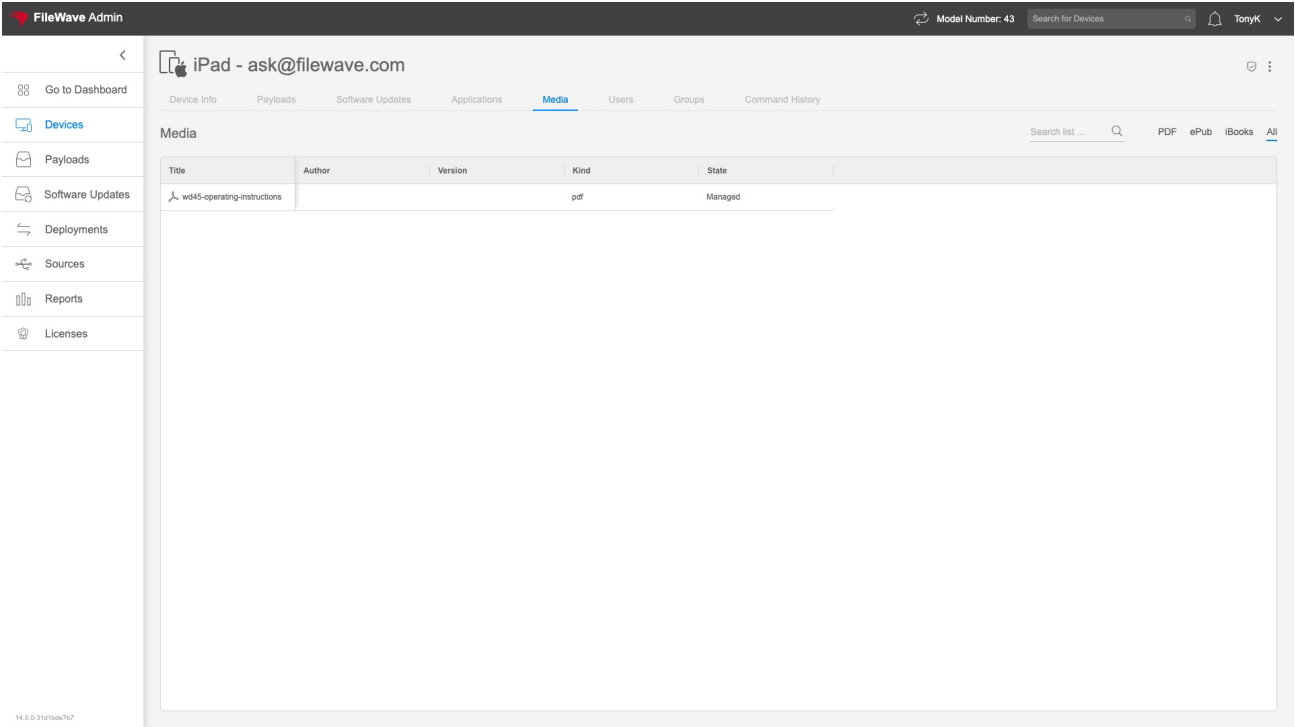
## Media

The Media tab of the Device Details view shows documents that are managed on the endpoint through FileWave. This tab will only show for iOS device types.

PDFs are the most common type of media delivered to endpoints, and the PDFs (once installed) will show in the Books app. You can get to the Media tab at the following url: [https://my.server.address/devices/<fw\\_device\\_id>/media](https://my.server.address/devices/<fw_device_id>/media)

## How

Just click on the Media tab to access the data reported from the endpoint. As with all inventory, the data shown is accurate as of the last data submission from the device.



## Payloads

The Payloads view is one of the most important tabs in the Device Details view. This table shows you all content assigned to the chosen endpoint and is accessible at: [https://my.server.address/devices/<fw\\_device\\_id>/payloads](https://my.server.address/devices/<fw_device_id>/payloads)

We will typically use the payloads tab to get summary information on payloads sent to (or pending) to an endpoint. This information can tell us where we have potential issues with deployments. It also can be very useful simply to backtrack how something is associated...that is, how that particular payload is assigned to this device.

## How

Note that the Associations column shows how the individual payload is assigned. In this case, three individual associations and one association to a smart group:

FileWave Admin Model Number: 44 Search for Devices TonyK

Go to Dashboard Devices Payloads Software Updates Applications Media Users Groups Command History

Device Info Payloads Software Updates Applications Media Users Groups Command History

Search list ... All

| Payload Name             | Payload Status         | Payload Group | Associations            | Payload Type | Deployment | Deployment Date       | Version |
|--------------------------|------------------------|---------------|-------------------------|--------------|------------|-----------------------|---------|
| iOS App - Classroom      | 0%                     | OS - iOS      | iPad - ask@filewave.com | iTunes App   | Normal     | 8/18/2020, 9:54:27 AM | 1       |
| iOS App - Google Drive   | 0%                     | OS - iOS      | iPad - ask@filewave.com | iTunes App   | Kiosk      | 8/18/2020, 9:54:34 AM | 1       |
| iOS App - iTunes Remote  | 0%                     | OS - iOS      | All iOS (non-inv)       | iTunes App   | Normal     | 8/18/2020, 9:54:21 AM | 2       |
| iOS Document - wd45-o... | Installed successfully | OS - iOS      | iPad - ask@filewave.com | iOS Media    | Normal     | 8/18/2020, 7:42:25 AM | 1       |

14.0.0-31d15da/7d7

From the ellipsis to the right of any payload, you can choose to Reinstall if you have an error as you see below:

iOS App - iTunes Remote Error OS - iOS All iOS (non-inv) iTunes App Normal 8 ...

Reinstall

## Software Updates

The Software Update tab shows all pertinent software updates for the particular device. The URL for this tab is: [https://my.server.address/devices/<fw\\_device\\_id>/updates](https://my.server.address/devices/<fw_device_id>/updates)

Using this tab is an excellent way to see any missing patches for a particular device, which gives us a sense of the device's relative health.

## How

Note that the updates that are shown will be any updates not yet applied, as well as updates deployed through FileWave that still have an association remaining. Examples shown below for macOS, Windows, and iPadOS respectively.

FileWave Admin Model Number: 45 Search for Devices TonyK

Go to Dashboard Devices Payloads Software Updates Applications Users Groups Command History

Device Info Payloads Software Updates Applications Users Groups Command History

Search list ... All

| Name                        | Release Date           | Size    | Critical | Status             |
|-----------------------------|------------------------|---------|----------|--------------------|
| XProtectPlistConfigData     | 7/17/2020, 5:10:03 PM  | 964 kB  | No       | Unassigned Install |
| MRTConfigData               | 7/17/2020, 5:01:44 PM  | 4.07 MB | No       | Unassigned Install |
| macOS 10.15.6 Update        | 7/19/2020, 12:14:37 PM | 4.45 GB | No       | Unassigned Install |
| macOS Catalina 10.15.5 U... | 5/28/2020, 1:34:59 PM  | 4.43 GB | No       | Unassigned Install |
| XProtectPlistConfigData     | 8/3/2020, 11:36:05 AM  | 964 kB  | No       | Completed          |
| macOS Catalina 10.15.6 U... | 8/10/2020, 9:53:13 PM  | 4.45 GB | No       | Unassigned Install |

14.0.0-31d15da/7d7



FileWave Admin Model Number: 45 Search for Devices TonyK

FOUNDRY1

Device Info Payloads **Software Updates** Applications Users Groups

Software Updates Search list ... All

| Name                         | Release Date          | Size    | Critical | Status     |  |
|------------------------------|-----------------------|---------|----------|------------|--|
| 2020-07 Cumulative Updat...  | 7/14/2020, 1:00:00 PM | 71.4 MB | Yes      | Unassigned | <input type="button" value="Install"/> |
| 2020-07 Servicing Stack U... | 7/14/2020, 1:00:06 PM | 14.2 MB | Yes      | Unassigned | <input type="button" value="Install"/> |
| 2020-07 Cumulative Updat...  | 7/14/2020, 1:03:06 PM | 384 MB  | Yes      | Unassigned | <input type="button" value="Install"/> |
| 2020-08 Servicing Stack U... | 8/11/2020, 1:00:06 PM | 14.3 MB | Yes      | Unassigned | <input type="button" value="Install"/> |
| 2020-08 Cumulative Updat...  | 8/11/2020, 1:00:00 PM | 75.6 MB | Yes      | Unassigned | <input type="button" value="Install"/> |
| 2020-08 Cumulative Updat...  | 8/11/2020, 1:00:06 PM | 401 MB  | Yes      | Unassigned | <input type="button" value="Install"/> |

14.0.0-31d15da/7d7

FileWave Admin Model Number: 45 Search for Devices TonyK

FW-DMPS935BHG5D

Device Info Payloads **Software Updates** Applications Media Users Groups Command History

Software Updates Search list ... All

| Name          | Release Date          | Size   | Critical | Status     |  |
|---------------|-----------------------|--------|----------|------------|--|
| iPadOS 13.6.1 | 8/13/2020, 9:57:42 AM | 228 MB | No       | Unassigned | <input type="button" value="Install"/> |

14.0.0-31d15da/7d7

Clicking on the "Install" button to the right of any update will associate that update to this particular device. A subsequent model update will make that change effective. While that association exists, you'll see a status for the particular update.

## Users

The Users tab in Device Details gives information about users who have logged into the endpoint. You can reach this tab at: [https://my.server.address/devices/<fw\\_device\\_id>/users](https://my.server.address/devices/<fw_device_id>/users)

Normally, we are going to use the users tab to get information about who has logged onto a device. Login count gives a pretty good indication of whom the primary user is (assuming of course that folks do logout/login occasionally).

## How

Note that data will only show where it makes sense for the OS flavor. Below is an example of a simple Windows device:

FileWave Admin

Model Number: 50

Search for Devices

TonyK

<

FOUNDRY1

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Go to Dashboard

Devices

Payloads

Software Updates

Deployments

Sources

Reports

Licenses

Device Info

Payloads

Software Updates

Applications

Users

Groups

Users

Search list ...

All

| User Name  | Account Type | Login Date            | Logout Date            | Login Count | Currently Logged In |
|------------|--------------|-----------------------|------------------------|-------------|---------------------|
| 🔒 keller80 | Normal User  | 8/15/2020, 6:26:22 PM | 8/13/2020, 12:27:17 PM | 24          | 🟢 Yes               |
| 🔒 SYSTEM   | Normal User  | 7/28/2020, 3:32:39 PM |                        | 1           | 🟢 Yes               |

14.0.0-31d156a/767

🔗Revision #2

★Created 10 July 2023 21:33:33 by Josh Levitsky

✎Updated 24 July 2023 14:01:31 by Josh Levitsky