

Individual Device View

What

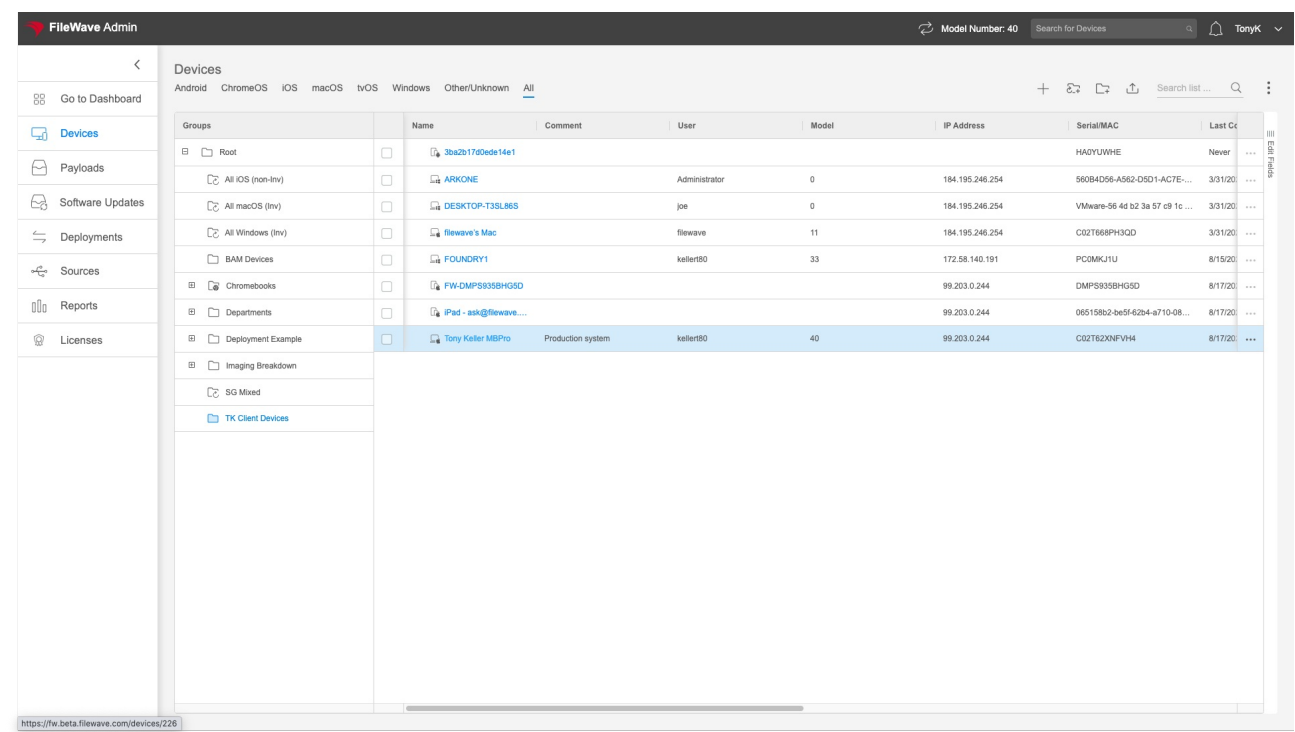
The individual device view is a detailed level view of all pertinent details about any individual device. The URL for this view is always going to be in the form of `https://my.server.address/devices/<fw_device_id>/info`. This deep url allows you to easily share a link to this specific device with any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

Tony Keller MBPro

Device Info Payloads Software Updates Applications Users Groups Command History

Deployment: 100% Completed
 Completed: 2, Remaining: 0, Warning: 0, Error: 0

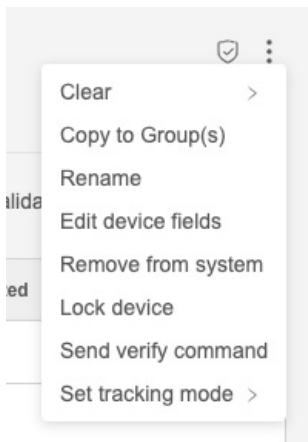
Client Monitor: Connecting

Device Name Tony Keller MBPro	MAC Address 18:65:90:CC:B2:39 (more)	Last Connected 8/17/2020, 12:36:12 PM	Comment Production system
Username keller80	IP Address 99.203.0.244	FileWave Model Number 40	Department
Client ID 226	Free Disk Space 77.5 GB	Date Created 3/24/2020, 5:15:09 AM	Building
Serial Number C02T62XNFVH4	OS Name macOS 10.15 Catalina		Location

Details Search ...

General			
ActivationLock Bypass	Archived	Building	Client ID
Applications	Never		226
Command History	Client Name	Date of Last Enterprise App Validation	Date of Last State Change
Custom Fields	Tony Keller MBPro	Never	8/17/2020, 12:13:43 PM
DEP Account	Deleted from admin	Department	Device ID
DEP Device	No		9645a43f5d45db62be974e8cf8e14652ab6401
DEP Profile	Device Name	Enroll Date	Enrollment State
Engage Profiles			
Fonts			

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



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

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

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Go to Dashboard

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Deployments

Sources

Reports

Licenses

Applications

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	(D0D32569-4680-490A-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

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Command History

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

iPad - ask@filewave.com

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

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

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

FOUNDRY1

Device Info Payloads Software Updates Applications Users Groups

Deployment

100% Completed

Completed : 1
Remaining : 0
Warning : 0
Error : 0

Client Monitor

Connecting

Errors & Warnings

Model no. out-dated

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

Details

Search ...

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

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Software Updates

Applications

Users

Groups

Go to Dashboard

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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:f620:29d0	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

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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

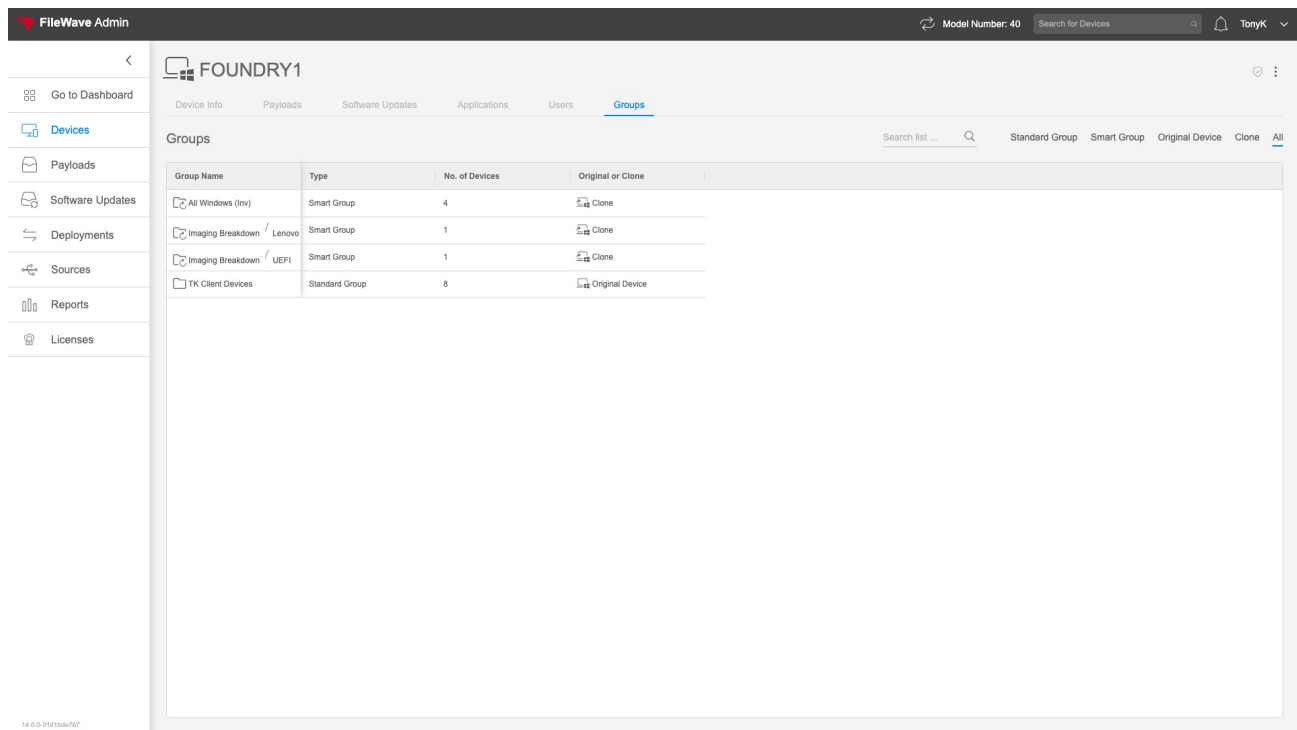
Groups

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

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:



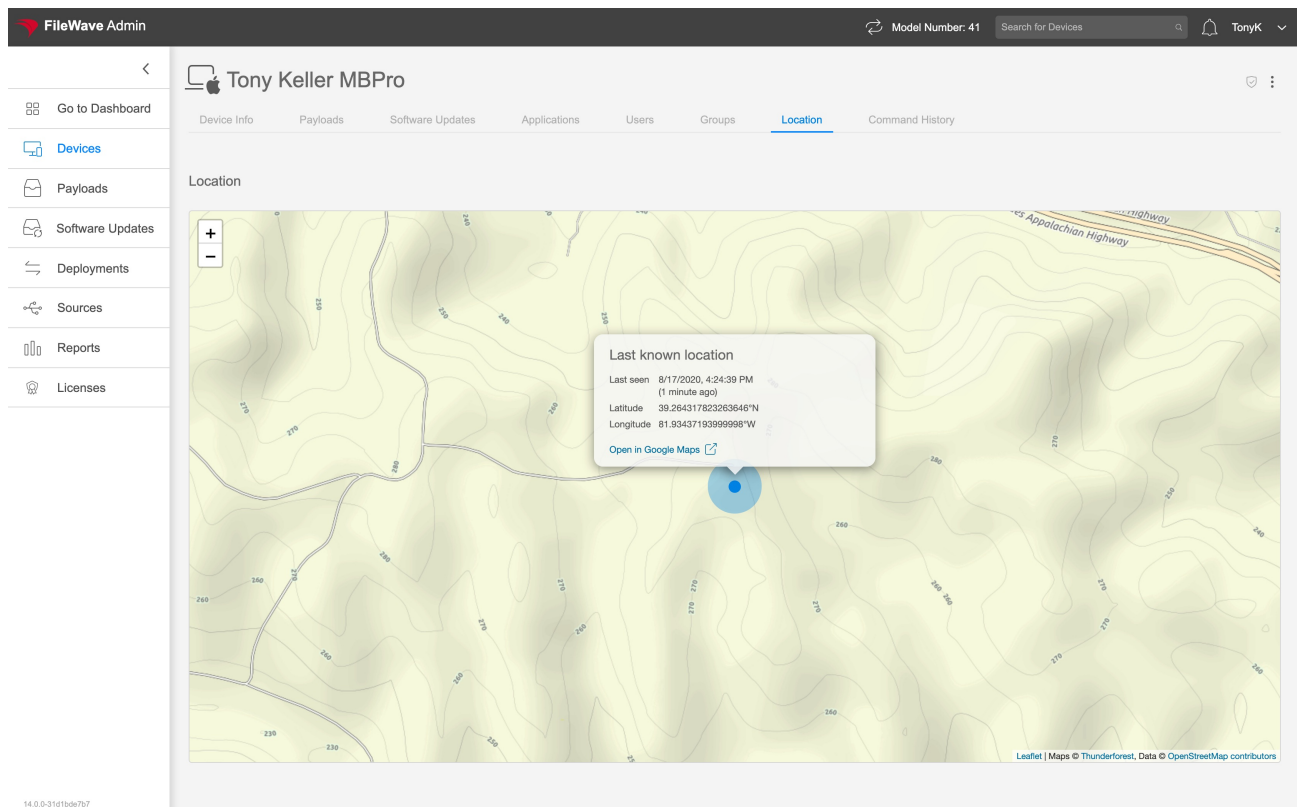
Location

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

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):



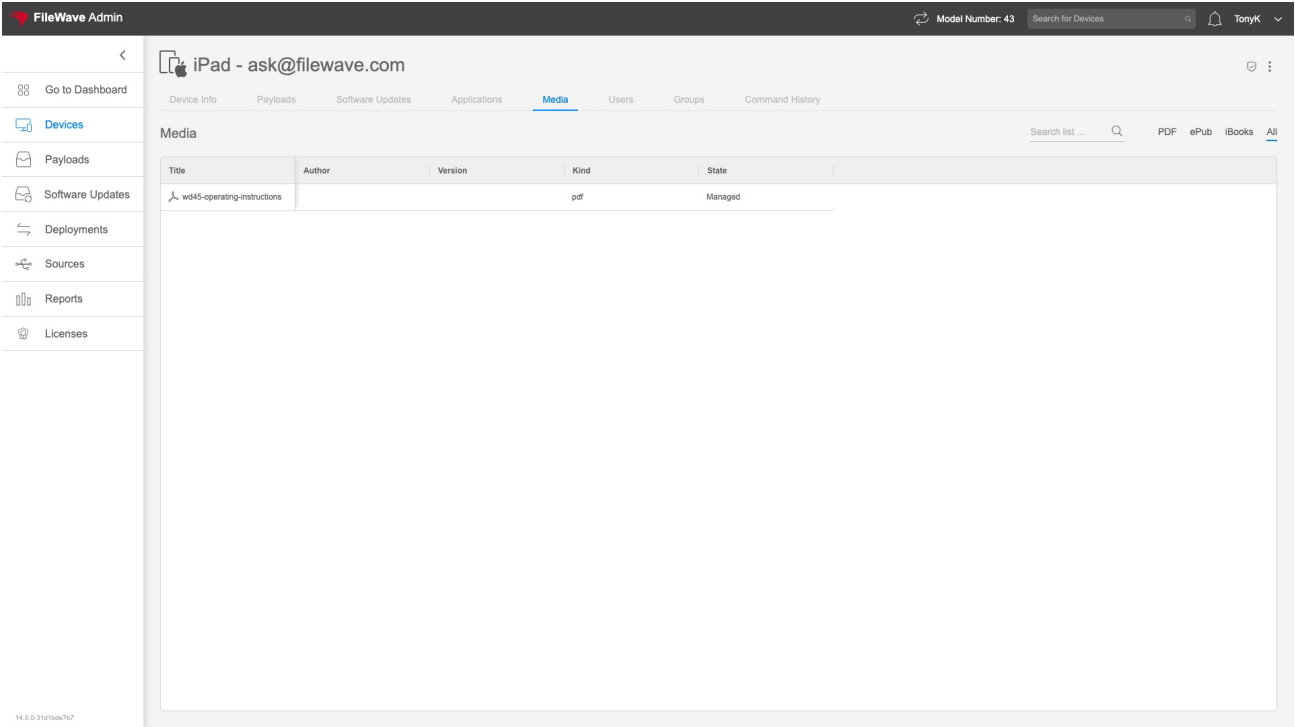
Media

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

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

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

14.0.0-31d1bda/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

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

14.0.0-31d1bda/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	Install
2020-07 Servicing Stack U...	7/14/2020, 1:00:06 PM	14.2 MB	Yes	Unassigned	Install
2020-07 Cumulative Updat...	7/14/2020, 1:03:06 PM	384 MB	Yes	Unassigned	Install
2020-08 Servicing Stack U...	8/11/2020, 1:00:06 PM	14.3 MB	Yes	Unassigned	Install
2020-08 Cumulative Updat...	8/11/2020, 1:00:00 PM	75.6 MB	Yes	Unassigned	Install
2020-08 Cumulative Updat...	8/11/2020, 1:00:06 PM	401 MB	Yes	Unassigned	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	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

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

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FOUNDRY1

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Go to Dashboard

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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