

# Inventory Queries (Reports)

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# Creating and Editing a query

This will discuss how to create and edit a query.

QueryBuilder - Ask me anything

Name: Ask me anything Main Component: Fileset

☐ Include Archived Clients

Criteria Fields

One or more of these expressions must be true

- ☐ Not Android Device / device name contains lab
- ☐ Not e / is system integrity protection enabled equals true
- ☐ Not Fileset / OS X SIP Incompatible equals true
- ☐ Not DEP Device / Operating System contains .0
- ☐ Not Application / last launch date before 10/12/15
- ☐ Not Network Interface / network name contains pug
- ☐ Not VPP Asset / Product name contains Angry

IP address, can be an IP v4 or v6

+ - Add Group Move up Move down Move in next group Move before parent

Cancel Save

When you create a new query, you start by giving it a name and choosing a starting criteria - in this case, we want to have all of our clients report back if they have an application containing the name "chrome". Next, we decide what fields will be displayed when the query executes.

QueryBuilder - Chrome Usage

Name: Chrome Usage Main Component: Desktop Device

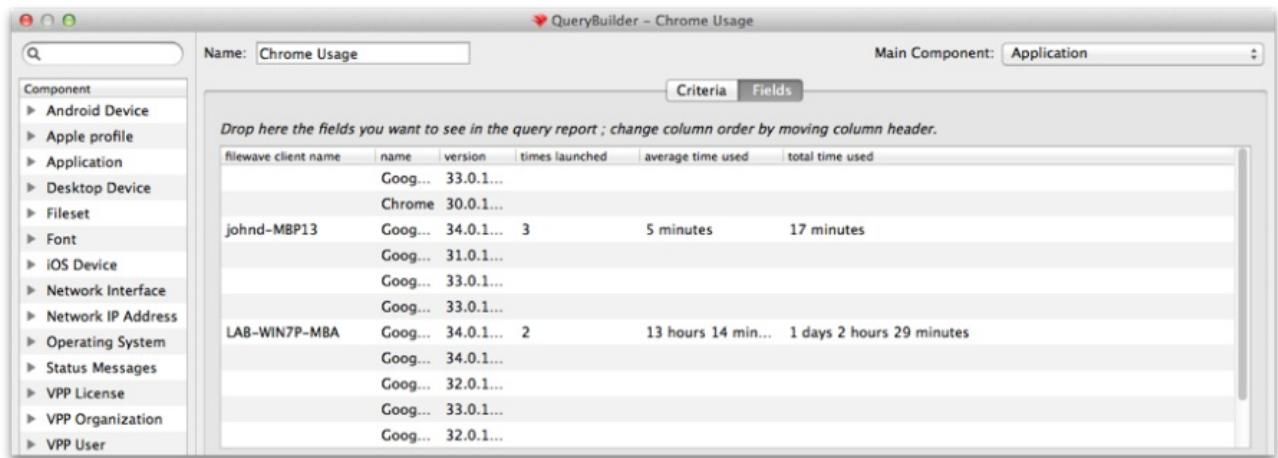
Criteria Fields

Drop here the fields you want to see in the query report ; change column order by moving column header.

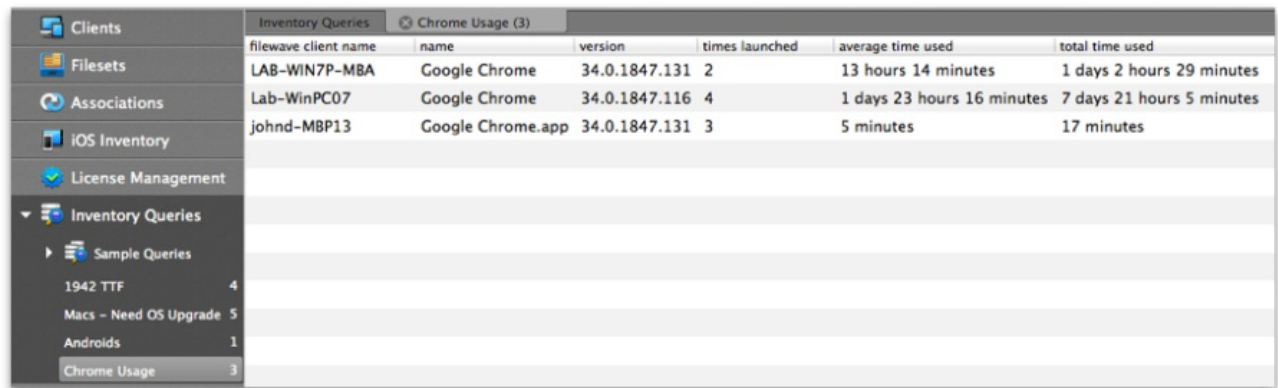
filewave client name	name	version	times launched	average time used	total time used
LAB-WIN7P-MBA	Google Chrome	34.0.1847.131	2	13 hours 14 minutes	1 days 2 hours 29 minutes
Lab-WinPC07	Google Chrome	34.0.1847.116	4	1 days 23 hours 16 minutes	7 days 21 hours 5 minutes
johnd-MBP13	Google Chrome.app	34.0.1847.131	3	5 minutes	17 minutes

3 row(s)

As you drag and drop component fields into the display window, FileWave immediately begins filling in the blanks with data from your Clients. You can re-order those fields by dragging them back and forth until you are satisfied with the results. You should choose a Main Component, which is the index field for the query. For example, in this query, if the main component was the application, then you would get a report that showed every instance of "chrome" that existed in the database. The results would display every instance of the Chrome application, even if it was stored away from the Applications folder and not being used.



By choosing the correct component, and the right criteria, you can create queries that will tell you exactly what you want to know. In the main Inventory window, you can select your query so that it will display just by clicking on it.



## Components

Key to being able to create a useful query is understanding the components you have access to. Here is a sampling of those items:



▼ Android Device
▶ Custom Bool Fields
▶ Custom DateTime Fields
▶ Custom Integer Fields
▶ Custom String Fields
auth username
building
current ip address
department
device id
device name
device product name
enroll date
filewave client locked

▼ Fileset
fileset id
install date
install size
kiosk
name
version
▼ Font
enabled
family
kind
name
path
valid

▼ Operating System
build
edition
OS name
type
version
▶ Status Messages
▶ VPP License
▶ VPP Organization
▼ VPP User
email
first name
First registration date
iTunes store identifier hash

One of the most important new component types is the custom field. There are four different sets: Boolean; DateTime; Integer; and,



String. You can create custom fields to go beyond the basic information provided by the Clients to look for unique combinations that include searching for files created prior to a certain date, or add marker files to clients that include a filename or text that meets custom criteria. You do this by passing arguments to the fwclcd command.

The general format used to set any custom.ini value (including new keys) follows this format:

```
$ fwclcd -custom_write -key <key_name> [-value <value_to_save>] [-silent]
```

#### Examples

Setting "custom\_bool\_13" to a false:

```
$ fwclcd -custom_write -key custom_bool_13 -value 0
$ fwclcd -custom_write -key custom_bool_13 -value false
```

Setting "custom\_bool\_13" to true:

```
$ fwclcd -custom_write -key custom_bool_13 -value 1
$ fwclcd -custom_write -key custom_bool_13 -value true
$ fwclcd -custom_write -key custom_bool_13 -value something
```

Setting "custom\_date\_02" to a date:

```
$ fwclcd -custom_write -key custom_date_02 -value 2014-02-20T15:22:43
```

To remove any key value, just leave off the -value parameter - so to reset the "custom\_date\_02" value back to it's default.

```
$ fwclcd -custom_write -key custom_date_02
```

#### Notes

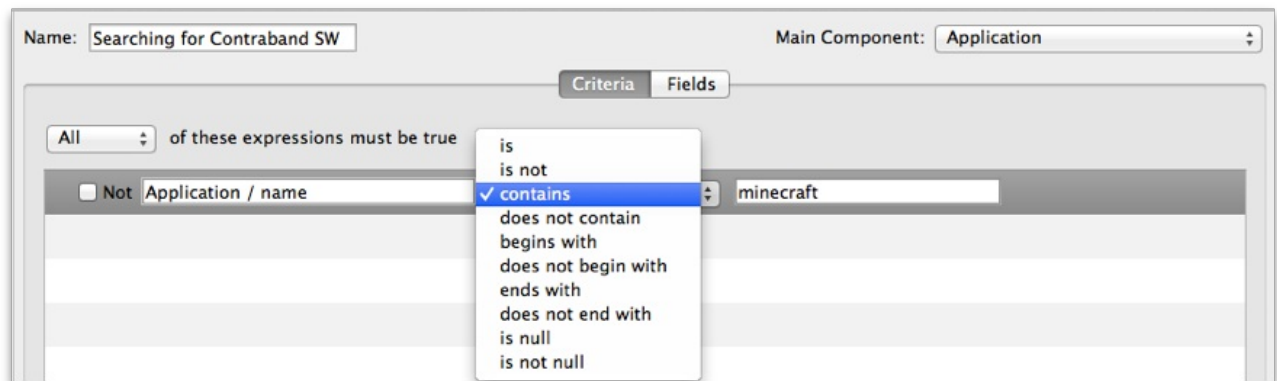
1. When a provided key name matches integer, date or boolean custom field names - the program will validate the provided input. If this validation fails, an error message is printed and the program will exit without setting the custom.ini value.
2. When any failure to set a custom.ini value occurs, the program will exit with code 1, if setting the value succeeds the exit code is 0.

[Add FileWave Custom Inventory fields remotely using a Fileset](#)

## Expressions

When you add an expression, the logic generally revolves around "is this thing true or not?" What you actually get to work with is a list of possibilities, such as "this is exactly what I am asking for", "this contains the thing I am asking for somewhere in the field I am looking", "this begins/ends with the thing I am looking for", or the all time favorite "is null" - which means the field I am looking at has no value set at all. Of course, you also have the opposite of all these with not - is not, does not, etc.

In this example, we are looking for any instance of an application where the name contains the text "minecraft" -



## Field values

The whole purpose behind the query is to get useful information out of inventory. You do this by adding fields to display the results of answers to your query. In Inventory, you access the same components you use as criteria for the search as the display fields. In our example, we are looking for "minecraft" but if we left it at that, all we would get back from the FileWave database is "yup, I found it. Now what?"

Criteria Fields

Drop here the fields you want to see in the query report ; change column order by moving column header.

name	vendor	version
Minecraft.app	MinecraftLauncher	1.0.1 © Mojang Specifications, Inc, 2013 MinecraftLauncher 1.0.1

Here's the result without us asking for a more detailed result. This is the database telling us that it found "minecraft" with no clue as to where it is on any of the clients. So now, we are going to clean up the view and add the component "device name" so that our query will tell us what device this is on.

Criteria Fields

Drop here the fields you want to see in the query report ; change column order by moving column header.

device name	name	version
johnd-MBP13	Minecraft.app	MinecraftLauncher

Remove version  
Application ▶  
Desktop Device ▶  
Clear

You can see how a simple query can be constructed, and that it can prove quite useful to just look for some simple answers. Next, we are going to look at some more powerful examples of queries that you can put to use.

## Example - Tracking application usage

A powerful tool in the Inventory / License Management is the ability to track application usage. You can create queries that display the amount of time any managed device is using any installed application. An easy example here would be to look at who is using a specific browser and how often.

The query is built based on locating an application - in this case, Google's Chrome web browser. However, instead of just locating the application as we did in the first example, we are going to find out how often that item gets used. FileWave provides application usage components for this purpose. Here's the query with its display fields:

Name: Chrome Usage Main Component: Desktop Device

Criteria Fields

All of these expressions must be true

☐ Not Application / name contains chrome

Name: Chrome Usage Main Component: Desktop Device

Criteria Fields

Drop here the fields you want to see in the query report ; change column order by moving column header.

filewave client name	name	version	times launched	average time used	total time used
LAB-WIN7P-MBA	Google Chrome	34.0.1847.131	2	13 hours 14 minutes	1 days 2 hours 29 minutes
Lab-WinPC07	Google Chrome	34.0.1847.116	4	1 days 23 hours 16 minutes	7 days 21 hours 5 minutes
johnd-MBP13	Google Chrome.app	34.0.1847.131	3	5 minutes	17 minutes

You can see that adding the proper fields, as well as choosing the proper index or Main Component for the display, you get a good bit of information from this query.

## Example - Identifying VPP applications that support device assignment

With the functionality in Apple's VPP of directly assigning applications to FileWave client devices, you have the challenge of finding out which of your many applications support that feature. Here is a query you can set up to determine which of your deployed Filesets support device assignment.

QueryBuilder - VPP Device Capable

Name:  Main Component:

☐ Include Archived Clients

**Criteria** **Fields**

One

☐ Not

The Fields include the product name and, most importantly, the Device assignable flag. The results don't show every VPP application and its status, only the ones that are already active.

# Demystifying Inventory Queries

## Description

Inventory queries are fundamental, both for reporting and Fileset deployment. For basic details for queries, please take a look at [Creating and Editing a query](#)

However, if the query isn't correct, then you could end up with incorrect reports or worse still incorrect Fileset deployments or removals.

## Information

So as well as the above section of the guide, additionally there are some example queries built into the Admin console: [What are Sample Queries?](#)

Sometimes though, you need something that is a little more complex or you can't quite get the right results. Some considerations when making queries:

- Do you need the query
- Does the criteria match the desired expectation
- What Main Component should be used
- What Fields do you need present

Following are some examples to demonstrate this.

1. Devices that do not have an application installed
2. Unexpected Entries
3. None and Not

### 1) Devices that do not have an application installed

#### Do you need the query?

This seems like an odd question, but why is this required? If Filesets are associated they should be installed, if not already, at the next check-in from the device. If the software has failed, then this is already available through the Report window. Perhaps they aren't in the right groups to be associated though or maybe the device hasn't checked in for a long time. Creating a Smart Group based upon an application that is not installed though, will not change the installation status if there is already an association and the App has failed to install.

#### Does the criteria match the desired expectation?

In this case, we want the devices that do not have an application installed. Using Firefox on macOS as an Example.

Drag in 'Application' > 'Name' to the criteria and set the following:

- Application/Name
- Is
- Firefox.App

Note we have 'Is' selected. Selecting 'Is Not', 'Does Not Contain', etc will not yield the desired results. Selecting 'Is Not' for instance, will list all devices that have any application on those devices that are not called Firefox.app. In essence, this will be all devices, those with and those without Firefox. Instead, we tick the Not box.

By using the Not box, it gives the reverse of the query. List all the devices that have Firefox and then give the opposite result (based on the Main Component, which will be covered next).

Since this is a MacOS query, then additionally the OS Type can be added:

- OS Type
- Is
- macOS

QueryBuilder - Firefox Missing

Name: Firefox Missing Main Component: macOS/Windows Device

☐ Include Archived Clients

Criteria Fields

All of these expressions must be true

☒ Not Application / Name is Firefox.app

☐ Not Operating System / OS Type is macOS

+ - Add Group Move up Move down Move in next group Move before parent

Cancel Save

## What Main Component should be used?

The main component is the key ingredient that the criteria will be based upon. Imagine two fields: FileWave Client Name and Application > Name

With the main component set to Application, the query will be:

- Show all Applications that are not Firefox.app

A query set up this way will therefore show all devices, as any App that is not Firefox.app will be a successful hit on this search

QueryBuilder - Firefox Missing

Name: Firefox Missing Main Component: Application

☐ Include Archived Clients

Criteria Fields

Drop here the fields you want to see in the query report ; change column order by moving column header.

FileWave Client Name	Name	Version
10.11VM	50onPaletteServer.app	
10.11VM	ABAssistantService.app	
10.11VM	Activity Monitor.app	10.11
10.11VM	AddPrinter.app	
10.11VM	AddressBookManager.app	
10.11VM	AddressBookSourceSync.app	
10.11VM	AddressBookSync.app	
10.11VM	AddressBookUrlForwarder.app	
10.11VM	AinulM.app	
10.11VM	AirPlayUIAgent.app	
10.11VM	AirPort Base Station Agent.app	
10.11VM	AirPort Utility.app	6.3.6
10.11VM	AirScanLegacyDiscovery.app	
10.11VM	AirScanScanner.app	
10.11VM	AOSAlertManager.app	
10.11VM	AOSAlertManager.app	

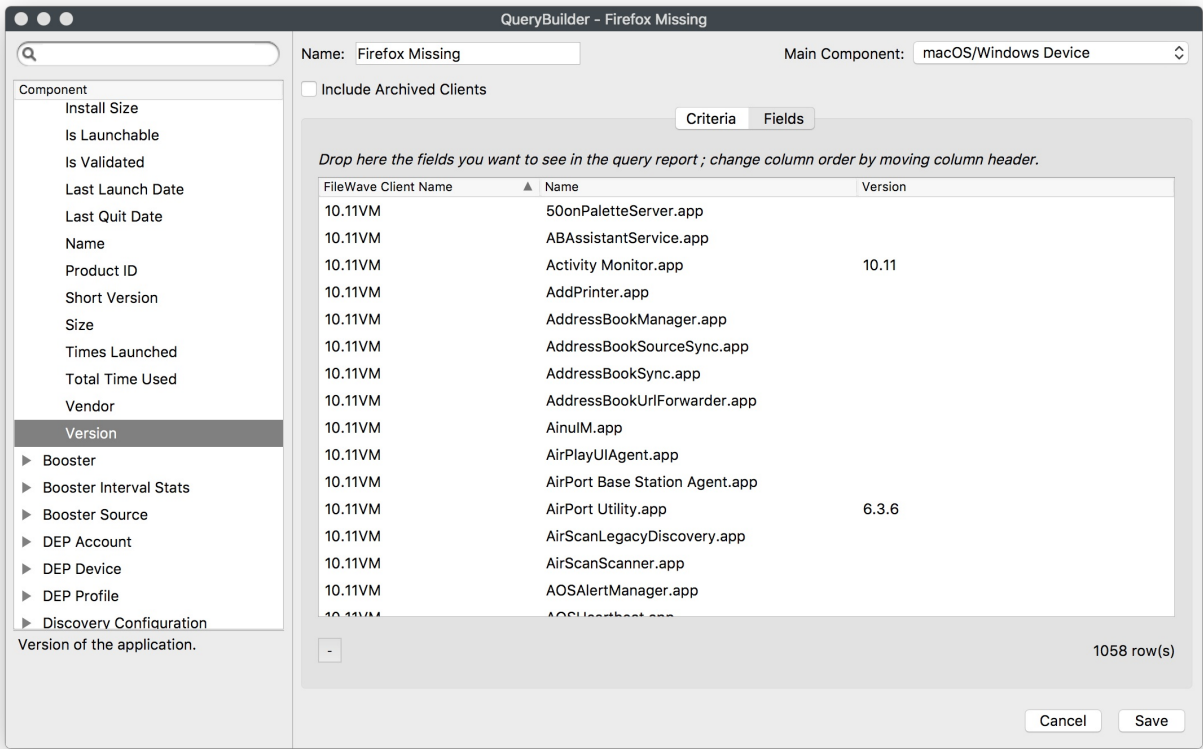
- 2324 row(s)

Cancel Save

With the main component set to macOS/Windows Device, then the query will be:

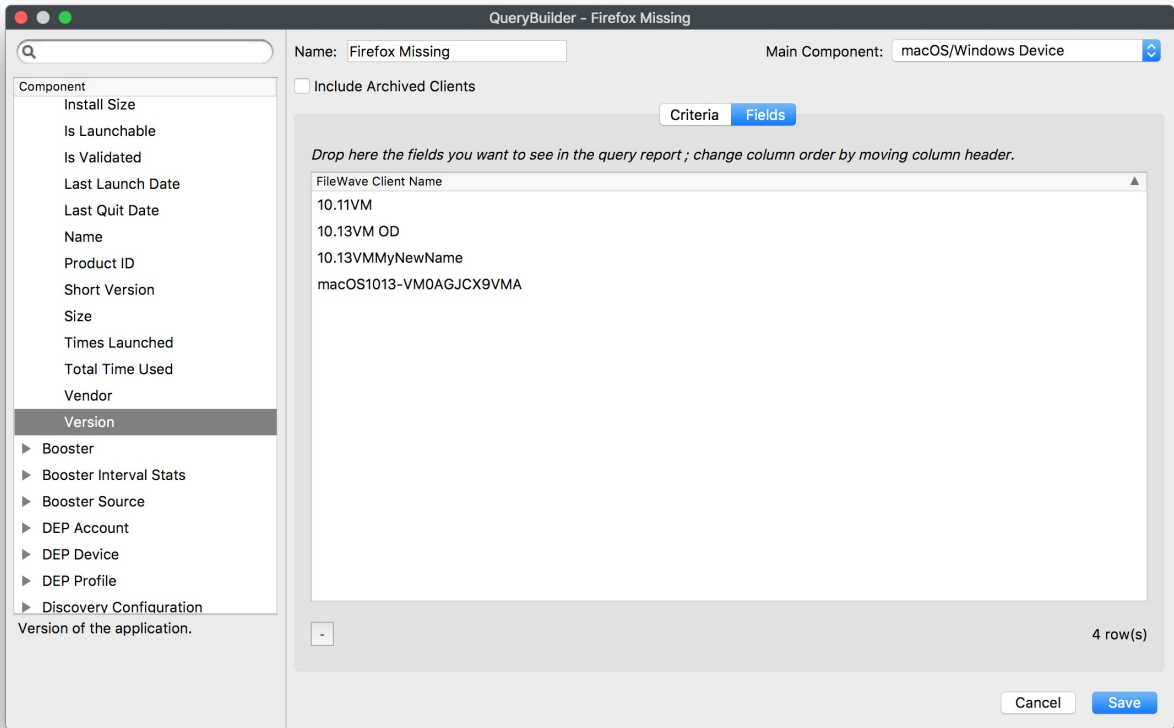
- Show all devices that do not have Firefox.app

This will be a different set of results, as now any device that has Firefox installed will no longer show. This is the desired result.



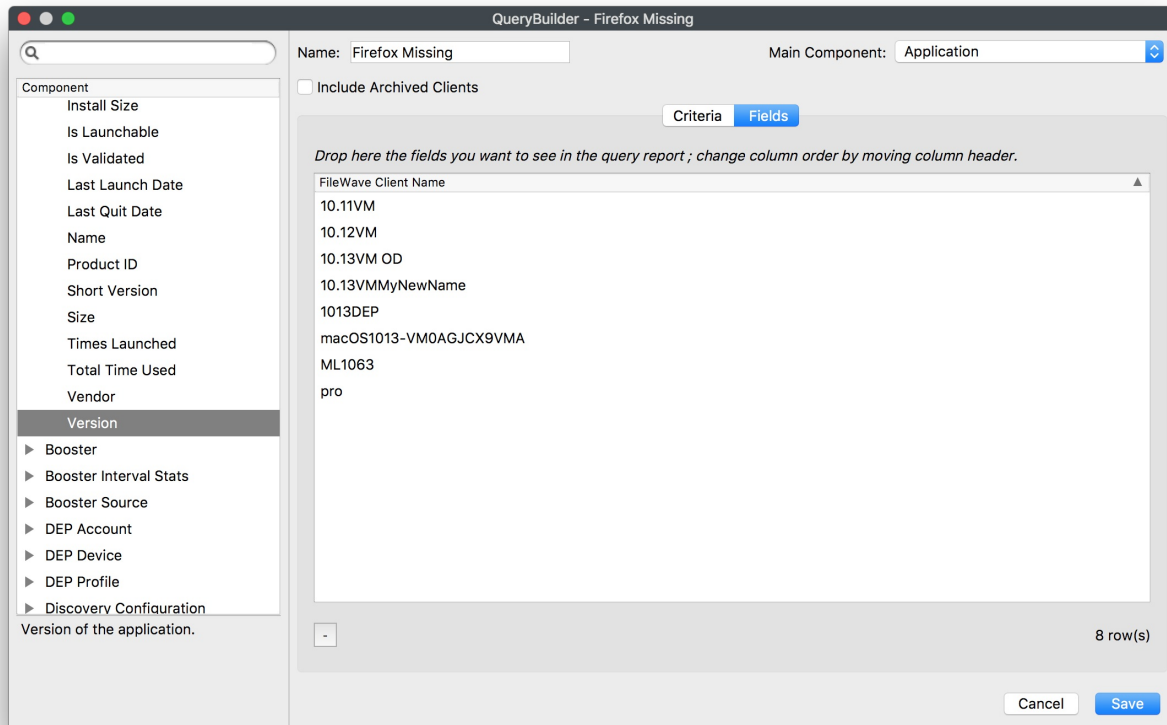
### What Fields do you really need present?

The above has given the desired result, but there are multiple entries per device. From a Smart Group association point of view, strictly speaking, this should not matter. There is only one of each device in reality, but it makes it hard to read and does not work well as an Inventory Query for reporting. As such, removing any relationship that will create a 1:many relationship would be ideal, such that there is only one result per device.



## 2) Unexpected Entries

Sometimes some entries seem unexpected. This is usually related to one of the query items in the last example not being set as expected. From the last example, changing the Main Component to Application will still have an undesired result, as this will be searching the criteria against Application entries in the database even though that Field is not shown. There will still only be one entry visible per device, but the search is now listing all Applications that are not Firefox, so every device.



It is possible though, that with an incorrect Main Component and certain fields added, the output can appear confusing. Start with a fresh Inventory query and by setting the following, many entries can be seen with no FileWave Client Name:

- No Criteria
- Add FileWave Client Name as a Field
- Add Operating System as a Field (by dragging this in, all sub-inventory items for Operating System will be added to the Fields view).

With the Main Component set as Operating System, there will be many entries with no FileWave Client Name.



Q

Component

ActivationLock Bypass Code

All Devices

Apple Media

Apple Profile

Application

Booster

Booster Interval Stats

Booster Source

DEP Account

DEP Device

DEP Profile

Discovery Configuration

Discovery Device Results

Discovery Scan Run

Discovery Scanner

Engage Profile

Engage Profile Status

Fileset

FileWave Policy

Font

IOS Profile Passcode Settings

IOS Profile Restrictions

IOS User

Location

Network Interface

Network IP Address

Operating System

Status Messages

Unmanaged Device

Update

User Logins

VPP Asset

VPP License

VPP Organization

VPP User

Device operating system, including edition, version and build.

Name: All OS Information

Main Component: Operating System

Include Archived Clients

CriteriaFields

Drop here the fields you want to see in the query report; change column order by moving column header.

FileWave Client Name	OS Name	OS Type	Version	Build	Edition
	IOS 11.2.5	IOS	11.2.5		
	IOS 11.2.6	IOS	11.2.6		
	IOS 7.0	IOS	7.0		
Apple TV	IOS 8	IOS	8.4.2	12H606	
iPad	IOS 9	IOS	9.3.5	13G36	
	IOS 9.0	IOS	9.0		
	IOS 9.3.2	IOS	9.3.2		
	IOS 9.3.5	IOS	9.3.5		
10.11VM	Mac OS X 10.11 ElCapitan	macOS	10.11.6	15G31	Desktop
10.12VM	macOS 10.12 Sierra	macOS	10.12.6	16G1314	Desktop
pro	macOS 10.12 Sierra	macOS	10.12.6	16G1114	Desktop
	macOS 10.12 Sierra	macOS	10.12.1	16B2657	Desktop
	macOS 10.12 Sierra	macOS	10.12.6	16G29	Desktop
10.13VM OD	macOS 10.13 High Sierra	macOS	10.13.2	17C205	Desktop
10.13VMMMyNewName	macOS 10.13 High Sierra	macOS	10.13.0	17A405	Desktop
1013DEP	macOS 10.13 High Sierra	macOS	10.13.0	17A405	Desktop
macOS1013-VM0AGJCX9VMA	macOS 10.13 High Sierra	macOS	10.13.0	17A405	Desktop
ML1063	macOS 10.13 High Sierra	macOS	10.13.4	17E202	Desktop
	macOS 10.13 High Sierra	macOS	10.13.1	17B1003	Desktop
	macOS 10.13 High Sierra	macOS	10.13.1	17B48	Desktop
	macOS 10.13 High Sierra	macOS	10.13.2	17C88	Desktop
	macOS 10.13 High Sierra	macOS	10.13.3	17D2047	Desktop
	macOS 10.13 High Sierra	macOS	10.13.3	17D47	Desktop
	macOS 10.13 High Sierra	macOS	10.13.4	17E199	Desktop
	OSX 10.11	macOS	10.11		
	OSX 10.11.6	macOS	10.11.6		
	OSX 10.12.1	macOS	10.12.1		
	OSX 10.12.6	macOS	10.12.6		
	OSX 10.13	macOS	10.13		
	OSX 10.13.2	macOS	10.13.2		
	OSX 10.13.4	macOS	10.13.4		
	OSX 5.0	macOS	5.0		
	tvOS 10.2	tvOS	10.2		
DESKTOP-JNETSS1	Windows 10.0	Windows	10.0.0	17134	Microsoft Windows 10 Pro
ML1063-W10-VM01	Windows 10.0	Windows	10.0.0	15063	Microsoft Windows 10 Pro
	Windows 10.0	Windows	10.0.0	10240	Microsoft Windows 10 Pro
	Windows 10.0	Windows	10.0.0	16299	Microsoft Windows 10 Pro

-

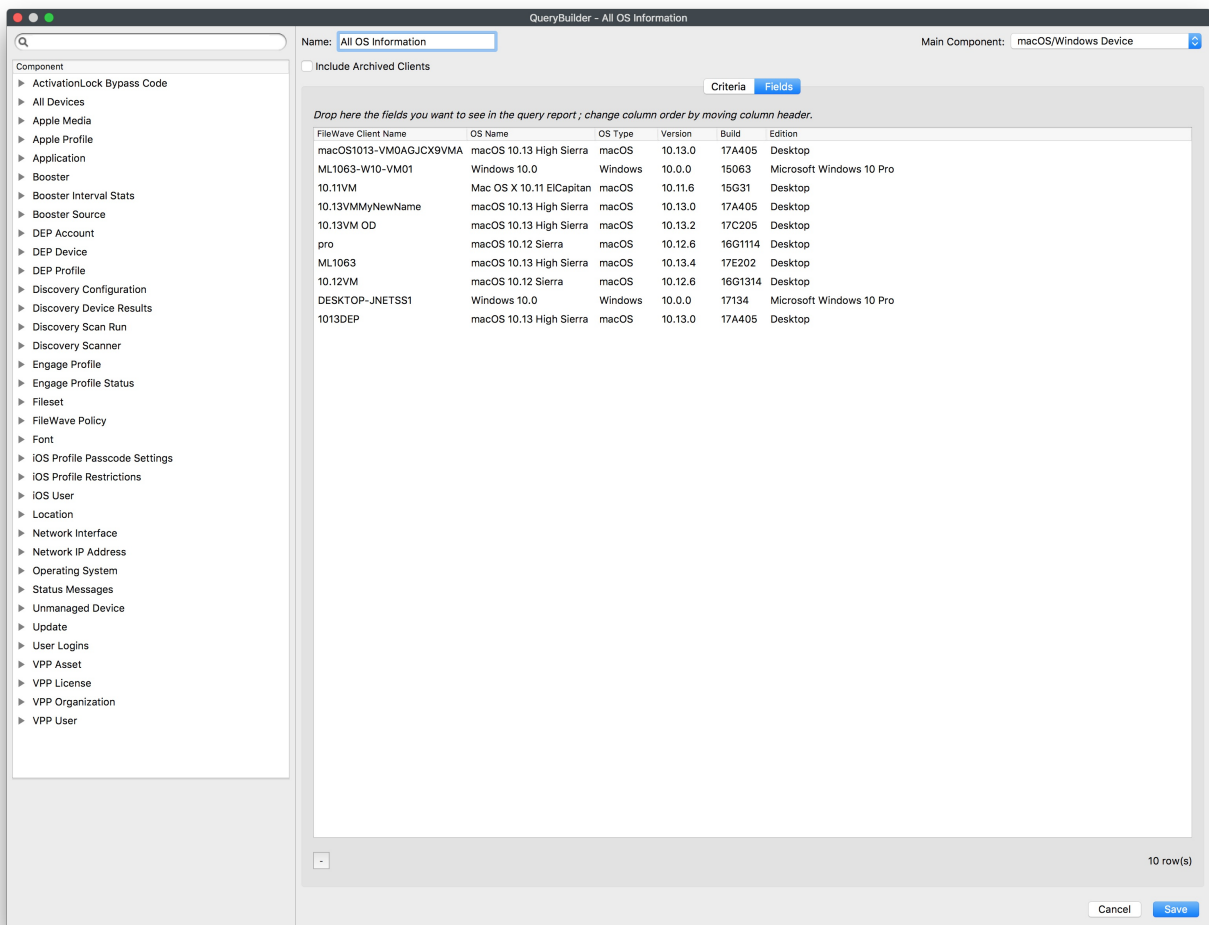
49 row(s)

Cancel

Save

This will be because entries have been made into the database from machines running these OS versions that are no longer appropriate for any of the active devices. Changing the Main Component can provide a true representation of the current installed OS versions.





Saving the above with the Main Component set as Operating System these entries can be seen to have no client. Right-click on an entry. As well as Copy, is there the option to Reveal Client:

Inventory Queries		All OS Information (49)		
FileWave Client Name	OS Name	OS Type	Version	
	iOS 10.0	iOS	10.0	
	macOS 10.13 High Sierra	macOS	10.13.1	
DESKTOP-JNETSS1	Windows 10.0	Windows	10.0.0	
	iOS 7.0	iOS	7.0	
	OSX 10.11	macOS	10.11	
1013DEP	macOS 10.13 High Sierra	macOS	10.13.0	

Inventory Queries		All OS Information (49)	
FileWave Client Name	OS Name	OS Type	Version
	iOS 10.0	iOS	10.0
	macOS 10.13 High Sierra	macOS	10.13.1
DESKTOP-JN	Windows 10.0	Windows	10.0.0
	iOS 7.0	iOS	7.0
	OSX 10.11	macOS	10.11
1013DEP	macOS 10.13 High Sierra	macOS	10.13.0

If there is no Client to Reveal, then there is no representable entry in the database. If you have a FileWave Client Name that shows but does not have the option to Reveal Client, it may be an old static record that will require manual removal. In this instance, you could contact support and they would be able to assist in tidying this up.

#### Inventory Only and Archived Clients

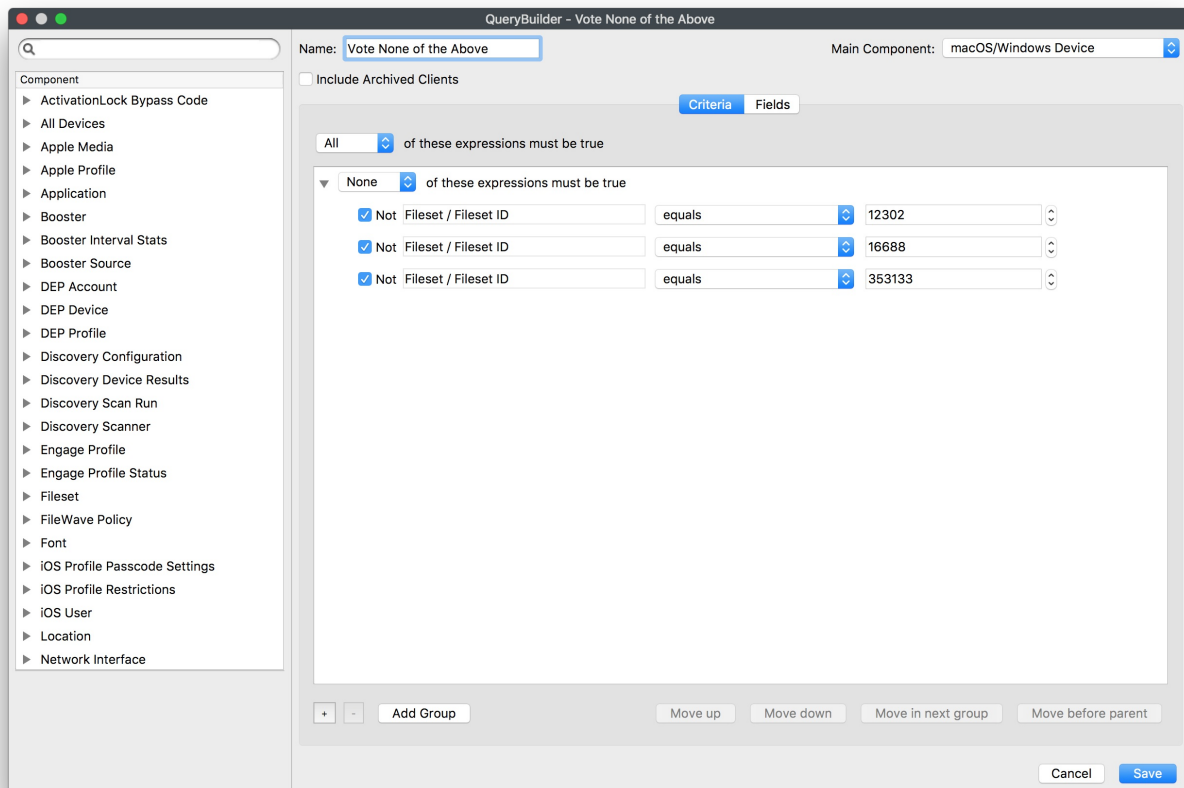
- When attempting to Reveal Clients, if the client is either Inventory Only or Archived, the relevant option to view these would need to be set through the contextual Menu Item

### 3) None and Not

Not can in many instances be more useful. A question was posed:

"We would like an Inventory query to show devices that have multiple specific Filesets installed. The issue I am seeing is that if you try to enter multiple Fileset IDs to an inventory query it will show no results because I am guessing it is trying to look for every Fileset to have multiple IDs. So basically I want to find a device that has Fileset 1, 2, and 3, installed and they must have all 3 to go into the query."

Taking from the information above, the negative logic will be seen to be the approach. Trying to search for each of these using positive logic will again not yield the correct results. Instead, Not can be used with desired results when mixed with None.



Take some time to think about how this works. Understanding this will make Inventory Query building in general more successful and ensure you don't have unexpected results.

# What are Sample Queries?

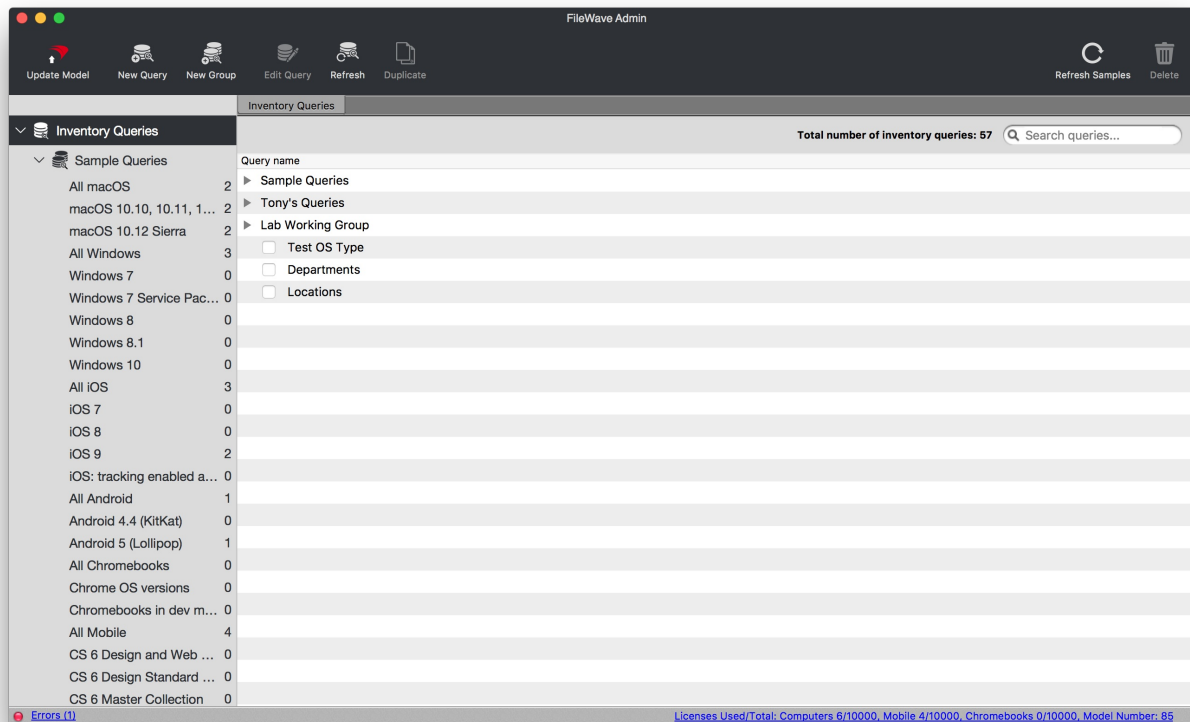
We are frequently asked about the intention of the Sample Queries that you find in the Inventory Queries view in the FileWave Admin.

## Problem

For new users of FileWave, the intent of Sample Queries is sometimes a bit of a mystery. We'll clear that up here!

## Environment

Sample Queries are provided by default in the Inventory Query view of your FileWave Admin as you can see below:



## Resolution

Sample Queries are actually provided for two primary reasons:

1. To provide you with pre-built common queries so you can get started quickly. These would be queries that are useful just as they are, such as All iOS or All Mobile.
2. To provide you with complex queries that you can use as examples to build your own queries. Sometimes it is just hard to get started on a complex query, like a query you might have to do for an Office Suite. These complex samples give you a starting point to building your own complex inventory queries.

## Additional Information

For best results, duplicate sample queries before you modify them so that you don't change the original. The Refresh Samples button in the Inventory Query view will put back any sample query that you may have deleted, but it will NOT over-write a modified query.

# How do I export the results of an Inventory query?

## Problem

The results of your inventory query will appear in the admin console, but you need to be able to share those results with others that do not have access to the admin console.

## Environment

FileWave Admin Console

## Resolution

There are 3 ways to export the results of your inventory query:

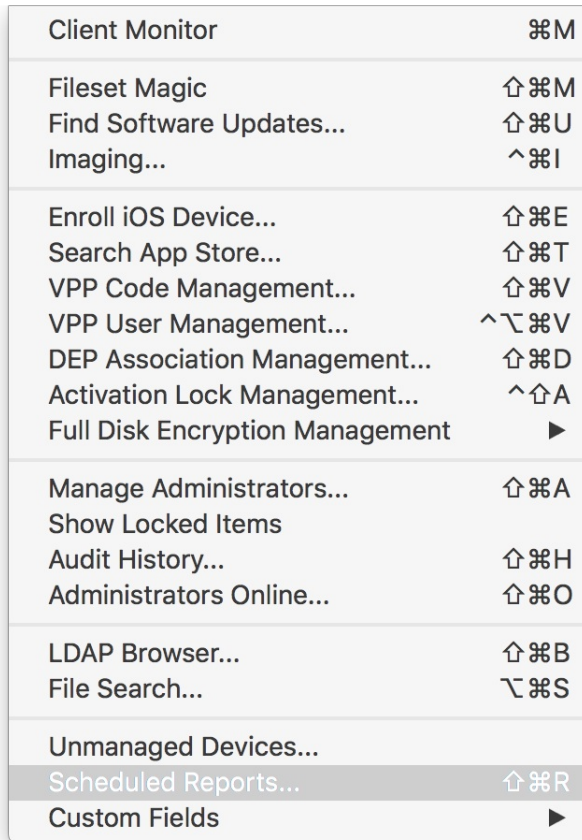
1. Select "File -> Export current View" from the menu bar. This will give you a tab delimited file that you can use to share with others.
2. Create a scheduled report via "Assistants> Scheduled Reports...". This will allow you to automate the export of the tab delimited file. The file can be delivered via email to a user defined email address.
3. Leverage the RESTful API to extract the inventory query results. Please see our [API documentation](#) for more information.

# Generating scheduled reports

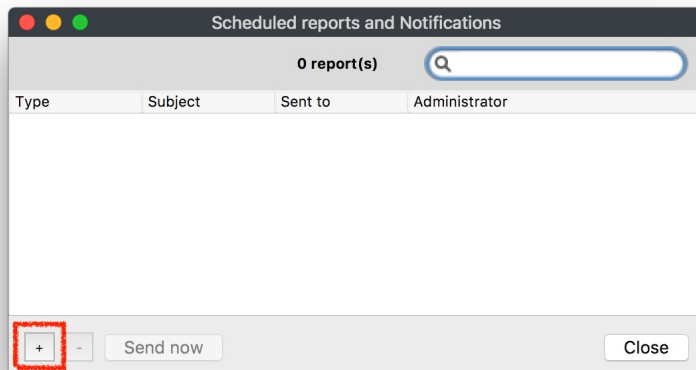
Being able to look at the various queries while logged in to the FileWave Admin is one thing. Being able to have the results of a query automatically sent to your or someone else's email inbox at the same time every week is much better. FileWave supports creating scheduled reports from queries and the process is very simple.

## How to create Scheduled Reports

1. First, you select Assistants → Scheduled Reports... from the FileWave Admin menubar.



- Then click the "+" in the lower left of the window to create a new report. If you had existing reports they would be visible here.



- You can now choose a Report Type which are a License or Query report.
  - License: This will create a report of everything that is listed in your License Management section in FileWave. This includes all VPP licenses and manually created licenses from Filesets or inventory.
  - Query: This option will send a report with the results of a specific inventory query that was created in the Inventory Management section in FileWave.

- Next is to type in what email address you want to send these reports too.

Multiple Email Addresses  
If you would like to send to multiple email addresses, you will need to separate the addresses by a semicolon.

The report will be sent to the following email addresses:

tony.wheeler@filewave.com;greg.stevens@filewave.com

- Then add in a Mail Subject and the Email content/body, these will give some definition to the reports sent.
- Next if you are signed into the FileWave Admin as the Superuser you will see a section for Owner. Whichever user account is selected will affect the results of the Scheduled Report based on that users permissions.  
Example: If the user Greg Stevens was selected as the owner of this report for a query of all devices but Greg does not have access to see any iOS devices then the report will not show iOS.

If you are not the Superuser you will NOT see the Owner section at all; as you can see in the screenshots below, only the Superuser can assign a user to reports.

**Edit Report**

Report type: Query

This report is the result of a query.

The report will be sent to the following email addresses: greg.stevens@filewave.com

Mail subject: All Devices

Email content/body: All mobile devices expect iOS devices

Owner: ☒ User greg ☐ LDAP User  Test

**Schedule**

☒ Every day at 00:00

☐ skip weekends

☐ Every week on Monday at 00:00

☐ Every month on the first Monday at 00:00

Query: [All Mobile](#)

Cancel OK

**Edit Report**

Report type: Licenses

This report shows the list of desktop and iOS licenses.

The report will be sent to the following email addresses:

Mail subject:

Email content/body:

**Schedule**

☒ Every day at 00:00

☐ skip weekends

☐ Every week on Monday at 00:00

☐ Every month on the first Monday at 00:00

Cancel OK

- After you have selected an Owner you will need to set when the report is going to be sent out
  - Every day
    - skip weekends
  - Every week on

- Every month on
- Optional - if the Report Type is set to Query you will need to select which query the report will send

**Edit Report**

Report type: ✓ Licenses  
Query

The report will be sent to the following email addresses:

Mail subject:

Email content/body:

Owner: ☒ User fwadmin ☐ LDAP User

**Schedule**

☒ Every day at 00:00  
☐ skip weekends

☐ Every week on Monday at 00:00

☐ Every month on the first Monday at 00:00

- Click OK to save this scheduled report, you will then be able to view any previously created reports as well as the option to send the report out immediately.

**Scheduled reports and Notifications**

3 report(s)

Type	Subject	Sent to	Administrator
Licenses	Title	tony.wheeler...	fwadmin
Query	Scheduled R...	tony.wheeler...	fwadmin
Query	All Devices	greg.stevens...	greg

## Scheduled Reports Results

The reports that get sent will be tab-delimited text files that you can easily convert or import into any editor you like to use.

## Query Results



report.txt				
FileWave Client Name	Username	Login Date	Login Count	
admin's MacBook Air (5)	admin	July 27, 2018, 1:21 p.m.	4	
DESKTOP-V0G0QBH	fwadmin	April 12, 2018, 2:08 p.m.	2	
DESKTOP-V0G0QBH	fwsupport	July 6, 2018, 12:25 p.m.	5	
DESKTOP_4A0Q7JK	fwadmin	July 6, 2018, 9:17 a.m.	2	
fwadmin1's MacBook Air	fwadmin	July 27, 2018, 6:28 a.m.	1	
FWExpertTrainer	Naty	Jan. 13, 2018, 4:59 p.m.	10	
FWExpertTrainer	Tony	July 6, 2018, 11:12 p.m.	98	
MacBook Air (2)	fwadmin	April 26, 2018, 2:23 p.m.	1	
MacBook Air (2)	kamalakhani	April 26, 2018, 2:37 p.m.	1	
SMALL-Device	admin	March 12, 2018, 4:35 p.m.	1	
SMALL-Device	autoadmin	Jan. 23, 2018, 4:07 p.m.	1	
surface	fwadmin	March 15, 2018, 7:49 a.m.	4	
WIN-QTMDHFECH0U	fwadmin	July 16, 2018, 3:31 p.m.	1	

AutoSave

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Alignment

Number

Conditional Formatting

Format as Table

Cell Styles

Cells

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	A	B	C	D	E
1	FileWave Client Name	Username	Login Date	Login Count	
2	admin,Ãs MacBook Air (5)	admin	July 27, 2018, 1:21 p.m.	4	
3	DESKTOP-V0GOQBH	fwadmin	April 12, 2018, 2:08 p.m.	2	
4	DESKTOP-V0GOQBH	fwsupport	July 6, 2018, 12:25 p.m.	5	
5	DESKTOP_4A0Q7JK	fwadmin	July 6, 2018, 9:17 a.m.	2	
6	fwadmin1,Ãs MacBook Air	fwadmin	July 27, 2018, 6:28 a.m.	1	
7	FWExpertTrainer	Naty	Jan. 13, 2018, 4:59 p.m.	10	
8	FWExpertTrainer	Tony	July 6, 2018, 11:12 p.m.	98	
9	MacBook Air (2)	fwadmin	April 26, 2018, 2:23 p.m.	1	
10	MacBook Air (2)	kamalakhan	April 26, 2018, 2:37 p.m.	1	
11	SMALL-Device	admin	March 12, 2018, 4:35 p.m.	1	
12	SMALL-Device	autoadmin	Jan. 23, 2018, 4:07 p.m.	1	
13	surface	fwadmin	March 15, 2018, 7:49 a.m.	4	
14	WIN-QTMDHFECHOU	fwadmin	July 16, 2018, 3:31 p.m.	1	
15					
16					
17					

report

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Ready

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## License Results

report.txt					
License Name	Installed	Owned	Compliance	Status	Platform
Organization					
The Calculator	0	10	License	Compliant	iOS Test VPP
Keynote	0	2	License	Compliant	OSX Test VPP
GarageBand	0	2	License	Compliant	OSX Test VPP
Speedtest by Ookla	0	10	License	Compliant	iOS Test VPP
SoundHound - Music Discovery	0	10	License	Compliant	iOS Test VPP
Gmail - Email by Google	0	10	License	Compliant	iOS Test VPP
Fly Delta for iPad	0	10	License	Compliant	iOS Test VPP
Tic Tac Toe HD!	0	10	License	Compliant	iOS Test VPP
iMovie	0	2	License	Compliant	iOS Test VPP
GoToMyPC (Remote Desktop)	0	10	License	Compliant	iOS Test VPP
HBO GO	0	10	License	Compliant	iOS Test VPP
TestNav	0	10	License	Compliant	iOS Test VPP
Evernote	0	10	License	Compliant	iOS Test VPP
Slack	0	10	License	Compliant	iOS Test VPP
Angry Birds Star Wars II	0	10	License	Compliant	iOS Test VPP
EngageX	0	10	License	Compliant	OSX Test VPP
Keynote	0	5	License	Compliant	iOS Test VPP
Skype for iPad	0	10	License	Compliant	iOS Test VPP
SonicWall Mobile Connect	0	10	License	Compliant	iOS Test VPP
Magic Duck Unlimited	0	10	License	Compliant	iOS Test VPP
PowerSchool Mobile	0	10	License	Compliant	iOS Test VPP
Crossword Puzzles!	0	10	License	Compliant	iOS Test VPP
DRC INSIGHT	0	10	License	Compliant	iOS Test VPP
TouchBistro Customer Facing Display	0	10	License	Compliant	iOS
Test VPP					
100 Quotations to Make You Think!		0	10	License	Compliant Book
Test VPP					
Tumblr	0	10	License	Compliant	iOS Test VPP

AutoSave OFF

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	A	B	C	D	E	F	G	H
1	License Name	Installed	Owned	Compliance Status	Platform	Organization		
2								
3								
4	The Calculator	0	10	License Compliant	iOS	Test VPP		
5	Keynote	0	2	License Compliant	OSX	Test VPP		
6	GarageBand	0	2	License Compliant	OSX	Test VPP		
7	Speedtest by Ookla	0	10	License Compliant	iOS	Test VPP		
8	SoundHound - Music Discovery	0	10	License Compliant	iOS	Test VPP		
9	Gmail - Email by Google	0	10	License Compliant	iOS	Test VPP		
10	Fly Delta for iPad	0	10	License Compliant	iOS	Test VPP		
11	Tic Tac Toe HD!	0	10	License Compliant	iOS	Test VPP		
12	iMovie	0	2	License Compliant	iOS	Test VPP		
13	GoToMyPC (Remote Desktop)	0	10	License Compliant	iOS	Test VPP		
14	HBO GO	0	10	License Compliant	iOS	Test VPP		
15	TestNav	0	10	License Compliant	iOS	Test VPP		
16	Evernote	0	10	License Compliant	iOS	Test VPP		
17	Slack	0	10	License Compliant	iOS	Test VPP		
18	Angry Birds Star Wars II	0	10	License Compliant	iOS	Test VPP		
19	EngageX	0	10	License Compliant	OSX	Test VPP		
20	Keynote	0	5	License Compliant	iOS	Test VPP		
21	Skype for iPad	0	10	License Compliant	iOS	Test VPP		
22	SonicWall Mobile Connect	0	10	License Compliant	iOS	Test VPP		
23	Magic Duck Unlimited	0	10	License Compliant	iOS	Test VPP		
24	PowerSchool Mobile	0	10	License Compliant	iOS	Test VPP		
25	Crossword Puzzles!	0	10	License Compliant	iOS	Test VPP		
26	DRC INSIGHT	0	10	License Compliant	iOS	Test VPP		
27	TouchBistro Customer Facing Display	0	10	License Compliant	iOS	Test VPP		
28	100 Quotations to Make You Think!	0	10	License Compliant	Book	Test VPP		
29	Tumblr	0	10	License Compliant	iOS	Test VPP		
30								

report

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Ready

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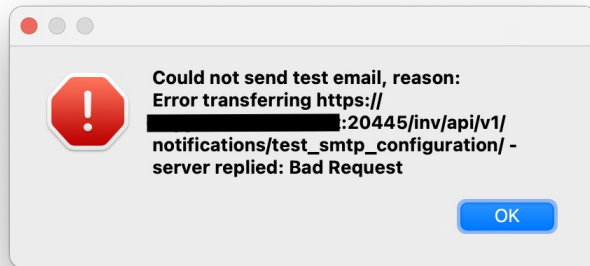
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100%

# FileWave Server Mail test receives Bad Request with Google Accounts

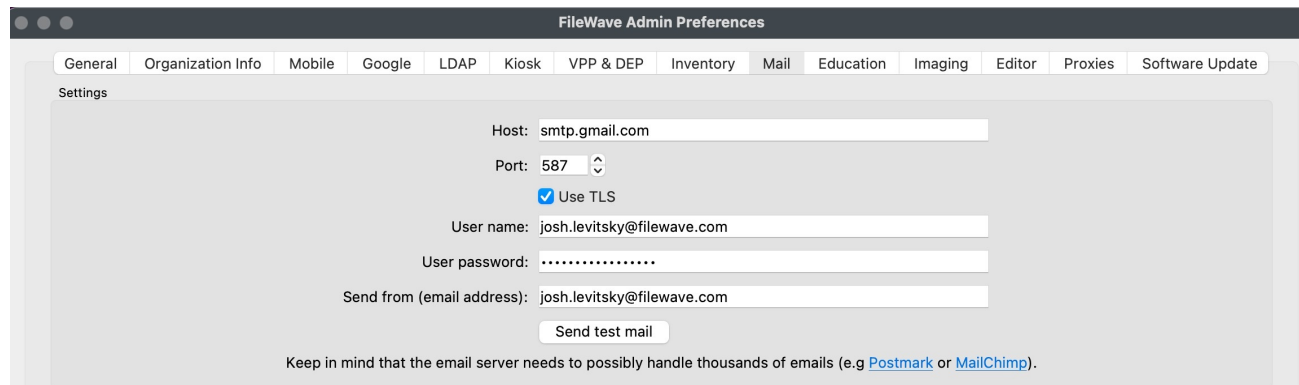
## What

Setting up the Mail settings within FileWave preferences to send reports is great. However, the first time configuring this feature with Google accounts may run into errors like Bad Request as seen below.



## When/Why

When first-time setting up FileWave mail preferences, you need to set up 2FA with your Google account to add FileWave as a custom application for third-party management. This allows permission for FileWave to send emails to your Google account.

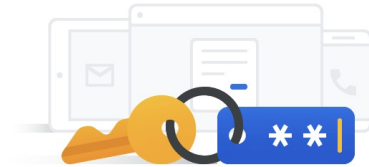


## How

Be sure to enable 2FA on your Google account to have access to Signing in to Google. You may follow the Google documentation here: [Manage third-party apps & services with access to your Google account](#). Once you have enabled it, there will be an option for App passwords. Here you may create a custom name for the app, and it will generate a password that you will copy and paste into FileWave email preferences.

Attempt again by sending a test email to verify FileWave and Google account permissions.

## Signing in to Google



Password

[Redacted]



2-Step Verification

☒ On

App passwords

None



## Google Account

## App passwords

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)

You don't have any app passwords.

Select the app and device you want to generate the app password for.

Select app



Select device



GENERATE

## ← App passwords

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)

You don't have any app passwords.

Select the app and device you want to generate the app password for.

Select app

Mail

Calendar

Contacts

YouTube

Other (Custom name)

Select device ▼

GENERATE

## ← App passwords

App passwords let you sign in to your Google Account from apps on devices that don't support 2-Step Verification. You'll only need to enter it once so you don't need to remember it. [Learn more](#)

### Generated app password

Your app password for your device

[Redacted 16-character app password]

#### How to use it

Go to the settings for your Google Account in the application or device you are trying to set up. Replace your password with the 16-character password shown above.

Just like your normal password, this app password grants complete access to your Google Account. You won't need to remember it, so don't write it down or share it with anyone.

DONE

Email

securesally@gmail.com

Password

[Redacted password]



FileWave Admin Preferences

General Organization Info Mobile Google LDAP Kiosk VPP & DEP Inventory Mail Education Imaging Editor Proxies Software Update

Settings

Host: smtp.gmail.com

Port: 587

☒ Use TLS

User name: username@gmail.com

→ User password: .....

Send from (email address): username@gmail.com

Keep in mind that the email server needs to possibly handle thousands of emails (e.g [Postmark](#) or [MailChimp](#)).

## Related Links

- [Generating scheduled reports](#)
- [Sending Scheduled Reports to More Than One Address](#)
- [Configuring FileWave Server Basic Preferences](#)



# Sending Scheduled Reports to More Than One Address

You may find that when setting up a scheduled report on an inventory query or a license report that you may need to send it to more than one recipient..

## Problem

Frequently, if not always, you may need to send scheduled report results to more than one email recipient. Of course, you can always use a generic email address that goes to more than one recipient, but that is not always feasible.

## Environment

This issue impacts all scheduled reports.

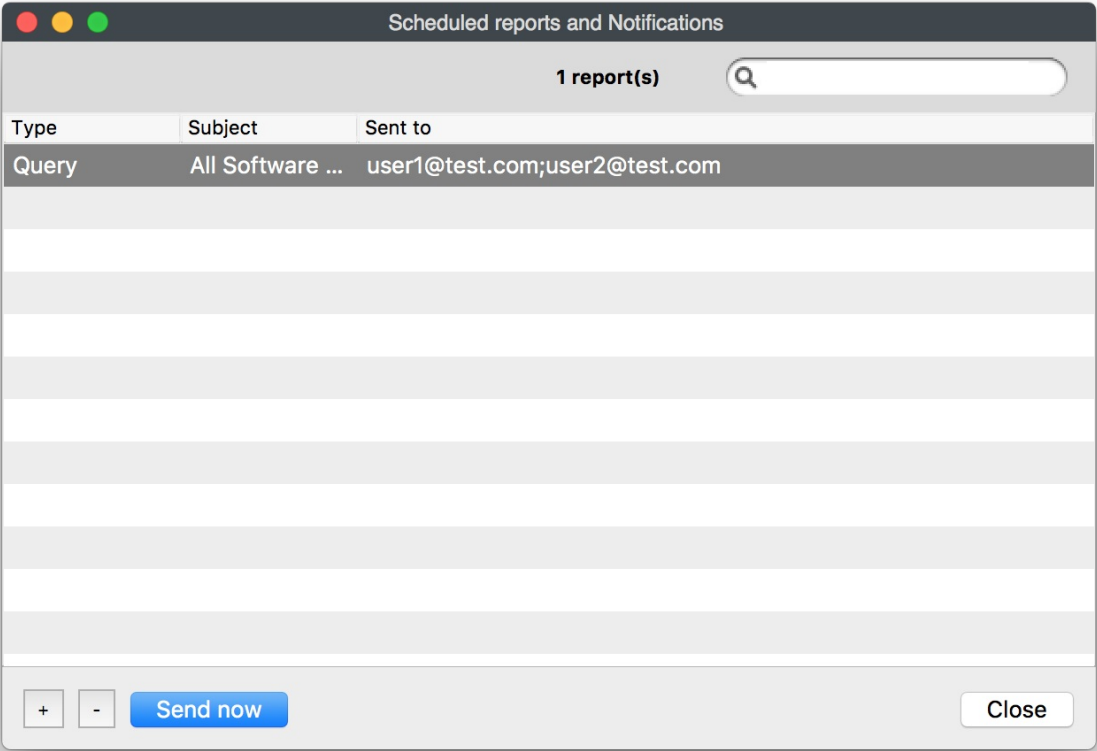
## Resolution

The syntax to add multiple recipient email addresses is simple...just use semi-colons to separate the addresses, as follows:

[user1@mail.com](#); [user2@mail.com](#); [user3@mail.com](#); [user4@mail.com](#)

## Additional Information

Remember that Scheduled Reports are sent on their defined schedule, but can also be sent immediately by use of the Send Now button in the Scheduled Report Assistant as you see below. Using Send Now is a great way to test your scheduled report to multiple recipients immediately!



# Filtering in Inventory Queries

## What

Historically inventory queries in FileWave did not allow you to filter for specific values. In v14(+) you can now filter for text objects in very much the same way you can filter in the Clients view.

## When/Why

We are going to want to filter whenever we need to get to data quickly. For instance, when a customer in the field calls with an issue and we ask them to give us the Asset Tag info for quick identification.

## How

Filtering in any inventory query view is as simple as entering search text in the upper right filter field when the query is open. Note that filters in FileWave admin are "sticky" and will remain even when you leave the view and come back to it. See example below:



# Exporting & Importing Inventory Queries

## Description

As of FileWave version 15.4, it is now possible to export and import Inventory Query definitions. This makes sharing them easier than ever.

✔ Also export and share any included Custom Fields utilised in an exported query.

[Importing & Exporting Custom Fields](#)

⚠ Each Custom Field has a unique name: 'Internal Name'. When uploading a Custom Field, if another Custom Field already exists with the same Internal Name, the newly imported Custom Field Internal Name will be altered to prevent conflict.

❗ Imported Inventory Queries referencing Custom Field Internal Names, will be referencing the Internal Name. Where a conflict has occurred, the Query must be updated to reference the new, altered Internal Name of the newly imported Custom Field.

## Information

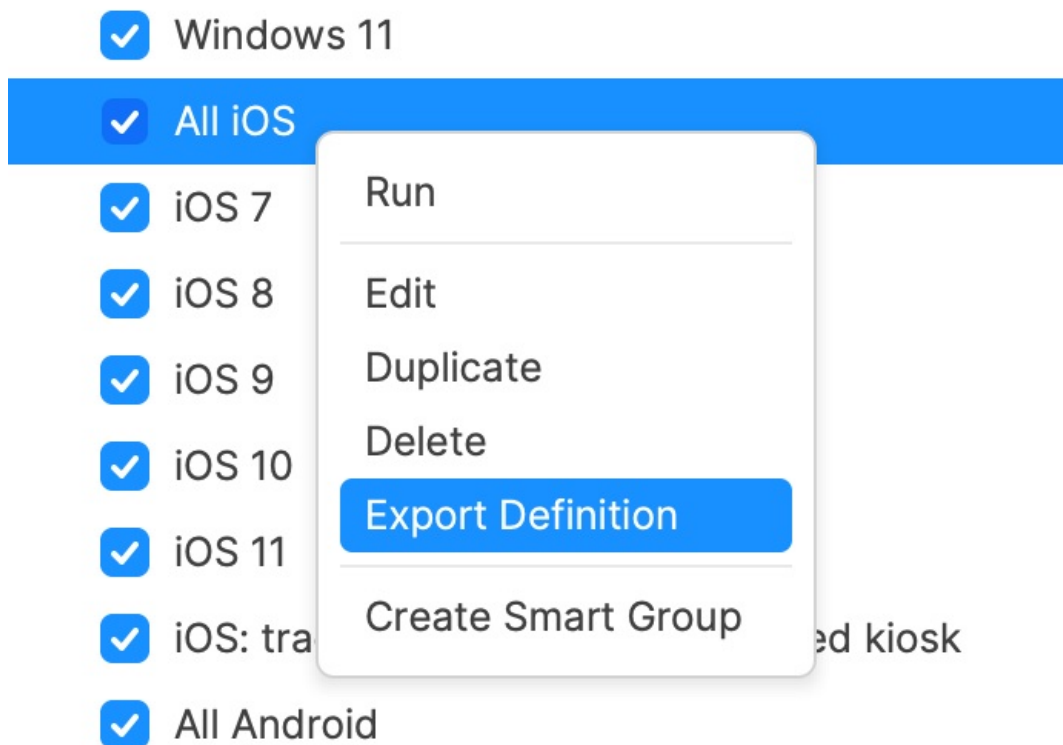
Prior to 15.4, sharing Inventory Queries relied upon a FileWave API command to grab the definition from one FileWave Server and then subsequently import that definition into another FileWave instance also using API. However, exporting and importing is now available via the right click contextual menu within the FileWave Central Admin Console.

## Directions

From the FileWave Central > Inventory Queries view...

### Export Query

- Select a query from the main window
- Right click
- Choose Export



### Import Query

- Select a category to include the query for import
- Right click
- Choose Import Query

Query name

▼ Sample Queries

☒ All macOS

☒ macOS 10.10, 10.11, 10.12, 10.13, 10.14, 10.15, 11, 12, 13, 14

☒ macOS 10.12 Sierra

☒ macOS 10.13 High Sierra

Edit

Import Query

Delete

# Inventory of IP Addresses

## Description

Out of the many Inventory Items collected, IP addresses are included in those automatically provided. However, what does that mean. For device communication, many IPs exist for communication and there is more than one address obtained from some devices.

## Information

There are two distinct IP Inventory entries:


- All Devices > IP Address
- Network IP Address > IP Address

### All Devices IP

This IP is how the server sees the incoming traffic. As such, it isn't as much device inventory, but inventory of live traffic to the server.

### Network IP

The value reported as the Network IP Address, however, is inventory. Each network adapter will be included in the report back to the FileWave Server during the inventory phase; thus multiple entries per device.

 Apple mobile devices will have a blank value, since this IP is provided by the FileWave Client

## Considerations

### All Devices IP

Since the IP for All Devices is actually the IP of incoming traffic, in reality it is the last leg of the communication between devices and the FileWave server.

What does this mean for this inventory field. In many setups, not much and is really useful. By reporting the last leg of traffic, it immediately provides some information about the device. For example, if this was a company NAT address, the device is clearly talking back to the server from an alternate location. Yet, there are some other examples where this may not be the best.


### Hosted

Where servers are cloud hosted, the last leg of traffic is from the Load Balancer to the FileWave Server. Since all traffic will be through the Load Balancer, then the reported IP will be the local IP of that Load Balancer.

### Booster Routing

This has a similar consequence with Hosted. Since FileWave Client communication is through the Booster, the last leg of traffic (as viewed by the FileWave Server) will be the Booster (the last Booster if cascaded). On face value, this would appear initially as useful as first described. Immediately, it is clear that a client is either reporting directly to the server or through a Booster. In the latter case, which Booster if multiple exist. However, there is an additional complication.

Due to requests, the software was altered to provide the local client IP of devices routing through Boosters, with the intention of improving the experience of the Client Monitor.

 When a device using Booster Routing first checks in, the IP actually reported will initially be that of the Booster. From this communication, after a period of time, the value will be updated to reflect the Client IP instead. However, it may be likely that the communication will be re-established at a later date, causing the Booster IP to be reported again. As such, there will be a duration of time where the Booster address will be seen, before the Client local IP is shown instead.

## Custom Fields

Scripted Custom Fields can return any value that is programatically obtainable. If a different value was desired, it may be possible for a Client Script or Client Command Line Custom Field to report an alternate chosen value.

 Scripted Custom Fields are only available for computer devices: macOS & Windows.