

# Client Monitor (16.0+)

## What

The FileWave Client Monitor is a tool that provides administrators with real-time insights into device connectivity and status. It helps diagnose and resolve issues efficiently, ensuring seamless communication between clients and the FileWave server. FileWave 16.0 introduces a major upgrade with a streamlined interface, improved Network Address Translation (NAT) compatibility, and enhanced security features.

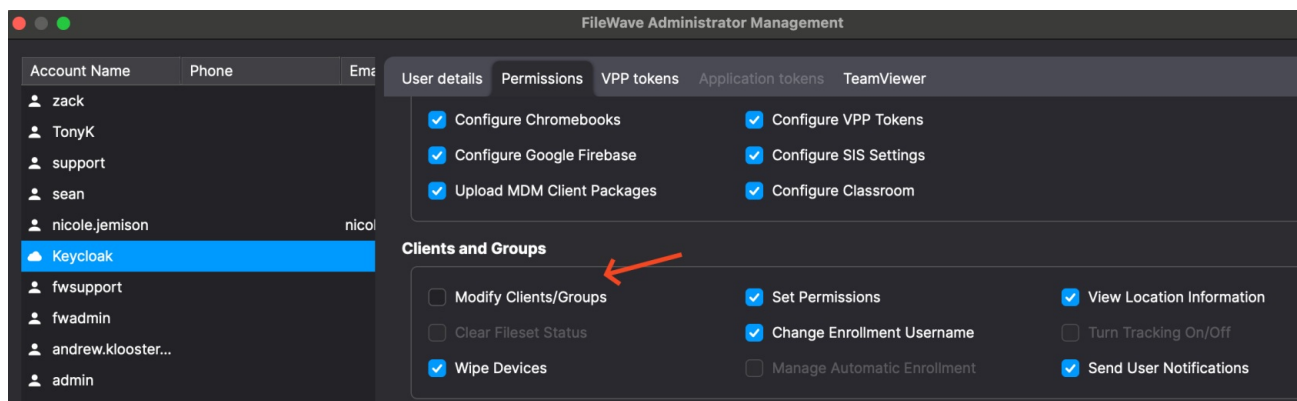
## When/Why

Use the Client Monitor to monitor and troubleshoot device connectivity, whether on local networks or remote environments. The enhancements in FileWave 16.0 improve:

- NAT Compatibility – Visibility into devices across remote networks without additional configuration.
- Security – Strengthened authentication and encryption for safer device management.
- User Interface – A modernized layout for easier navigation and usability.
- Troubleshooting – Detailed logs and insights for faster issue resolution.

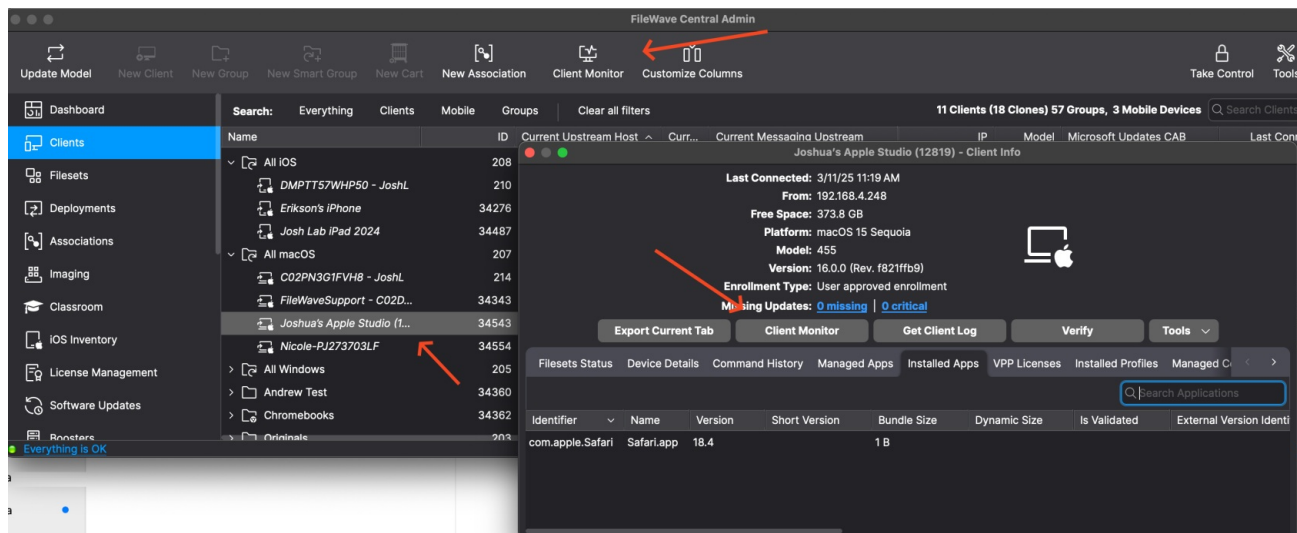
## How

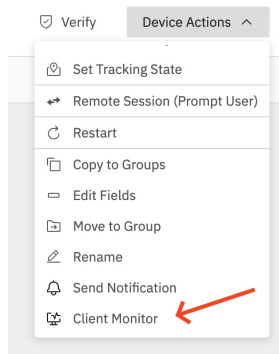
Before you try to use Client Monitor it's important to understand how access to it is controlled. Below is an image of the permissions in a FileWave Server. "Modify Clients/Groups" is the relevant permission. If you do not have this permission then you will only be able to monitor a client, and will not be able to make settings changes. If you do have this permission then you will be able to make settings changes.



You can access Client Monitor from both FileWave Central as well as FileWave Anywhere. In FileWave Central you can either use the "Client Monitor" button in the toolbar or the button when looking at Client Info.

It should be noted that the new Client Monitor in 16.0+ can not monitor an earlier macOS or Windows client. For this reason we still include the standalone version of Client Monitor that is installed with FileWave Central. You can still use that to monitor an older client.





In FileWave Anywhere you can select a client and then pick the "Client Monitor" button. In FileWave Anywhere you can also use the Device Actions menu when viewing a device to launch it. Both methods provide quick access to the Client Monitor.

## Devices

Groups	Name	Comment	User	Model	IP Address	Status
Root						
All Android	C02PN3G1FVH8 - JoshL		jlevitsk	455	192.168.4.71	CC
All iOS	FileWaveSupport - C02DNSB80614		fwsupport	225	192.168.0.122	CC
All macOS	Joshua's Apple Studio (12819)		jlevitsk	455	192.168.4.248	Ft
All Windows	Nicole-PJ273703LF		depsupport	416	192.168.4.125	PJ

1 device selected

Buttons: Add to Deployment, Verify, Client Monitor, Actions

Now that the Client Monitor is open, you might be wondering how many computers you can monitor simultaneously. FileWave supports monitoring up to 50 devices at once, which should be more than enough for most use cases. However, if you regularly need to monitor more than 50 devices at the same time, let us know!

The Client Monitor has two main tabs—let's take a closer look below.

### Details & Logs

This tab provides real-time information about how the FileWave Client is performing on macOS or Windows devices.

One of the biggest improvements in the new Client Monitor is its use of a NATS connection, allowing you to monitor devices even if they are on a different network. This eliminates the need to manually enter an IP address and removes the limitation of only monitoring devices you can directly connect to within your local network.

Key features in this tab:

- **Last Successful Connection** - Useful to determine when your monitored client last communicated with the server. Additionally, the green dot seen on the top left next to the client name indicates that the device is currently online and in contact. If the dot is red, it means the device is offline, and the dialog will reflect its disconnected status
- **Server Model Number vs. Client Model Number** - Important for ensuring your client is receiving updated manifests.
- **Status** - This updates live as the FileWave Client works through items that are assigned to it.
- **Logs** - Displays various log files that can now be retrieved from macOS and Windows clients. The available logs differ by platform; for example, system.log and install.log are specific to macOS. Grabbing a log is as easy as clicking the download icon.

Joshua's Apple Studio (12819) - Client Monitor

Joshua's Apple Studio (12819)

Details & Logs

Preferences

i

Verify

Details

Platform

IP Address

🍏 macOS 15 Sequoia (15.4.0)

5.161.80.182

Client Version

16.0.0 (f821ffb9)

FileWave Server

support2.filewave.net

Server Connection

Last Successful Connection

Connected (no updates)

3/11/2025, 11:18:56 AM

Server Model Number

Client Model Number

455

455

Status

Check for new model in 110 seconds

Logs ⓘ

fwcld.log

system.log

install.log

FWGUI.log

kiosk.log

kiosk\_stdout.log

kiosk\_stderr.log

Preferences

This tab simplifies altering/setting the client settings. We've streamlined this section to make adjustments more intuitive and effective.

Key settings include:

- Boosters - Displays only the Booster's DNS name and assumes the default port. If using a custom port, a [Superpref](#) is still the best way to configure it.
- Debug Level - This previously used numeric values, logging levels are now set with Normal, Debug and Trace.
- Verify, Free Space, and Heartbeat Interval - These function the same as before. The default Heartbeat (previously known as Tickle) Interval is 120 seconds and determines how often the client checks in with the server for new commands. In high-traffic environments, increasing this value could help to reduce server load. Previously called the tickle interval, rarely should it be set lower than the default.
- Disable Personal Data Collection - Can be referenced [here](#) and can be set at the device level, but most admins configure this at the license level.
- Location Refresh Interval - Defaults to 15 minutes and requires [prerequisite](#) setup to collect location data.
- Enable TeamViewer Remote Control - Allows [Teamvier integration](#) if the TeamViewer Agent has been deployed to the device.
- Prompt Client for Remote Control Access - If checked, the end user will be prompted to approve the remote session before it

starts; if unchecked, the session may be started without prompting the end user.

Joshua's Apple Studio (12819) - Client Monitor

Joshua's Apple Studio (12819)

Details & Logs

Preferences

i

Verify

Preferences

Communications

Client Name

Joshua's Apple Studio (12819)

FileWave Server Address

support2.filewave.net

Boosters

Enter IP or DNS Addresses. [Read More](#)

Booster 1

booster.joshie.com

Booster 2

no.booster.set

Booster 3

no.booster.set

Booster 4

no.booster.set

Booster 5

no.booster.set

Options

Debug Level 

i

Normal

Verify Interval 

i

1440

minutes

Free Space Margin 

i

300

MB

Heartbeat Interval 

i

120

seconds

Privacy

Personal Data

Collecting personal data may be disabled at an organization level. [Read More](#)

Disable personal data collection

Location Refresh Interval

15 minutes

TeamViewer Settings

Enable TeamViewer remote control

Prompt client for remote control access

# Related Content

- [Working with FileWave Clients](#)
- [How the FileWave Client Communicates](#)

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★Created 27 February 2025 01:17:47 by Zachary Butterfield  
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