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.

> With these improvements, there is no longer a "Client Preferences" password used or needed to be able to use the new v.16+ Client Monitor with any FileWave managed devices that are running v.16+ of the FileWave Client.

When/Why

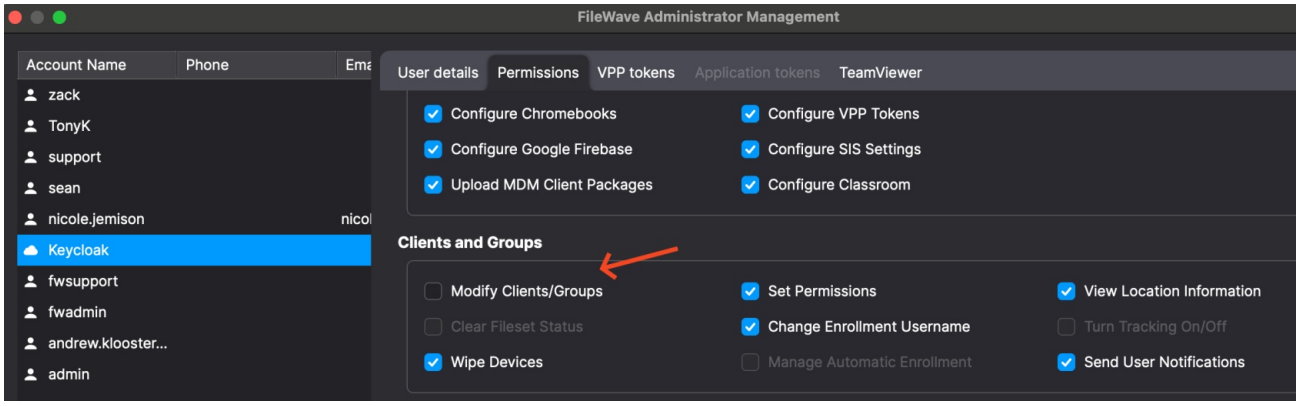
Use the Client Monitor to monitor and troubleshoot device connectivity, whether on local networks or remote environments. The enhancements in FileWave 16.0 improve:

- 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.

> Note that although the standalone Client Monitor app is included with 16.0.0+ Admin installs, it is only functional for monitoring macOS and Windows clients running less than FileWave Client 16.0.0, but it also still is used to monitor a FileWave IVS for Windows Imaging as of 16.0.x. The old Client Monitor app will eventually be removed in a future version.

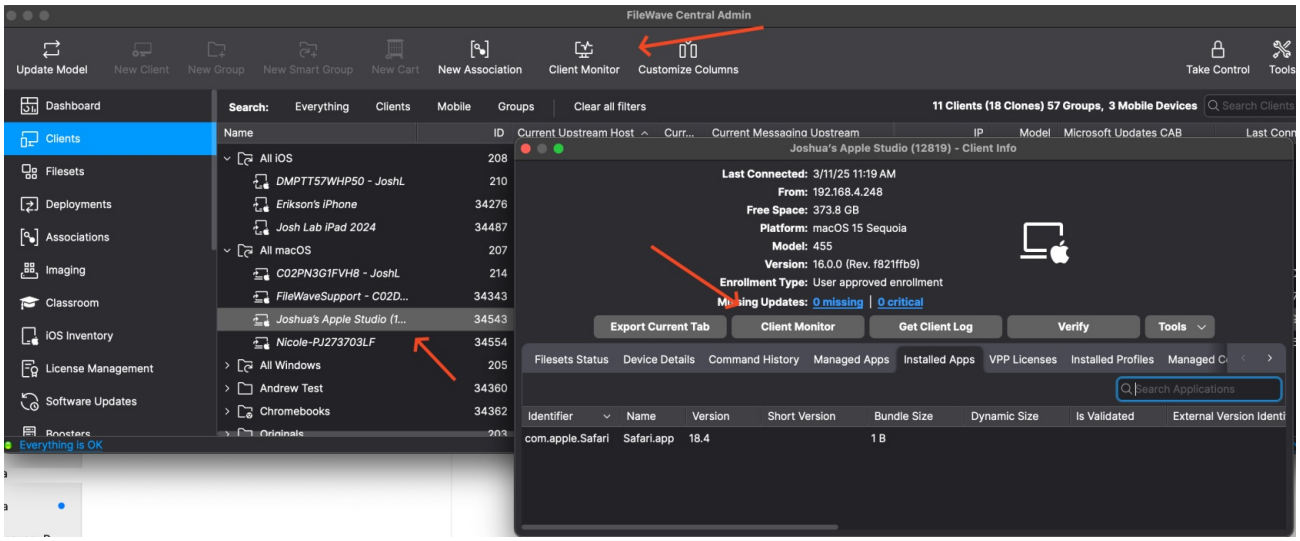
How

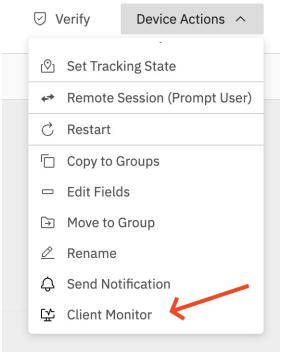
Before you try to use Client Monitor it's important to understand how access to it is controlled. Below is an image of the permissions in a FileWave Server. "Modify Clients/Groups" is the relevant permission. If you do not have this permission then you will only be able to monitor a client, and will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



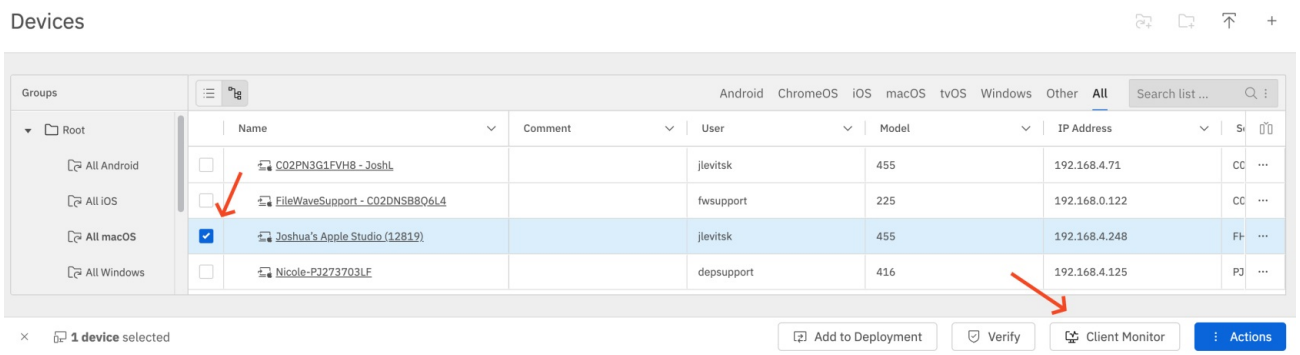
You can access Client Monitor from both FileWave Central as well as FileWave Anywhere. In FileWave Central you can either use the "Client Monitor" button in the toolbar or the button when looking at Client Info.

> 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.



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

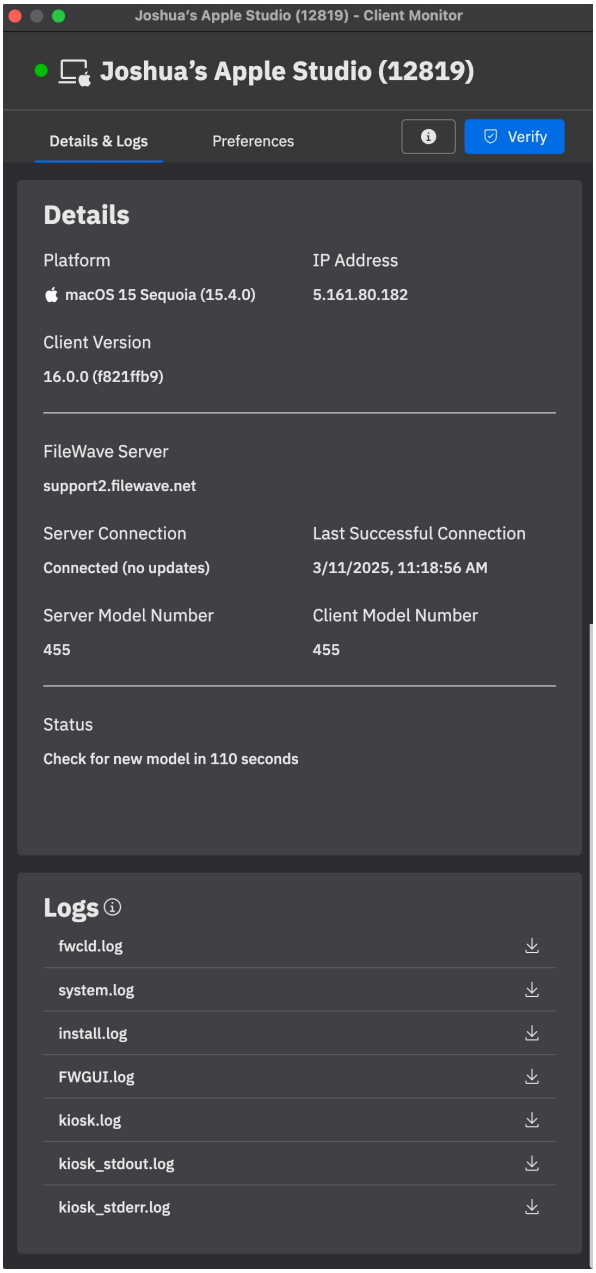
This tab provides real-time information about how the FileWave Client is performing on macOS or Windows devices.

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.



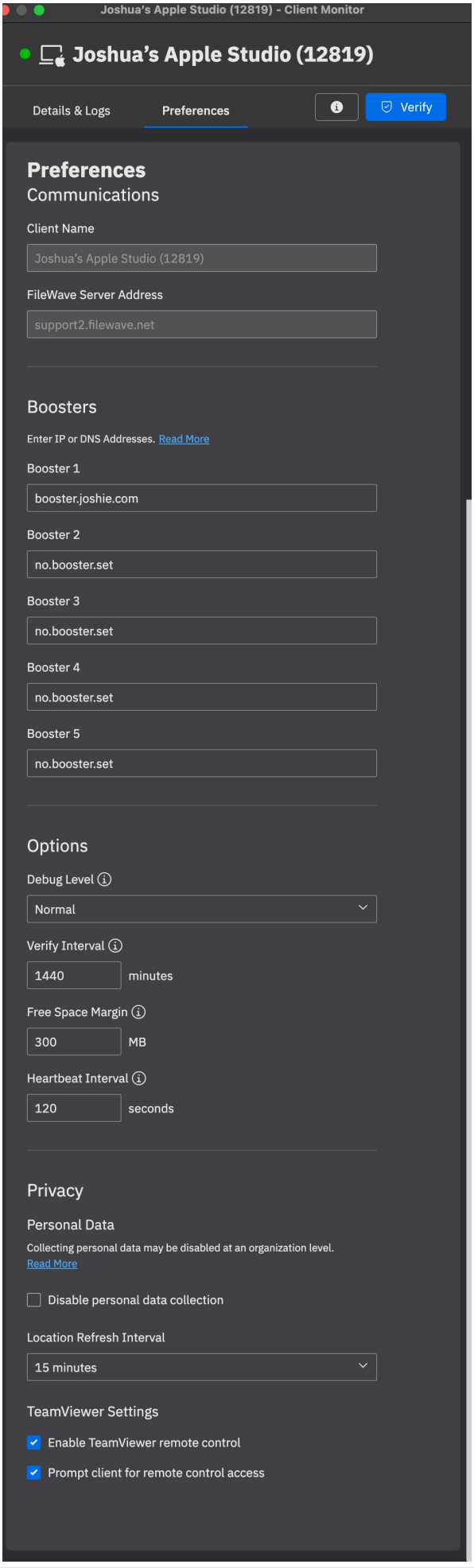
Preferences

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.



Related Content

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- How the FileWave Client Communicates

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