

Troubleshooting Deployment Issues with the FileWave Upgrade Fileset

If you're experiencing issues deploying the Upgrade Fileset to devices, the resolution steps depend on the target operating system.

macOS Deployment

Issue: Devices show that the latest FileWave Client is not installed despite deploying the Fileset.

Solutions:

1. Reinstall on Selected Devices:

- Navigate to the Upgrade Fileset in FileWave Admin Central.
- Select Fileset Report from the top menu.
- Highlight all devices listed.
- Choose Reinstall on Selected Devices.

2. Alternatively, you can Redeploy the Fileset:

- Remove the Fileset Association from all devices, or remove targets from the Deployment.
- Perform model update after removing the association/deployment.
- Re-add to deployment or recreate association, Update Model.

Cause:

This issue occurs due to the Privacy Preferences Profile (v3) required for the FileWave Client. The profile must install first, but it cannot complete until the FileWave Client is deployed. Redeploying ensures proper installation order.

Note: This should be a one-time occurrence unless a new profile is required with a major macOS update post-Sequoia.

Windows Deployment

Issue: Errors occur when deploying the Fileset due to improper extraction during setup.

Solution:

1. Remove and Recreate the Fileset:

- Remove the Fileset association from devices.
- Delete the current Fileset from FileWave.

2. Redownload and Extract the Fileset:

- Download the Upgrade Fileset again.
- Right-click the downloaded file and select Extract All.
- Open the extracted folder, which should look like this: ~Upgrade_Fileset_for_Windows.fileset.
- Inside, you'll find another folder with the same name. Drag and drop this inner folder into FileWave to create the new Fileset.

Verification:

After importing the Fileset, ensure its contents are correctly displayed in FileWave.

Examples:

Broken Example:

- Windows fileset: The extracted folder contains only a single ~Upgrade_Fileset_for_Windows.fileset folder containing unusable files.

