

# Privacy

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# Details of Allowing / Disallowing Collection of Personal data on a License Level

## Collection of Personal Data ☐

I want to disable the collection of personal data at the FileWave license level. This will ensure that the FileWave client can never collect this data, as the option to do so will not be present in the Client Preferences.

## Environment

FileWave Server and Client

## Changing Data Collection

By default, FileWave collects personally identifiable data and stores that in inventory. The collection of this data can be disabled globally via your FileWave license. To make this change, and if you are a customer located in North America, please email the FileWave Business Office, [usadmin@filewave.com](mailto:usadmin@filewave.com) or call 1-888-345-3928, Option 3. If you are located in Europe, please email [admin@filewave.com](mailto:admin@filewave.com) or call +41 (0) 71-914-30-80.

When data collection is disabled, the following data is not captured, processed, sent to, or stored inside FileWave inventory:

- geolocation data (the device's last determined location in latitude, longitude format)
- application usage data (how long / often / when has an application been opened / used / closed)
- login data (who logged onto a client machine and when)

When disabling personal data collection, the last submitted geolocation data set is preserved. To remove it, please contact FileWave support. All other data types (login data and application usage data) are erased from the database as soon as the clients become aware of the new configuration and check in with the inventory server.

# FileWave Server Analytics Reporting

With FileWave 13.1, server utilization aggregated analytics are sent to FileWave automatically to collect information on Licensing/Version of FileWave, Location Information (of the server), Numbers and Types of enrolled devices, Server Configuration information, and information on the Types and number of Filesets. This information is being gathered in an effort to help FileWave prioritize our future feature development and to better support our customers' working environments.

Here are some frequently asked questions about this Analytics collection:

Q. Is there any personally identifiable information being collected?

A. No, there is no personal information of any kind gathered

Q. How frequently does the server report this information?

A. The server reports the information only once per day, or on server restart.

Q. How big is the data transfer?

A. The data transfer is very small as it is primarily summary information and will be 1k (JSON) and under.

Q. What address and port are used for communication?

A. FileWave Analytics reporting travels outbound on port 443 to [logstash.filewave.com](https://logstash.filewave.com).

Q. Can I see an example of the data and data definitions?

A. Yes, please see below:

## Example

This is an example of the data reported by analytics:

```
{
  "license_info": {
    "activation_code": "34876786629e4276bf484a2dc8501ad3",
    "company_name": "FileWave (Europe) GmbH",
    "desktop_clients": {
      "existing": 342,
      "licenses": 1000,
      "license_usage_percentage": 34.2
    },
    "mobile_clients": {
      "existing": 1645,
      "licenses": 5000,
      "license_usage_percentage": 32.9
    },
    "chromebook_clients": {
      "existing": 3,
      "licenses": 20,
      "license_usage_percentage": 15.0
    }
  },
  "hostname": "victorf.filewave.ch",
  "machine_fingerprint": "39ce7228a04f94eab57efbab042554cc66eded68",
  "enrolled_devices": {
    "OSX": 300,
    "WIN": 42,
    "IOS": 1645,
    "LIN": 0,
    "AND": 0,
    "CHR": 3,
    "TOS": 0
  },
  "active_devices": {
    "OSX": 296,
    "WIN": 41,
    "IOS": 1476,
    "LIN": 0,
    "AND": 0,
    "CHR": 0,
    "TOS": 0
  },
  "placeholders": {
```

```
"OSX": 26,
"WIN": 0,
"IOS": 0,
"LIN": 0,
"AND": 0,
"CHR": 0,
"TOS": 0,
"unknown": 15
},
"mdm_enrolled_macs": 258,
"filesets": {
  "app": 75,
  "profile": 35,
  "legacy_policy": 0,
  "itunes_app": 21,
  "ios_enterprise_app": 3,
  "android_package": 0,
  "ios_hosted_media": 1,
  "osx_image": 0,
  "win_image": 0,
  "win_driver_image": 0,
  "win_master_image": 0,
  "ios_update": 6,
  "policy": 0,
  "google_policy_fragment": 0,
  "play_store_fileset": 0
},
"server_version": "13.1.0",
"server_build": "0d367c15f2",
"server_os_type": "OSX",
"server_os_version": "10.14.4",
"is_ucs_installation": false,
"disk_space_in_megabytes": {
  "total": 1000346,
  "used": 868800,
  "free": 125402
},
"boosters": [
  {
    "version": "13.1.0",
    "build": "0d367c15f2",
    "os_platform": "LIN",
    "os_version": "3.10.0",
    "active": true
  },
  {
    "version": "13.1.0",
    "build": "0d367c15f2",
    "os_platform": "LIN",
    "os_version": "3.10.0",
    "active": true
  }
],
"engage_configured": false,
"classroom": {
  "enabled": false,
  "image_service_enabled": null
},
"sis_source": null,
"imaging_ivs_count": 0,
"imaging_associations": 0,
"fileset_groups": 28,
"fileset_associations": 12,
"fileset_groups_associations": 81,
"clone_groups": 0,
"clone_groups_associations": 0,
"model_updates": 2,
"server_restarts": 1,
"server_ssl_certificate_type": "root_trusted",
"client_versions": {
```

```

        "13.1.0": 312,
        "13.0.2": 20,
        "12.9.0": 7,
        "12.8.0": 3
    },
    "logging_level": {
        "fwxserver": 10,
        "filewave_in_debug": false,
        "fwone_in_debug": false
    },
    "webui_api_usage": {
        "requests": 6,
        "fileset_reinstalls": 0
    },
    "engage_api_usage": {
        "requests": 4,
        "/engage/gcm_project_number": 3,
        "/engage/profiles": 1
    }
}

```

## Field description

The following fields are reported by each customer's server instance:

Field	Description	Subfields	Example value
license_info	Information about the license	<p>* activation_code: Activation code used by the customer</p> <p>* company_name: Name of the organization</p> <p>* desktop_clients: Information about desktop client licenses</p> <p>* mobile_clients: Information about mobile client licenses</p> <p>* chromebook_clients: Information about Chromebook client licenses</p> <p>All subfields related to client licenses have the same information:</p> <p>* existing: Number of clients of this type in FileWave</p> <p>* licenses: Maximum number of clients allowed by the license</p> <p>* license_usage_percentage: Percentage of used client licenses, e.g. if all client licenses of this type are used then the value is 100. For example, if there are 4 clients and the license allows 10 clients, then the license_usage_percentage would be 40.0 (40%).</p>	<pre> {   "activation_code":   "34876786629e4276...",   "company_name":   "FileWave (Europe)   GmbH",   "desktop_clients": {     "existing": 342,     "licenses": 1000,      "license_usage_percent     age": 34.2   },   "mobile_clients": {     "existing": 1645,     "licenses": 5000,      "license_usage_percent     age": 32.9   },   "chromebook_clients":   {     "existing": 3,     "licenses": 20,      "license_usage_percent     age": 15.0   } } </pre>
hostname	Hostname of the server	-	"filewave.acme.com"
machine_fingerprint	Unique identifier of the server	-	"39ce7228a04f94eab57efbab042554cc66eded68"
enrolled_devices	<p>Number of devices enrolled, grouped by operating system type.</p> <p>In the example on the right side, there are 300 macOS, 42 Windows, 1645 iOS and 3 ChromeOS devices.</p>	<p>One subfield for each operating system type.</p> <p>Consult the <a href="#">list of operating systems</a> below.</p>	<pre> {   "OSX": 300,   "WIN": 42,   "IOS": 1645,   "LIN": 0, </pre>

			<pre>"AND": 0, "CHR": 3, "TOS": 0 }</pre>
active_devices	Number of devices that have checked-in at least once in the last 30 days, grouped by operating system type.	(see above)	(see above)
placeholders	Number of placeholders, grouped by operating system type.	<p>One subfield for each operating system type.</p> <p>Placeholders where the operating system is unknown are in the "unknown" field.</p>	<pre>{   "OSX": 26,   "WIN": 0,   "IOS": 0,   "LIN": 0,   "AND": 0,   "CHR": 0,   "TOS": 0,   "unknown": 15 }</pre>
mdm_enrolled_macs	Number of MDM-enrolled macOS devices.	-	258
filesets	Number of filesets, grouped by fileset type.	<p>One subfield for each fileset type.</p> <p>Consult the <a href="#">list of fileset</a> types below.</p>	<pre>{   "app": 75,   "profile": 35,   "legacy_policy": 0,   "itunes_app": 21,    "ios_enterprise_app":   3,   "android_package":   0,   "ios_hosted_media":   1,   "osx_image": 0,   "win_image": 0,   "win_driver_image":   0,   "win_master_image":   0,   "ios_update": 6,   "policy": 0,    "google_policy_fragment": 0,    "play_store_fileset":   0 }</pre>
server_version	FileWave server version	-	13.1.0
server_build	FileWave server build number (corresponds to the git commit hash)	-	0d367c15f2
server_os_type	Operating system under which the server is running (see list of operating systems below)	-	OSX
server_os_version	Version of the operating system	-	10.14.4
is_ucs_installation	Whether FileWave is installed under UCS or not (boolean)	-	false
disk_space_in_megabytes	Disk space in the server, measured in megabytes	<p>* total: Total disk space on the main partition</p> <p>* used: Used disk space on the main partition</p> <p>* free: Free disk space on the main partition</p>	<pre>{   "total": 1000346,   "used": 868800,   "free": 125402 }</pre>

boosters	<p>List of all Boosters associated to this server, with one JSON object for each booster.</p> <p>For example, if a customer has 7 Boosters, the list will contain 7 items.</p>	<p>For each Booster, the following subfields are reported:</p> <ul style="list-style-type: none"> <li>* version: Booster version</li> <li>* build: Booster build</li> <li>* os_platform: Operating system where the Booster is running (see the <a href="#">list of operating</a> systems below)</li> <li>* os_version: Version of the operating system</li> <li>* active: Whether the booster has checked-in at least once in the last 10 minutes.</li> </ul>	<pre>{   "version": "13.1.0",   "build":     "0d367c15f2",   "os_platform":     "LIN",   "os_version":     "3.10.0",   "active": true }</pre>
engage_configured	Whether an Engage appliance is configured on the server (boolean)	-	false
classroom	Information about Apple Classroom settings	<ul style="list-style-type: none"> <li>* enabled: Whether Apple Classroom is enabled or not (boolean)</li> <li>* image_service_enabled: Whether a custom image URL is being used (boolean). If Classroom is disabled, this will be null.</li> </ul>	<pre>{   "enabled": false,    "image_service_enabled": null }</pre>
sis_source	<p>Configured SIS source. Possible values are:</p> <ul style="list-style-type: none"> <li>* null: No SIS source is configured, or a CSV is used.</li> <li>* "asm": Apple School Manager</li> <li>* "clever": Clever</li> </ul>	-	"asm"
imaging_ivs_count	Number of configured Imaging Virtual Servers	-	1
imaging_associations	Number of Imaging associations	-	7
fileset_groups	Total number of fileset groups (regardless of hierarchy)	-	28
fileset_associations	Number of associations between any type of device and filesets (excluding fileset groups)	-	12
fileset_groups_associations	Number of associations between any type of device and fileset groups	-	81
clone_groups	Number of group clones	-	0
clone_groups_associations	Number of associations between group clones and filesets/fileset groups	-	0
model_updates	Number of model updates performed within the last 24 hours	-	2
server_restarts	Number of times the server was restarted within the last 24 hours	-	1
server_ssl_certificate_trusted	<p>Status of the MDM server certificate.</p> <p>Possible values:</p> <ul style="list-style-type: none"> <li>* "root_trusted": The certificate is signed by a trusted CA.</li> <li>* "self_signed": the certificate is self-signed.</li> <li>* null: Certificate not found/error</li> </ul>	-	"root_trusted"
client_versions	Number of desktop clients grouped by the version of fwclcd they are running	One subfield for each FileWave version.	<pre>{   "13.1.0": 312,   "13.0.2": 20,   "12.9.0": 7,   "12.8.0": 3 }</pre>
logging_level	Configured log level.	* fwxsrvr: Log level configured for	

	This field was requested by support to find out whether they forgot to disable debug log level on some customer.	<p>fwxserver in server.lv1</p> <p>* filewave_in_debug: Whether DEBUG = True is defined for MDM</p> <p>* fwone_in_debug: Whether DEBUG = True is defined for the web backend. Note: This will disappear in 13.2.</p>	<pre>{   "fwxserver": 10,   "filewave_in_debug": false,   "fwone_in_debug": false }</pre>
webui_api_usage	<p>Information about API usage of the web UI in the last 24 hours.</p> <p>This information is extracted from the Apache access.log.</p>	<p>* requests: Total number of requests to the web backend</p> <p>* fileset_reinstalled: Number of times a fileset reinstallation was triggered from the web UI.</p>	<pre>{   "requests": 6,    "fileset_reinstalls": 0 }</pre>
engage_api_usage	<p>Information about Engage API usage in the last 24 hours.</p> <p>This information is extracted from the Apache access.log.</p>	<p>* requests: Total number of requests related to Engage API endpoints</p> <p>Besides the subfield above, there is one subfield for each API endpoint containing the number of requests to that endpoint.</p>	<pre>{   "requests": 4,    "/engage/gcm_project_n umber": 3,   "/engage/profiles": 1 }</pre>

These additional fields are added by our cloud (logstash):

Field	Description	Subfields	Example value
@timestamp	Date/time when the event was sent	-	"2019-05-02T16:01:06.529Z"
geoip	GeoIP information, computed based on the public IP address of the server	<p>Some of the subfield names are obvious, so please check the example value.</p> <p>* longitude: Longitude in degrees. Positive values are in the eastern hemisphere. Negative values are in the western hemisphere.</p> <p>* latitude: Latitude in degrees. Positive values are in the northern hemisphere. Negative values are in the southern hemisphere.</p> <p>* ip: public IP address of the customer's server instance</p>	<pre>{   "city_name": "Wil",   "longitude": 9.1539,   "region_code": "SG",   "region_name": "Saint Gallen",   "continent_code": "EU",   "postal_code": "9500",   "timezone": "Europe/Zurich",   "latitude": 47.2884,   "country_code3": "CH",   "country_code2": "CH",   "location": {     "lon": 9.1539,     "lat": 47.2884   },   "country_name": "Switzerland",   "ip": "109.205.200.12" }</pre>
is_dev	<p>Whether the license is a developer license or a regular license.</p> <p>Possible values:</p> <p>* 0: regular license</p>	-	1



## List of operating systems

Key	Operating system
OSX	macOS
WIN	Windows
IOS	iOS
LIN	Linux
AND	Android
CHR	ChromeOS
TOS	tvOS (for Apple TVs)

## List of fileset types

Key	Fileset type
app	Regular desktop fileset
profile	Apple profile
legacy_policy	Legacy policy (deprecated)
itunes_app	iTunes app
ios_enterprise_app	iOS enterprise app
android_package	Android APK
ios_hosted_media	iOS media
osx_image	macOS image (Imaging)
win_image	Windows image (Imaging)
win_driver_image	Windows driver image (Imaging)
win_master_image	Windows master image (Imaging)
ios_update	iOS operating system update
policy	FileWave policy fileset
google_policy_fragment	Google Policy Fragment
play_store_fileset	Google Play Store app

# Deleting Old FileWave Client or Server Log Data

## Description


FileWave stores many different types of logs. Many of these logs are designed to roll over, either to new files or by removing older entries. In the majority case, FileWave logs do not store data with GDPR concern, however it is possible that files could be populated with such information, some depending upon use.


Although many log files do roll over, it is possible that log files may become very large. Since this can be possible and GDPR could be of concern, it may be desirable to remove older log data.


The following provision is designed to remove all log data older than a defined period in days.

## Information

The scripts provided will archive the current log files into a locally stored zip file. On completion the active log files will be emptied. This will occur on a regular basis as defined by a variable. On each subsequent execution, a new zip of the current logs will be created and the old zip will be removed.

 Log duration should not be too short. When the logs are archived and the active logs emptied, the archive is the only backup of those original logs. Since only the latest zip is kept, all old log entries (as intended) will no longer be available.

 The zip file could be copied to a more secure location for a greater amount of history. Consider doing this with the same frequency as the amount of days being kept.

 If the chosen amount of time is 10 days, this will provide up to a maximum of 19 to 20 days worth of logs. 10 days within the zip and the next 9 to 10 days of active logs before the script re-runs.

## Directions

### FileWave Server

By default, the following script will run in a 'Dry Run' mode, only showing the files that would be zipped. No files will actually be zipped and the original files will remain untouched.

Download: [server\\_log\\_archiver.sh.zip](#)

The script has the following flags:

```
Usage
Optional:
  -d Integer specifying the amount of log days to keep (default 10 days)]
  -c [Add the script to cron]
  -a [Action the script. Dry run if this option is not specified. Dry run will echo only]
```

### Options

#### '-d'

If this option is not supplied, the amount of days to keep will be set as 10. Use this option to specify an alternative amount of days to keep. For example, to set this as 7 days:

```
sudo ./server_log_archiver.sh -a -d 7
```

#### '-a'

This option will overrule the Dry Run mode and all files will be zipped and all defined, active logs emptied.

#### '-c'

This option will add the script to the cronjobs list. There is no need to specify '-a' when using this option, this will automatically occur. However, '-d' may still be used to specify the desired amount of days to keep. Place the script at a desirable location and then run the script with this option.

For example, to add this as a cronjob, specifying 14 days and with the script located in /root/ the following would be entered.:

```
sudo /root/server_log_archiver.sh -d 14 -c
```

The zipped archive 'filewave\_logs.zip' will be stored in the following directory:

```
/private/var/log/fwserver_log_archive/
```



If this script is used on a FileWave Server and FileWave team members request logs, it may be necessary to provide the zip along with any requested log files, for completeness.

## macOS Client

The macOS Script potentially handles both the FileWave Client logs and FileWave Central logs.

Download: [client\\_log\\_archiver.sh.zip](#)

By default, the following script will run in a 'Dry Run' mode, only showing the files that would be zipped. No files will actually be zipped and the original files will remain untouched. The script has the following flags:

### Usage

Files included for archive will be not only zipped, but original files will be emptied.

### Optional:

- a [Action the script. Action a dry run if this option is not specified. Dry run will echo only]
- d [Integer specifying the amount of log days to keep (default 10 days)]
- e [Start from the beginning. The zip will be erased and the script will run as if first ran]
- f [Archive Fileset logs from client as well as generic FileWave Client logs. -g is unnecessary when running this option]
- g [Archive generic FileWave Client logs (not including Fileset logs). Fileset logs will remain as is.]
- r [Rerun the script, but keep zip archive. Current zip will be preserved and only additional logs included from the above options will be added to the archive if not already zipped]
- s [Archive FileWave Central logs from computer]
- x [This options will zip all client logs (same as running -f) and also action the script]

## Options

### '-a'

This option will overrule the Dry Run mode and all files will be zipped and all defined, active logs emptied.

### '-d'

If this option is not supplied, the amount of days to keep will be set as 10. Use this option to specify an alternate amount of days to keep. For example, to set this as 7 days:

```
sudo ./client_log_archiver.sh -a -d 7
```

### '-e'

This option will remove the current zip and act as if this is the first time the script ran. If this option is not set, any re-running of the script will add or update the current contents of the zip.



If the script is ran again, shortly after running the script initially, the archive will only contain a minimum amount of data, since the last zip of logs.

### '-r'

It may be desirable to re-run the script to add logs not previously included, whilst preserving the current zip. The '-r' option allows for just that situation.

### '-x'

Running '-x' is the same as setting both '-a' and '-f' simultaneously.

The next options determine which logs are archived. '-f' and '-g' should not be used at the same time, since '-f' will overrule '-g'.

### '-f'

Zip and replace all FileWave Client Logs. This will include all generated log files from Filesets, e.g. script logs.

### '-g'

The '-g' option zips and replaces all FileWave Client Logs, excluding Fileset logs. Since Fileset scripts are written by the administrator

of FileWave, the contents of those scripts can be controlled and contents known. As such, it may be desirable to keep these logs.

'-s'

This last option will zip and replace any logs generated by the FileWave Central application. This option need only be set on computers which run this application.

## Examples

To archive only FileWave Central logs:

```
sudo ./client_log_archiver.sh -a -s
```

Zip FileWave Client, excluding Fileset logs:

```
sudo ./client_log_archiver.sh -a -g
```

If after running the above command the following were to be actioned, the zip would be updated to include Fileset logs, but the other, already zipped Client logs would be left as is:

```
sudo ./client_log_archiver.sh -a -r -f
```

## Fileset Contents

The script needs to run with the client stopped. As such, the script cannot be ran through FileWave. Instead, the Fileset includes a LaunchDaemon to handle the periodic running of the script, as well as the script itself.



If this script is used on FileWave Clients and FileWave team members request logs, it may be necessary to provide the zip along with any requested log files, for completeness.

## Windows Client (TBA)