

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.

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 list of operating systems 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 list of fileset 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"> * version: Booster version * build: Booster build * os_platform: Operating system where the Booster is running (see the list of operating systems below) * os_version: Version of the operating system * active: Whether the booster has checked-in at least once in the last 10 minutes. 	<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"> * enabled: Whether Apple Classroom is enabled or not (boolean) * image_service_enabled: Whether a custom image URL is being used (boolean). If Classroom is disabled, this will be null. 	<pre>{ "enabled": false, "image_service_enabled": null }</pre>
sis_source	<p>Configured SIS source. Possible values are:</p> <ul style="list-style-type: none"> * null: No SIS source is configured, or a CSV is used. * "asm": Apple School Manager * "clever": Clever 	-	"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"> * "root_trusted": The certificate is signed by a trusted CA. * "self_signed": the certificate is self-signed. * null: Certificate not found/error 	-	"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	<p>Configured log level.</p> <p>This field was requested by support to find out whether they forgot to</p>	<ul style="list-style-type: none"> * fwxserver: Log level configured for fwxserver in server.lvl * filewave_in_debug: Whether 	<pre>{ "fwxserver": 10,</pre>

	disable debug log level on some customer.	DEBUG = True is defined for MDM * fwone_in_debug: Whether DEBUG = True is defined for the web backend. Note: This will disappear in 13.2.	<pre>"filewave_in_debug": false, "fwone_in_debug": false }</pre>
webui_api_usage	Information about API usage of the web UI in the last 24 hours. This information is extracted from the Apache access.log.	* requests: Total number of requests to the web backend * fileset_reinstalled: Number of times a fileset reinstallation was triggered from the web UI.	<pre>{ "requests": 6, "fileset_reinstalls": 0 }</pre>
engage_api_usage	Information about Engage API usage in the last 24 hours. This information is extracted from the Apache access.log.	* requests: Total number of requests related to Engage API endpoints Besides the subfield above, there is one subfield for each API endpoint containing the number of requests to that endpoint.	<pre>{ "requests": 4, "/engage/gcm_project_number": 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	-	<pre>"2019-05- 02T16:01:06.529Z"</pre>
geoip	GeoIP information, computed based on the public IP address of the server	Some of the subfield names are obvious, so please check the example value. * longitude: Longitude in degrees. Positive values are in the eastern hemisphere. Negative values are in the western hemisphere. * latitude: Latitude in degrees. Positive values are in the northern hemisphere. Negative values are in the southern hemisphere. * ip: public IP address of the customer's server instance	<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	Whether the license is a developer license or a regular license. Possible values: * 0: regular license * 1: developer license	-	<pre>1</pre>

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