

Essentials for Office 365 2.15.0

Telemetry Overview



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Legend



CAUTION: A caution icon indicates potential damage to hardware or loss of data if instructions are not followed.



IMPORTANT, NOTE, TIP, MOBILE OR VIDEO: An information icon indicates supporting information.

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What is Telemetry

Quest software uses Reactive for our telemetry data gathering. It is a software that allows Quest to track user interaction with our software and provides us with data to analyze its usage. The data provided is a basic infrastructure for logging particular events during the course of an applications execution. This data does not include and personal identification information.

Why Quest Uses Telemetry

Quest uses Telemetry to provide insight into how our users use our products, how successful they are in completing their customer journeys, and if they're not successful where they have difficulty. In turn this information allows us to better our products.

The Reactive API endpoint Quest uses for phoning home is <https://reactiveapi.spotlightessentials.com/>

What Information Quest Captures

The following are the fields that are included in responses sent via the telemetry Reactive APO implementation within Essentials for Office 365

Realtime data (last hour) for Metalogix Essentials for 0365

View: SA - Essentials Data

Show: 10 entries

SubProductID	ClientTime	ServerTime	Type	Text	Value	SessionID	MachineID	UserHash	Country	State	City	OptValues
613c8f1c-4d8f-451d-8410-fde74d9c1d67	2021-03-23T12:57:35.818000Z	2021-03-23T12:57:37.8914618Z	Feature	SPO to SPO	ClickStream	6ed3cb3f-2714-4da3-9803-2ab55abab0cf	4fa3400a-348c-3073-a42f-b0c4e6b34d1c	5427365534124e6eb34d1c23e51b3297e04d3a60	Germany	Hesse	Frankfurt am Main	{"Tier":"Term","ClientVersion":"2.8.0.40"}
613c8f1c-4d8f-451d-8410-fde74d9c1d67	2021-03-23T12:51:38.197000Z	2021-03-23T12:51:46.7972186Z	Feature	SPO to SPO	ClickStream	956f0ba5-79ed-4628-91ee-583b163c0e90	c8d56210-d86f-31b6-9a72-35e6d8aa203d	becebb3278caad5e9fb9043db04cd72b7fcdcf	Germany	Hesse	Frankfurt am Main	{"Tier":"Term","ClientVersion":"2.8.0.40"}
613c8f1c-4d8f-451d-8410-fde74d9c1d67	2021-03-23T12:46:03.049000Z	2021-03-23T12:46:32.0305342Z	Feature	Report Job	ClickStream	34478f64-6e76-4263-b0cb-b0c4e6b34d1c	4fa3400a-348c-3073-a42f-b0c4e6b34d1c	5427365534124e6eb34d1c23e51b3297e04d3a60	Germany	Hesse	Frankfurt am Main	{"Tier":"","ClientVersion":"2.8.0.40"}

- Sub product ID* – 613c8f1c-4d8f-451d-8410-fde74d9c1d67
- Client Time - Timestamp of the logged event on the client's side, formed by Reactive library
- Server Time - Timestamp of the logged event in UTC, formed by Reactive library
- Type - Internal Reactive type of action used for collection actions (details in text filed)
- Text* - Activity done by user (Report Job, SPO to SPO, OneDrive to OneDrive etc.)
- Value - Internal Reactive parameter. The value passed in the Value parameter, formed by Reactive library
- Session ID – When the instance of Reactive Telemetry is created, a session ID is also generated behind the scenes and added to each event subsequently logged
- Machine ID – Machine ID is read and added to each event subsequently logged
- UserHash – The user hash generated by the Reactive Client API
- Country – The geo-located Country (from the IP address)
- State – The geo-located State (from the IP address)
- City – The geo-located City (from the IP address)
- Opt Values* - License type: term or trial and tool version, for example {"Tier":"Term","ClientVersion":"2.8.0"}

When the information is sent to Quest Servers:

- When the tool is started
- When the tool is closed

- After the Finish button has been pressed
- Each time a script is started