

Submitting Telemetry Data to Element

Issue

- I am unable to allow Element's telemetry upload to take place and need to submit my telemetry data to Element.

Environment

- Element Server Suite

Resolution

By default, ESS servers connected to the internet will automatically send telemetry to Element. Please allow this to happen by making sure you have not blocked `ems.element.io` on port 443 from your homeserver. If you are air-gapped or need to block `ems.element.io`, then please follow the resolution below to manually submit telemetry.

In order to gather telemetry data, you will need to use the `element-telemetry-export.py` script, which comes with the installer.

To do this, run:

```
cd ~/.element-enterprise-server/installer/lib  
/usr/bin/env python3 ./element-telemetry-export.py
```

You will be prompted for an access token:


Matrix user access token not specified in the "MATRIX_USER_ACCESS_TOKEN" environment variable. Please provide the access token and hit enter:

You will need to provide a valid access token for a user who has access to the telemetry room. This can be found by logging in to Element Web as this user, going to "All Settings", then clicking "Help & About" and finally expanding the section for "Access Token".

Settings

- General
- Appearance
- Notifications
- Preferences
- Keyboard
- Sidebar
- Voice & Video
- Security & Privacy
- Labs
- Help & About**

Versions

Element version: 1.11.26 
Olm version: 3.2.12

Check for update

Credits


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Advanced

Homeserver is `https://hs.element.demo`
[object Object]

▼ Access Token

Your access token gives full access to your account. Do not share it with anyone.

syt_a2FiYm90dA_DwleMviZbXrYWLbeuJwp_41pSGP 

Clear cache and reload

Provide the access token to the prompt and hit enter.

Once you have done this, you will have some messages that look similar to:

```
2023-04-18 15:36:41,580:INFO:Parsing configuration file (/home/karl1/.element-enterprise-
server/config/telemetry-config.json)
2023-04-18 15:36:41,581:INFO:Performing Matrix sync with homeserver (https://hs.element.demo)
2023-04-18 15:36:41,643:INFO:Scanning page 1
2023-04-18 15:36:41,716:INFO:Scanning page 2
2023-04-18 15:36:41,782:INFO:Writing 19 telemetry events to ZIP file (/home/karl1/.element-enterprise-
server/installer/lib/telemetry_2023-04-18.zip)
2023-04-18 15:36:41,783:INFO:Saving some internal state (for next time)
```

and you will have a new zip file in this directory with a date stamp in the format `telemetry_YYYY-MM-DD.zip`. In my case, I have `telemetry_2023-04-18.zip`.

If you are having SSL connectivity issues with the exporter, you may wish to either disable TLS verification or provide a CA certificate to the exporter with these optional command line parameters:


`--disable-tls-verification`

Do not check SSL certificate validity when querying the Matrix server

`--ca-cert-path CA_CERT_PATH`

Specify the path to the CA file (or a directory) to use when verifying Matrix server's SSL certificate. Consult README.md for more details

I can now browse to <https://ems.element.io/on-premise/subscriptions> and click "Upload Telemetry" next to the subscription that I wish to upload the data for:

 **ems** Plans

Your Account ▾

Your On-Premise Subscriptions

On-Premise enterprise

382255a2-8d20-4a4a-aad7-2d3db34b7506

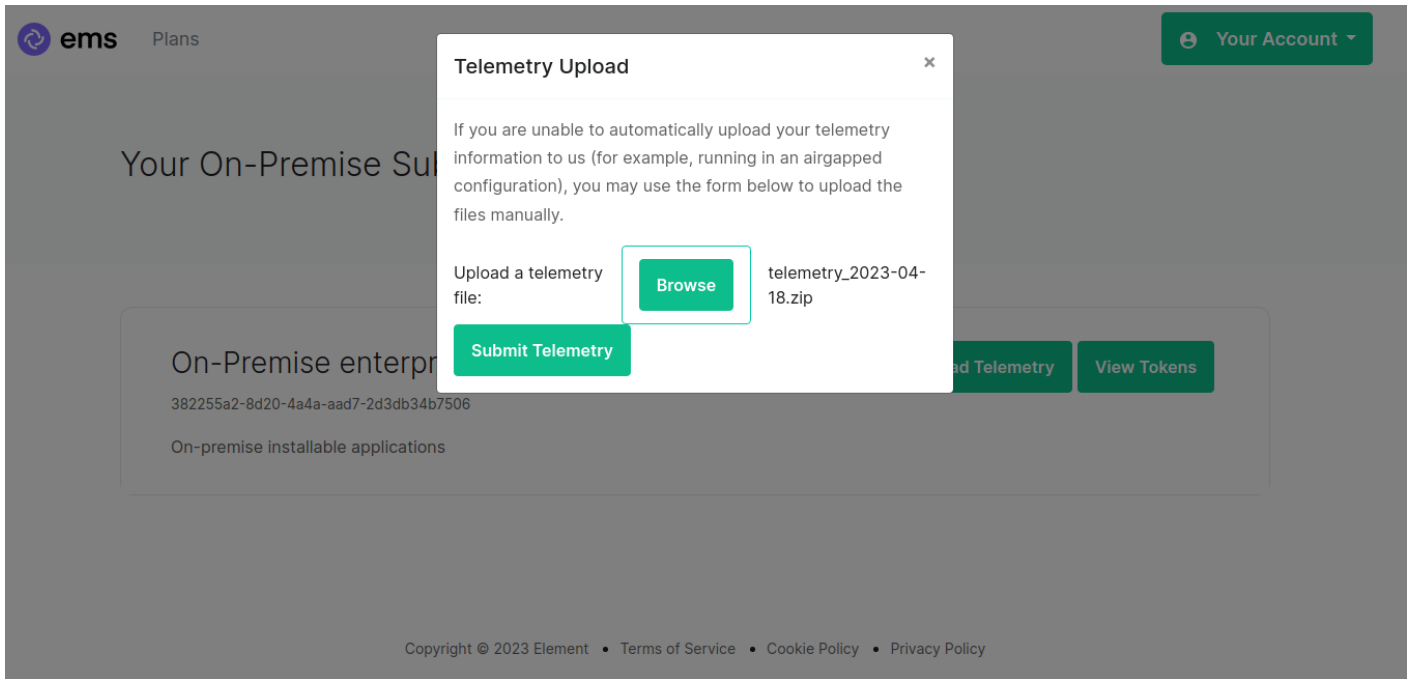
On-premise installable applications

Upload Telemetry

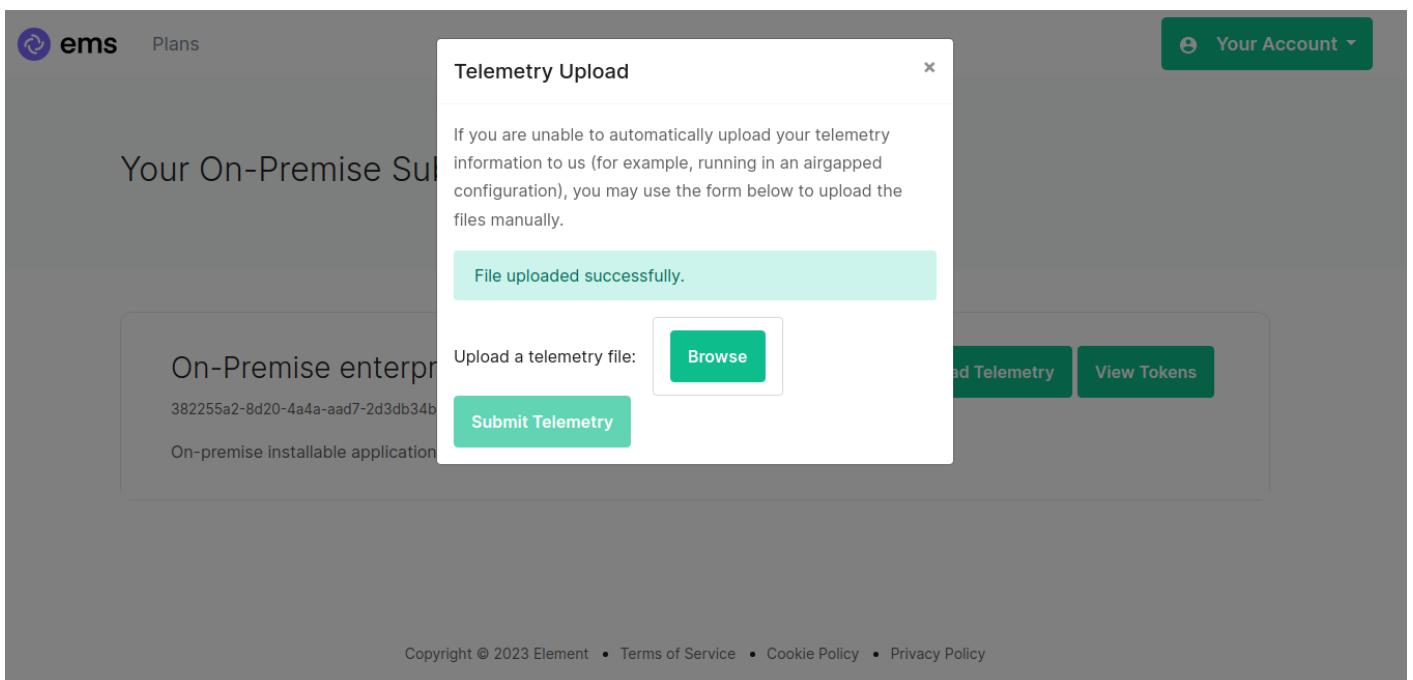
View Tokens

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I can then browse for my telemetry file and click "Submit Telemetry":



Once successful, you will see this screen:



You can then close the upload window.

Root Cause

- Some environments do not allow telemetry data to be uploaded to Element. This is caused by blocking access from the homeserver to `ems.element.io` on port 443.

