

# 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:

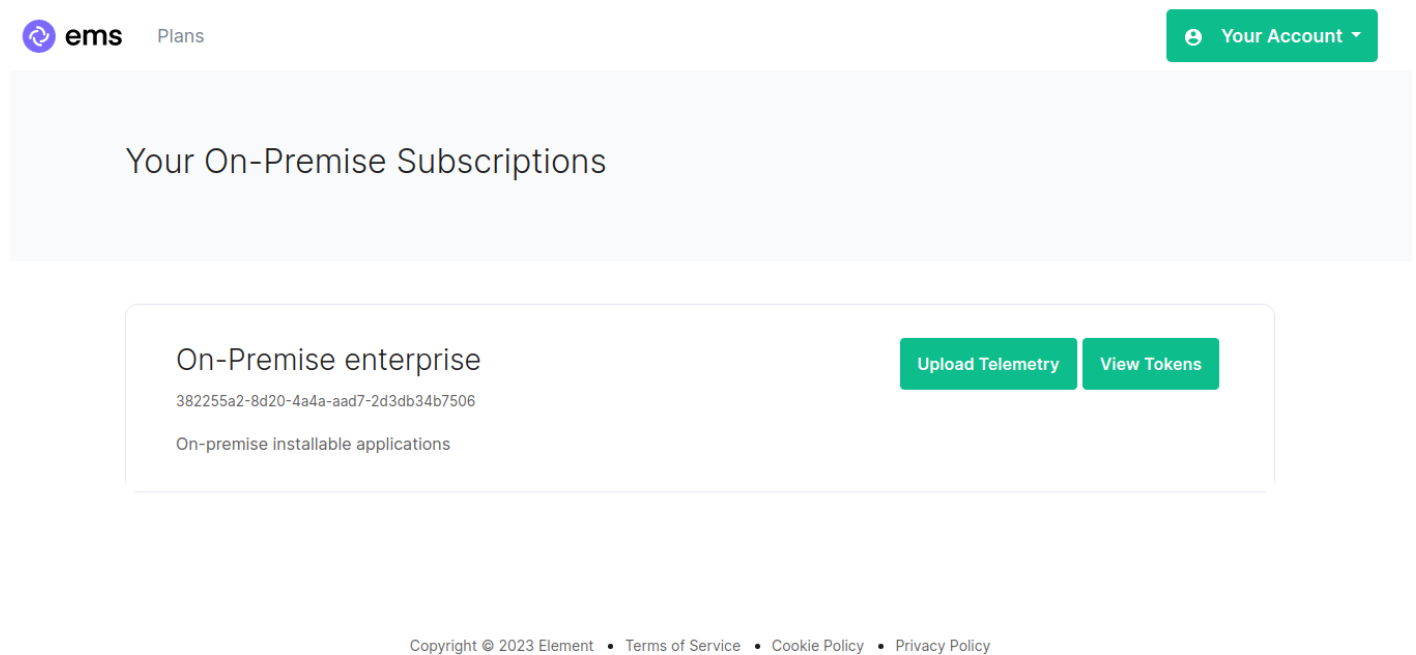
`--disable-tls-verification`

Do not check SSL certificate validity when querying the Matrix server

`--ca-cert-path CA_CERT_PATH`

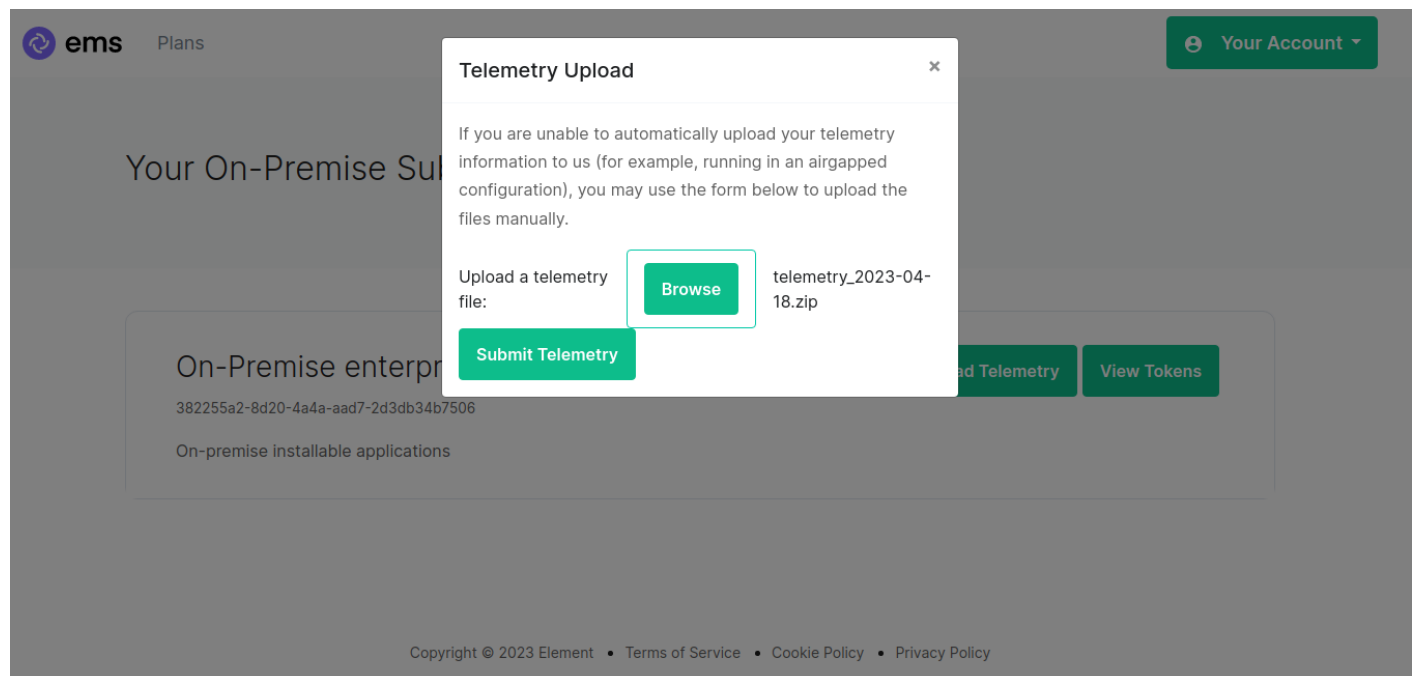
Specify the path to the CA file (or a directory) to use when verifying Matrix server's SSL certificate. Consult README.md for more details

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:



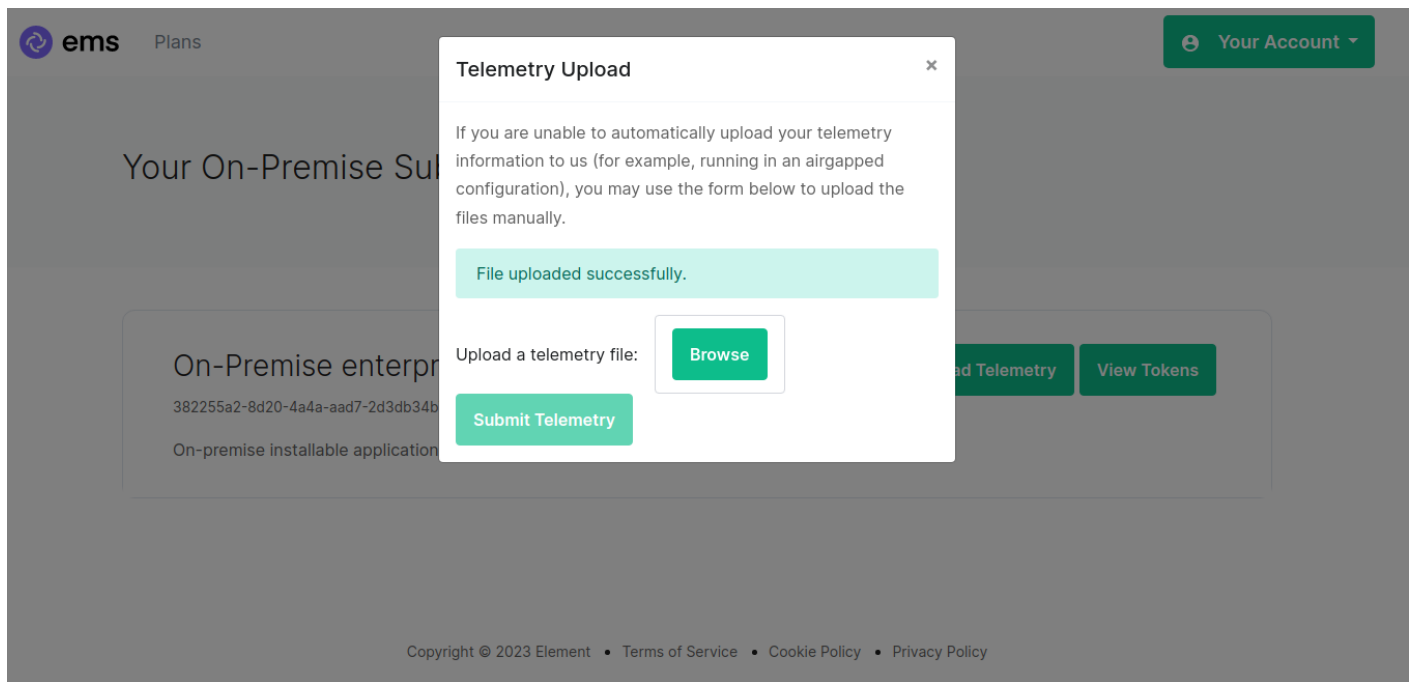
The screenshot shows the EMS web interface. At the top left is the EMS logo and a 'Plans' link. At the top right is a green button labeled 'Your Account' with a dropdown arrow. The main heading is 'Your On-Premise Subscriptions'. Below this, there is a card for 'On-Premise enterprise' with the ID '382255a2-8d20-4a4a-aad7-2d3db34b7506' and the description 'On-premise installable applications'. To the right of the card are two green buttons: 'Upload Telemetry' and 'View Tokens'. At the bottom of the page, there is a footer with 'Copyright © 2023 Element' and links to 'Terms of Service', 'Cookie Policy', and 'Privacy Policy'.

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



This screenshot shows the same EMS interface as before, but with a 'Telemetry Upload' modal window open in the center. The modal has a title bar with a close button (X). The text inside the modal reads: 'If you are unable to automatically upload your telemetry information to us (for example, running in an airgapped configuration), you may use the form below to upload the files manually.' Below this text, there is a label 'Upload a telemetry file:' followed by a green 'Browse' button. To the right of the 'Browse' button, the filename 'telemetry\_2023-04-18.zip' is displayed. At the bottom of the modal is a green 'Submit Telemetry' button. The background of the page is dimmed.

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.

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Revision #8

Created 18 April 2023 19:24:59 by Karl Abbott

Updated 8 September 2023 12:42:27 by Arthur Sinclair