
Polycom Send Usage Data Agreement

Automatically Send Usage Data

To continually improve products, it is important to gain understanding of how the Polycom products are used by customers. By collecting usage data, Polycom can identify both the system level utilization and the combination and usage of products and product features. This usage data will inform Polycom which features are important and are used on your system. Polycom will use this information to help guide future development and testing to concentrate on the areas of Polycom products that are most heavily used. If you choose not to send this information, Polycom is less aware of which features are important to you and used by you, which may influence future development to go in directions that are less beneficial to you.

Your decision to enable or not enable the sending of this data does not affect the availability of any documented system feature in any way. Polycom's collection and use of this data complies with [Polycom's Privacy Policy](#).

Polycom® RealPresence® DMA® System Usage Data

The Polycom RealPresence DMA system sends data once per hour over a secured (TLS) connection to a Polycom collection point (customerusagedatacollection.polycom.com). There is no access by any customer or others to view the data received at the collection point. The raw data will be viewable only by Polycom. To avoid any impact to starting and ending calls and conferences, data is never sent between 5 minutes before the hour and 5 minutes after the hour.

The following types of data are reported:

- License information
- Hardware configuration
- System resource usage: CPU, RAM, disk, database
- System configuration: number of servers, clusters
- Feature configuration: Enterprise Directory Integration, Lync, Dial Rules, Shared Number Dialing, Hunt Groups
- Registration Policy, Device Authentication
- Number of users, endpoints, sites, MCUs, external gatekeepers, SIP peers, SBCs
- Registrations, call and conference statistics (see Network Usage Report)
- Security settings

When this information is reported, customer-identifying user and environment information (e.g., internal IP addresses and FQDNs, names of users, devices, external systems, etc.) is made anonymous before being sent from the system. System serial numbers and license information are sent without anonymization and may be used to help improve customer experiences. In total, less than 100KB of data per hour is collected and sent.

Enable or Disable Automatic Data Collection

Initially, you can allow or disallow the automatic sending of usage data when the system's End User License Agreement is presented.

You can view and change the current status of usage data sending and collection on the **Admin > Server > Licenses** page. Usage data is being sent only if the **Automatically send usage data** field is checked. By changing the value of this field, you can enable or disable this feature at any time.

View the Collected Data

The system records data that has been sent and collected in the system logs.

To view the collected data

- 1 Log in to the RealPresence DMA system as an administrator.
- 2 Download the system logs. View **System Logs Procedures** in the
- 3 On the PC where the logs have been downloaded, use an archiving or zipping tool to extract the file `analytics.json`.
`Analytics.json` is a text file containing the hourly data reported most recently before the time when the system logs were created.
- 4 View the `analytics.json` file with Notepad or another common text editing tool.

Polycom[®] RealPresence[®] Web Suite Send Usage Data

The RealPresence Web Suite Services Portal sends usage data once per hour over a secure Transport Layer Security (TLS) connection to a Polycom collection point (customerusagedatacollection.polycom.com). No one outside of Polycom has access to the data received at the collection point. To avoid any impact to starting and ending calls and conferences, data is never sent between 5 minutes before the hour and 5 minutes after the hour.

The following types of data are reported:

- License information
- Hardware configuration
- System resource usage: CPU, RAM, disk, database
- Feature usage: Social integration, enterprise directory integration, number of conferences, number of participants, count of documents uploaded
- Number of users, local and enterprise
- Security settings

Customer-identifying user and environment information (such as IP addresses, FQDNs, and the names of users, devices, and external systems) is made anonymous before being sent from the system. System serial numbers and license information are sent without anonymization and may be used to help improve customer experiences. In total, less than 100 KB of data is collected and sent per hour.

Your decision to enable or not enable the sending of usage data does not affect the availability of any documented system feature in any way. Enabling this feature does not affect the capacity or responsiveness of the RealPresence Web Suite system.

Enable or Disable User Data Collection

To enable data collection:

1. In the RealPresence Web Suite Services Portal administration interface, go to **Platform Settings > Diagnostics > Data Collection**.
2. Set **Automatically Send Usage Data** to **Enabled** and click **Update**.
A dialog box displays information about data collection and presents **Update** and **Cancel** buttons.
3. To confirm the sending of usage data to Polycom, click **Update**.

If data collection is enabled, a file named `analytics.json` contains the most recent hourly data. This file is sent to Polycom and is also included in the log archive that you can download (see [Download Log Files](#)). You can open this file in a text editor to see what was sent to Polycom.

Polycom[®] RealPresence[®] Resource Manager System Send Usage Data

The RealPresence Resource Manager system sends usage data once per hour over a secure TLS connection (port 8443) to a Polycom collection point (customerusagedatacollection.polycom.com). There is no access by any customer or others to view the data received at the collection point. The raw data will be viewable only by Polycom. To avoid any impact to starting and ending calls and conferences, data is never sent between 5 minutes before the hour and 5 minutes after the hour.

The following types of data are reported:

- License information
- Hardware configuration
- System resource usage: CPU, RAM, disk, database
- System configuration: number of servers, clusters
- Feature configuration: Enterprise Directory Integration, conference, endpoints, network topology, user management, alert management, and license management
- Number of users, endpoints, sites, and MCUs
- Security settings

When this information is reported, Customer-identifying user and environment information (such as internal IP addresses, and FQDNs, names of users, devices, and external systems) is made anonymous before being sent from the system. System serial numbers and license information are sent without anonymization and may be used to help improve customer experiences. In total, less than 100KB of data per hour is collected and sent.

Enable or Disable User Data Collection

You can enable or disable this feature at any time.

To enable or disable user data collection:

1. Go to **Admin > Server Settings > Licenses**.
2. Select or clear the **Automatically send usage data** check box.

View the Collected Usage Data

The system records data that has been sent and collected in the system logs.

To view the collected data:

1. Log in to the RealPresence Resource Manager system as an Administrator.
2. Download the system logs.
3. On the PC where the logs have been downloaded, use an archiving or zipping tool to extract the file `analytics.json`.
`Analytics.json` is a text file containing the hourly data reported most recently before the time when the system logs were created.
4. View the `analytics.json` file with Notepad or another common text editing tool.

Polycom® RealPresence® Access Director™ System Send Usage Data

The system sends the data once per hour over a secured (TLS) connection to a Polycom collection point (`customerusagedatacollection.polycom.com`). There is no access by any customer or others to view the data received at the collection point. The raw data will be viewable only by Polycom. To avoid any impact to starting and ending calls and conferences, data is never sent between 5 minutes before the hour and 5 minutes after the hour.

The following types of data are reported:

- License information
- Hardware configuration
- System resource usage: CPU, RAM, disk, database
- System configuration: number of servers, clusters
- Feature configuration: Enterprise Directory Integration, Lync, Dial Rules, Shared Number Dialing, Hunt Groups, Registration Policy, Device Authentication
- Number of users, endpoints, sites, MCUs, external gatekeepers, SIP peers, SBCs
- Registrations, call and conference statistics
- Security settings

When this information is reported, a customer's user and environment identifying information (e.g., internal IP addresses and FQDNs, names of users, devices, external systems, etc.) is made anonymous before being sent from the system. System serial numbers and license information are sent without anonymization and may be used to help improve customer experiences. In total, less than 100KB of data per hour is collected and sent.

Enable or Disable User Data Collection

Initially, you can decide to allow or disallow the automatic sending of usage data when the system's End User License Agreement is presented.

You can view and change the current status of usage data sending and collection on the **Maintenance > License** page. Usage data is sent only if the **Automatically send usage data** field is checked. You can enable or disable this feature at any time.

View the Collected Usage Data

The system records data that has been sent and collected in the system logs.

To view the collected data:

1. Log in to the RealPresence Access Director system as an Administrator.
2. Download the system logs. **View Download Log Files**.
3. On the PC where the logs have been downloaded, use an archiving or zipping tool to extract the file `analytics.json`.
`Analytics.json` is a text file containing the hourly data reported most recently before the time when the system logs were created.
4. View the `analytics.json` file with Notepad or another common text editing tool.

Polycom® RealPresence® Collaboration Server Virtual Edition Send Usage Data

The RealPresence Collaboration Server, Virtual Edition system sends the data once per hour over a secure TLS connection (port 8443) to a Polycom collection point (customerusagedatacollection.polycom.com). There is no access by any customer or others to view the data received at the collection point. The raw data will be viewable only by Polycom. To avoid any impact to starting and ending calls and conferences, data is never sent between 5 minutes before the hour and 5 minutes after the hour.

The following types of data are reported:

- Core dumps and kernel states
- MCU type
- MCU version
- Software version number
- SIP configuration port
- Zombie processes

When this information is reported, a customer's user and environment identifying information (e.g., internal IP addresses and FQDNs, names of users, devices, external systems, etc.) is made anonymous before being sent from the system. System serial numbers and license information are sent without anonymization and may be used to help improve customer experiences.



RealPresence Collaboration Server (RMX) 1800/2000/4000 will support the Automatically send usage data in future releases.

Enable or Disable User Data Collection

Initially, you can decide to allow or disallow the automatic sending of usage data when the system's End User License Agreement is presented.

To enable or disable automatically send usage data from product activation screen:

1. In RMX Manager or the RMX Web Client, go to **Setup > Licensing > Product Activation**.
2. Select or clear **Automatically Send Usage Data** checkbox.

View Automatically Send Usage Data

You can view automatically send usage data via SSH.

To view the data your RealPresence Access Director system sends to Polycom:

1. Connect to the RealPresence Collaboration Server, Virtual Edition via SSH.
2. Under the root, change directory to `/var/log/polycom/rpp/`.
3. In the `/var/log/polycom/rpp/` directory, you will see a file called `analytics.json`.
That file contains the data that your RealPresence Collaboration Server, Virtual Edition sends to Polycom.
4. View the `analytics.json` file with Notepad or another common text editing tool.



If your local DNS server does not resolve customerusagedatacollection.polycom.com, the analytics service in RealPresence Collaboration Server, Virtual Edition will query to Google DNS server (8.8.8.8) to resolve that DNS name