



Collector Customer Experience Improvement Program Whitepaper



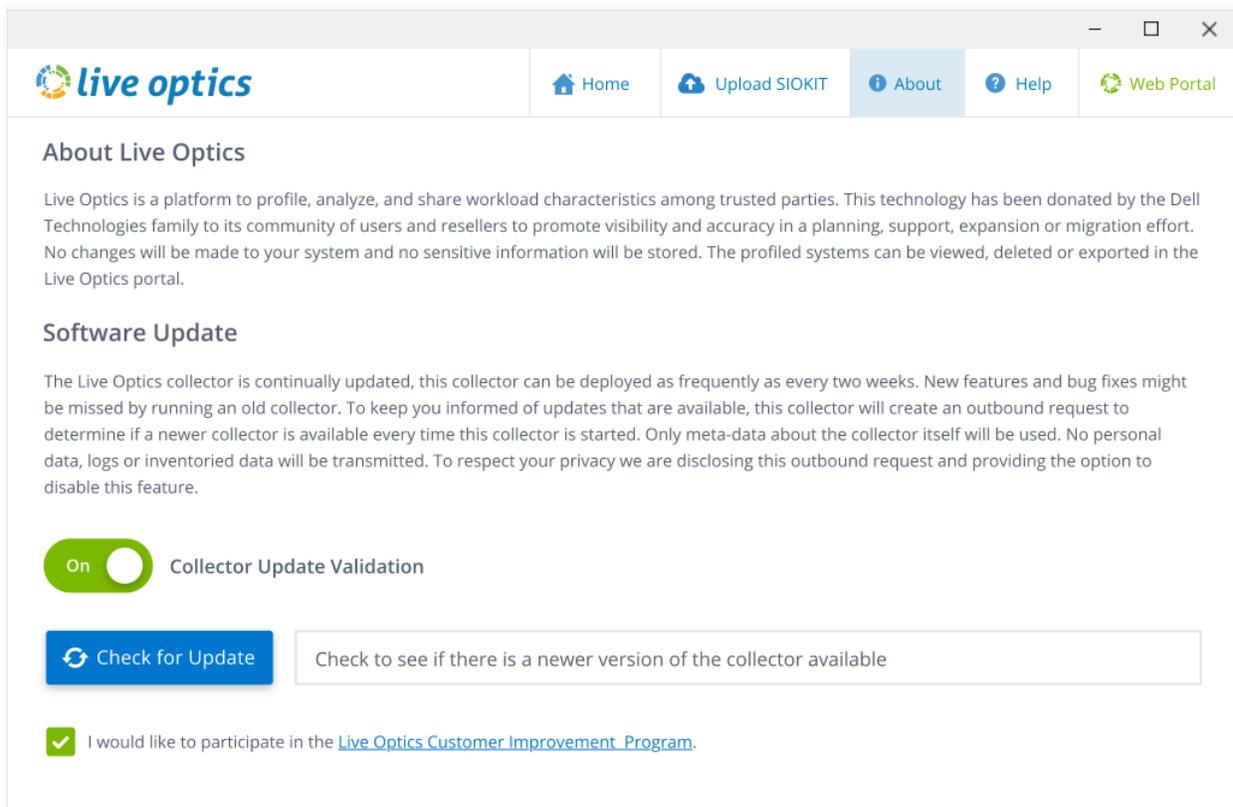
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How the program works

The Live Optics Collector Customer Experience Improvement Program gives the Live Optics team more insight into how users navigate through our desktop application, commonly known as the Collector. With this information, Live Optics can improve user experiences by streamlining workflows, deprecating unused features, invest more in frequently used features, reducing collection times, and maintaining Live Optic's goal of having a low cpu and memory footprint for most collections. This whitepaper will address how this program is implemented technically and outline any security and privacy concerns.

Participation in the program is optional. Users may opt out of the program by deselecting the checkbox in the opening screen below.



The screenshot shows a window titled "live optics" with a navigation bar containing "Home", "Upload SIOKIT", "About", "Help", and "Web Portal". The "About" tab is selected. The main content area is titled "About Live Optics" and contains the following text:

Live Optics is a platform to profile, analyze, and share workload characteristics among trusted parties. This technology has been donated by the Dell Technologies family to its community of users and resellers to promote visibility and accuracy in a planning, support, expansion or migration effort. No changes will be made to your system and no sensitive information will be stored. The profiled systems can be viewed, deleted or exported in the Live Optics portal.

Software Update

The Live Optics collector is continually updated, this collector can be deployed as frequently as every two weeks. New features and bug fixes might be missed by running an old collector. To keep you informed of updates that are available, this collector will create an outbound request to determine if a newer collector is available every time this collector is started. Only meta-data about the collector itself will be used. No personal data, logs or inventoried data will be transmitted. To respect your privacy we are disclosing this outbound request and providing the option to disable this feature.

Collector Update Validation

The toggle is currently set to "On". Below it is a "Check for Update" button and a text input field containing "Check to see if there is a newer version of the collector available". At the bottom, there is a checked checkbox with the text "I would like to participate in the [Live Optics Customer Improvement Program](#)."



Once the user has opted into the program, the Collector application begins to track user interaction with the collector user interface. In addition to user interactions, some basic information about the system operating system where the collector is running are collected. Lastly, performance metrics regarding specific operations are also tracked. Tracked information is bundled into small batches of data and transmitted securely over the internet to Live Optics. This data is transmitted to Live Optics anonymously.

What data is tracked in the program

1. What kind of user interactions are tracked?

- Button clicks
- Menu item selections (clicks)
- Type of collection scan selected

2. What kind of user interactions are not tracked?

- IP Addresses
- Hostnames
- Usernames
- Passwords
- Email addresses
- Domain names
- Any kind of personally identifiable information

3. What kind of basic information is collected about the system where the Collector is running?

- Operating System and Version
- CPU configuration
- Memory configuration
- Free Local Disk Space
- Country where the system is running
- Operating System Language setting

4. What kind of performance metrics are tracked?

- Number of objects involved in a scan
- Types of objects involved in a scan
- Duration of a scan operation
- Peak Memory and CPU usage during a scan

How much data is tracked?

Typically, the amount of collected and transmitted data is very small, a few KBs. For some collections that operate for multiple days, the data transmitted may eventually total a few MBs. However, the transmissions will be spread out across the entire collection. The observed network footprint should be negligible.



Technical details

Live Optics uses Microsoft® Azure App Insights to collect and transmit the data over the internet. The Live Optics collector establishes a secure and encrypted (SSL) connection to Microsoft's Azure App Insights service. The data collected is bundled up into batches, and every minute or so, a small payload of data is transmitted over the internet.

Protocol: Rest HTTPS (SSL) TLS 1.2+ TCP port 443 to endpoint:

<https://eastus2.livediagnostics.monitor.azure.com/>

How long is the recorded data retained?

Live Optics will hold the data for up to seven years at which point the data is deleted. For more details on Dell's Privacy and Data Retention Policies, please click here: [Location Specific Privacy Statement | Dell UK](#)

Visually explore workload performance

Dell EMC Live Optics™ is an industry standard method of impartially documenting server/storage configuration and performance as well as observing file characteristics of data.

Virtualization & Host Optics is a vendor, hardware, and platform agnostic standard for IT professionals to record and communicate their achieved benchmarks, workloads, or support concerns with others to accelerate decision time and reduce risk.

File Optics allows for rapid characterization of unstructured data and provides visual insights into what is driving data growth in your organization.

SAN Optics can be utilized to conduct health assessments on your Storage Area Networks.

Storage Optics are vendor specific hardware profiling for storage arrays or data protection software/hardware that include both configuration and in-depth performance insight.

Your performance is unique to you. Live Optics gives you a safe and simple way to record and communicate your performance fingerprint.

Trusted By

 Dell Technologies

 VMware

 Microsoft

 Brocade

 Linux