

# Intel® Unite™ Solution

## Intel® Unite™ Plugin for Telemetry Guide

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# 1. Introduction

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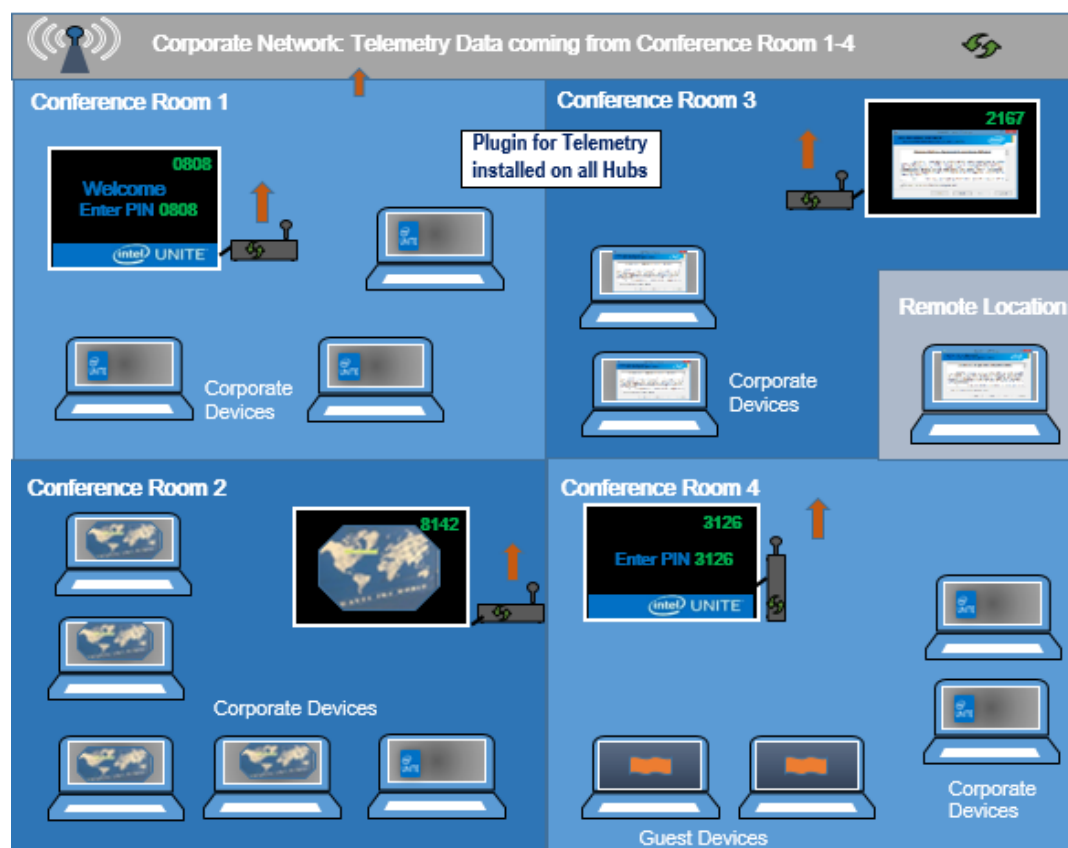
This document explains how to install and use the Telemetry plugin for the Intel® Unite™ Solution.

## 1.1 Audience

This document is designed for use by IT professionals within a corporate environment responsible for installing the Intel Unite software and adding optional features to the application, such as enabling Telemetry for their business.

## 1.2 Overview

The Telemetry plugin allows IT Administrators to collect usage information about the Intel Unite application and the client devices connected to each Hub. The IT Administrator will be able to view information such as a number of connections in each room, connections by day, average time used per connection, etc.



## 2. Plugin Installation

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The Telemetry plugin is only available for the Enterprise version of the Intel® Unite™ solution version 3.0, Enterprise Server build 3.0.38.44 or greater.

To install the Telemetry plugin you will need Administrator rights, also, verify compatibility with your target version of your Intel Unite solution (versions 1.0 and 2.0 are not be compatible with this plugin).

### 2.1 Plugin Install

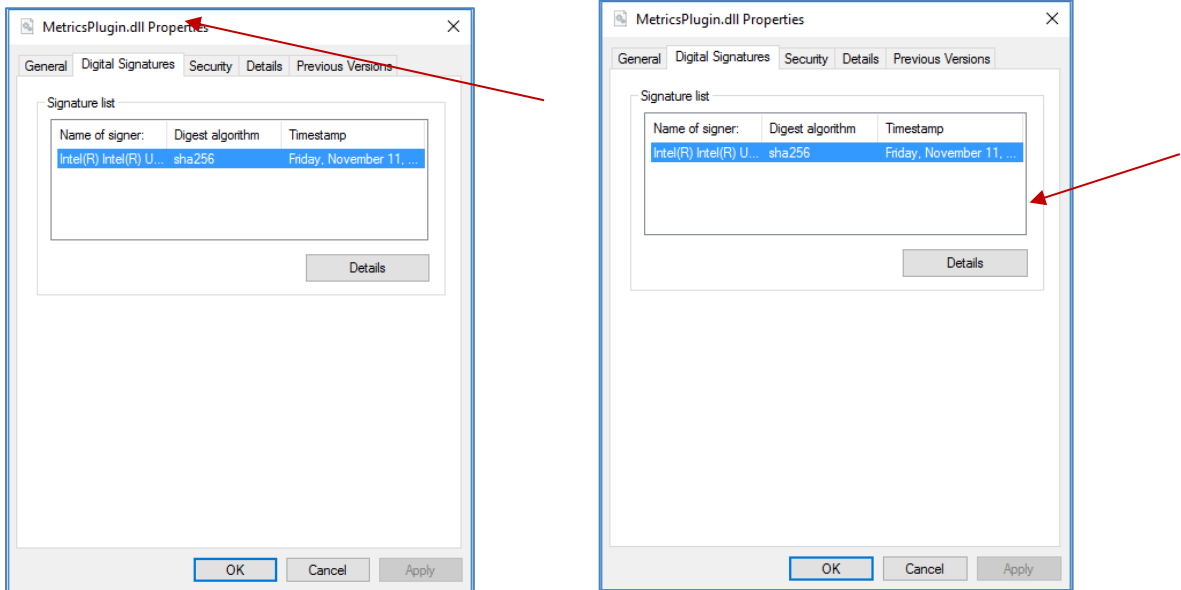
1. On each Hub where you want the telemetry functionality, run the plugin installer **Intel Unite Plugin for Telemetry** and accept the End-User License Agreement to continue.
2. Go to the plugins folder, located in Program Files(x86)\Intel\Intel Unite\Hub\Plugins, you will see that the MetricsPlugin.dll has been installed.
3. The next step is to obtain the Certificate Hash value (key value) for the Telemetry Plugin. It is recommended to obtain and use key values for plugins vs the default value (default value= blank), as key values add security and prevent malicious plugins from being installed and run on Hubs.

**NOTE:** For a test environment, you could use the default key value, but this is not recommended for a production environment.

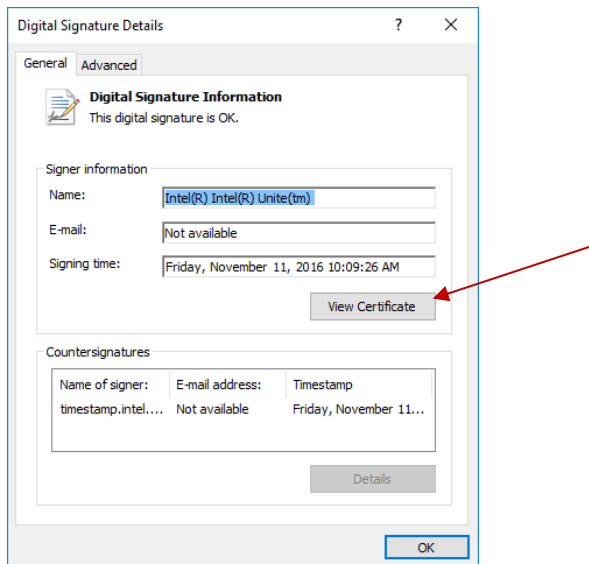
### 2.2 Obtaining the Certificate Hash Value

1. In the Intel\Intel Unite\Hub\Plugins folder, right click on **MetricsPlugin.dll** and choose **Properties**.

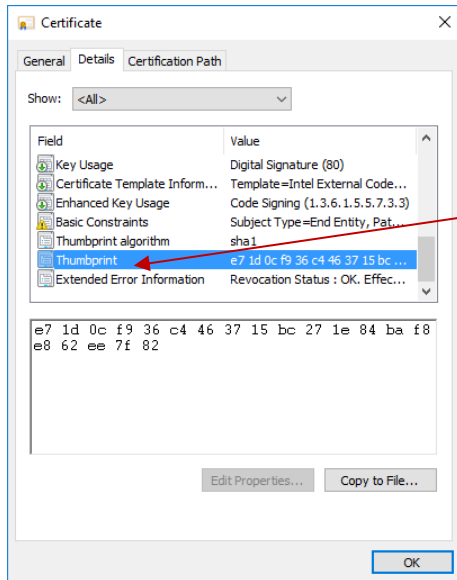
When the plugin **Properties** window opens, open the **Digital Signatures** tab.



4. Select **Intel Unite Plugin** and click on **Details**.
5. On the **Digital Signatures Details** window, click on **View Certificate**.



6. In the **Certificate** window, select the **Details** tab and scroll down until you see **Thumbprint**.
7. Select **Thumbprint**. Once the value is displayed, copy and paste it into a notepad or a text file, remove the spaces and save it.

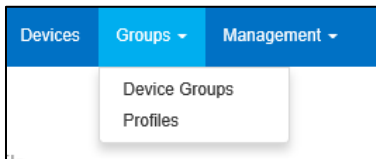


Copy and paste the value into a notepad or a text file, remove the spaces and save it.

8. This information will be used when you create the Profile for your plugin on the Admin Web Portal. The key value can also be created and entered after the profile has been created.

## 2.3 Creating the Profile on the Admin Web Portal

1. Go to the Admin Web Portal, under **Groups**, select **Profiles**.



2. Create a Key for the Telemetry Plugin Certificate Hash by clicking on **Create**, and when the **Profile Properties** window opens, enter the following:

- **Key:** PluginCertificateHash\_Telemetry

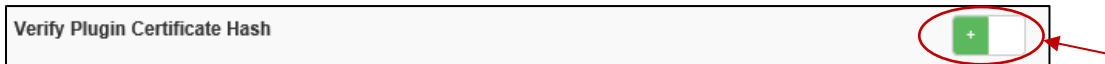
(The format is PluginCertificateHash\_XXXX, where X is the name you are giving the plugin)

- **Data Type:** Text

- **Value:** Paste the value saved on the notepad or text file mentioned in section - *Obtaining the Certificate Hash Value* – (thumbprint value). This data can also be entered after creating the key.
3. Click on **Create** to save the profile.
  4. In the **Profile Details** window, you will see the new Profile for the plugin and the key value entered.



5. You must also ensure the **Verify Plugin Certificate Hash** key in the **Profile Details** window is enabled (green). If it is not enabled, turn it on by switching from red to green.

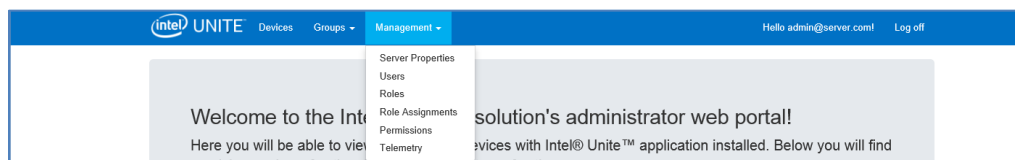


**NOTE:** For a test environment, you could disable the certificate check (not recommended for a production environment).

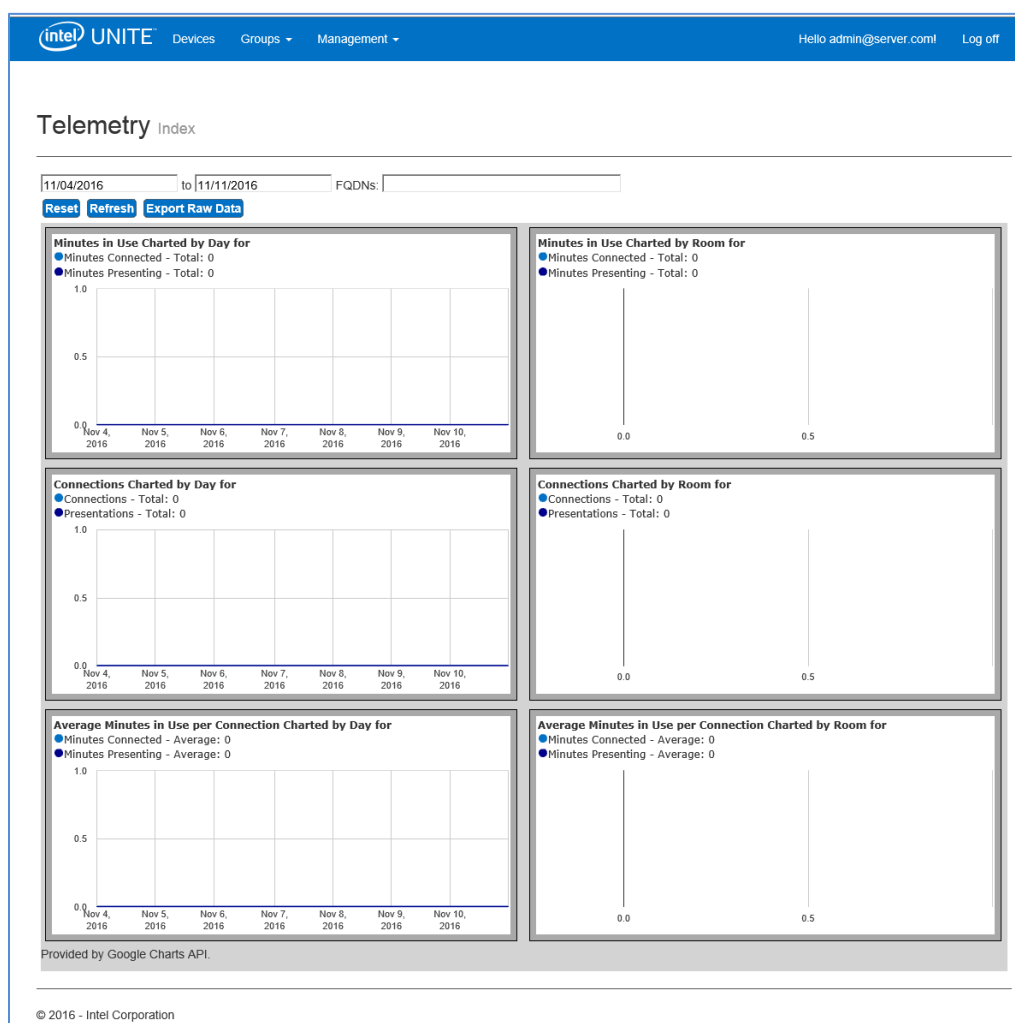


### 3. Telemetry Plugin Features

On the Admin Web Portal, go to the Management tab and select Telemetry.

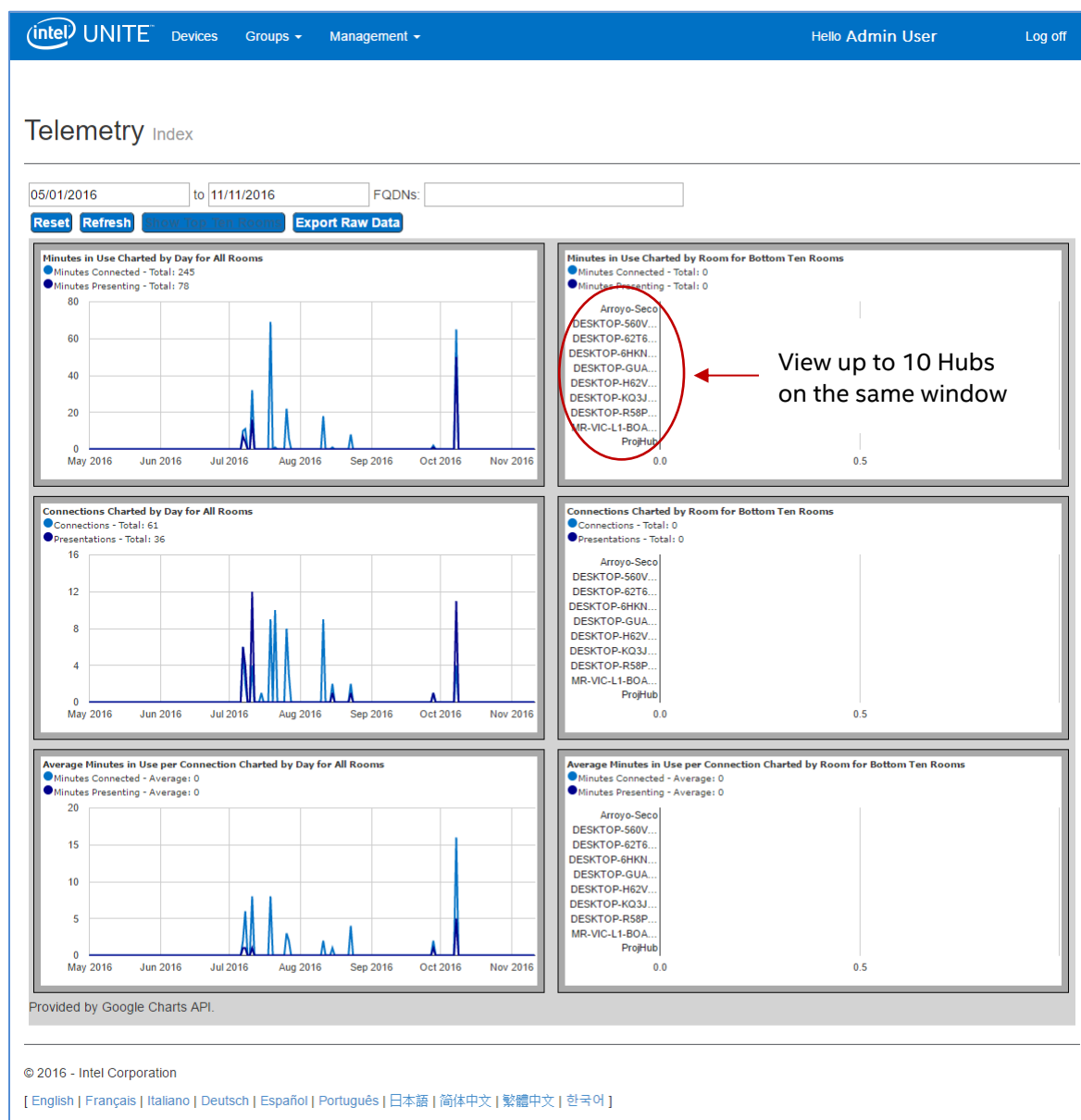


After installing the plugin, the Telemetry page will display the following window.



Once you start gathering data it will display the telemetry data.

On the main Telemetry window, you will be able to see data for up to 10 Hubs. When more Hubs are available, you will see an additional tab - **Show Top Ten Rooms /Show Bottom Ten Rooms-**, as selected by the user. See the example below.



## The available fields are:

- **Date range** to display metrics
- **FQDNs:** use this field to view one Hub at a time
- **Reset:** use when you want to reset the metrics view



- **Refresh:** use when you want to see the latest data, the data will refresh every 5 min (no less)
- **Show top/bottom Ten rooms:** list Hubs in alphabetical order
- **Export Raw Data:** export data to a supported file \*.csv

**The available metrics are:**

- Minutes in Use Charted by Day for
  - Minutes Connected
  - Minutes Presenting
- Minutes in Use Charted by Room for
  - Minutes Connected
  - Minutes Presenting
- Connections Charted by Day for
  - Connections
  - Presentations
- Connections Charted by Room for
  - Connections
  - Presentations
- Average Minutes in Use per Connection Charted by Day for
  - Minutes Connected
  - Minutes Presenting
- Average Minutes in Use per Connection Charted by Room for
  - Minutes Connected
  - Minutes Presenting



## Appendix A. Troubleshooting

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If you have any issues with this plugin, see below for possible causes, but you can also consult the Hub log for additional information.

- Verify that Certificate hashes preventing the plugin to work are not entered in the admin portal.
- Ensure the Plugin Certificate Hash key value for Telemetry has been entered on the Admin Web Portal.
- Ensure the Plugin Certificate Hash has been enabled on the Admin Web Portal.
- Ensure the hub is connected to the corporate network through a wired connection.
- If the Plugin Install ended prematurely ensure you have compatibility with your Intel® Unite™ software.