

# TELEMETRY IN OFFICE 2013

## A NEW WAY TO ASSESS OFFICE COMPATIBILITY

### WHAT IS OFFICE TELEMETRY?

Office Telemetry is a new compatibility monitoring framework that works with Office 2013, Office 2010, Office 2007, and Office 2003. This framework can speed up Office deployments by helping you discover business-critical Office documents and solutions in your organization.

Office Telemetry in Office 2013 works like this: When an Office document or solution is loaded, used, closed, or raises an error in certain Office 2013 applications, the application adds a record about the event to a local data store. Each record includes a description of the problem and a link to more information. Inventory and usage data is also tracked.

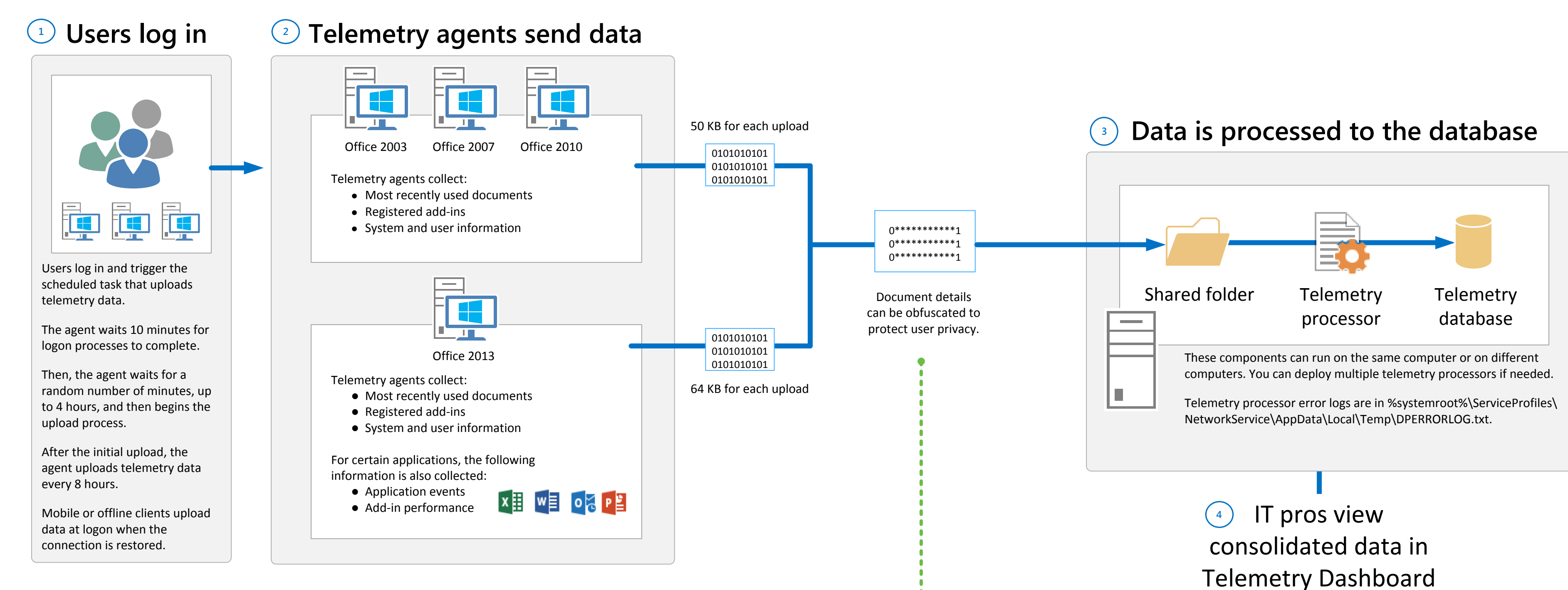
How does Office Telemetry work in previous versions of Office? Office Telemetry is new, so it's not built into Office 2003, Office 2007, and Office 2010. For those clients, you deploy an agent that collects information about installed add-ins and the most recently used documents. You won't get application event data for these clients, but you will get inventory and usage data that helps you discover what's in use and likely important to your business.

You can view this telemetry data using two new tools, Telemetry Dashboard and Telemetry Log.

### WHAT'S MONITORED IN OFFICE 2013

| Solution Type             | Applications    | Description   |
|---------------------------|-----------------|---|
| Active documents          | Word 2013       | Active documents are any Office document files other than the other solution types listed in this table. This can include the following: <ul style="list-style-type: none"> <li>Office binary format files (.doc, .ppt, .pps, .xls).</li> <li>Office OpenXML format files (.docx, .pptx, .ppsx, .xlsx).</li> <li>Macro-enabled files that contain VBA code (.docm, .dotm, .pptm, .potm, .xlsm, .xltm).</li> <li>Files that contain ActiveX controls.</li> <li>Files that have External Data Connections.</li> </ul> |
|                           | PowerPoint 2013 |   |
|                           | Excel 2013      |   |
| COM add-ins               | Word 2013       | COM add-ins include Microsoft Office development tools in Microsoft Visual Studio 2010 application-level add-ins.   |
|                           | PowerPoint 2013 |   |
|                           | Excel 2013      |   |
|                           | Outlook 2013    |   |
| Excel Automation add-ins  | Excel 2013      | This solution type includes previous versions of Excel-supported Automation Add-ins, which are built upon COM add-ins. Functions in Automation add-ins can be called from formulas in Excel worksheets.   |
| Excel XLL add-ins         | Excel 2013      | XLL add-ins (.xll) are specific to Excel and built with any compiler that supports building DLLs (dynamic-link libraries). They do not have to be installed or registered. XLL add-ins also include DLLs that contain user-defined commands and functions.  |
| Excel XLS RTD add-ins     | Excel 2013      | XLS real-time data (RTD) add-ins are Excel worksheets that use the RealTimeData worksheet function to call an Automation server to retrieve data in real-time.  |
| Word WLL add-ins          | Word 2013       | WLL (.wll) add-ins are specific to Word and built with any compiler that supports building DLLs.  |
| Application add-ins       | Word 2013       | Application add-ins are application-specific files that contain VBA code. These include macro-enabled Word templates (.dotm), Excel add-ins (.xla, .xlam), and PowerPoint add-ins (.ppa, .ppam).  |
|                           | PowerPoint 2013 |   |
|                           | Excel 2013      |   |
| Templates                 | Word 2013       | Templates include document (.dot, .dotx), worksheet (.xlt, .xltx), or presentation (.pot, .potx) templates that are attached to an Office file.   |
|                           | PowerPoint 2013 |   |
|                           | Excel 2013      |   |
| Task pane apps for Office | Word 2013       | These are apps for Office that are hosted in a task pane within the client application.   |
|                           | Excel 2013      |   |
|                           | Project 2013    |   |
| Content apps for Office   | Excel 2013      | These are apps for Office that are integrated into the content of the Microsoft Office file.  |
| Mail apps for Office      | Outlook 2013    | These are apps for Office that appear in when certain conditions are met (the e-mail body or subject includes particular words or phrases).   |

### HOW TELEMETRY DATA IS COLLECTED



#### Telemetry Dashboard:

- Shows IT Pros a consolidated view of inventory and telemetry data
- Requires Excel 2013
- Is installed with Office Professional Plus 2013 and Office 365 ProPlus
- Connects to the telemetry database
- Can be viewed by multiple IT Pros



#### Telemetry Log:

- Helps developers and experienced users diagnose compatibility issues on an Office 2013 client
- Requires Excel 2013
- Is installed with Office Professional Plus 2013 and Office 365 ProPlus
- Connects to the local data store on the client

### OFFICE TELEMETRY COMPONENTS



#### Telemetry logging:

- Monitors events for (and is built into) Word 2013, Excel 2013, PowerPoint 2013, and Outlook 2013
- Is disabled by default
- Is enabled by using Group Policy, registry settings, or from within Telemetry Log



#### Telemetry agent:

- Monitors document and add-in usage for all Office applications in the 2003, 2007, 2010, and 2013 versions of Office
- Is supported on Windows XP and later versions
- Must be deployed to Office 2003, Office 2007, and Office 2010 clients
- Is built into Office 2013 clients
- Must be enabled using Group Policy or the registry
- Runs as a scheduled task (except on Windows XP)
- Requires domain membership
- Periodically uploads data to a shared folder



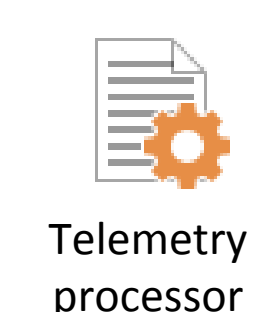
#### Group Policy settings:

- Configure the telemetry agent on each client
- Are part of Office15.admx and Office15.adml
- Are located under User Configuration\Administrative Templates\Microsoft Office 2013\Telemetry Dashboard



#### Shared folder:

- Stores telemetry data that is uploaded by telemetry agents
- Must be on premises (no cloud support)
- Can be located on the same computer as other telemetry components
- Is configured when you install the telemetry processor



#### Telemetry processor:

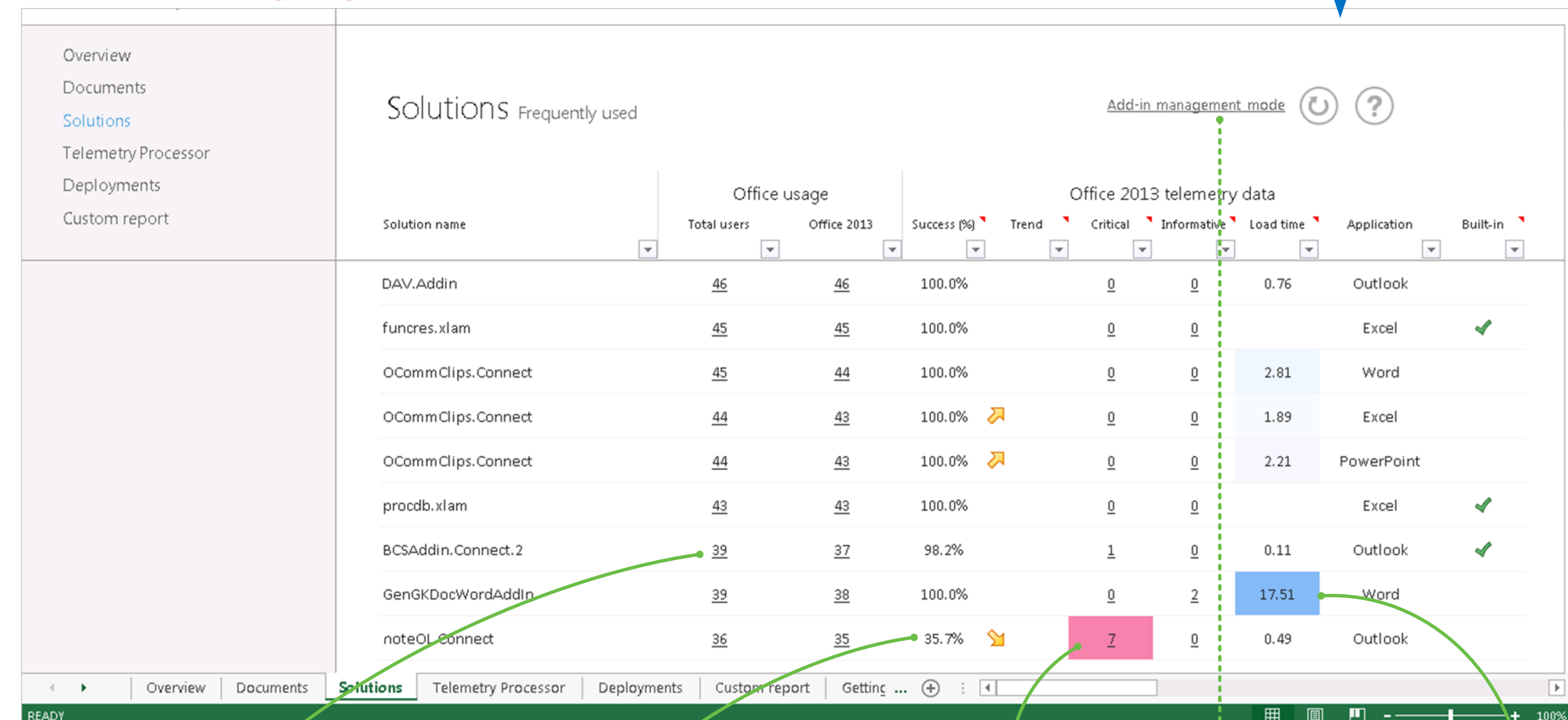
- Uploads data from the shared folder to the telemetry database
- Runs as a Windows service named "Office Telemetry Processor"
- Runs on Windows Server 2008 and later versions
- Can be run on Windows 7 and Windows 8 in test or small environments
- Can be run on the same computer as other telemetry components
- Can be installed on multiple computers for large deployments
- Requires domain membership (unless a workaround is used)



#### Telemetry database:

- Provides a data source for Telemetry Dashboard
- Requires SQL Server 2005 and later versions
- Can be run on SQL Express editions in test or small environments
- Can be run on the same computer as other telemetry components

### TELEMETRY DASHBOARD



The number of users who use the solution. Click any number to see who uses the solution.

The rate of Office 2013 sessions that don't have critical issues.

The number of critical errors that users hit. Click any number to see which errors were logged.

The number of seconds it took for the solution to load.

#### PROTECTING USER PRIVACY

Telemetry Dashboard offers three methods that help you protect user privacy.

- Obfuscate:** Obfuscate the document name, title, and path. Example: Re\*\*\*\*\*.xlsx
- Exclude:** Exclude applications and solution types from reporting. Includes checkboxes for apps for Office, Application add-ins, COM add-ins, Document files, and Template files.
- Set threshold:** Only show files that are used by N or more users. Example: Corporate Scorecard.xlsx (Total users: 10), resume.xlsx (Total users: 1)

#### MANAGING OFFICE 2013 ADD-INS

If an add-in is causing crashes or takes a long time to load, you can disable the add-in for all Office 2013 clients. Use the Add-in management worksheet to generate a Group Policy script that sets the configuration state of add-ins that are used with Office 2013.

| Office 2013 telemetry data | Group policy |                |  |
|----------------------------|--------------|----------------|--|
| Success (%)                | Blocked      | Always enabled | New value  |
| 33.3%                      | 0%           | 0%             | Select...  |
| 66.7%                      | 0%           | 0%             | Select...  |
| 0.0%                       | 0%           | 0%             | Blocked<br>Always enabled<br>Allow<br>Not configured |

Using the Group Policy administrative templates, you can also create lists of managed add-ins and optionally block any add-in that isn't on the list. Users can't override these settings unless you allow them to.