

INNEO Software

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Documentation Telemetry Data

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1 Introduction

Telemetry data is information which software manufacturers collect in order to improve and further develop the software.

For the following products from INNEO telemetry data is transmitted. These products are tools for the CAD system Creo Parametric from PTC.

- GENIUS TOOLS Library
- GENIUS TOOLS Parameter
- GENIUS TOOLS Quick Access
- GENIUS TOOLS MBD for ISO GPS
- GENIUS TOOLS Starter
- Startup TOOLS (product package of GENIUS TOOLS Starter, GENIUS TOOLS Library, GENIUS TOOLS Parameter)

Data is always anonymized before sending and then transferred using HTTPS encryption. If telemetry data collection is disabled, no data is collected or transferred.

When telemetry is enabled, the information mentioned in the following chapters is collected (if possible) and transferred to a central database in the Microsoft Azure cloud. The following endpoints are used for this purpose:

<https://gtfctelemetry.azurewebsites.net/api/transferGTfCTelemetry>

<https://gtstelemetry.azurewebsites.net/api/SendUser>

<https://gtstelemetry.azurewebsites.net/api/SendStoryLine>

<https://gtstelemetry.azurewebsites.net/api/SendPerformance>

<https://gtstelemetry.azurewebsites.net/api/SendErrorLog>

<https://gtstelemetry.azurewebsites.net/api/ConfigEditorSendUser>

<https://gtstelemetry.azurewebsites.net/api/ConfigEditorSendStoryLine>

<https://gtstelemetry.azurewebsites.net/api/ConfigEditorSendErrorLog>

<https://gtstelemetry.azurewebsites.net/api/GitUtilitySendUser>

<https://gtstelemetry.azurewebsites.net/api/GitUtilitySendStoryLine>

<https://gtstelemetry.azurewebsites.net/api/GitUtilitySendErrorLog>

Purpose of transferring telemetry data

By processing and analyzing telemetry data, the quality and functionality of GENIUS TOOLS products can be continuously improved. Telemetry data is therefore collected for the purpose of:

1. Product improvement:

Telemetry data provides valuable insights into how modules and features are used. This information can be used to identify weaknesses, make improvements and develop new features that meet the real needs of users.

2. Debugging:

Telemetry data makes it possible to analyze and rectify faults and crashes more quickly. The anonymized data helps to create reproducible scenarios for efficiently solving problems and increasing product stability.

3. Performance optimization:

By analyzing the telemetry data, performance bottlenecks can be identified and targeted optimizations can be made to increase the speed and reliability of the products.

4. User-centered development:

The data collected provides insights into which features are frequently used and which are hardly used at all. This information is directly incorporated into development priorities and ensures that the further development of products is aligned with the needs of users.

5. Sustainable decision making:

The telemetry data serves as a basis for data-driven decisions in the development process. This reduces the risk of undesirable developments of unnecessary functions or technologies.

Active participation in the collection of telemetry data is therefore an essential part of ensuring the high quality standard of GENIUS TOOLS products in the long term and adapting them to changing user requirements. Telemetry collection can be enabled or disabled at any time in the settings.

Telemetry collection data is retained until the purpose for which the data was collected no longer applies, but for no longer than one year.

2 Collected / transferred data

2.1 GENIUS TOOLS Starter

When creating, updating or modifying a workspace, GENIUS TOOLS Environment Administrator (GTSA) can be used to select whether anonymized telemetry data is transferred to the endpoints (see Introduction). If the transfer of telemetry data is enabled for an operating environment, data is transferred for this operating environment when using GENIUS TOOLS Starter App and GENIUS TOOLS Starter Project Configurator.

For anonymization purposes, INNEO generates a fully anonymous user ID based on the MAC address of the user's computer. However, users with changing MAC addresses (e. g. when using virtual network cards or docking stations) can have multiple user IDs.

Transferred data:

- **User ID:** anonymized via MAC address
- **Company ID:** anonymized via MAC address
- **Crashes:**
 - Transfer of the file *gts_error.log*
- **Function calls without context**
- **Errors and warnings in projects**
- **Started projects**
 - Project name
 - Project type (e. g. Creo Parametric)
 - Version
- **Unit change**
 - Current unit selection (unit name)
- **Performance when loading projects**

2.2 GENIUS TOOLS Library, GENIUS TOOLS Parameter, GENIUS TOOLS Quick Access

All products mentioned in this chapter are summarized below under the product name GTfC (GENIUS TOOLS for Creo).

The two configuration options:

- `gtu_start_usage_logger`

– `gt_send_telemetry_data`

determine whether anonymized telemetry is transferred to the endpoint (see Introduction). These settings depend on the Startup TOOLS of GENIUS TOOLS Starter and are automatically adopted when the GENIUS TOOLS Starter is configured. They are controlled by an environment variable called **GT_TELEMETRY**. If this is set to "1", the data from the last known session is transferred when Creo is started.

For anonymization purposes, INNEO generates a fully anonymous user ID based on the MAC address of the user's computer. However, users with changing MAC addresses (e. g. when using virtual network cards or docking stations) can have multiple user IDs.

Transferred data:

- **User ID:** anonymized via MAC address
- **Company ID:** anonymized via MAC address
- **Start date**
- **Creo data:**
 - Version
 - Creo type:
 - Educ
 - Tryout
 - HomeUse
 - No Graphics Mode
- **GTfC version**
- **GTfC configurations used:**
 - Only the configurations specified in .cfg files, no advanced module configurations
- **Function calls without context**
- **Crashes:**
 - Transfer of the file *traceback.log* when a connection to the GENIUS TOOLS products has been detected on the client computer.

2.3 GENIUS TOOLS MBD for ISO GPS

When telemetry data transfer is enabled, the product GENIUS TOOLS MBD for ISO GPS transfers the same information as the products described in Library, Parameter, Quick Access.

3 Data Anonymization

For all transfers, any client-side data that contains any of the following information will be replaced:

Username → based on the environment variable USERNAME

Computer name → based on the environment variable COMPUTERNAME

userdomain → based on the environment variable USERDOMAIN

GT Starter drive → based on the environment variable GTS_CFG_LW

GT Starter Root Dir → based on the environment variable GTS_ROOT_DIR

GT Resource Folder → based on the environment variable GT_RESOURCE_FOLDER

E-mail → based on the e-mail address format

4 Encryption of data transfer

All data that is transferred is encrypted on the client and decrypted on the server.
An HTTPS session is used as the outer encryption.

5 Copyright

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INNEO Solutions GmbH
IT-Campus 1
73479 Ellwangen
Germany

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