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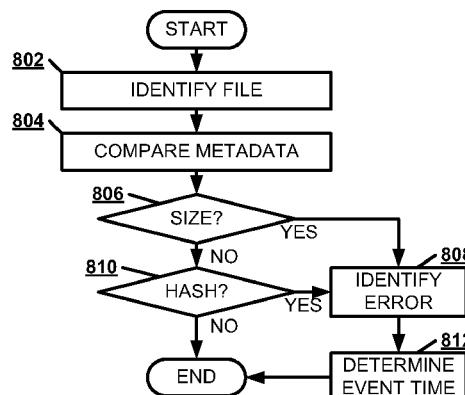


Figure 8

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(57) Abstract: A service proxy may receive a matching file metadata set for a matching file stored in a cloud user account of a cloud synchronization system. The service proxy may execute a synchronization verification of the matching file metadata set to a local file stored in a client device. The service proxy may create a telemetry report describing a synchronization error as determined the synchronization verification.

2013243512 20 Sep 2017

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TELEMETRY SYSTEM FOR A CLOUD SYNCHRONIZATION SYSTEM

BACKGROUND

[0001] A modern computer user may have multiple computer devices, such as a desktop computer, a laptop computer, a tablet computer, or a cellular telephone with computational power, called a “smart phone”. A user may keep the files in one device synchronized with files across multiple other devices. A user may transfer any changes to a file in one device to other copies of that file in other devices.

5 [0002] It is desired to address or ameliorate one or more disadvantages or limitations 10 associated with the prior art, or to at least provide a useful alternative.

SUMMARY

[0003] In accordance with the present invention, there is provided a machine-implemented method, comprising:

15 receiving a matching file metadata set for a matching file;
executing a synchronization verification of the matching file metadata set to a local file stored in a client device;
characterized in that the matching file is stored in a cloud user account of a cloud synchronization system, that the synchronization verification determines a synchronization error and that the method comprises a step of:
20 creating a telemetry report describing the synchronization error as determined by the synchronization verification.

[0003A] The present invention also provides a tangible machine-readable medium 25 having a set of instructions detailing a method stored thereon that when executed by one or more processors cause the one or more processors to perform the method, the method comprising:
receiving from a client device a telemetry report having a telemetry data set compiled at the client device;
30 creating a review report based in part on the telemetry data set; and sending the review report to the client device,
characterized in that the telemetry data set describes a cloud service and comprises synchronization error data describing a synchronization error.

[0003B] The present invention also provides a client device, comprising:
a data storage that stores a local file synchronized with a matching file;
a network interface that receives a matching file metadata set for the matching file;
and
5 a processor that executes a synchronization verification of the matching file metadata set to the local file,
characterized in that the matching file is in a cloud user account of a cloud synchronization system, that the synchronization verification determines a synchronization error, that the network interface receives the matching file metadata set for the matching file from a cloud server and that the processor creates a telemetry report describing the synchronization error as determined by the synchronization verification.
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DRAWINGS

15 [0004] Some Embodiments of the present invention are hereinafter described, by way of example only, with reference to the accompanying drawings, in which:

[0005] FIG. 1 illustrates, in a block diagram, one embodiment of a cloud synchronization network.

[0006] FIG. 2 illustrates, in a block diagram, one embodiment of a computing device.

20 [0007] FIG. 3 illustrates, in a block diagram, one embodiment of a matching file metadata set message.

[0008] FIG. 4 illustrates, in a block diagram, one embodiment of a telemetry report.

[0009] FIG. 5 illustrates, in a block diagram, one embodiment of a telemetry record.

[0010] FIG. 6 illustrates, in a block diagram, one embodiment of a review report.

25 [0011] FIG. 7 illustrates, in a flowchart, one embodiment of a method of synchronizing a local file using the client device.

[0012] FIG. 8 illustrates, in a flowchart, one embodiment of a method of executing a synchronization verification.

[0013] FIG. 9 illustrates, in a flowchart, one embodiment of a method of synchronizing a matching file using the cloud server.
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[0014] FIG. 10 illustrates, in a flowchart, one embodiment of a method of processing a telemetry report in a telemetry server.

2013243512 20 Sep 2017

MS 335809

DETAILED DESCRIPTION

[0014A] Embodiments discussed below relate to a telemetry system tracking a cloud synchronization system to improve correctness and performance. A service proxy may receive a matching file metadata set for a matching file stored in a cloud user account of a cloud synchronization system. The service proxy may execute a synchronization verification of the matching file metadata set to a local file stored in a client device. The service proxy may create a telemetry report describing a synchronization error as determined by the synchronization verification.

[0015] Embodiments are discussed in detail below. While specific implementations are discussed, it should be understood that this is done for illustration purposes only. A person skilled in the relevant art will recognize that other components and configurations may be used without parting from the spirit and scope of the subject matter of this disclosure. The implementations may be a machine-implemented method, a tangible machine-readable medium having a set of instructions detailing a method stored thereon for at least one processor, or a client device.

[0016] A user may maintain a copy of a data file on multiple devices, such as a tablet computer, a laptop computer, a desktop computer, and a smart phone. The data file may be a text file, a digital image file, an audio file, a video file, or an executable software application. The user may preserve a copy of that data file using cloud computing. Cloud computing allows a service proxy to offload certain functions of a user device to one or more network devices, referred to as the cloud.

[0017] A user may access any cloud service provided by the cloud using a cloud user account. The cloud may perform processing and backup storage functions for the user device. The user may store a copy of a data file on a cloud server connected at least intermittently via a network to each device associated with the user. Each time the data file is updated on one user device, the data file may be synchronized with the copy on the cloud server and any other user device with a cloud user account.

[0018] A telemetry system may collect data from each endpoint of a cloud to track correctness and performance during a cloud service, such as a cloud synchronization system. A client device may track the synchronization and create a telemetry report to send to a telemetry server. The client device may use file metadata to verify that the synchronization occurred correctly. The client device may also report any assertion failures or synchronization stalls that happen during the synchronization process.

[0019] The telemetry server may then use that data to document and diagnose any synchronization errors that occur during the synchronization process. The telemetry server may identify any common errors or error patterns and automatically provide an error patch to correct those errors. The telemetry server may send a review report to the user of the client

5 device or to an administrator of the cloud synchronization system. The review report may organize the telemetry data into a service-wide performance record covering the cloud synchronization system, aggregate user performance records covering different demographic groupings of cloud synchronization system users, and an individual user performance record.

[0020] Thus, in one embodiment, a telemetry system may track a cloud synchronization

10 system to improve performance. A service proxy may receive a matching file metadata set for a matching file stored in a cloud user account of a cloud synchronization system. The service proxy may execute a synchronization verification of the matching file metadata set to a local file stored in a client device. The service proxy may create a telemetry report describing a synchronization error as determined by the synchronization verification.

15 [0021] FIG. 1 illustrates, in a block diagram, one embodiment of a cloud synchronization network 100. A client device 110 may store a local file 112, such as a text file, a digital audio file, a digital image file, a digital video file, an application, or other data file. The client device 110 may be a desktop computer, a laptop computer, a handheld computer, a smart phone, or other computing device. The client device 110 may use a service proxy 114 to act as a cloud 20 client interface to subscribe to a cloud service, such as a cloud synchronization system. The service proxy 114 may implement a client synchronization engine 116 to maintain synchronized copies of the local file 112 throughout the cloud synchronization network 100.

25 [0022] The service proxy 114 may use a data network connection 120 to connect to a cloud server 130. The cloud server 130 may store a cloud user account 132 for the user associated with the client device 110. The cloud user account 132 may maintain a matching file 134 for the local file 112 stored on the client device 110. The matching file 134 is a copy of a version of the local file 112 stored on the client device 110. The cloud server 130 may implement a cloud synchronization engine 136 to synchronize the local file 112 with the matching file 134 on a pre-set schedule or each time either the local file 112 or the matching file 134 is updated.

30 [0023] Further, an associated user device 140 may have an associated service proxy 142 acting as an incarnation of the cloud user account 132 maintaining the matching file 134. The associated user device 140 may use an associated synchronization engine 144 to synchronize the matching file 134 with either the matching file 134 on the cloud server 130 or the local file 112 on the client device 110. An associated user device 140 is any device registered with the

cloud user account 132. An associated user device 140 may be considered a separate client device 110, and vice versa.

[0024] A telemetry server 150 may maintain a telemetry system in the cloud to track the correctness and performance of the cloud synchronization system. The telemetry server 150 may be accessed via the cloud server 130 or may be accessed directly via the data network connection 120. The telemetry server 150 may receive a telemetry report from the client device 110 or the cloud server 130 describing the correctness and performance of a synchronization, including any synchronization errors that may have occurred. The telemetry server 150 may then provide the client device 110 with a review report to be shown to the user to describe the performance of the cloud synchronization system. The telemetry server 150 may maintain a known error database 152 to store common errors or error patterns and the error patches or user actions that may correct those errors.

[0025] FIG. 2 illustrates a block diagram of an exemplary computing device 200 which may act as a client device 110, associated user device 140, a cloud server 130, or a telemetry server 150. The computing device 200 may combine one or more of hardware, software, firmware, and system-on-a-chip technology to implement a telemetry system or a cloud synchronization system. The computing device 200 may include a bus 210, a processor 220, a memory 230, a read only memory (ROM) 240, a storage device 250, an input device 260, an output device 270, and a network interface 280. The bus 210, or other inter-component communication system, may permit communication among the components of the computing device 200.

[0026] The processor 220 may include at least one conventional processor or microprocessor that interprets and executes a set of instructions. The memory 230 may be a random access memory (RAM) or another type of dynamic storage device that stores information and instructions for execution by the processor 220. The memory 230 may also store temporary variables or other intermediate information used during execution of instructions by the processor 220. The ROM 240 may include a conventional ROM device or another type of static storage device that stores static information and instructions for the processor 220. The storage device 250 may include any type of tangible machine-readable medium, such as, for example, magnetic or optical recording media and its corresponding drive. A tangible machine-readable medium is a physical medium storing machine-readable code or instructions, as opposed to a transitory medium or signal. The storage device 250 may store a set of instructions detailing a method that when executed by one or more processors cause the one or more processors to perform the method. The storage device 250 may also be a database or a database interface for storing telemetry records.

[0027] The input device 260 may include one or more conventional mechanisms that permit a user to input information to the computing device 200, such as a keyboard, a mouse, a voice recognition device, a microphone, a headset, a touch screen, etc. The output device 270 may include one or more conventional mechanisms that output information to the user, including

5 a display, a printer, one or more speakers, a headset, or a medium, such as a memory, or a magnetic or optical disk and a corresponding disk drive. The network interface 280 may include any transceiver-like mechanism that enables computing device 200 to communicate with other devices or networks. The network interface 280 may be a wireless, wired, or optical interface.

10 [0028] The computing device 200 may perform such functions in response to a processor 220 executing sequences of instructions contained in a computer-readable medium, such as, for example, the memory 230, a magnetic disk, or an optical disk. Such instructions may be read into the memory 230 from another computer-readable medium, such as the storage device 250, or from a separate device via the communication interface 280.

15 [0029] FIG. 3 illustrates, in a block diagram, one embodiment of a matching file metadata set message 300. The matching file metadata set message 300 may have a client device address 302 to indicate the client device 110 to which the matching file metadata set message 300 is being sent. The matching file metadata set message 300 may transmit the matching file metadata set 304 to the client device 110. A matching file metadata set 304 describes the characteristics of the matching file 134. The matching file metadata set 304 may have a file name 306 identifying the matching file 134, a file hierarchy 308 describing the storage location of the matching file 134, the size 310 of the matching file 134, a file hash 312 of the matching file 134, and a timestamp 314 identifying the last time the matching file 134 was modified.

20 The file hash 312 is a value produced by applying a hash function to the contents of the matching file 134. By comparing the file hash 312 of a matching file 134 to the file hash 312 of a local file 112, a processor may determine whether a matching file 134 is the same as a local file 112.

25 [0030] FIG. 4 illustrates, in a block diagram, one embodiment of a telemetry report 400. The telemetry report 400 may have a telemetry server address 402 to indicate the telemetry server 150 to which the telemetry report 400 is being sent. The telemetry report 400 may transmit a telemetry data set 404 to the telemetry server 150. A telemetry data set 404 may describe the performance of a cloud synchronization system during a synchronization. The telemetry data set 404 may contain any number of types of telemetry data.

[0031] For example, the telemetry data set 404 may have a user identifier 406 describing the client device 110. The telemetry data set 404 may have a data file description 408 describing the local file 112 or matching file 134, such as the file type and the file originator. The telemetry data set 404 may have a software (SW) description 410 describing the software being used to read the local file 112 or matching file 134, such as the version number or developer.

[0032] The telemetry data set 404 may have synchronization error data 412 describing a synchronization error identified by a synchronization verification, along with an event time 414 for that synchronization error. The event time 414 may indicate the time of the synchronization error as determined by the metadata timestamp 314, rather than the time of the synchronization verification.

[0033] Assertion failure data 416 in the telemetry data set 404 may describe an assertion failure that has occurred during the synchronization of the local file 112 and the matching file 134, along with any assertion log data 418 taken at the time of the assertion failure. The assertion failure data 416 may report any failed assertions, such as a debug assertion, a retail assertion, a shipping assertion, or other, to the telemetry server 150 for debugging.

[0034] Synchronization stall data 420 in the telemetry data set 404 may describe a synchronization stall that has occurred during the synchronization of the local file 112 and the matching file 134, along with any stall log data 422 taken at the time of the synchronization stall. The service proxy 114 may attempt to self-diagnose any failure to progress on synchronization. If, for example, an upload fails from “precondition failed”, but a subsequent change enumeration returns an error indicating no modification and no progress made, the service proxy 114 may identify the stall. The service proxy 114 may identify the stall based on no further progress being made until the cloud service allows the upload or returns a reason for a failure to upload.

[0035] The telemetry data set 404 may describe a synchronization performance metric 424 tracking the synchronization of the local file 112 and the matching file 134, including if the synchronization is successful. The synchronization performance metric 424 describes the execution of the synchronization, such as the success or failure rate, the synchronization call time, bandwidth use, processor usage on the client device 110, and other metrics. The synchronization performance metric 424 may exclude resources used by the telemetry process.

[0036] FIG. 5 illustrates, in a block diagram, one embodiment of a telemetry record 500. The telemetry server 150 may store the telemetry record 500. The telemetry server 150 or an

administrator may compare the telemetry record 500 with the telemetry report 400 to identify any new problems. The telemetry record 500 may have a user demographic data set 502 describing the user associated with the cloud user account 132. For example, the user demographic data set 502 may describe the location of the user, the type of files synchronized 5 by the user, and other data about the user and the user's files. The telemetry record 500 may have a device profile 504 describing the client device 110 sending the telemetry report 400. For example, the device profile 504 may describe the type of client device 110, the processing, the connection speed, the memory, or the other characteristics of the client device 110. The telemetry record 500 may associate the user demographic data set 502 and the device profile 10 profile 504 with the telemetry data set 404.

[0037] FIG. 6 illustrates, in a block diagram, one embodiment of a review report 600. The review report 600 may have a client device address 602 to indicate the client device 110 to which the review report 600 is being sent. The review report 600 may transmit a review data set 604 to the client device 110. The review data set 604 may have an error patch 606 for 15 correcting any synchronization error identified in the telemetry report 400.

[0038] The review data set 604 may have a service-wide performance record 608, an aggregate user performance record 610, or an individual user performance record 612. The service-wide performance record 608 may track the overall performance of the cloud synchronization system, such as uptime, success rate, and other metrics describing the 20 performance of the cloud synchronization system. Further, the service-wide performance record 608 may track the number of files synchronized correctly by the cloud synchronization system, such as local files 112 with no matching files 134, matching files 134 with no local files 112, local files 112 with a different file size from the matching file 134, local files 112 with a different version from the matching files 134, local files 112 with different timestamps 25 from the matching files 134, and other metrics. The aggregate user performance record 610 may collect groups of users based on demographics and performance trends to show the user groups performance and correctness. The individual user performance record 612 may track the performance and correctness of devices associated with the user of the client device 110, or may be limited to the client device 110. The individual user performance record 612 may 30 be presented as a user customizable timeline 614. The user may customize the user customizable timeline 614 by selecting which metrics to display in timeline form.

[0039] FIG. 7 illustrates, in a flowchart, one embodiment of a method 700 of synchronizing a local file 112 using the client device 110. The service proxy 114 may store the local file 112 on the client device 110 (Block 702). The service proxy 114 may synchronize the local file

112 with a matching file 134 stored in a cloud user account 132 of a cloud synchronization system (Block 704). The service proxy 114 may track a synchronization of the local file 112 and the matching file 134 to record a synchronization performance metric 424 for a telemetry report 400 (Block 706). The service proxy 114 may receive a matching file metadata set 304 for a matching file 134 stored in a cloud user account 132 of a cloud synchronization system from at least one of a cloud server 130 or an associated user device 140 (Block 708). The service proxy 114 may create a local file metadata set to compare with the matching file metadata set 304 for a synchronization verification (Block 710).

[0040] The service proxy 114 may record a synchronization performance metric 424 for a telemetry report 400 (Block 712). The service proxy 114 may execute a synchronization verification of the matching file metadata set 304 to a local file 112 stored in the client device 110 upon completion of the synchronization between the local file 112 and the matching file 134 (Block 714). If the synchronization verification determines that a synchronization error has occurred (Block 716), the service proxy 114 may record a synchronization error data 412 and an event time 414 for the telemetry report 400 (Block 718). The service proxy 114 may perform a resynchronization of the local file 112 to the matching file 134 (Block 720).

If the service proxy 114 receives an assertion failure during the synchronization of the local file 112 and the matching file 134 (Block 722), the service proxy 114 may record the assertion failure 416 and an assertion log data set 418 for the telemetry report 400 (Block 724). If the service proxy 114 recognizes a synchronization stall during a synchronization of the local file 112 and the matching file 134 (Block 726), the service proxy 114 may record the synchronization stall 420 and a stall log data set 422 for the telemetry report 400 (Block 728). The service proxy 114 may create a telemetry report 400 to describe the synchronization performance, a synchronization error 412 and event time 414 as determined by the synchronization verification, an assertion failure 416 and an assertion log data set 418, and a synchronization stall 420 and a stall log data set 422 (Block 730). The service proxy 114 may send the telemetry report 400 to the telemetry server 150 (Block 732).

[0041] FIG. 8 illustrates, in a flowchart, one embodiment of a method 800 of executing a synchronization verification. The service proxy 114 may identify a local file 112 that corresponds to the matching file 134 using the file name 306 and the file hierarchy 308 (Block 802). The service proxy 114 may compare the matching file metadata set 304 to the local file metadata set (Block 804). If the size 310 of the matching file metadata set 304 differs from the size of the local file metadata set (Block 806), the service proxy 114 may identify a synchronization error (Block 808). If the file hash 312 of the matching file metadata set 304

differs from the file hash of the local file metadata set (Block 810), the service proxy 114 may identify a synchronization error (Block 808). The service proxy 114 may determine from the time stamp 314 of the matching file metadata set an event time for the synchronization error (Block 812).

5 [0042] Many of the telemetry functions performed by the client device 110 may be performed by the cloud server 130. FIG. 9 illustrates, in a flowchart, one embodiment of a method 900 of synchronizing a matching file using the cloud server. The cloud server 130 may synchronize the local file 112 stored at the client device 110 with a matching file 134 stored in a cloud user account 132 of a cloud synchronization system (Block 902). The cloud server 130 may track a synchronization of the local file 112 and the matching file 134 (Block 904). The cloud server 130 may receive a matching file metadata set 304 for a matching file 134 stored in a cloud user account 132 of a cloud synchronization system (Block 906). The cloud server 130 may receive a local file metadata set to compare with the matching file metadata set 304 for a synchronization verification (Block 908).

10 [0043] The cloud server 130 may record a synchronization performance metric 424 to the telemetry report 400 (Block 910). The cloud server 130 may execute a synchronization verification of the matching file metadata set 304 to a local file 112 stored in the client device 110 (Block 912). If the synchronization verification determines that a synchronization error has occurred (Block 914), the cloud server 130 may record a synchronization error data 412 and an event time 414 for the telemetry report 400 (Block 916). The cloud server 130 may perform a resynchronization of the local file 112 to the matching file 134 (Block 918). If the cloud server 130 receives an assertion failure during the synchronization of the local file 112 and the matching file 134 (Block 920), the cloud server 130 may record the assertion failure 416 and an assertion log data set 418 to the telemetry report 400 (Block 922). If the cloud server 130 recognizes a synchronization stall during a synchronization of the local file 112 and the matching file 134 (Block 924), the cloud server 130 may record a synchronization stall 420 and a stall log data set 422 to the telemetry report 400 (Block 926). The cloud server 130 may create a telemetry report 400 to describe the synchronization performance, a synchronization error 412 and event time 414 as determined by the synchronization verification, an assertion failure 416 and an assertion log data set 418, and a synchronization stall 420 and a stall log data set 422 (Block 928). The cloud server 130 may send the telemetry report 400 to the telemetry server 150 (Block 930).

15 [0044] FIG. 10 illustrates, in a flowchart, one embodiment of a method 1000 of processing a telemetry report in a telemetry server 150. The telemetry server 150 may receive from a client

device 110 a telemetry report 400 having a telemetry data set 404 compiled at the client device 110 describing a cloud service associated with a cloud user account 132 for the user (Block 1002). The telemetry server 150 may associate the telemetry data set 404 with a user demographic data set 502 for the cloud user account 132 (Block 1004). The telemetry server 5 150 may associate the telemetry data set 404 with a device profile 504 for the client device 110 (Block 1006).

[0045] The telemetry server 150 may compare a synchronization error in the telemetry report 600 to a known error database 152 to find a matching error (Block 1008). If the known error database 152 produces a matching error (Block 1010), the telemetry server 150 may select an

10 error patch 606 for the review report 600 based on the matching error (Block 1012). The telemetry server 150 may send an updated review report 600 if an error patch 606 is created after the fact. The telemetry server 150 may collect a service-wide performance record 608 for the review report 600 (Block 1014). The telemetry server 150 may collect an aggregate user performance record 610 for the review report 600 (Block 1016). The telemetry server 15 150 may collect an individual user performance record 612 for the review report 600 (Block 1018). The telemetry server 150 may create a user customizable timeline 614 based on the individual user performance record 612 (Block 1020). The telemetry server 150 may create a review report 600 based in part on the telemetry data set 404 (Block 1022). The review report 600 may have the service-wide performance record 608, an aggregate user performance

20 record 610, an individual user performance record 612, or a user customizable timeline 614. The telemetry server 150 may send the review report 600 to the client device 110 (Block 1024).

[0046] Although the subject matter has been described in language specific to structural features and/or methodological acts, it is to be understood that the subject matter in the 25 appended claims is not necessarily limited to the specific features or acts described above. Rather, the specific features and acts described above are disclosed as example forms for implementing the claims.

[0047] Embodiments within the scope of the present invention may also include non-transitory computer-readable storage media for carrying or having computer-executable 30 instructions or data structures stored thereon. Such non-transitory computer-readable storage media may be any available media that can be accessed by a general purpose or special purpose computer. By way of example, and not limitation, such non-transitory computer-readable storage media can comprise RAM, ROM, EEPROM, CD-ROM or other optical disk storage, magnetic disk storage or other magnetic storage devices, or any other medium which

can be used to carry or store desired program code means in the form of computer-executable instructions or data structures. Combinations of the above should also be included within the scope of the non-transitory computer-readable storage media.

[0048] Embodiments may also be practiced in distributed computing environments where tasks are performed by local and remote processing devices that are linked (either by hardwired links, wireless links, or by a combination thereof) through a communications network.

[0049] Computer-executable instructions include, for example, instructions and data which cause a general purpose computer, special purpose computer, or special purpose processing device to perform a certain function or group of functions. Computer-executable instructions also include program modules that are executed by computers in stand-alone or network environments. Generally, program modules include routines, programs, objects, components, and data structures, etc. that perform particular tasks or implement particular abstract data types. Computer-executable instructions, associated data structures, and program modules represent examples of the program code means for executing steps of the methods disclosed herein. The particular sequence of such executable instructions or associated data structures represents examples of corresponding acts for implementing the functions described in such steps.

[0050] Although the above description may contain specific details, they should not be construed as limiting the claims in any way. Other configurations of the described embodiments are part of the scope of the disclosure. For example, the principles of the disclosure may be applied to each individual user where each user may individually deploy such a system. This enables each user to utilize the benefits of the disclosure even if anyone of a large number of possible applications do not use the functionality described herein.

25 Multiple instances of electronic devices each may process the content in various possible ways. Implementations are not necessarily in one system used by all end users.

[0051] Throughout this specification and claims which follow, unless the context requires otherwise, the word "comprise", and variations such as "comprises" and "comprising", will be understood to imply the inclusion of a stated integer or step or group of integers or steps but not the exclusion of any other integer or step or group of integers or steps.

5

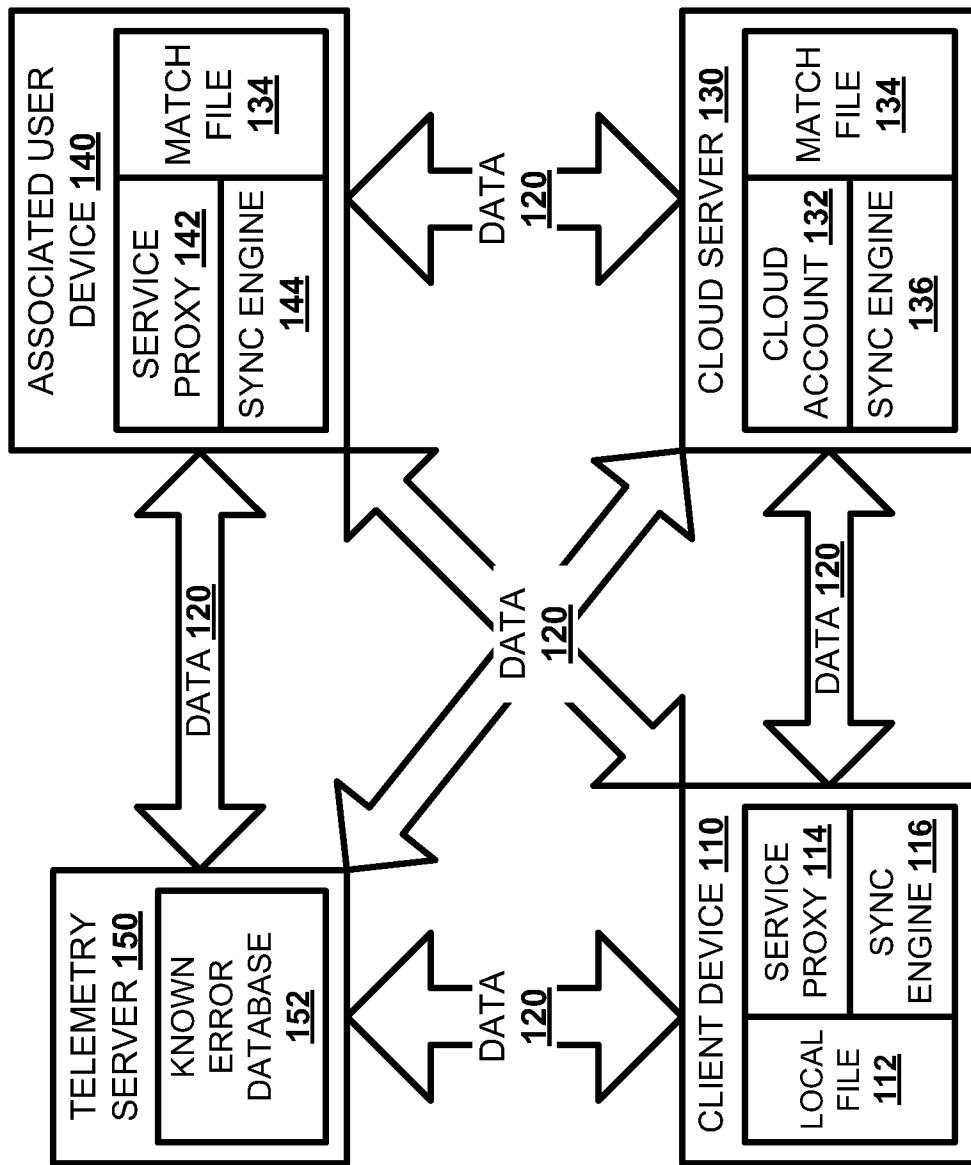
[0052] The reference in this specification to any prior publication (or information derived from it), or to any matter which is known, is not, and should not be taken as an acknowledgment or admission or any form of suggestion that that prior publication (or information derived from it) or known matter forms part of the common general knowledge in the field of endeavour to which this specification relates.

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THE CLAIMS DEFINING THE INVENTION ARE AS FOLLOWS:

1. A machine-implemented method, comprising:
 - 5 receiving a matching file metadata set for a matching file;
 - executing a synchronization verification of the matching file metadata set to a local file stored in a client device;
 - characterized in that the matching file is stored in a cloud user account of a cloud synchronization system, that the synchronization verification determines a synchronization error and that the method comprises a step of:
 - 10 creating a telemetry report describing the synchronization error as determined by the synchronization verification.
2. The method of claim 1, further comprising:
 - 15 sending the telemetry report to a telemetry server.
3. The method of claim 1 or 2, further comprising:
 - 20 determining from the matching file metadata set an event time indicating the time of the synchronization error as determined by a metadata timestamp comprised in the matching file metadata set.
4. The method of any one of claims 1 to 3, further comprising:
 - 25 creating a local file metadata set to compare with the matching file metadata set for the synchronization verification.
5. The method of any one of claims 1 to 4, further comprising:
 - Performing a resynchronization of the local file to the matching file.
6. The method of any one of claims 1 to 5, further comprising:
 - 30 receiving an assertion failure during a synchronization of the local file and the matching file for the telemetry report.

7. The method of any one of claims 1 to 6, further comprising:
tracking a synchronization of the local file and the matching file to record a synchronization performance metric for the telemetry report.
- 5 8. A tangible machine-readable medium having a set of instructions detailing a method stored thereon that when executed by one or more processors cause the one or more processors to perform the method, the method comprising:
receiving from a client device a telemetry report having a telemetry data set compiled at the client device;
10 creating a review report based in part on the telemetry data set; and
sending the review report to the client device,
characterized in that the telemetry data set describes a cloud service and comprises synchronization error data describing a synchronization error.
- 15 9. A client device, comprising:
a data storage that stores a local file synchronized with a matching file;
a network interface that receives a matching file metadata set for the matching file;
and
a processor that executes a synchronization verification of the matching file metadata set to the local file,
20 characterized in that the matching file is in a cloud user account of a cloud synchronization system, that the synchronization verification determines a synchronization error, that the network interface receives the matching file metadata set for the matching file from a cloud server and that the processor creates a telemetry report describing the synchronization error as determined by the synchronization verification.
- 25 10. The client device of claim 9, wherein the telemetry report has at least one of assertion failure data, synchronization stall data, and a synchronization performance metric.

100**Figure 1**

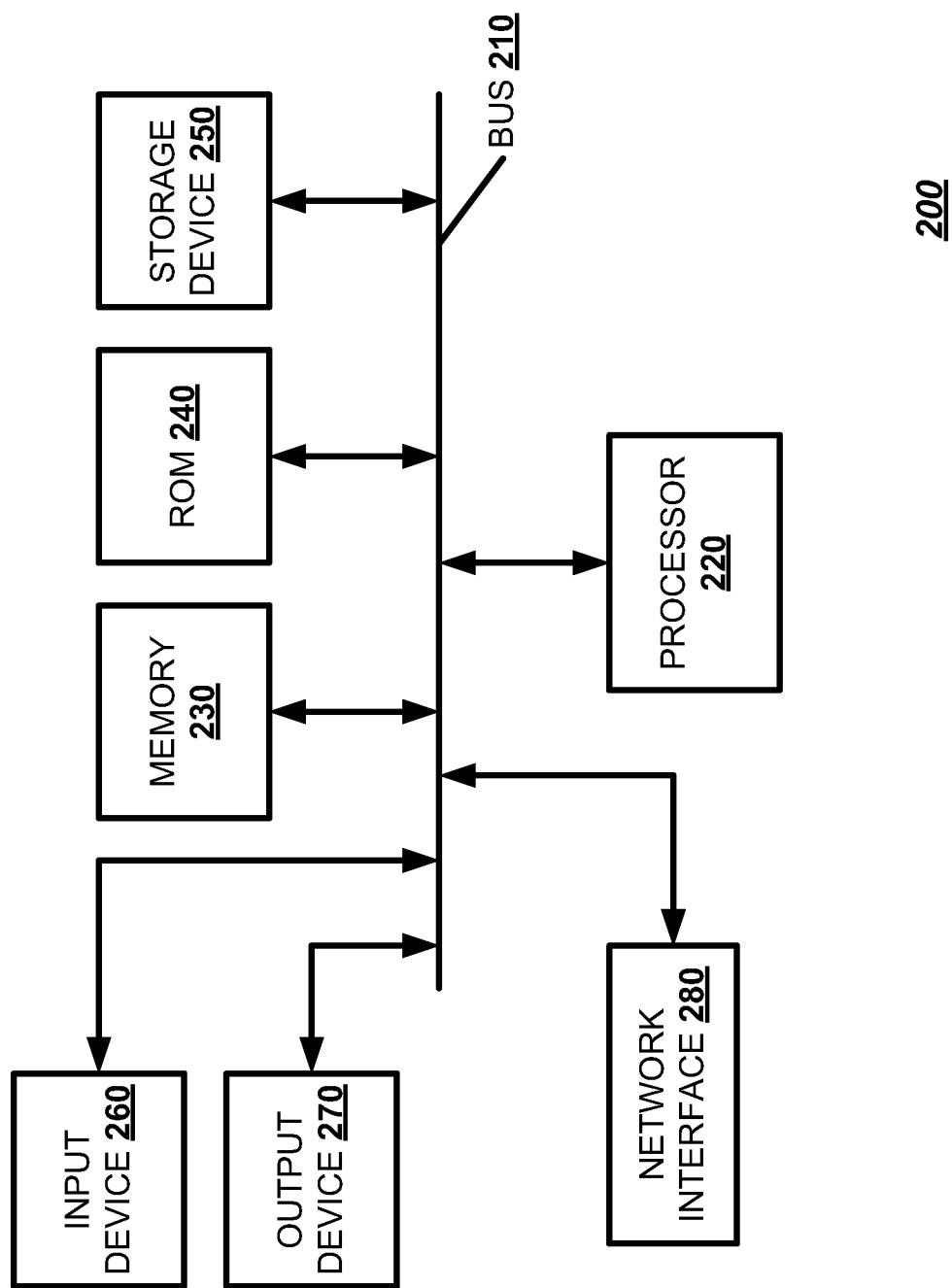


Figure 2

3/8

MATCHING FILE METADATA <u>304</u>				
CLIENT ADDRESS <u>302</u>	FILE NAME <u>306</u>	HIERARCHY <u>308</u>	SIZE <u>310</u>	FILE HASH <u>312</u> TIMESTAMP <u>314</u>

Figure 3

TELEMETRY DATA <u>404</u>				
SERVER ADDRESS <u>402</u>	USER ID <u>406</u>	FILE ID <u>408</u>	SW ERROR <u>410</u>	SYNC ERROR <u>412</u> EVENT TIME <u>414</u> ASSERT <u>416</u> LOG <u>418</u> STALL LOG <u>420</u> STALL LOG <u>422</u> SYNC METRIC <u>424</u>

Figure 4

Figure 5

USER	DEVICE	TELEMETRY
DEMO	PROFILE	
<u>502</u>	<u>504</u>	<u>404</u>

500**Figure 6**

REVIEW DATA <u>604</u>		
CLIENT	SERVICE WIDE	AGGREGATE
ADDRESS	RECORD <u>608</u>	RECORD <u>610</u>
<u>602</u>		<u>612</u>
		TIMELINE <u>614</u>

600**Figure 6**

5/8

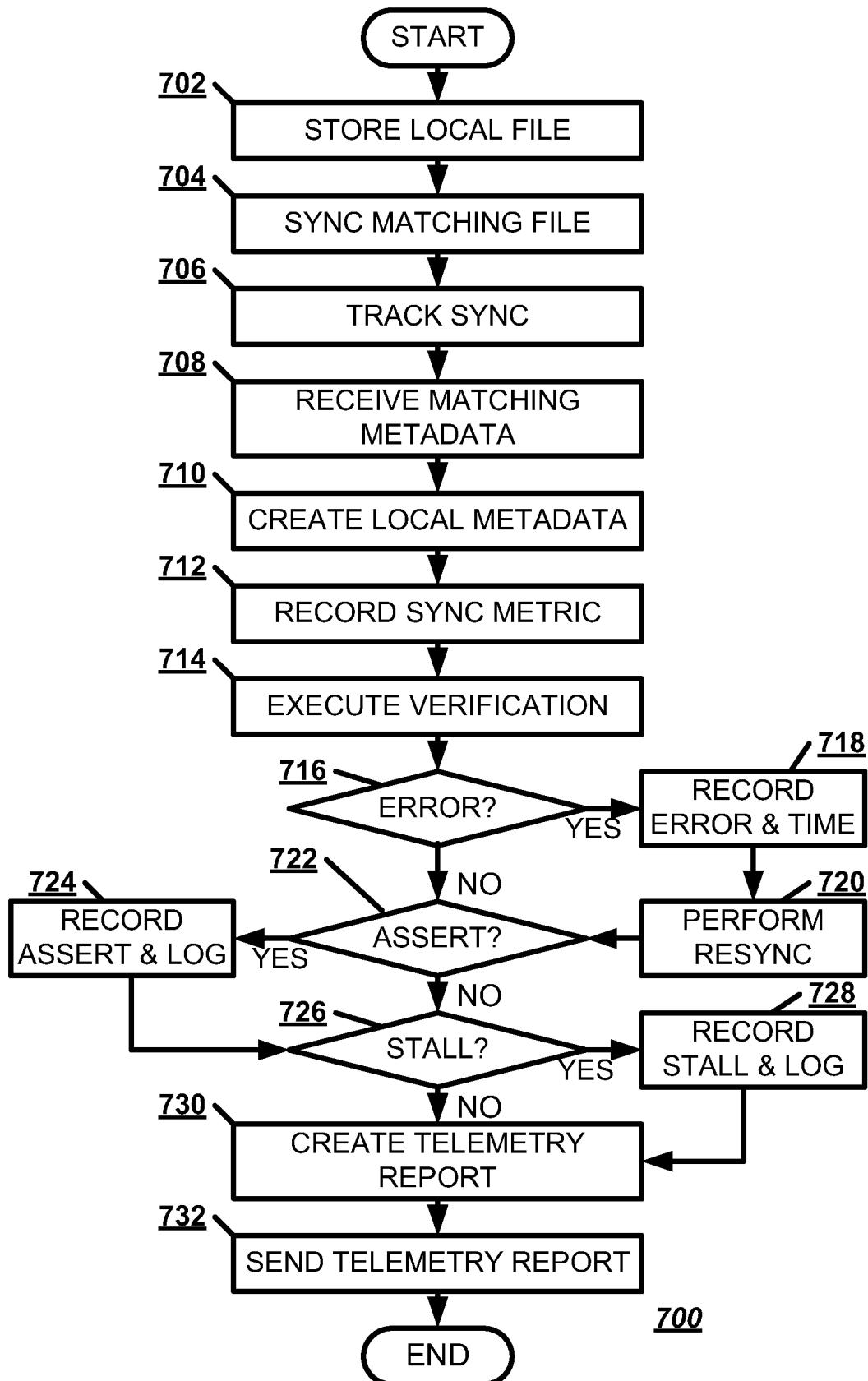
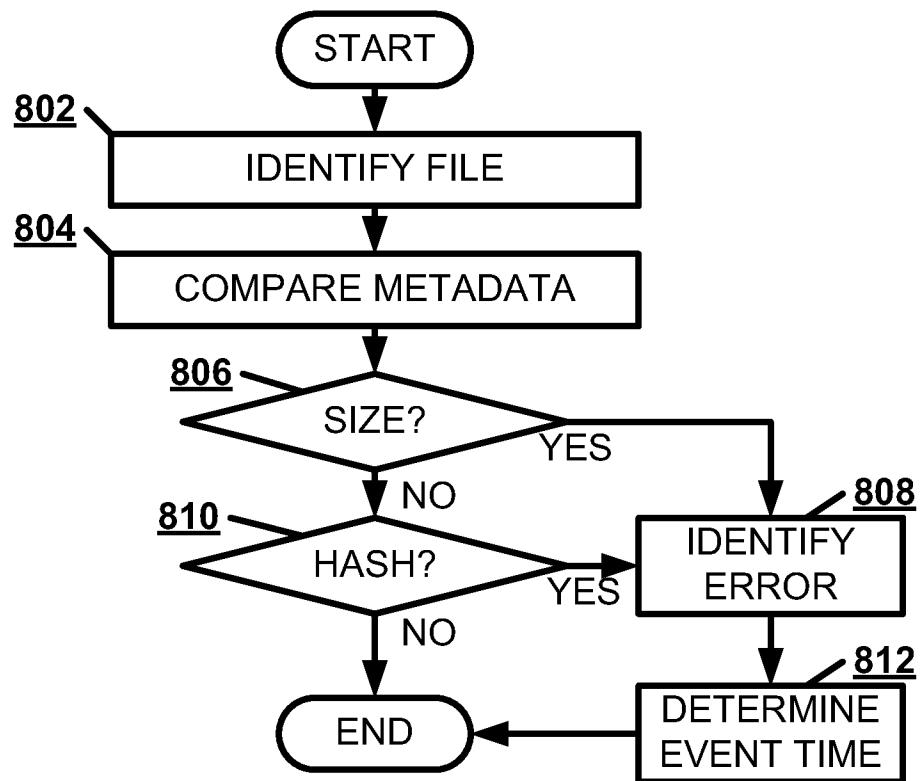


Figure 7



800

Figure 8

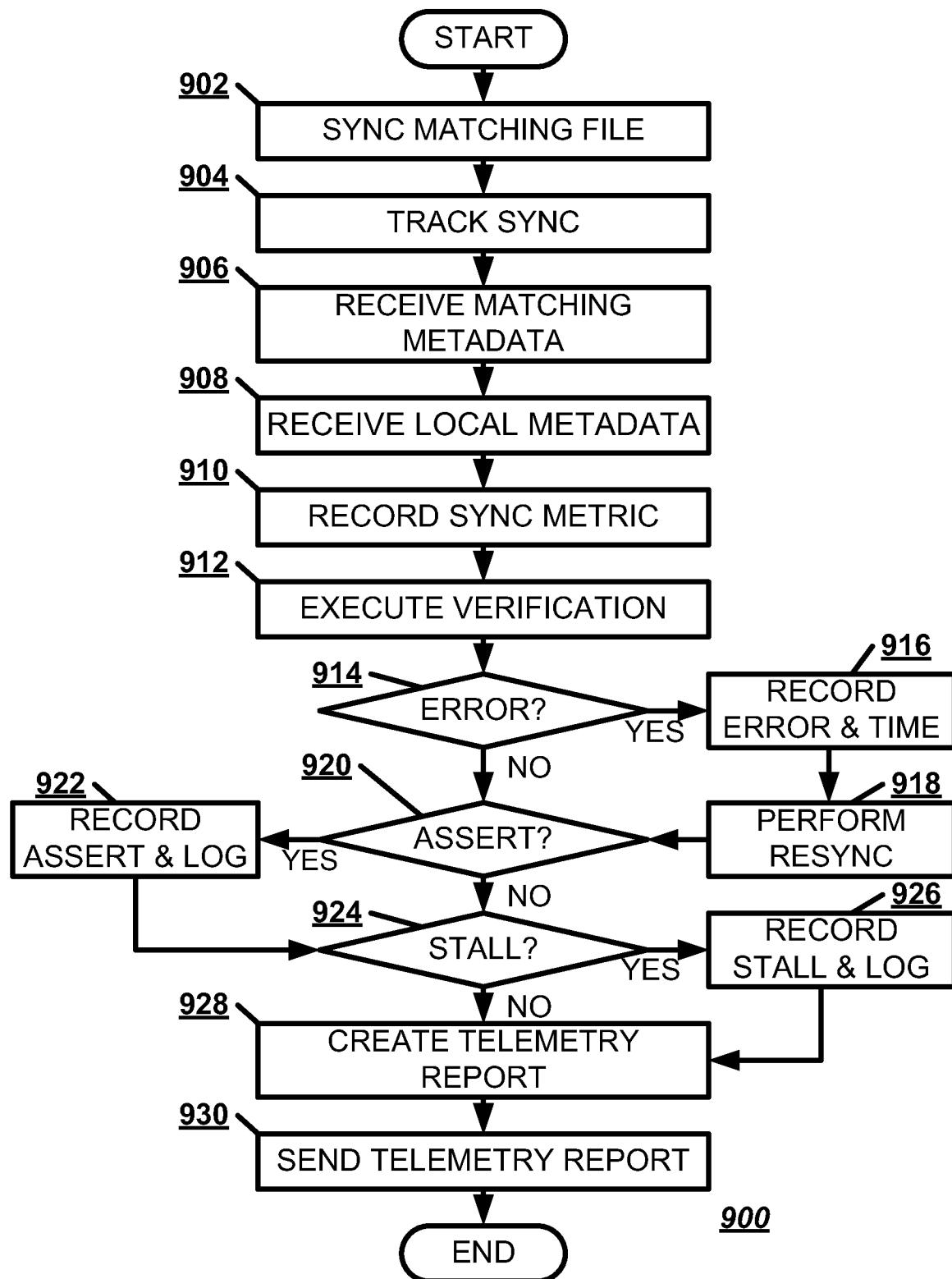
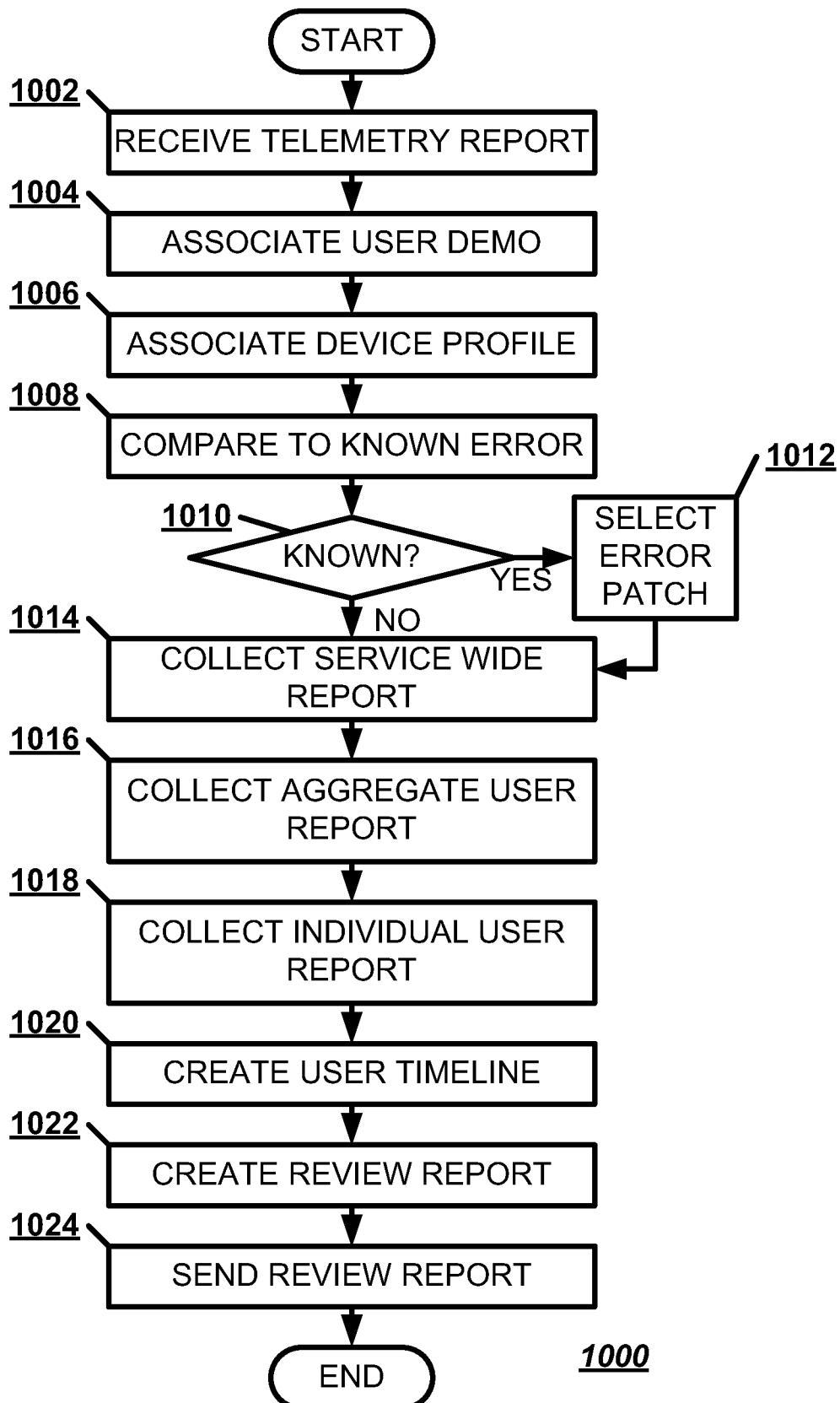


Figure 9

8/8

**Figure 10**