Chaos Telemetry

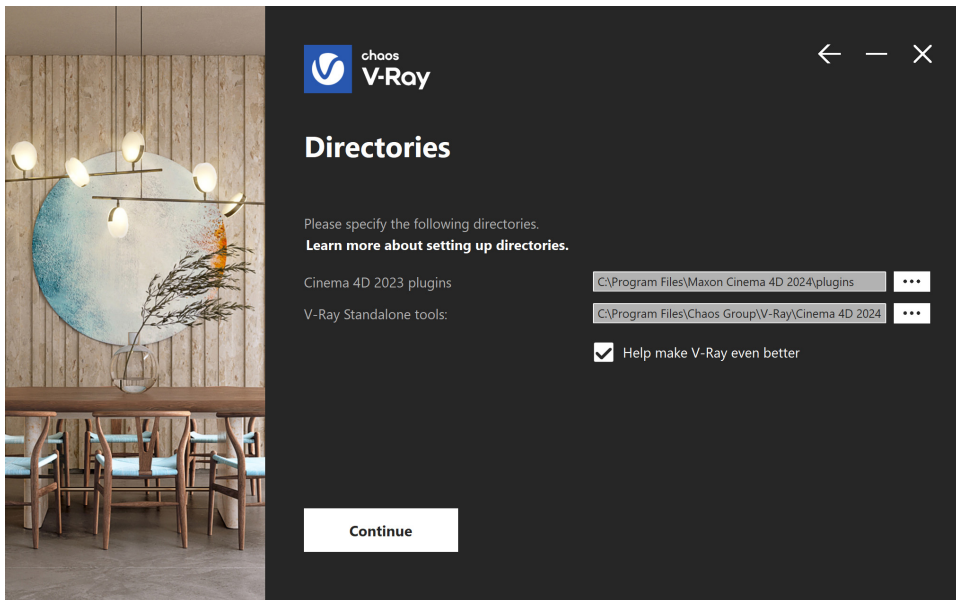This page provides information on Telemetry for the V-Ray for Cinema 4D Improvement Program.

Overview

The V-Ray improvement program is based on telemetry. The program helps Chaos track general V-Ray usage statistics and automatically collect crash information. The type of information that is collected includes some parameter values that people use most often, which help Chaos optimize and improve V-Ray's performance. No personal identifiable information, scenes, assets, or materials are collected.

The collected data is sent when Cinema 4D is closed, and is stored locally in text files. For Windows the files can be found in the folder **C: \Users\<username>\AppData\Local\ChaosGroup\telemetry**. The collected data is viewable with a text editor.

Enable Feedback Program

Activate the Feedback program by enabling the **Help make V-Ray even better** checkbox, available upon clicking the **Advanced** button of the installer.

Feedback Program Settings

The Feedback program settings can be changed any time in Cinema 4D after installing V-Ray. They can be accessed through **Edit** > **Preferences** > **Renderer** > **V-Ray** > **Options** > **V-Ray Telemetry**. Clicking the **Telemetry Details** button launches the V-Ray feedback program settings window.

V-Ray Feedback Program Settings ✕

Help us improve your experience with V-Ray

Participate in the improvement decisions for the future versions of V-Ray for Cinema 4D.
Select 'Yes' to give us permission to learn how V-Ray is used and where to focus our development efforts.

  * No personally identifiable information would be collected
  * There are no additional emails regarding your participation
  * You can change your decision at any time from the 'About V-Ray' section of V-Ray renderer settings

Learn more...

With your permission, Chaos Group may automatically receive anonymous information about the way you use V-Ray for Cinema 4D

Help us improve V-Ray, by participating in our customer feedback program?

◯ Remind me later
◉ Yes, I am willing to participate and help improving V-Ray
◯ No, I do not want to participate

OK   Cancel