



VRT Testing Remote Agent Help

January 21st, 2016

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1. Requirements

It is recommended that you use Windows 7, 8.1 or 10 to run the BullsEye VRT Remote Agent test. Java needs to be installed on the computer that will be running the test. Before testing, ensure you have the latest Java version by clicking [here](#).

Requirements:

Required Application:

- Java JRE 1.6.0_20 or later

Supported Operating Systems:

- Windows 7
- Windows 8.1 (not in tablet mode)
- Windows 10 (not in tablet mode)
- Mac OS X

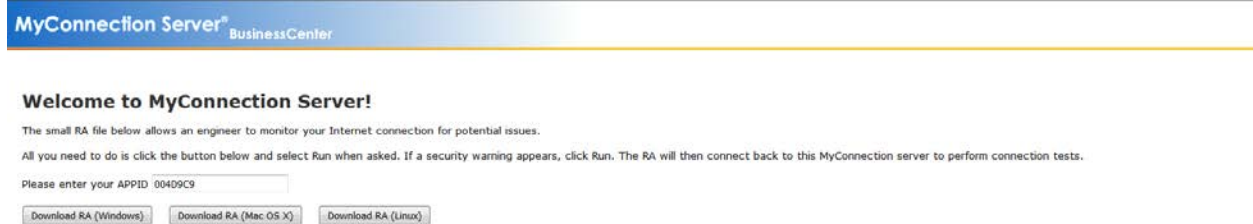
Operating Systems with Known Issues:

- Windows XP
- Windows 8.1 (in tablet mode)
- Windows 10 (in tablet mode)

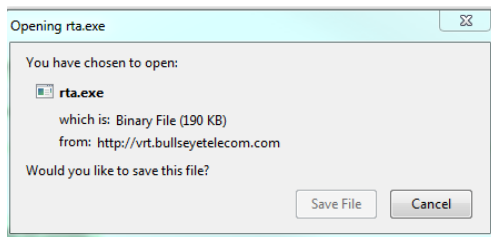
2. Windows Normal Functionality

Click the link of the remote testing agent that you want to run. The image below depicts an RA webpage.

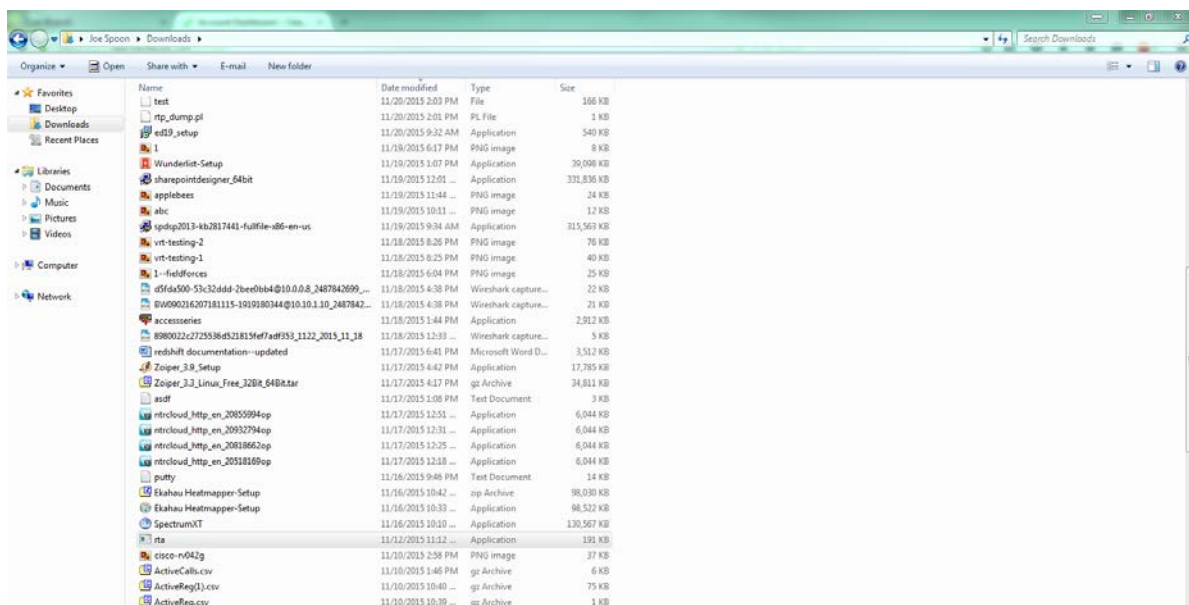
The page should display an input box requesting an AppID, ticket, or both. Fill in the information requested and click the download link of the operating system version that is running on the computer that the test will be run on.



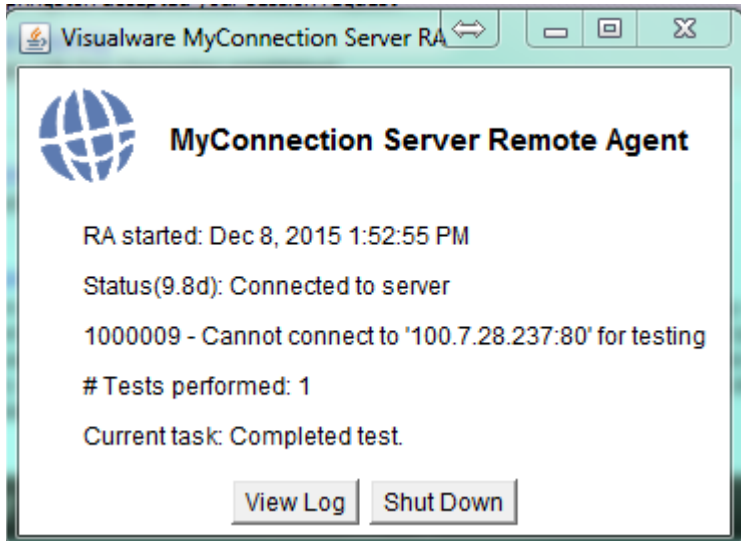
Once the download button is selected, a pop up will display. The pop up will show Run/Save/Cancel. Choose the Save option. With a normal Windows installation, the file will be saved into the Downloads folder of the user that is logged in.



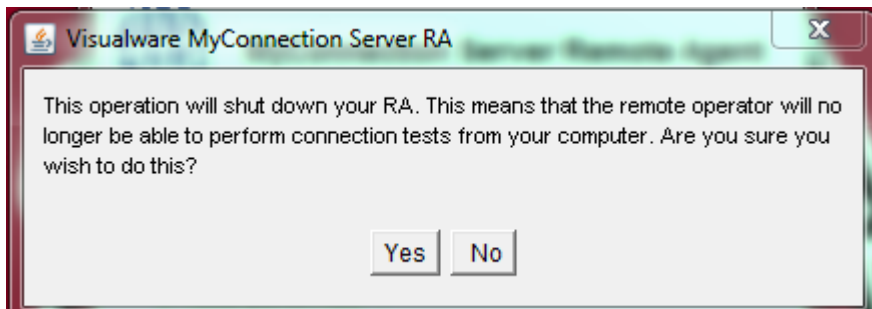
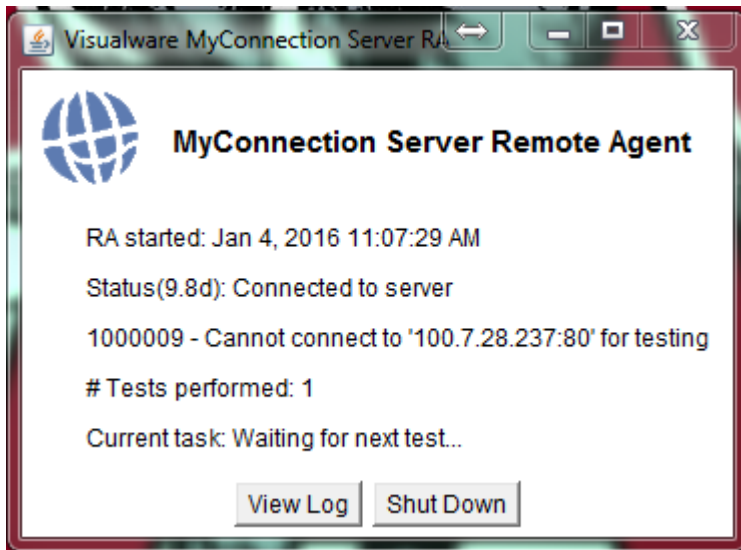
Once the file is saved, find the file in the list of downloads and double-click the file to run. The normal file name is rta.exe.



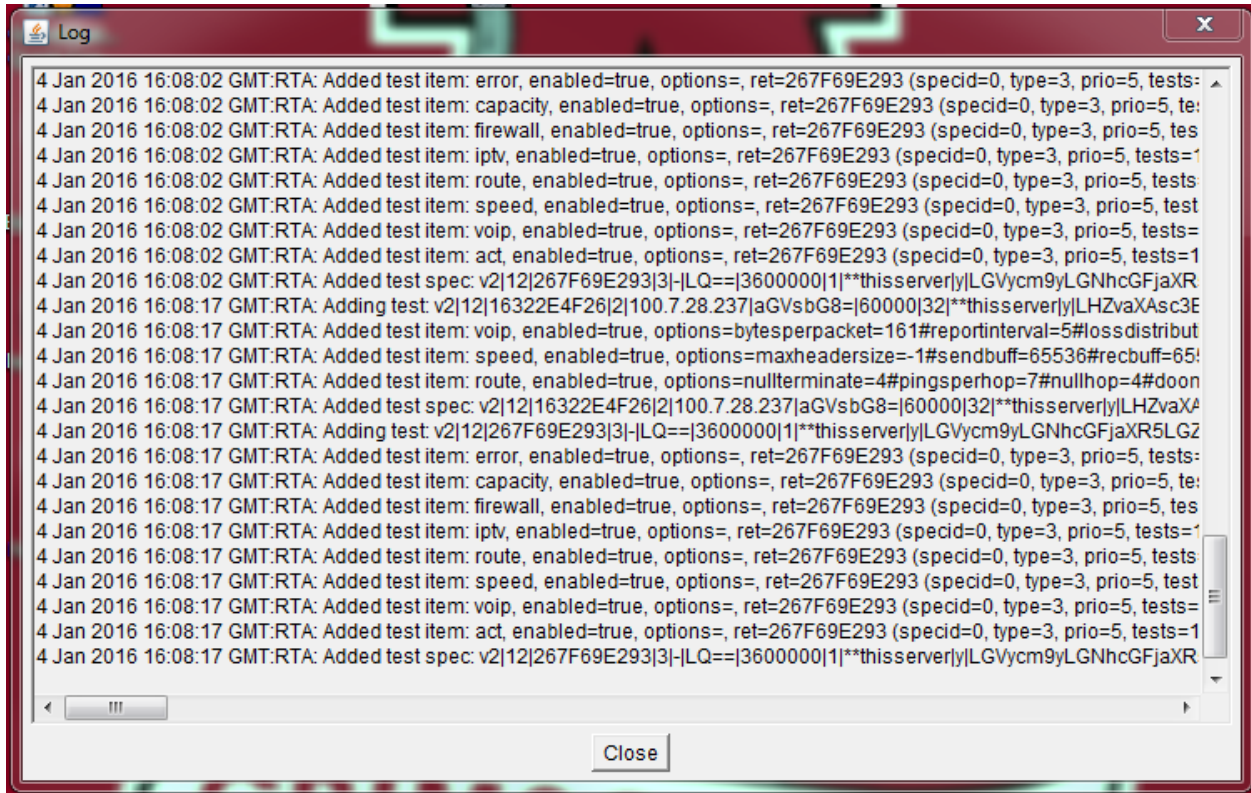
The file will then start running. Depending on the backend configuration of the test being run, the test could run 1 or more times and then close out.



Once the test finishes the number of test iterations configured, it may shut down or await further instructions. If the test window is complete or shows awaiting further instructions, select the "Shut Down" button and select "Yes" to confirm.



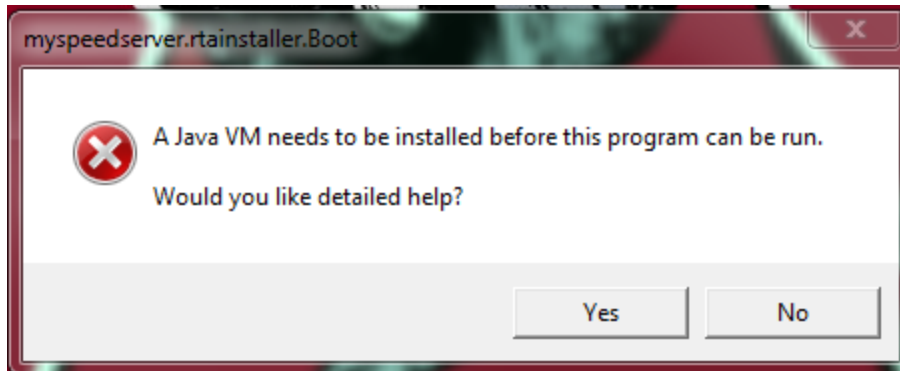
Local log entries for the test can also be viewed by clicking "View Log". To close out select the "Close" button.



3. Windows Common Problems

Java Is Not Installed:

Java JRE 1.6.0_20 or later is required to run the BullsEye VRT Remote Agent. If Java is not installed or not working properly, the pop up below may display:



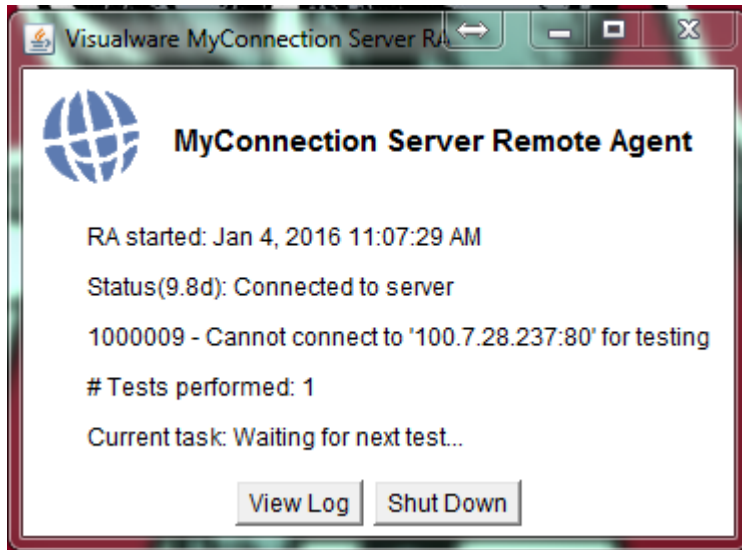
"Yes" will redirect to Visualware's Java EXE error codes page. On this page, there is a Download Java option. "No" will close the window.

On this Visualware webpage there is a list of Java executable error codes that could display on the VRT Remote Agent test and why this error is occurring.

Error	Description -- Probable Cause -- Possible Solution
10001	Unable to create boot class file in temporary directory -- Most likely there is no available disk space on the Windows system disk -- Free up some disk space and try again
10002*	Boot (B) section in EXE not found -- Most likely a virus on your PC tampered with the download EXE -- Run anti-virus software on your PC and then get new EXE from vendor
10003	Unable to read EXE into memory -- Windows resources are exhausted -- Restart Windows and try again
10004	Windows GetModuleFileName() failed -- Windows resources are exhausted -- Restart Windows and try again
10005	Windows GetExitCodeProcess() failed -- Windows resources are exhausted -- Restart Windows and try again
10006	Windows SetEnvironmentVariable() failed -- Windows resources are exhausted -- Restart Windows and try again
10007	Windows GetTempPath() failed -- Windows resources are exhausted -- Restart Windows and try again
10008	Error creating temp directory -- The temp directory returned by Windows does not exist (a Windows configuration error) or there is no available disk space on the Windows system disk -- Free up some disk space and try again
10009	Windows GetTempPath() folder does not exist -- The temp directory returned by Windows does not exist (a Windows configuration error) -- Ask your system administrator for help
10010	Error passing arguments between C and Java -- Contact vendor and get a new EXE
10011	Unable to read EXE into memory -- Windows resources are exhausted -- Restart Windows and try again
10012*	Files (Z) section in EXE not found -- Most likely a virus on your PC tampered with the download EXE -- Run anti-virus software on your PC and then get new EXE from vendor
10013	Unable to create C to Java handshake file -- Most likely there is no available disk space on the Windows system disk -- Free up some disk space and try again
10020	There was no /main class specified in the vars (V) EXE section -- EXE may have been tampered with -- Get a new EXE from the vendor
10021	Unhandled exception in 'main(String args[])' -- If you see a java.lang.NoClassDefFoundError, there is most likely a problem with your installation of Java and you will need to re-install Java. Otherwise, please contact the vendor with detailed error information.
10022	'public static void main(String args[])' entry point not found -- Vendor EXE creation error (make sure main() is properly declared) -- Please contact the vendor with detailed error information
10023	General exception calling main() -- Unhandled error condition -- Please contact the vendor with detailed error information
10024	Failure loading /main class (or dependency class) -- Vendor EXE creation error (not all required classes were packaged) -- Please contact the vendor with detailed error information
10025	/main class found, but not accessible (public) -- Vendor EXE creation error (make /main class public) -- Please contact the vendor with detailed error information
10030	Unable to create class file in temporary directory -- Most likely there is no available disk space on the Windows system disk -- Free up some disk space and try again
10031*	Magic number not found extracting files -- Corrupt EXE -- Get a new EXE from vendor
10032*	Improperly formatted files section -- Corrupt EXE -- Get a new EXE from vendor
10033*	General error extracting class files -- Corrupt EXE -- Get a new EXE from vendor
10034*	Uncompress failure -- Corrupt EXE -- Get a new EXE from vendor
10040	The EXE has been tampered with -- Get a new EXE from vendor
10090	EXE file size found does not match expected size -- Most likely, you have a partial download file -- Please obtain a new EXE from the vendor and try again
10091*	EXE failed digital signature check! The EXE was digitally signed upon creation to detect any tampering by viruses. The digital signature check failed, which means the EXE has been modified, most likely by a virus running on your PC (many viruses work by changing an EXE as you save it to your computer) -- Run anti-virus software on PC immediately, then obtain a new EXE and try again. Some people report that a 'download accelerator' can cause this problem and that downloading via Internet Explorer works.
10092*	EXE section failed digital signature check! See error 10091 above for details.

Server is Unreachable:

Another error that could potentially display when running the BullsEye VRT Remote Agent test is "Cannot Connect to 'Server' for testing". The cause of this error is that the server that this test is attempting to test to is unreachable. This normally occurs if the Remote Agent test is configured to run to a separate Access Device and that device is unavailable.



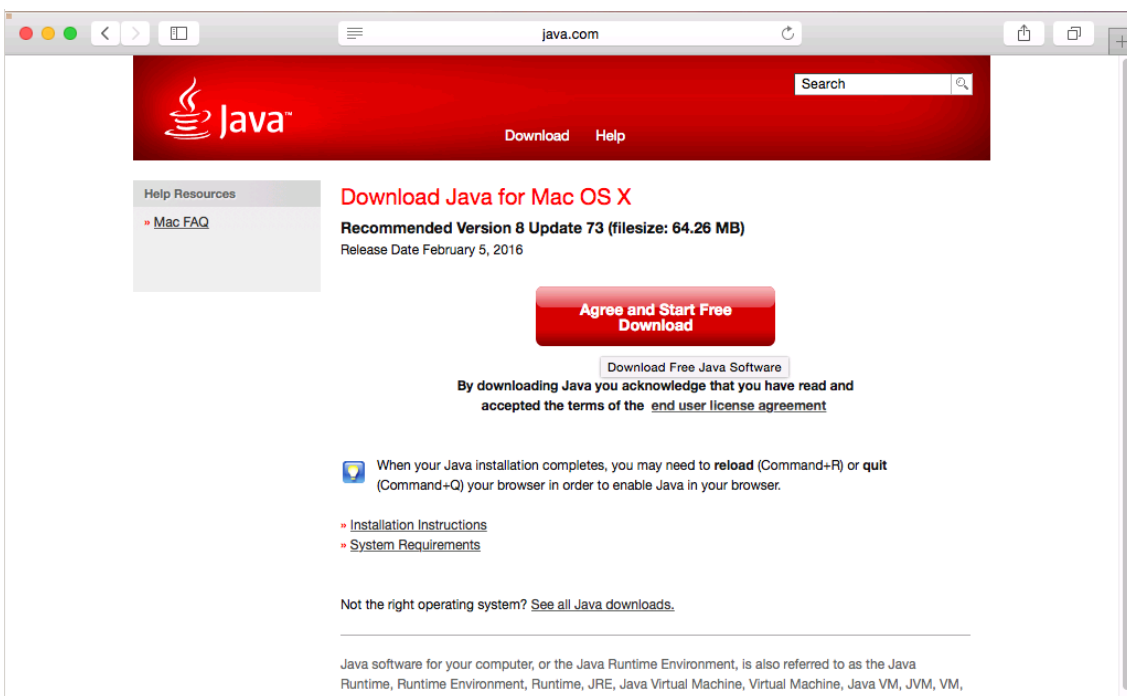
4. Mac OS X installing Java

This section will demonstrate how to install Java on a Mac based computer.

First, open Safari and navigate to www.java.com. Click Free Java Download.



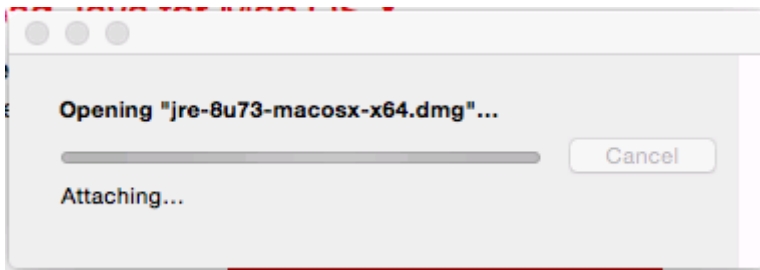
Click Agree and Start Free Download



Click on the Downloads button and double-click the java**.dmg file. This will start the installation of Java.



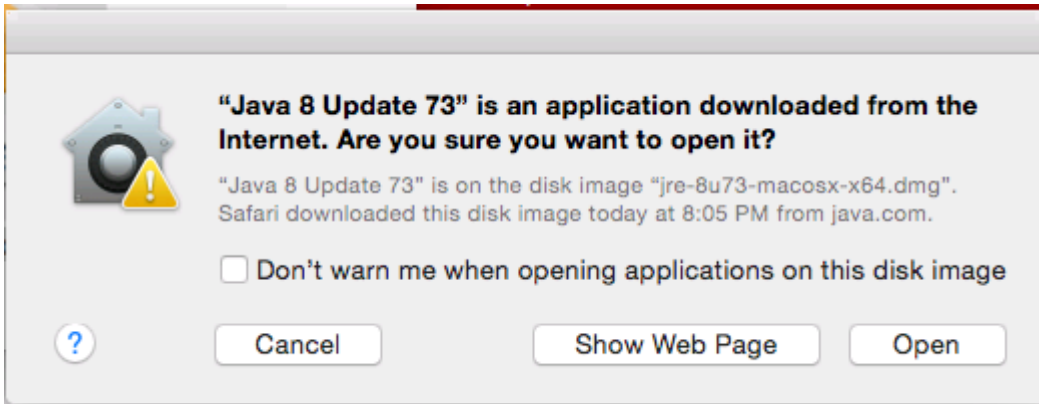
The file will begin opening.



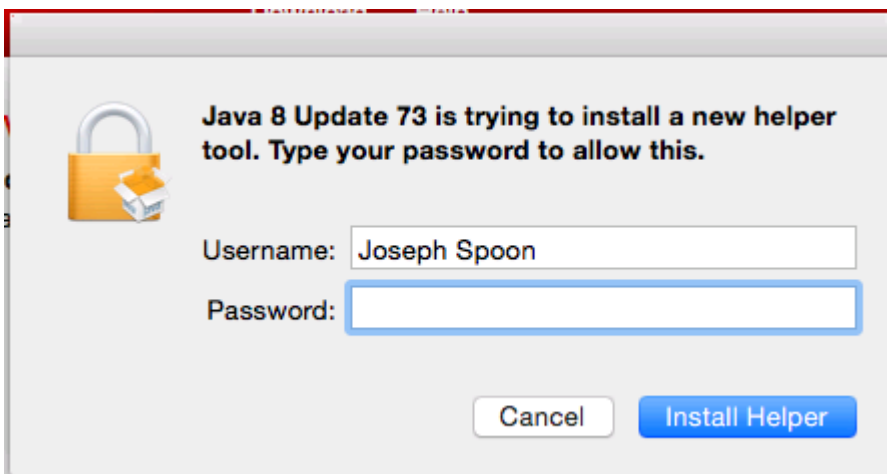
Double Click the Java box icon.



Click Open.



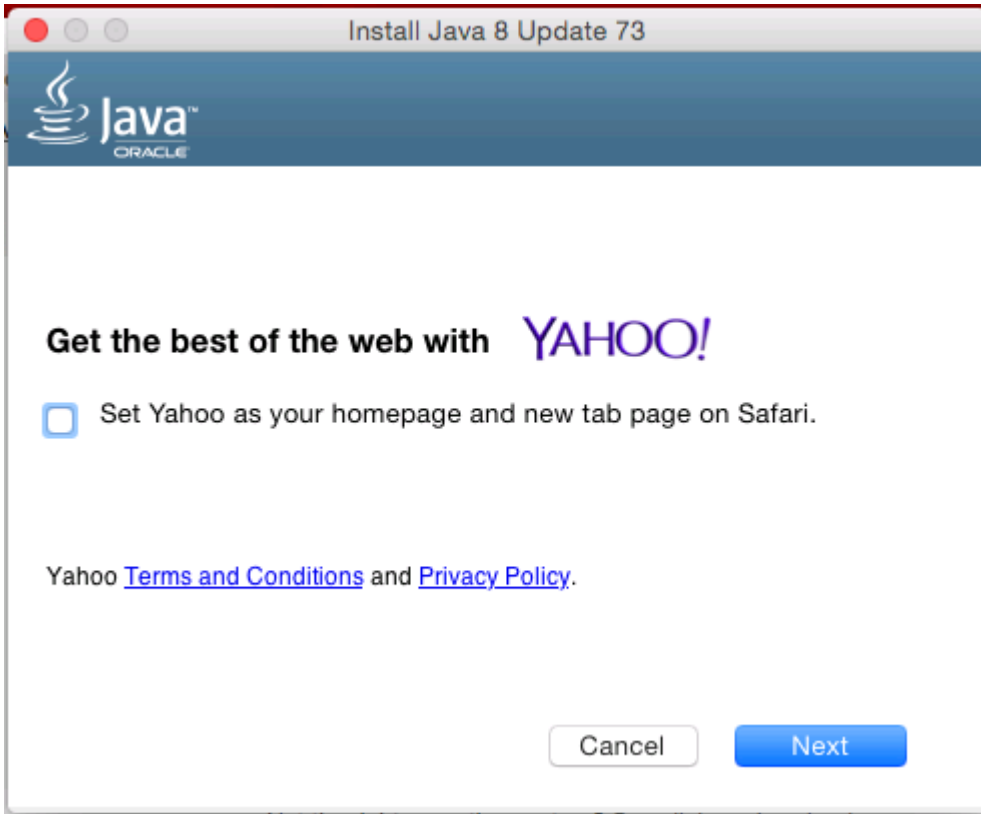
Input the username and password for an Administrative account.



Click Next to begin installation.



Uncheck the Yahoo! Selection. Click Next.



Java will install.



Click Close.



Remote agents and the web agent can now be run from the Mac based computer.

5. Mac OS X Normal Functionality

Navigate to the remote agent test page. Example: <http://vrt.bullseyetelecom.com/myspeed/inst-byob-2p-10int>. This specific URL will be different based on if you are interested in Bringing your own Bandwidth and how many consecutive calls you expect on a busy work day.

Step One:

Once you have clicked on the specific URL sent to you by BullsEye, Input the specific customer name or AppID (if this has already been assigned) if you have a BullsEye AppID already created. Select the button for **Mac OS X**. Next click the Mac OSX RA installer link and copy the identity text into notepad or another text program.

MyConnection Server[®] BusinessCenter

Welcome to MyConnection Server!

The small RA file below allows an engineer to monitor your Internet connection for potential issues.

All you need to do is click the button below and select Run when asked. If a security warning appears, click Run. The RA will then connect back to this MyConnection server to perform connection tests.

Please enter the Customer Name or AppID:

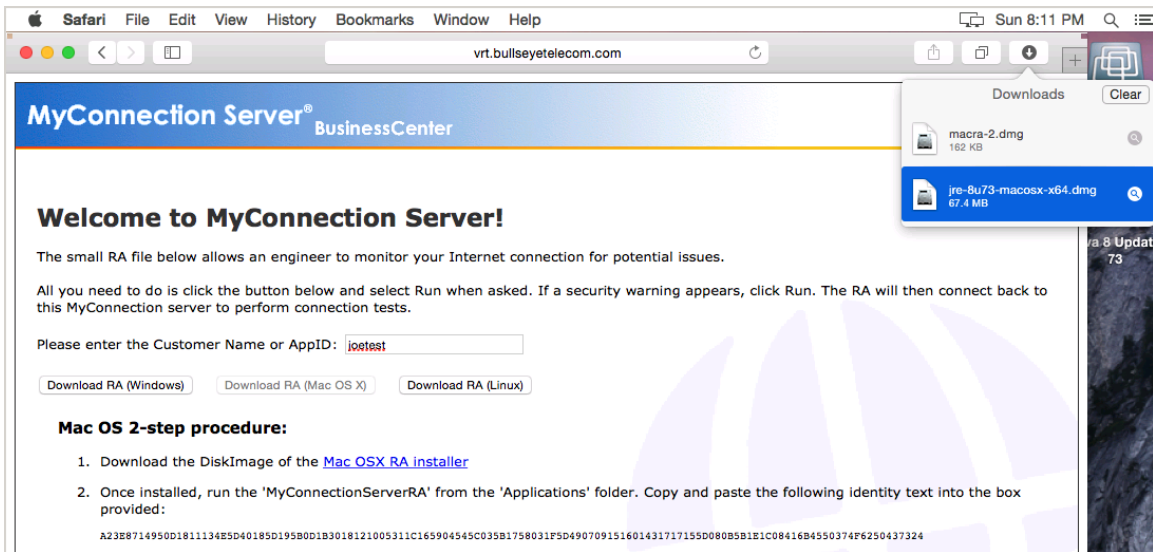
Mac OS 2-step procedure:

1. Download the DiskImage of the [Mac OSX RA installer](#)
2. Once installed, run the 'MyConnectionServerRA' from the 'Applications' folder. Copy and paste the following identity text into the box provided:

A23E8714950D1811134E5D40185D195B0D1B3018121005311C165904545C035B1758031F5D490709151601431717155D080B5B1E1C08416B4550374F6250437324

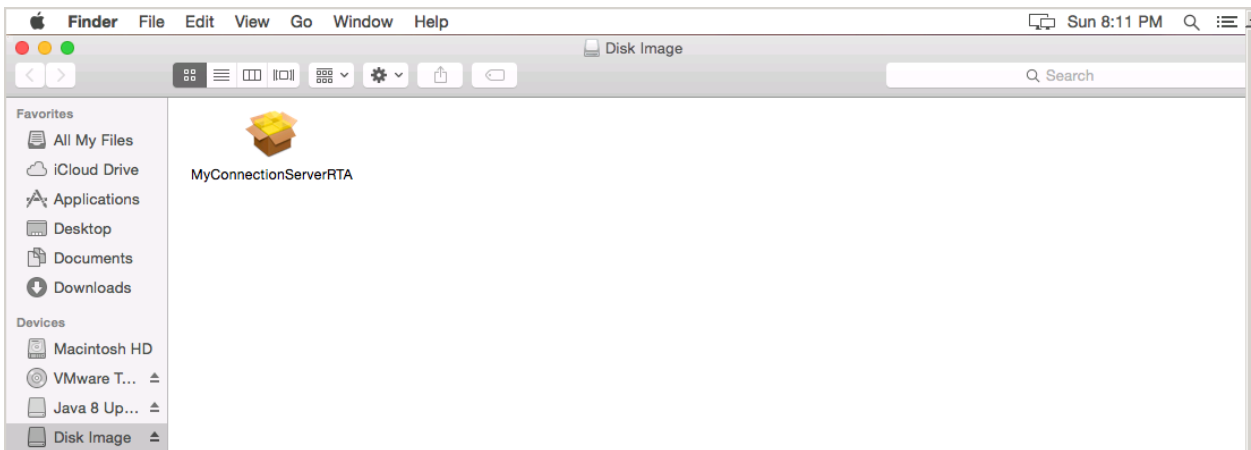
Step Two: (See Next Page)

Double-click the macra-*.dmg file that is generated.

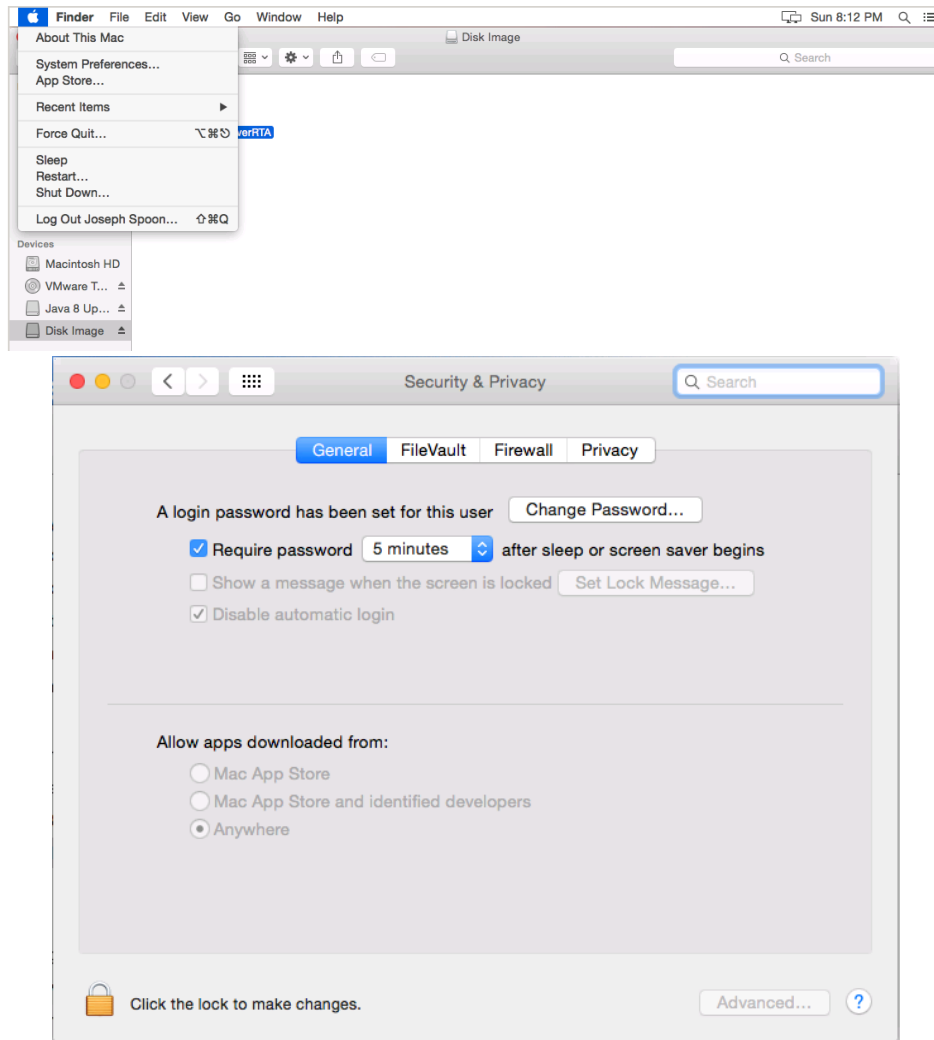


The following window will pop-up. Once this window comes up you can either.

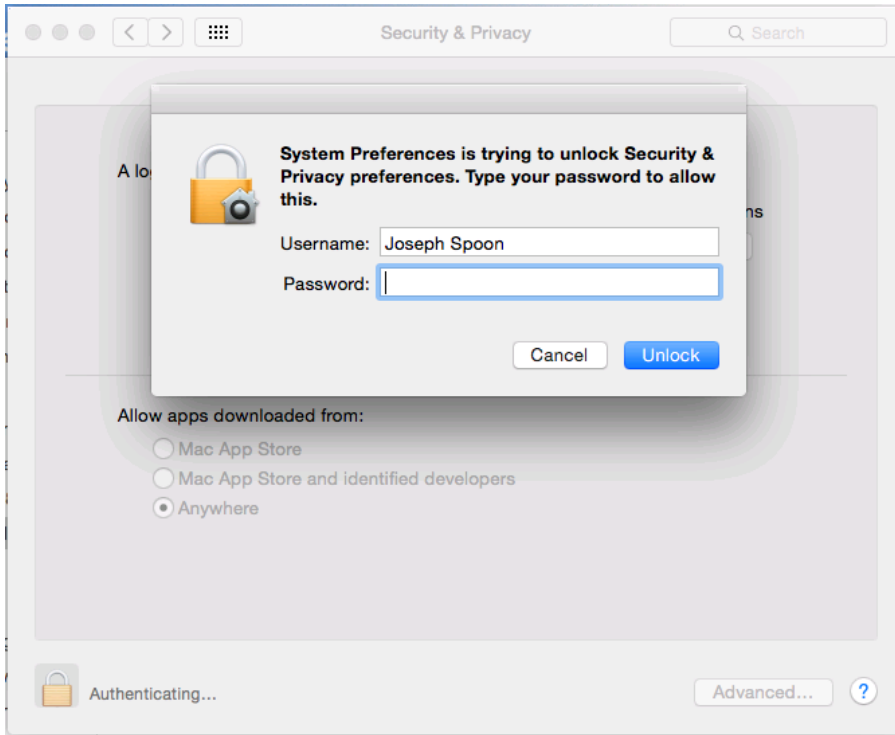
1: Hold down Ctrl and double-click. This will run the program as Administrator.



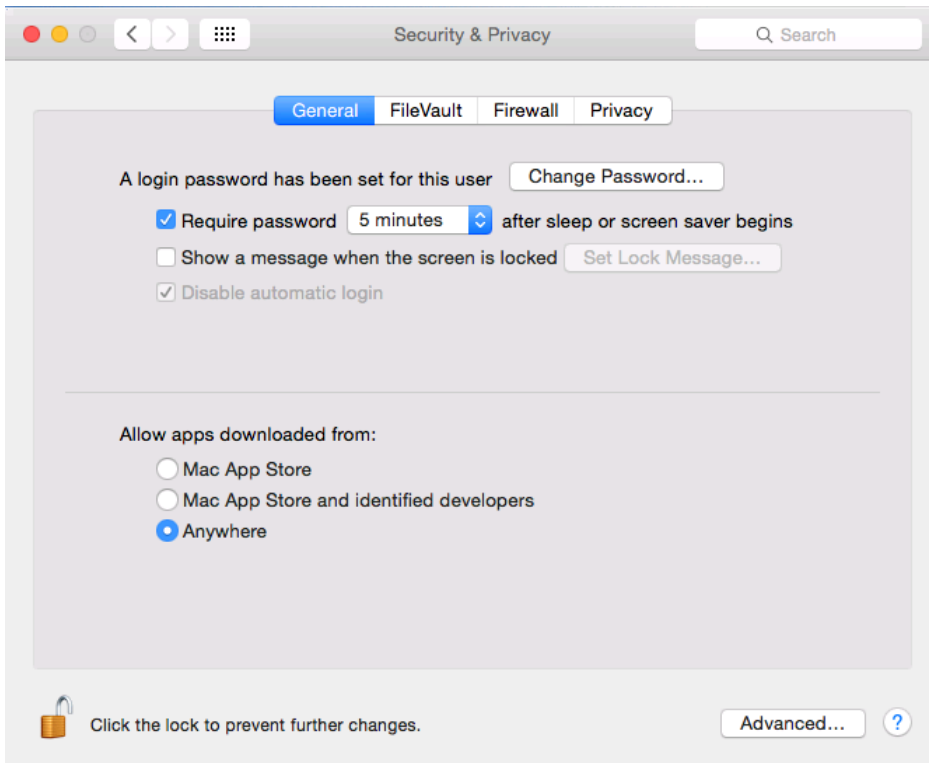
2: Go to System Preferences and enable file from Anyone to be run.



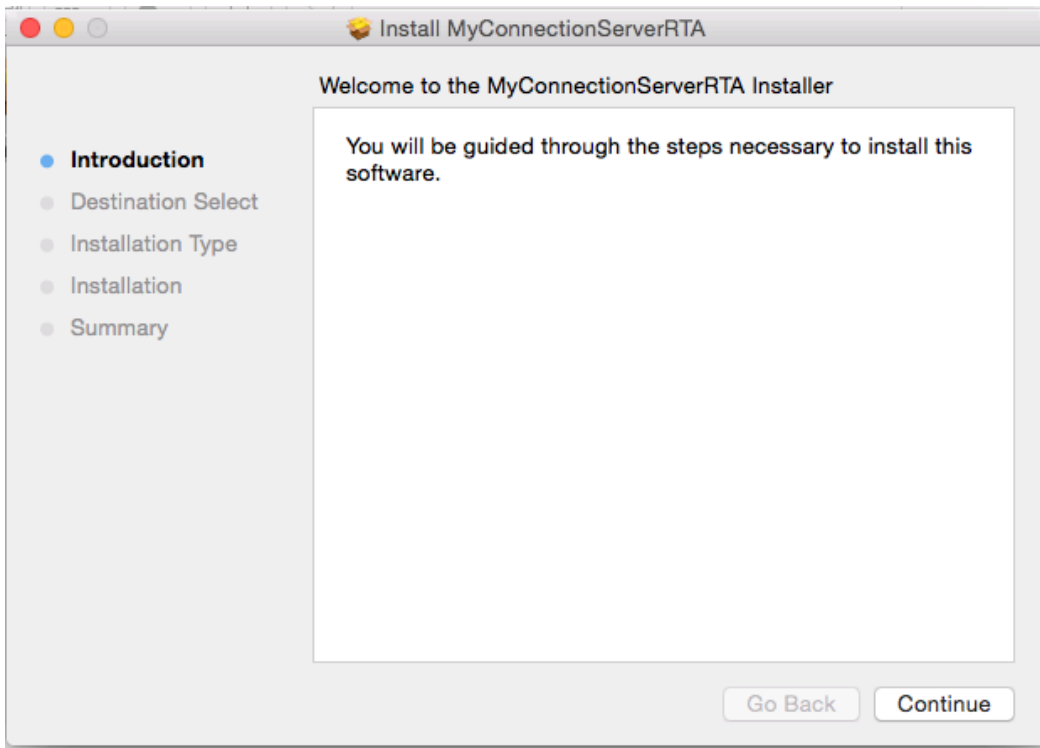
Click the lock in the bottom left hand corner and input the credentials of an Administrative account.



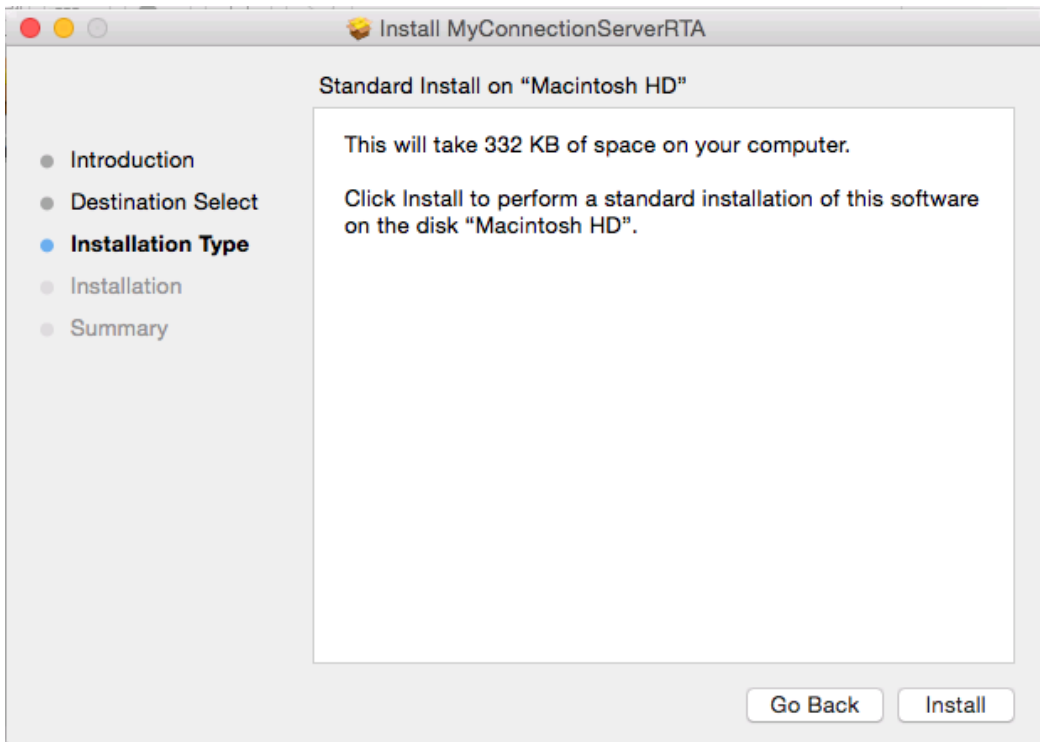
Choose anywhere and close the window.



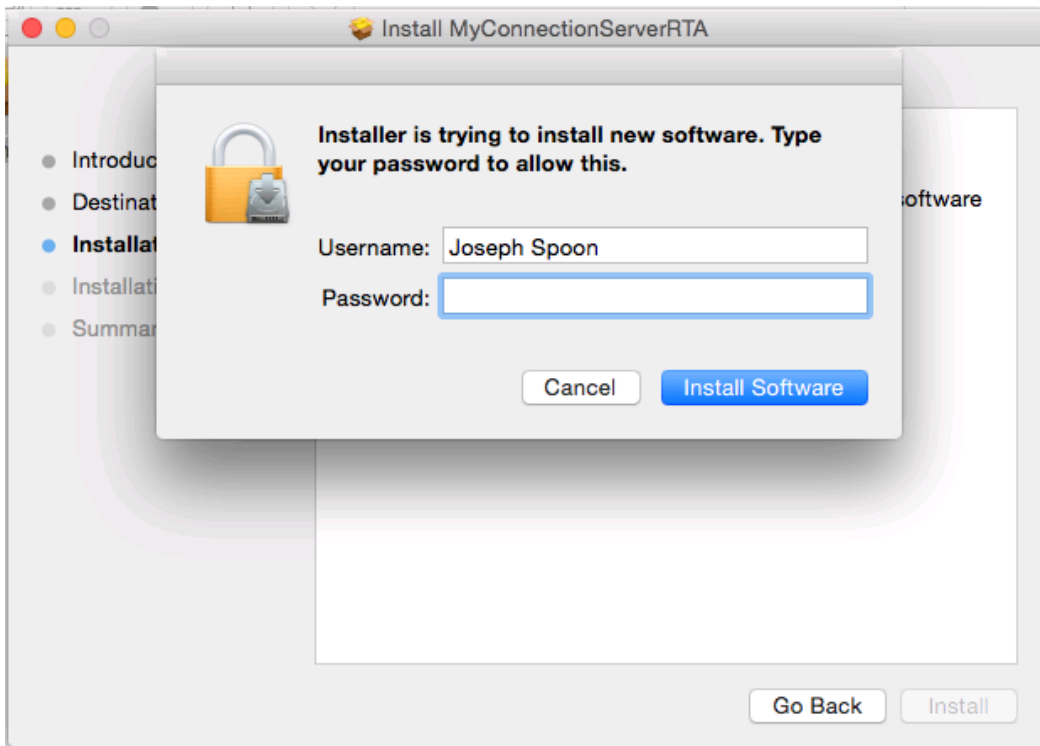
Now double-click the file to open. Click Continue.



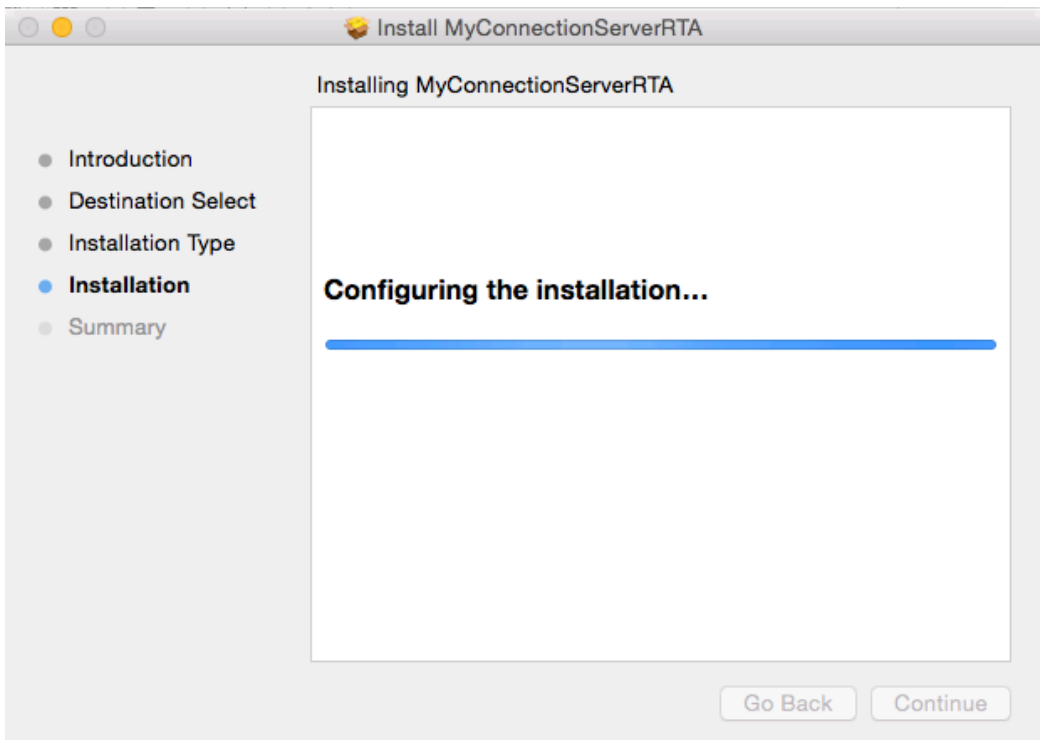
Click Install.



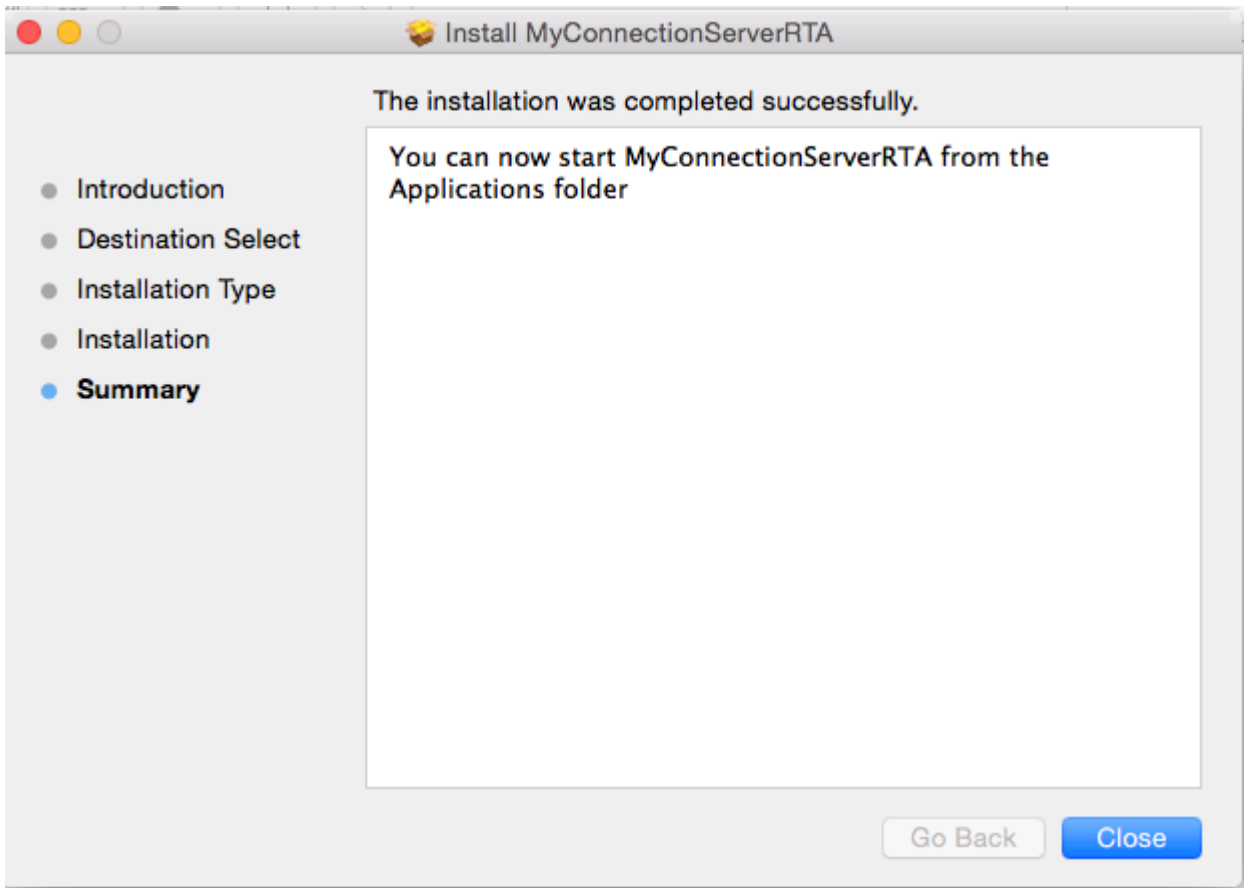
Input credentials for an Administrator account.



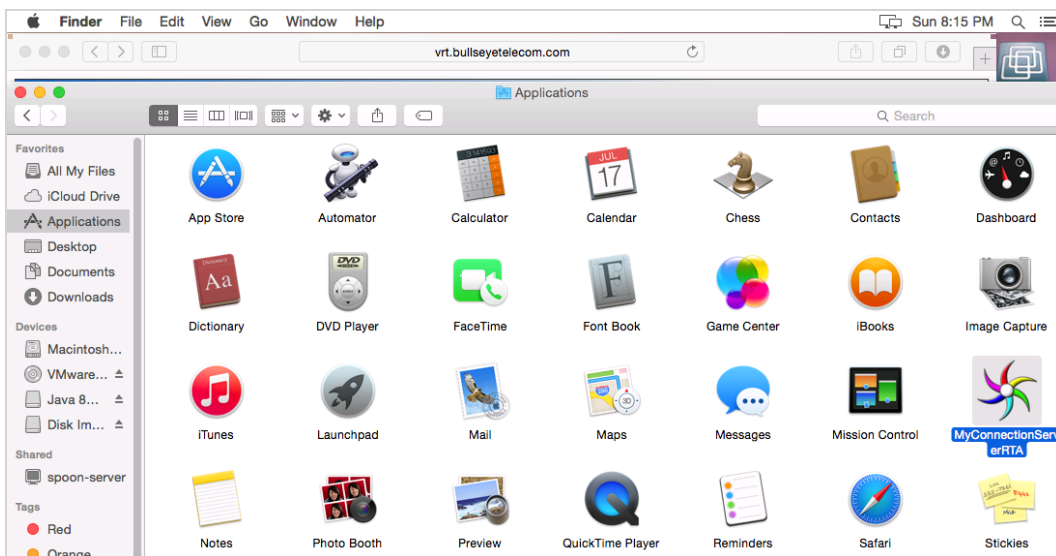
The RA will install.



Once the installation finishes click close. Go to Applications to find the installed RA.



Double-click the MyConnectionServerRTA application to start it. Have the Code from the webpage handy. You may be prompted to enter this.



Finally, the test will begin running through the test procedures that you have set. Keep in mind, if sleep or Energy Saver settings are turned on for the Mac computer, these need to be disabled temporarily to ensure the test will run through successfully.

