

## VRT Testing Web Agent Help

November 29<sup>th</sup>, 2016

## **Table of Contents**

1.	Purpose	.3
2.	HTML5 Based Web Test Requirements	.5
3.	HTML5 Web Test Normal Functionality	.6
4.	Running BCS in Application Mode	.7
5.	Installing BCS as a Service	.9
6.	HTML5 Based Web Test Common Problems	13
7.	Java Based Web Test Requirements	15
8.	Java Based Web Test Normal Functionality	16
9.	Java Based VoIP Readiness Test in Google Chrome	20
10.	Java Based Web Test Common Problems	21
11.	Java Version is out of date	23
12.	Old Java Applet Cached	24



### 1. Purpose

The BullsEye VRT or Voice Readiness Test, is a tool that BullsEye leverages to check a customer's network and circuit for potential issues that could affect voice quality. By using a collection of 4 to 5 tools, BullsEye can collect in-depth data for how the customer's network and carrier handle, TCP, UDP, VoIP, firewall ports, and the routing of the network and carrier solution. Using this information, BullsEye can remediate issues before installing of Digital Voice services. For more information on what the BullsEye VRT test does and what makes it different, please check out this document <a href="http://www.bullseyetelecom.com/user\_area/uploads/vrt\_testing\_-">http://www.bullseyetelecom.com/user\_area/uploads/vrt\_testing\_-</a> what makes bullseye different2.pdf

During testing, be aware that your internet connectivity for all devices on the network may be slower than normal. This test is pushing your network and carrier to the max to find out what it can handle.

If you are a current BullsEye customer and would like to discuss testing results further, please call our Client Services team at 877-438-2855 option 2. From the testing, please have your IP Address and Final Test ID readily available.

#### Additional Test Information

Date/Time:	"Thu Jan 28 12:26:47 EST 2016
IP Address:	"45.21.68.85"
Final Test ID:	"297389"
Java Version:	"1.8.0_31"

If you are not a current BullsEye customer and would like to find out more information or discuss testing results further, please call our Sales team at 877-438-2855 option 1. From the testing, please have your IP Address and Final Test ID readily available.

If you have issues running a web or remote agent test, first check this document or the remote agent document located here

<u>http://www.bullseyetelecom.com/user\_area/uploads/vrt\_testing\_remote\_agent\_help4.pdf</u> for assistance. If you continue to have issues that are not covered in the document, please call our Client Services team at 877-438-2855 option 2. From the testing, please have your IP Address and Final Test ID readily available if applicable.



To highlight the differences in the web agent test vs. the remote agent test:

<u>Web Agent:</u> (This is the standard test that should be run first for customers. This provides a testing baseline and will expose potential issues on the customer's network or carrier.)

- Run from a browser. <u>http://www.bullseyetelecom.com/voip-readiness</u>
- Number of phone lines for VoIP testing can be selected before the test begins.
- This test is unchangeable and will test: TCP(MySpeed), UDP(MyCapacity), VoIP, and BullsEye specific firewall rules. This test will also check for SIP ALG.
- NEW\* HTML5 testing is now available as a selectable option.

**<u>Remote Agent:</u>** (This test is to narrow down specific issues with the customer's network or carrier once trouble is found. After the web agent test is run, if there are problems detected in the customer's network or carrier connection, these tests can be run by a BullsEye technician to help determine what exactly is causing the problems.)

- Run as an executable file.
- Can be customized to test longer durations of time not requiring customer's continuous involvement.
- Testing has to be coordinated with a BullsEye technician.
- Can be setup to run any number of tests, including a traceroute test showing routing from the customer's location to the BullsEye data center.
- Minimizes the amount of workspace taken up on the customer's screen.

This document will focus on potential issues a user may experience with the VRT Web Agent testing.



## 2. HTML5 Based Web Test Requirements

The new HTML5 test does not require Java to be installed but does require the Visualware BCS application or service. This section and the following sections cover requirements and installation procedures for HTML5 testing with the Visualware BCS application.

#### **Requirements:**

#### **Required Application:**

• Visualware's Latest BCS application. Located at: http://www.visualware.com/bcs/index.html

#### **Supported Operating Systems:**

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

#### **Supported Browsers(Windows):**

- Internet Explorer 11
- Firefox 29.0.1 or higher
- Opera 21.0.1432.67 or higher
- MS Edge
- Chrome

#### **Supported Browsers(Mac OS X):**

- Safari 10 or higher
- Chrome

#### **Operating Systems with Known Issues:**

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



## 3. HTML5 Web Test Normal Functionality

Upon arrival to the VoIP Readiness page, if BCS is running normally the page below will be displayed.



Once the screen above is visible, choose the amount of lines to test and then click "Start Test". The test will run through VoIP, Speed (TCP), and Capacity (UDP). After the test completes, information will be displayed on the "Summary" tab. \*NOTE: The Firewall test is not currently available for HTML5. This will be remediated in the next My Connection Server release. Also, below the test, additional information will be populated:

- The Date/Time the test was run
- The IP Address the test came from(This IP Address should be the NAT'd address out to the internet for the device that is being tested from)
- The Final Test ID



## 4. Running BCS in Application Mode

If the PC that needs to run the HTML5 VoIP readiness test does not have administrative privileges or will only need to run the HTML5 VoIP Readiness web agent one time, then BCS as an application will need to be downloaded and used. **\*\***NOTE: This can only be done in Windows 7/8/10.

To download the BCS executable application for Windows, use the following link: <a href="http://www.bullseyetelecom.com/user\_area/uploads/bcs.exe">http://www.bullseyetelecom.com/user\_area/uploads/bcs.exe</a> . This application is also available from the HTML5 webpage as shown below.

## Non-Java VoIP Readiness Test

\*To run the Non-Java VRT Test in Windows if you do not have Administrative PC privileges, click here!

Number of Concurrent VoIP Lines (1-50)	Apply	VoIP Lines Simulated: 4
Click to start test Is your download speed 96.8kbps? Speed		о <mark>т</mark> 4 - 274 Мbр



In IE 11 or Edge, choose Run if you do not want to retain a copy of the BCS application for future use, or Save if you want the application to be saved to the PCs normal download folder.

Opening bcs.exe	23
You have chosen to open:	
Dcs.exe	
which is: Binary File (427 KB)	
from: http://download.visualware.co	m
Would you like to save this file?	
	Save File Cancel
L	

If Run is selected then you will immediately have a command prompt pop up with NetQCheck information. If Save is selected, please navigate to your download directory and double click the bcs.exe file to Run it. The screen for the BCS application will look similar to the image below.





## 5. Installing BCS as a Service

If the PC that needs to run the HTML5 VoIP readiness test does have administrative privileges or will need to run the HTML5 VoIP Readiness web agent multiple times, then BCS as a service will ALWAYS need to be used. The service will continue to run in the background on this PC and will be invoked whenever the test is run. To get this service follow the information below:

First, navigate to the BCS download page: http://www.visualware.com/bcs/index.html

Select the operating system version that the test will be running from. In the drop down menu, select the download link for Service.



The BCS is necessary as it bypasses the limitations of HTML5, which include the inability to support UDP (required for VoIP testing) and cross browser inaccuracies.



In IE 11 or Edge, choose Run if you do not want to retain a copy of the BCS service, or Save if you want the application to be saved to the PCs normal download folder.

Opening bcs_setup.exe		22
You have chosen to open:		
bcs_setup.exe		
which is: Binary File (372 KB)		
from: http://download.visualware.com		
Would you like to save this file?		
	Save File	Cancel

If Run is selected the installation program will automatically come up on the screen. If Save is selected, please navigate to your download directory and double click the bcs\_setup.exe file to Run it. Follow the installation steps below to install the BCS service.



#### **Click Next**



#### **Click Accept**



Ensure "Check to run the BCS automatically" is checked





#### Click Install

Visualwar	e BCS Setup			¢	>		23
Choose In	stall Location			Å			
Choose the	e folder in which to	o install Visualwa	e BCS.	V	(3		
Setup will i Browse an	nstall Visualware B d select another fi	CS in the followin older. Click Insta	ng folder. To ir I to start the i	nstall in a difi nstallation.	ferent fo	older, click	
Destinati	ion Folder						
Destinati	ion Folder ogram Files (x86)\\	/isualware BCS			Brow	wse	]
Destinati C:\Pro	ion Folder ogram Files (x86)\\ uired: 476.0KB	/isualware BCS			Brov	wse	]
Destinati C: \Pro Space requ Space ava	ion Folder gram Files (x86)\\ uired: 476.0KB ilable: 286.3GB	'isualware BCS			Brow	WSE	]
Destinati C:\Pro Space requ Space ava	ion Folder ogram Files (x86)\\ uired: 476.0KB ilable: 286.3GB	isualware BCS			Brou	wse	]
Destinati C: \Pro Space requ Space ava Vullsoft Instal	ion Folder ogram Files (x86)\\ uired: 476.0KB Ilable: 286.3GB Il System v2.51 —	ïsualware BCS			Brou	wse	]

Once the installation process finishes, the BCS service will now be installed on your PC. To verify the service is installed. Click on the Start (Windows) button on the PC and type in services.msc in the Search Programs and Files section. Hit the Enter Key and navigate to the 'V' section of the list until you see Visualware application manager – NetQCheckHTML5Agent.exe. Ensure the service shows a status of "Started".

B(1)						
Programs (1)						
Services.msc						
See more results						
convices mod	Shut down					
services.msq						
Services (Local)	O Services (Local)					
	Visualware application manager -	Name	Description	Status	Startup Type	Log On A
	NetQCheckHTML5Agent.exe	O UPP Drvice Hert	Allows UD=	Charted	Manual	Local Ser
		🐝 OPTIP Device Flost	Allows UPh	Started	Automatia	Local Sel
	Stop the service	Ser Profile Service	This service	started	Automatic	Local Sy
	Restart the service	🐜 Vintual Disk	Provides m		Manual	Local Sy
		Wisual studio standard Collector Service	visual Studi	Charles d	Manual	Local Sy
		M Visualware application manager - NetQCheckHTML5Agent.exe		Started	Automatic	Local S



This website and download links can also be navigated to by clicking the error code listed in the HTML5 canvas if the BCS service is not running on the PC. Image below:





## 6. HTML5 Based Web Test Common Problems

Listed below are a few common issues that may be experienced when attempting to start the VoIP Readiness Tool.

#### The BCS application is not running or the BCS service is not installed.

If you receive the error in the image below, the BCS application is not running or the BCS service is not installed. Please review the previous two sections for information on how to install or run this application.





#### The browser you're using is not compatible with the HTML5 canvas container.

The image below shows an error when using a browser that is incompatible with HTML5 and the HTML5 canvas container. Please review the accepted operating system and browser section for HTML5 to ensure the operating system and browser that is being used is compatible with the new HTML5 testing and BCS application.

Your browser does not support the HTML5 canvas tag.



## 7. Java Based Web Test Requirements

It is recommended that you use Windows 7, 8.1 or 10 with Internet Explorer 11 to run the VRT Web Page test. Using this combination will provide the best results with the tool. Java has to be installed on the computer that will be running the test. Before testing, ensure you have the newest Java version by clicking <u>here</u>.

#### **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

#### Supported Browsers(Windows):

- Internet Explorer 11
- Firefox 51 or lower
- Opera 21.0.1432.67 or higher
- Safari 5.1.7 or higher

#### **Supported Browsers(Mac OS X):**

- Safari 5.1.7 or higher
- Firefox 13.0.1

#### **Operating Systems with Known Issues:**

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

#### **Browsers with known issues(Windows):**

- Microsoft Edge (Windows 10)
- Google Chrome (Google Chrome can be made to work by installing the IE Tab extension)



## 8. Java Based Web Test Normal Functionality

Upon arrival to the <u>VoIP Readiness page</u>, a screen will popup as depicted below. When this screen appears, press the Run option.

BULLSEYE O.	Search the site P Home   MBA Login   Contact 1-877-438-2855
Services Success Stories	Learning Center   Support Center   About Us   Partners   Telecom Insights
	Do you want to run this application?
Open a Support Ticket VoIP Readiness Service Agreements	Publisher:       Visualware Inc         Locations:       http://69.71.29.22         http://www.bullseyetelecom.com         This application will run with unvestricted access which may put your computer and personal information at risk. Run this application only if you trust the locations and publisher above.
Tariffs	More Information  Run Cancel pe critical factors used to evaluate ill assess the quality of your  broadband connection to see it it will be enough to support Voice over Internet Protocol
GET A FREE QUOTE!	(VoIP).           Number of VoIP Lines (1-50)         Apply         VoIP Lines Simulated: 4

After clicking the first run option, another window may popup. If this occurs, click Run on this window as well.







Once Run is selected on the second window, the applet will run, as depicted below.

Once the screen above is visible, choose the amount of lines you want to test and then click "Start Test". The test will run through Firewall, Speed (TCP), VoIP, and Capacity(UDP). After the test completes, information will be displayed on the "Summary" tab. Also, below the test, additional information will be populated:

- The Date/Time the test was run
- The IP Address the test came from(This IP Address should be the NAT'd address out to the internet for the device that is being tested from)
- The Final Test ID



• The Java Version used for the test

Capacity		quality.
×		Your connection's <u>packet loss</u> was measured at 0.0%, which indicates that it is accurately transferring data. Voice-over-IP conversations should be of good quality.
Losses	_	Your connection's MOS score is estimated to be 3.79.
		Your download capacity of 8.29Mbps is acceptable.
Summary		Your upload capacity of 3.33Mbps is acceptable.
Advanced		Your <u>Consistency of Service</u> was measured at 95%, which shows that your connection can produce a constant stream of data. This is key to providing a high quality voice-over-IP connection.
Additio	nal Te	st Information

 Date/Time:
 "Mon Dec 07 15:35:06 CST 2015"

 IP Address:
 "97.81.228.172"

 Final Test ID:
 "222041"

 Java Version:
 "1.8.0\_65"

(**<u>Firefox</u>**)If the test will not activate after following the steps above, try the option below:

Click the object by the address bar that is shaped like a building block. Once this option is selected confirm that beside Java, Allow and Remember is selected. If not, select this option and then select OK.



C bullesystelecon.com/-rp-++s2++s	V C Q Search 2 0 0 4 ft 0
w http://www.bulletyntelecom.com/to-nun.pksgns? 🕺 🥿	Search the site 🖉
te Fish 🛛 Alow and Remember 🔳 🥑 .	100000
Allow and Remember     Allow Now	Home   MBA Login   Contact 1-677-438-2855
OK Block Puge. COTIES	Learning Center Support Center About Us Partners Telecom Insights
Open a Support Ticket	VoIP Readiness
VoIP Readiness	ten nedantess
Service Agreements	Test Your Broadband Quality
Tariffs	The quality of your broadband connection is just one of the critical factors used to evaluate the viability of a VoIP phone system. The following test will assess the quality of your
	broadband connection to see if it will be enough to support Voice over Internet Protocol
GET A FREE QUOTEI	(4017).
	Number of VolP Lines (1-50) Apply VolP Lines Simulated 4
	CEN TELNET TETD
	CEN TELNET TET
Prodoces   DubDys Tel	
Readmens   Dulitizyo Tel	
Readoness   Dublity v Tel. × +	ceu Ternet Tern TC Q Seath ☆ B ♥ + A @ Search the site P
Presdoness   Dubitityer Tel	ceu Telbier Tern → C Q Seenn ☆ D ♥ + + ● Search the site P Home   MBA Login   Contact 1-877-438-2855
Peadness   Dulity = Tel. × •	ceu TELNET TETN ▼ C Q, Seeth ☆ D ♥ + + ● Search the site Home   MBA Login   Contact 1-877-438-2855
Readoness   Bullifye Tel. X Merene bullesystelecon.com/wop-readmess w http://www.bullesystelecon.com/orp-readmess to Flash, Alow and Remember T Alow and Remember T OK Cancel Corries	COLUCTER TELLET TOTO TOTO TOTO Search the site Portage Home   MBA Login   Contact 1-877-438-2855 Learning Center About Us Partners Telecom Insights
Predness   Dublitye Tel. X The bulkeyetelecon.com/wp=Hathress w Mtp://www.bulkeyetelecon.com/son to run plugnes? te Plash Allow and Remember OK Cancel OK Cancel OCICS	Contact 1-877-438-2855 Learning Center Support Center About Us Partners Telecom Insights
Readness   Bulittys Tel. × d ver- bulisystelecon.com/-vc-reactives e http://www.bulisystelecon.com/s run pkgna <sup>2</sup> to Plash Abox and Remember OK Cancel Ories	ceu TELNET TET TELNET TET Search the site Home   MBA Login   Contact 1-877-438-2855 Learning Center About Us Partners Telecom Insights
Peedness   Dulitys Tel. X	C     TELNET     TETN       C     Q seeth     Q B       Search the site     P       Home     MBA Login     Contact       1-877-438-2855
Predoces   Dublicy Tril. X The bulkeyetelecon.com/wpressforms w Mitra (Newer, Dubleyetelecon.com/son to run plugner) ter Plash Allow and Remember OK Cancel Open a Support Ticket	Contract 1-877-438-2855 Learning Center Support Center About Us Partners Telecom Insights VOIP Readiness
Predoces   Dubtye Tri x	Contract Television Television Television Insights
Presboes   Dulitye Tel. × d ver- bulieyetelecon.com/co-reactives e Afgr. (News. Julieyetelecon.com/co-reactives e Afgr. (News. Julieyetelecon.com/co-reactives be Plash Albow and Remember > OK Cancel Open a Support Ticket VoIP Republiess Service Agreements Torics	ceu       TELNET       TETN         TC Q. Seen       C C Q. Seen       Search the site         Search the site       P         Horne       MBA Login       Contact         Learning Center       About Us       Partners         Telecom Insights
Peedness   Bullitys Tel. ×  Constructions.com/org-enactment  Alter Alter and Remember  Control  Contro	C       TELNET       TETN         Image: C       Image: C       Image: C         Image: C       Im
Predoces   Dubby et la x	C       TELNET       TETN         Image: C       Image: C       Image: C         Search the site       Image: C       Image: C         Image: MBA Login       Contact       1-877-438-2855         Learning Center       About Us       Partners       Telecom Insights         Voir Broadband Quality       Telecom Insights       Telecom Insights         Test Your Broadband Quality       The quality of your broadband connection is just one of the critical factors used to evaluate the wability of a VoiP phone system. The following test will assess the quality of your broadband connection to see if it will be enough to support Voice over Internet Protocol (VoiP).
Readonese   BulkEyer Tel. ×	Contract       TELNET       TET         Image: Contract       Contract       Contract         Contract       1-877-438-2855         More       MBA Login       Contract       1-877-438-2855         Learning Center       Support Center       About Us       Partners       Telecom Insights         VOIP Recadiness         Insight of your broadband connection is just one of the critical factors used to evaluate the wability of a VoIP phone system. The following test will assess the quality of your broadband connection to see if it will be enough to support Voice over Internet Protocol (VoIP).
Readoness   Bullityse Tel. × d verse bullesystelecom.com/voc-reactives e Afgr. (Newse. bullesystelecom.com/voc-reactives e Afgr. (Newsellow) e Af	COLL       TELNET       TET         Image: Coll       Image: Coll       Image: Coll         Image: Coll       Image: C

Refresh the page after this and click Run again. The applet will populate in the browser and be available.



## 9. Java Based VoIP Readiness Test in Google Chrome

In order to allow the VoIP Readiness Tool to work in Google Chrome, the IE Tab extension needs to be added to Chrome and Installed.

Go <u>here</u> to get the extension.

Once on the page, click on Add to Chrome in the top right hand corner of the pop up screen.



Click Add Extension from the other pop out menu.



There will be a notification that IE Tab has been installed.

Go back to the <u>VoIP Readiness Test</u>.

Click the IE Tab button now listed in the top right hand bar of the website. The icon looks like Once you click this button, you will be prompted to install the IE tab helper. Click the download and Click Run to install it.

The page should refresh and now display the javascript applet correctly.



## 10. Java Based Web Test Common Problems

Listed below are a few common issues that may be experienced when attempting to start the VoIP Readiness Tool.

# In Firefox, the plugin is blocked or you see a red building block beside the address bar -

Click Allow.







From the drop down options beside Java choose 'Allow and Remember', then OK.



VRT Testing Web Agent Help \*UPDATED November 29<sup>th</sup>, 2016

## 11. Java Version is out of date

An update to java is prompted when initializing the VoIP Readiness Test.

This error could display in one of two ways:

<u>Pop Up 1</u>

The first way it could pop up is by giving an Update / Block / Later Option as displayed below. Choose Later on this. If Update is chosen, the browser will automatically redirect to the Java webpage and attempt to install Java. If Block is selected, then Java will go into a blocked state, as described in the Firefox plugin section above.

Java Upd	late Needed
Û	Your Java version is out of date.
	Update (recommended)     Get the latest security update from java.com.
	Block Block Java content from running in this browser session.
	Later Continue and you will be reminded to update again later.
□ Do	not ask again until the next update is available.

#### <u>Pop Up 2</u>

Another way an update error could display is by showing a Run/Update/Cancel screen as displayed below. If this page pops up, choose Run. If Update is chosen, then the browser will automatically redirect to Java and attempt to install. If Cancel is selected, the browser will terminate the VoIP Readiness tool from running.





## 12. Old Java Applet Cached

Initially the image below will pop up when the VoIP Readiness test is first run on a client PC that has run the VoIP Readiness test before 6/29/16.

Tariffa	Test Tour Broudband Quanty
Idnits	The auality of your broadband connection is one of the critical factors used to evaluate the
VoIP Readiness	viability of a VoIP phone system. The following test will measure key performance statistics
	pertaining to your current (this connection) rath to the internet. Performance statistic will be
	obtained by simply clicking the "Start Test" but on Additional statistics can be achieved by
GET A FREE QUOTE!	guinning of simply clicking the option is solid in the solid of a per particular is added by a simply clicking the solid of a per particular solid by a solid of the solid of
	raining a remote agent. This option is available on a per needed basis.
	Directly below are instructions and FAQ for performing BullsEye's VRT Web or Remote Agent
	tests. The web agent link refers to the current test on this page:
	Web Agent   Remote Agent   BullsEye's VRT The "REAL" user experience!
	Number of Concurrent VolP Lines (1-50) Apply VolP Lines Simulated: 4
	From: Applet version in web browser does not match applet version on server.
	MyConnection Server (tm) 9.84 - in web browser
	my_contraction server (m) 3-39 on server Cause: Web browser or proxy server is caching an old applet!
	Solution: Force a browser/proxy reload/refresh: CTRL+Refresh - Internet Explorer
	SHIFT-Relad - Netscape
	or is provietils person, exit your web browser and ity again

The issue can be repaired on any client PC by Following the steps below:

- Navigate to Start -> All Programs -> Java -> Configure Java
- General Tab
- Under Temporary Internet Files click on Settings
- Click Delete Files
- Only choose the check box for Cached Applications and Applets



Navigate to Start -> All Programs -> Java -> Configure Java





General Tab Under Temporary Internet Files and Settings

🖆 Java Control Panel	$\Leftrightarrow$		3
General Update Java Security Advanced			
About			
View version information about Java Control Panel.			
		About	
Network Settings			
Network settings are used when making Internet connections. By defau settings in your web browser. Only advanced users should modify thes	ult, Java will u e settings.	se the network	
	Networ	rk Settings	
Temporary Internet Files			
Files you use in Java applications are stored in a special folder for quick advanced users should delete files or modify these settings.	execution lat	er. Only	
Se	ttings	View	
Java in the browser is enabled.			
See the Security tab			
OK	Cano	el Apply	



#### Choose Delete Files

Temporary Files Settings
✓ Keep temporary files on my computer.
Location
Select the location where temporary files are kept:
Users\jspoon\AppData\LocalLow\Sun\Java\Deployment\cache
Disk Space Select the compression level for JAR files:
32768 MB
Delete Files Restore Defaults Delete temporary Java files OK Cancel

Choose the checkbox by Cached Applications and Applets

Delete Files and Applications	
Delete the following files?	
Trace and Log Files	
Cached Applications and Applets	
Installed Applications and Applets	
OK Cancel	

Hit OK Twice.

Close all browsers and bring them back up. The VoIP Readiness web test should now display normally.

