



VRT Testing Web Agent Help

November 29th, 2016

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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 http://www.bullseyetelecom.com/user_area/uploads/vrt_testing_-_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

http://www.bullseyetelecom.com/user_area/uploads/vrt_testing_remote_agent_help4.pdf 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:

Web Agent: *(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. <http://www.bullseyetelecom.com/voip-readiness>
- 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.

Remote Agent: *(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

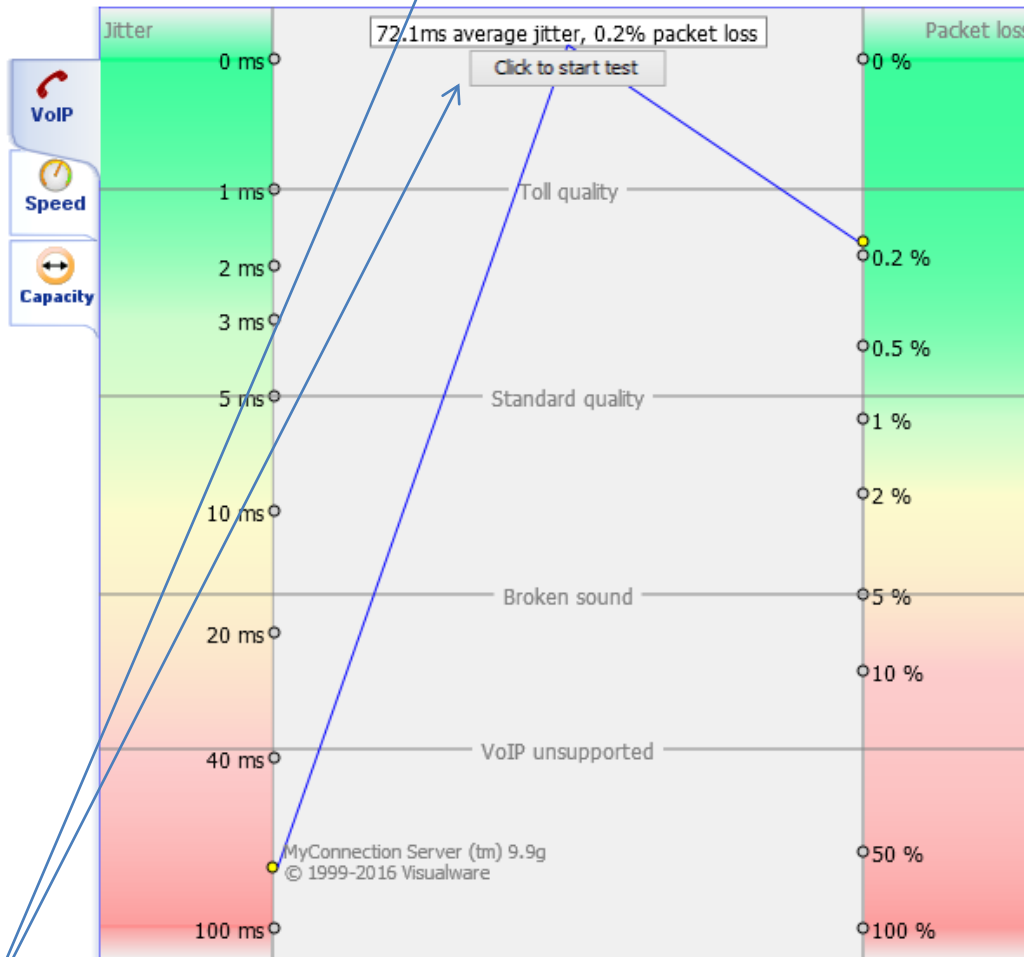
Operating Systems with Known Issues:

- 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.

Number of Concurrent VoIP Lines (1-50) VoIP Lines Simulated: 4



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

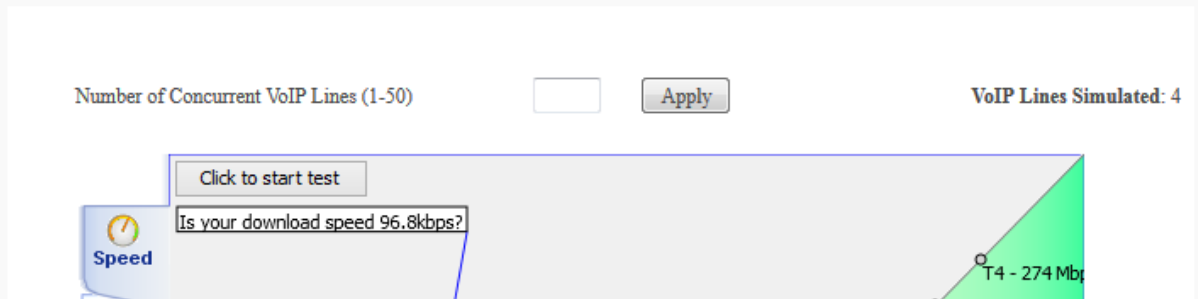
4. Running BCS in Application Mode

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.

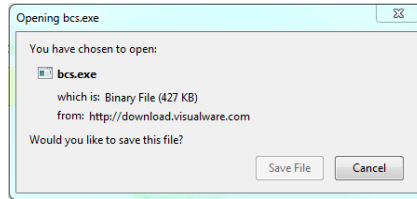
To download the BCS executable application for Windows, use the following link:
http://www.bullseyetelecom.com/user_area/uploads/bcs.exe . This application is also available from the HTML5 webpage as shown below.

Non-Java VoIP Readiness Test

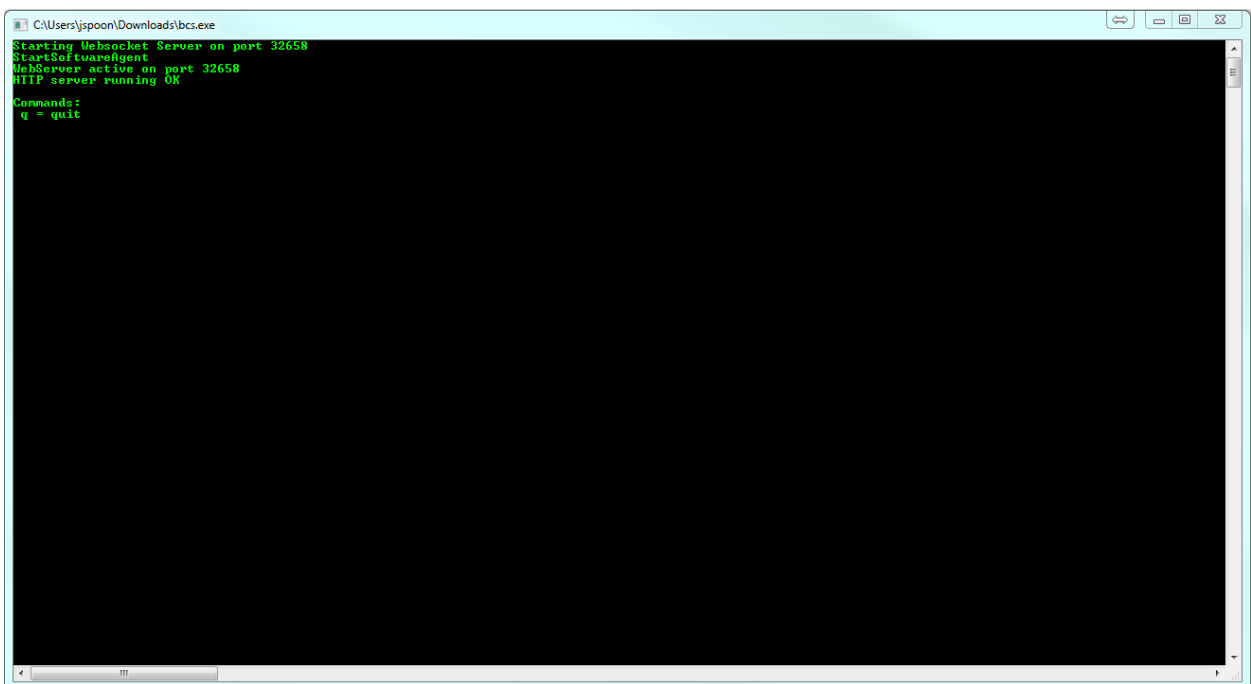
**To run the Non-Java VRT Test in Windows if you do not have Administrative PC privileges, [click here!](#)*



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 PC's normal download folder.



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 not 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:

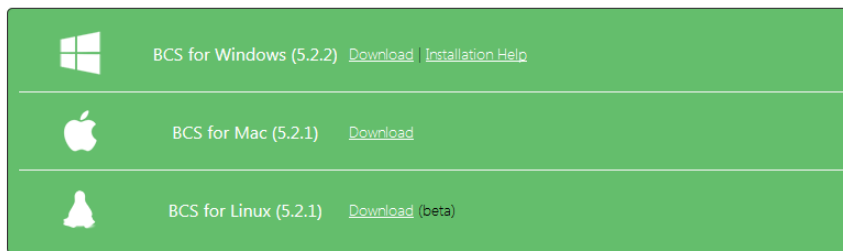
First, navigate to the BCS download page: <http://www.visualware.com/bcs/index.html>

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



VISUALWARE MYCONNECTION SERVER DOWNLOAD SUPPORT CONTACT

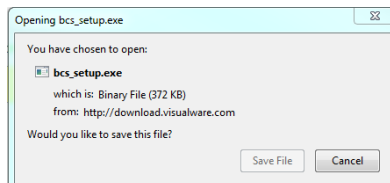
It is well known all browsers are not created equal, especially on performance
So, why do we expect to get the same results from different browsers?



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.

Accuracy not important? Then consider...

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 PC's normal download folder.

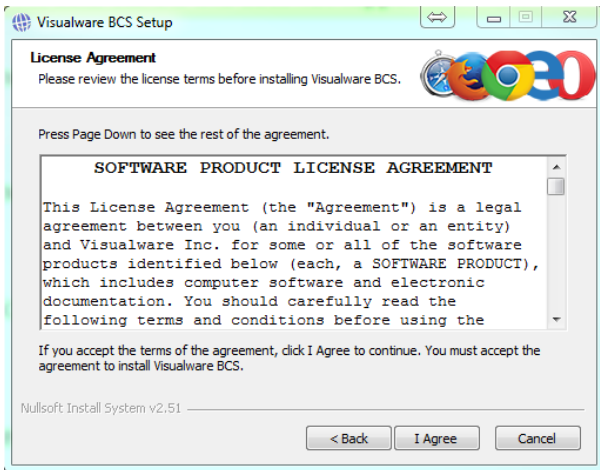


If Run is selected the installation program will automatically come up on the screen. If Save is selected, please navigate to your download directory and double click the bcs_setup.exe file to Run it. Follow the installation steps below to install the BCS service.

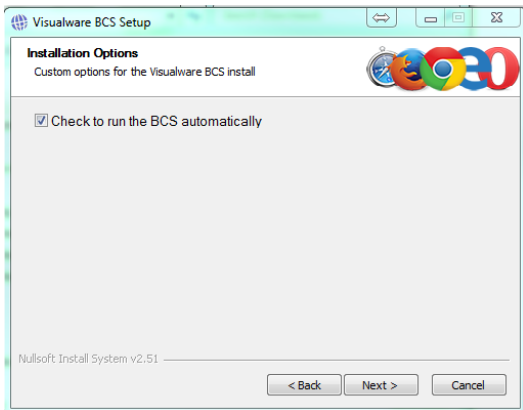
Click Next



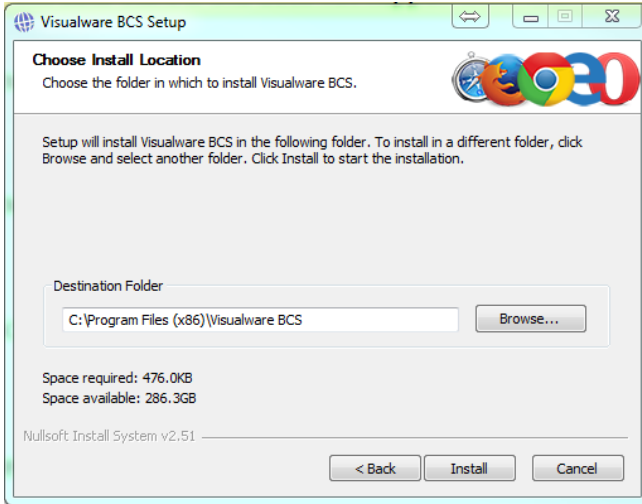
Click Accept



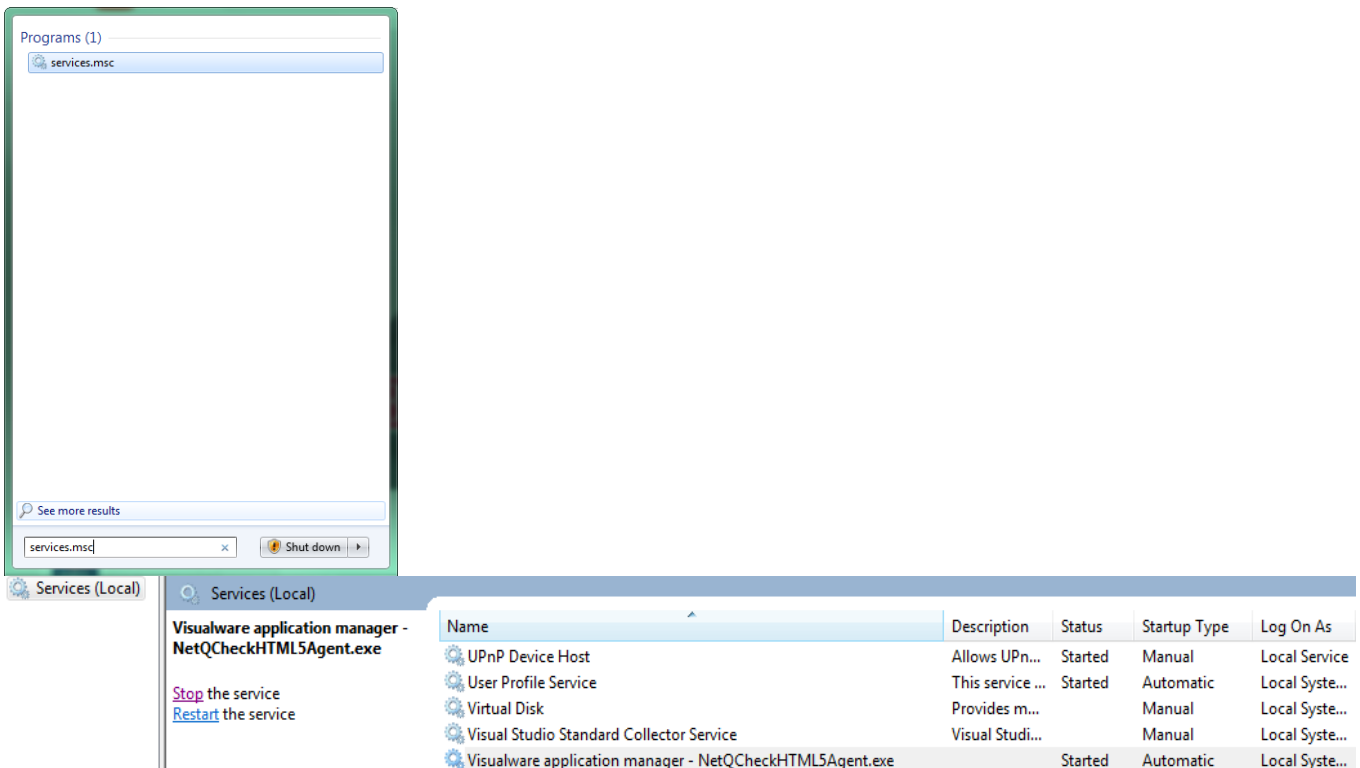
Ensure "Check to run the BCS automatically" is checked



Click Install



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".



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 [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

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:

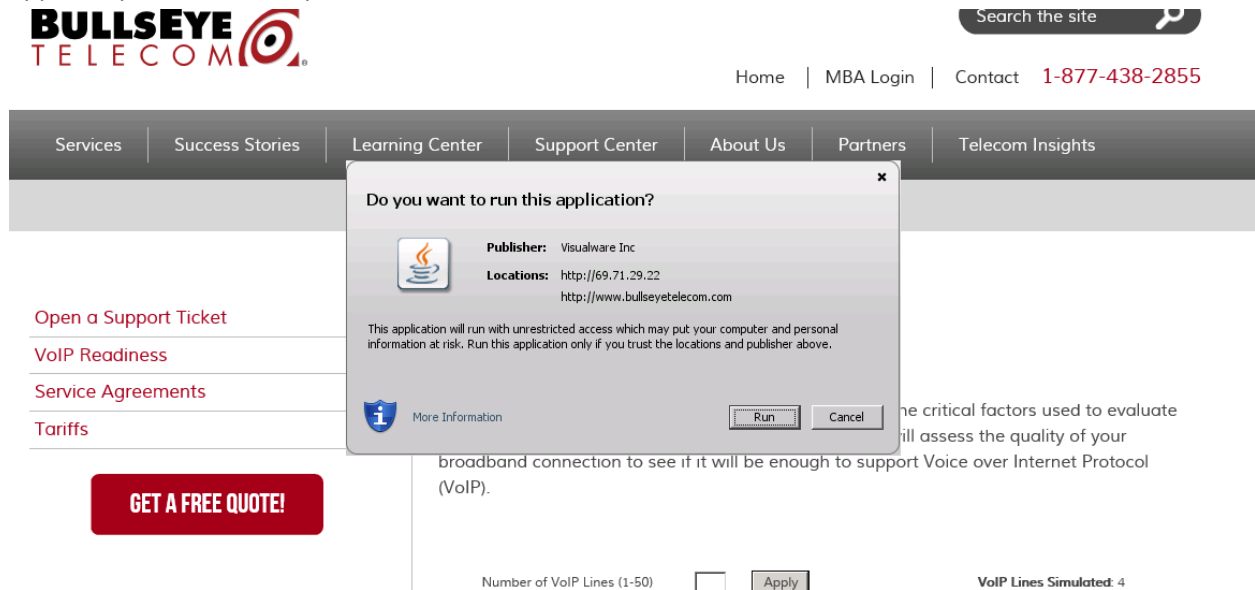
- Windows XP
- Windows 8.1 (in tablet mode)
- Windows 10 (in tablet mode)

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 [VoIP Readiness page](#), a screen will popup as depicted below. When this screen appears, press the Run option.

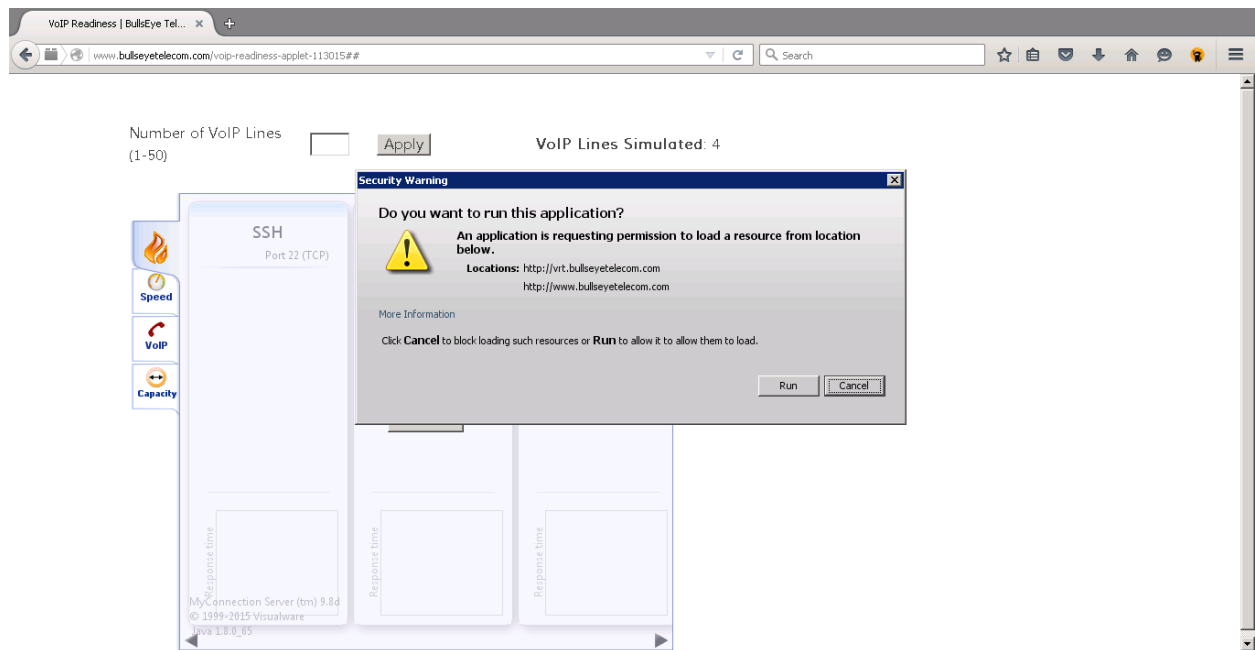


The screenshot shows the Bullseye Telecom website with a Java security warning dialog box. The dialog box is titled "Do you want to run this application?" and contains the following information:

- Publisher:** Visualware Inc
- Locations:** http://69.71.29.22
http://www.bullseyetelecom.com

The dialog box also includes a warning: "This application will run with unrestricted access which may put your computer and personal information at risk. Run this application only if you trust the locations and publisher above." There are "Run" and "Cancel" buttons at the bottom right of the dialog box.

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

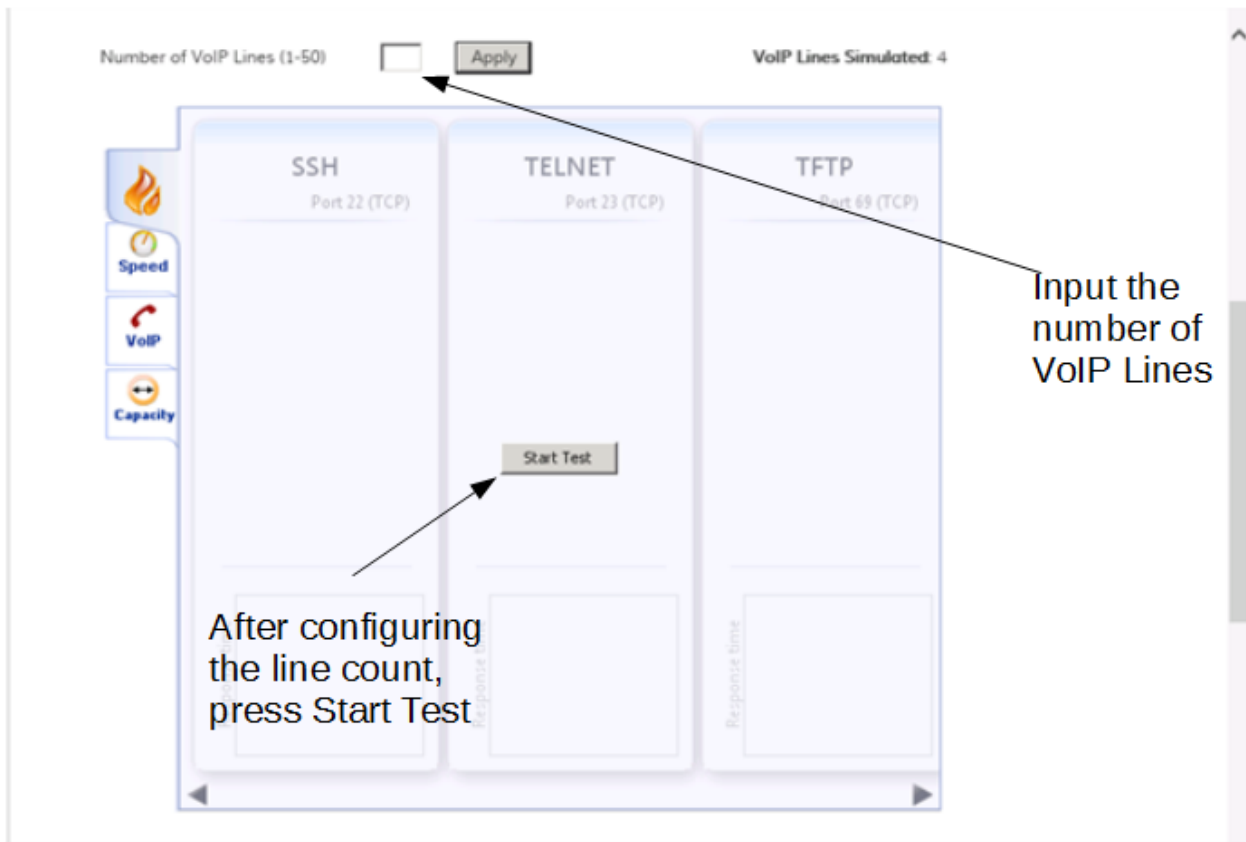


The screenshot shows the Bullseye Telecom website with a Security Warning dialog box. The dialog box is titled "Security Warning" and contains the following information:

- Do you want to run this application?**
- Warning:** An application is requesting permission to load a resource from location below.
- Locations:** http://vrt.bullseyetelecom.com
http://www.bullseyetelecom.com

The dialog box also includes a warning: "Click **Cancel** to block loading such resources or **Run** to allow it to allow them to load." There are "Run" and "Cancel" buttons at the bottom right of the dialog box.

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

quality.
 Your connection's **packet loss** was measured at 0.0%, which indicates that it is accurately transferring data. Voice-over-IP conversations should be of good quality.
 Your connection's **MOS score** is estimated to be 3.79.

Your **download capacity** of 8.29Mbps is acceptable.

Your **upload capacity** of 3.33Mbps is acceptable.

Your **Consistency of Service** 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.

Additional Test Information

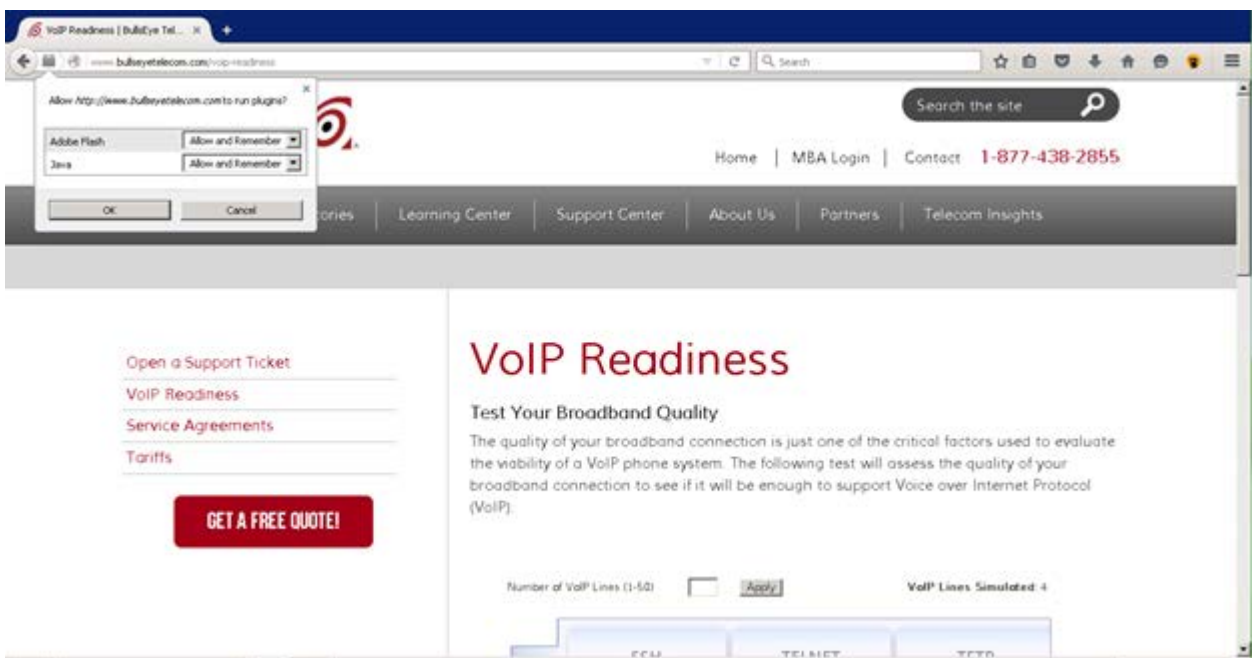
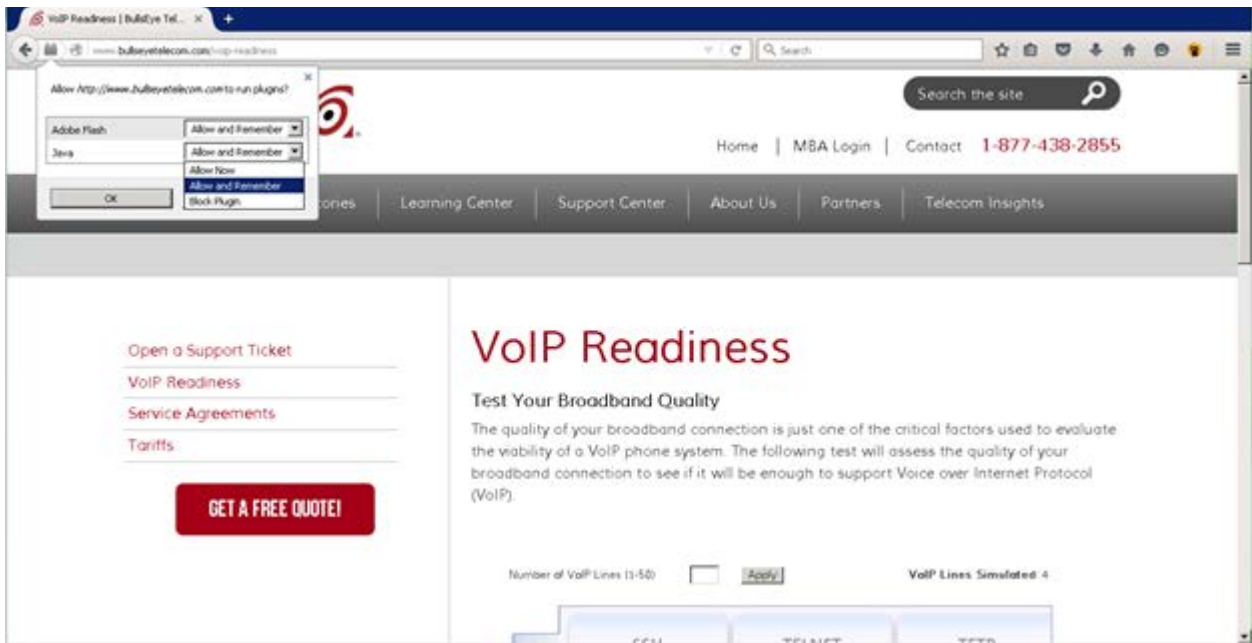
Date/Time: "Mon Dec 07 15:35:06 CST 2015"
 IP Address: "97.81.228.172"
 Final Test ID: "222041"
 Java Version: "1.8.0_65"

(Firefox) 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.



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

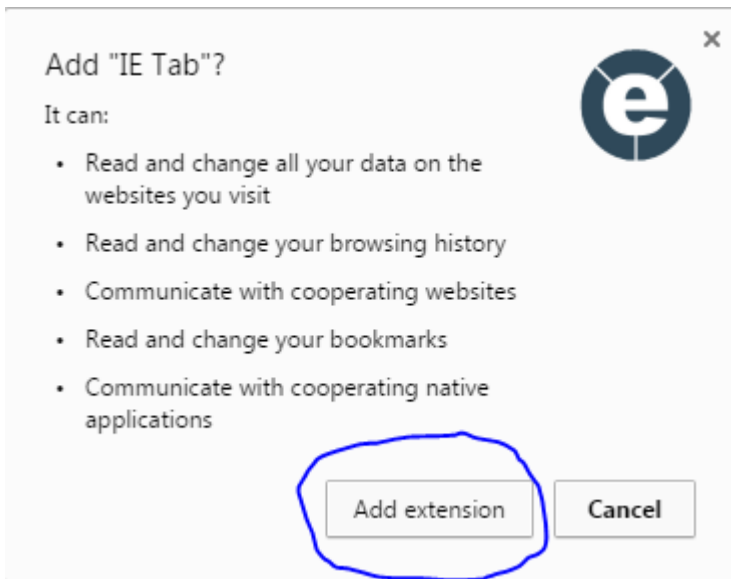
In order to allow the VoIP Readiness Tool to work in Google Chrome, the IE Tab extension needs to be added to Chrome and Installed.

Go [here](#) 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 [VoIP Readiness Test](#).

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.

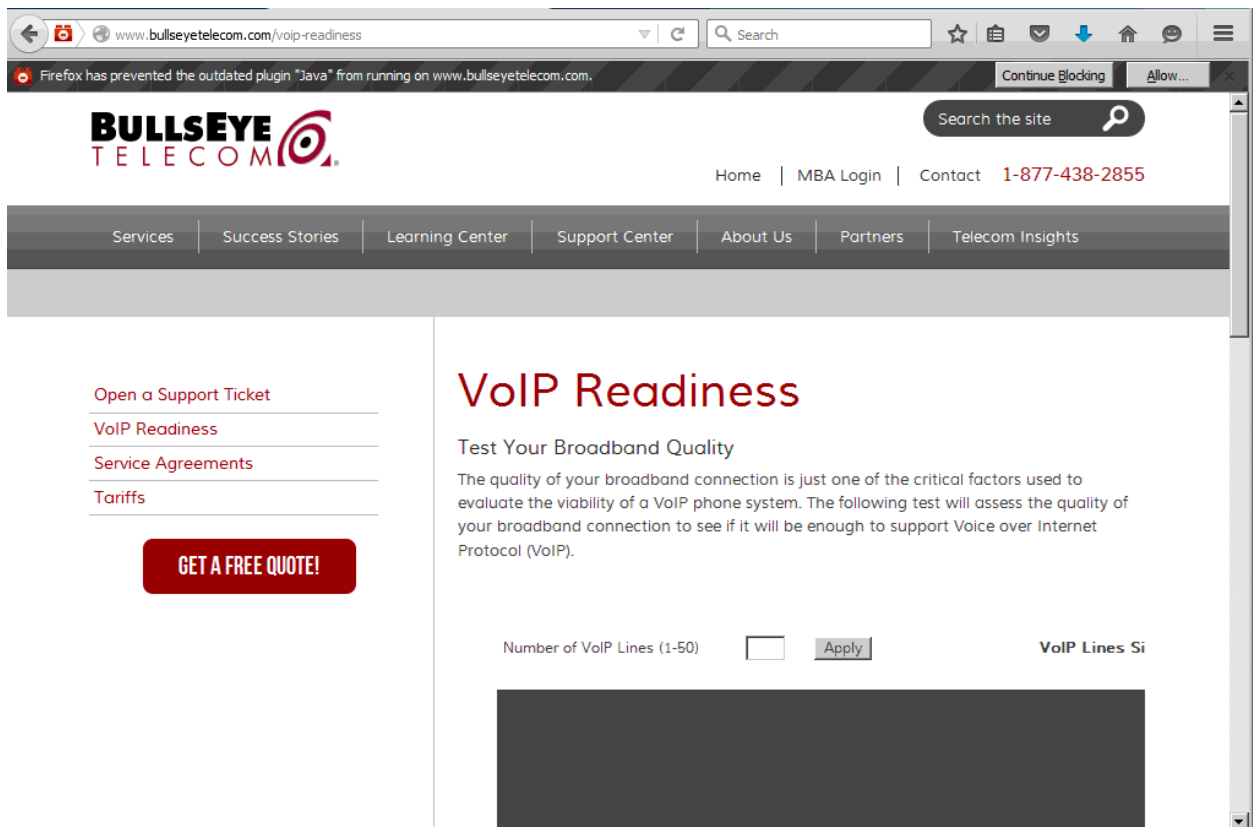
10. Java Based Web Test Common Problems

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

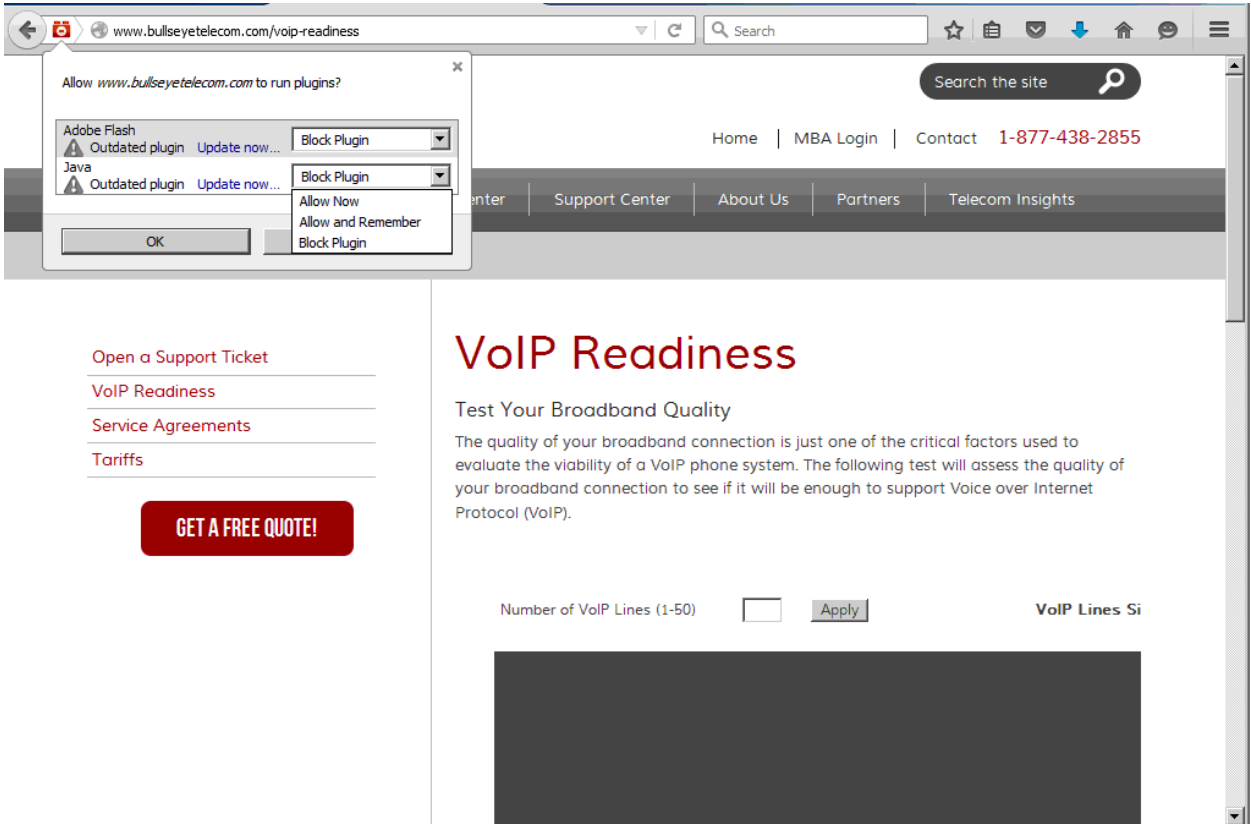
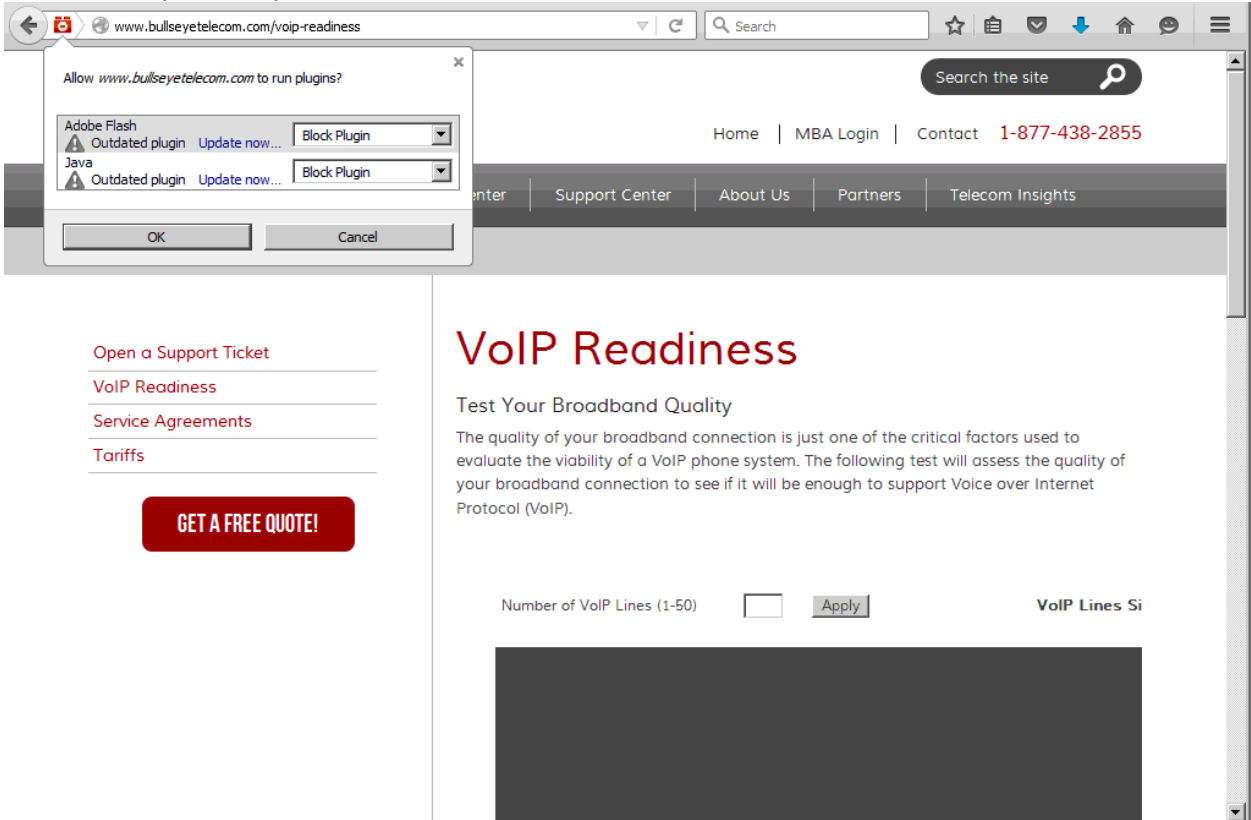
In Firefox, the plugin is blocked or you see a red building block beside the address bar -



Click Allow.



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



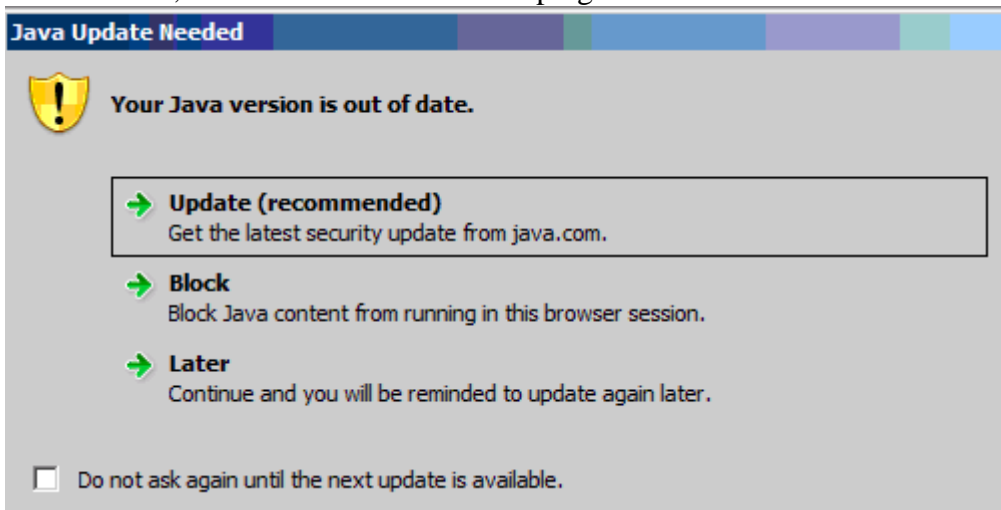
11. Java Version is out of date

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

This error could display in one of two ways:

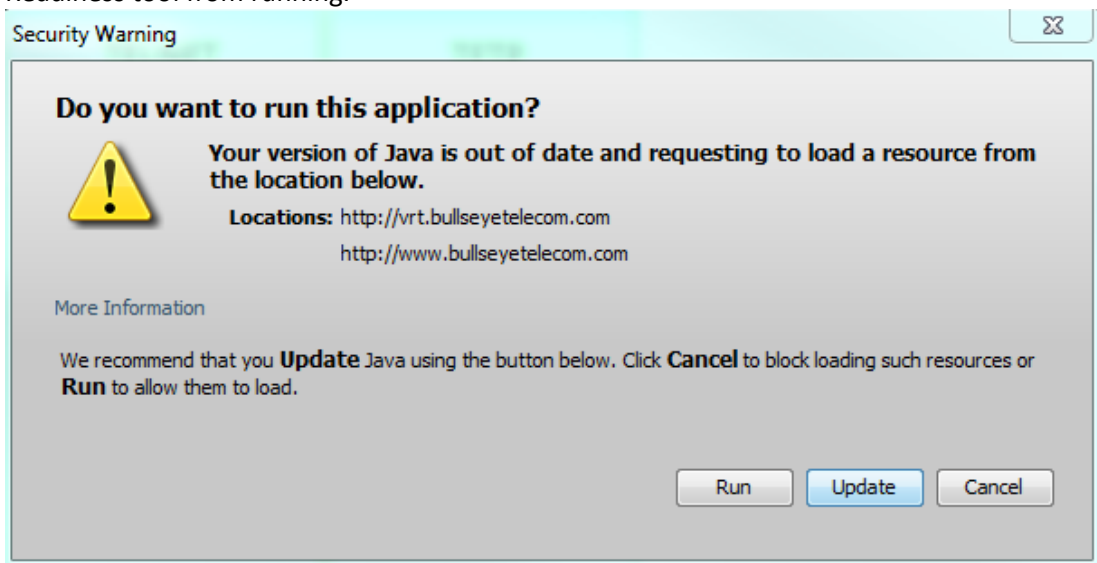
Pop Up 1

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.



Pop Up 2

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

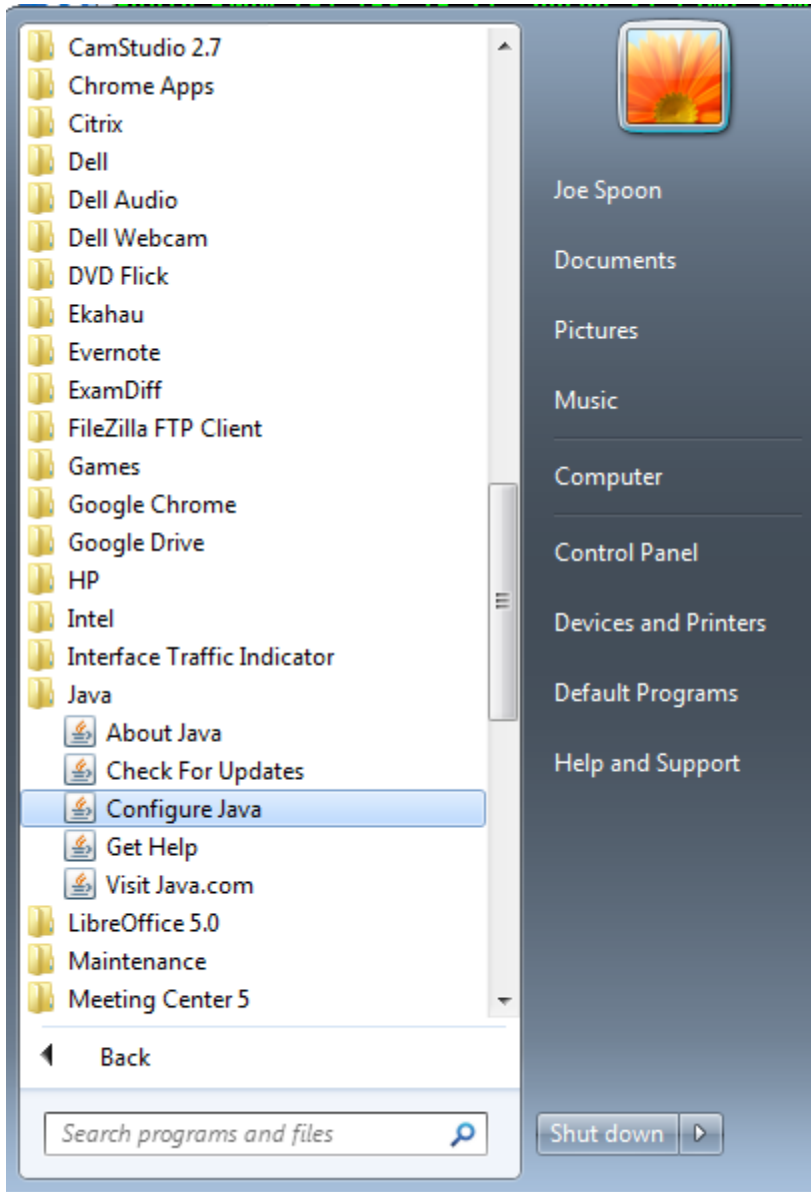
Initially the image below will pop up when the VoIP Readiness test is first run on a client PC that has run the VoIP Readiness test before 6/29/16.

The screenshot shows a web page for 'VoIP Readiness' testing. On the left, there is a sidebar with 'Tariffs' and 'VoIP Readiness' sections, and a prominent red button that says 'GET A FREE QUOTE!'. The main content area is titled 'Test Your Broadband Quality'. It contains introductory text about broadband quality and VoIP viability, followed by instructions and an FAQ section. Below the text, there are links for 'Web Agent' and 'Remote Agent', and a note about 'BullsEye's VRT The REAL user experience!'. A form allows users to set the 'Number of Concurrent VoIP Lines (1-50)' with an 'Apply' button. To the right of the form, it says 'VoIP Lines Simulated: 4'. At the bottom of the page, a red error message is displayed in a grey box, stating: 'Error: Applet version in web browser does not match applet version on server. MyConnection Server (tm) 9.8d - in web browser MyConnection Server (tm) 9.9g - 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+Reload - Netscape Or if problems persist, exit your web browser and try again'.

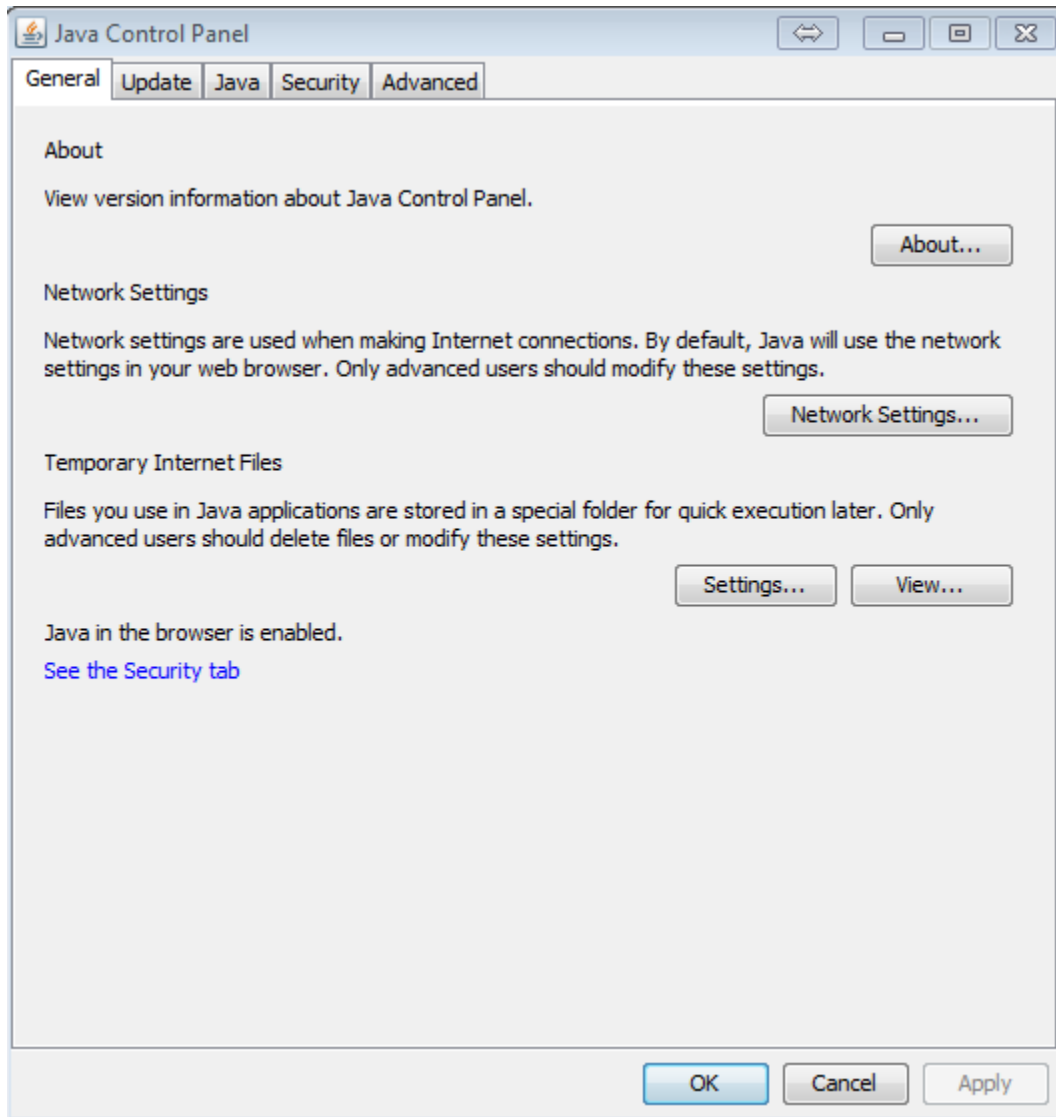
The issue can be repaired on any client PC by Following the steps below:

- 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

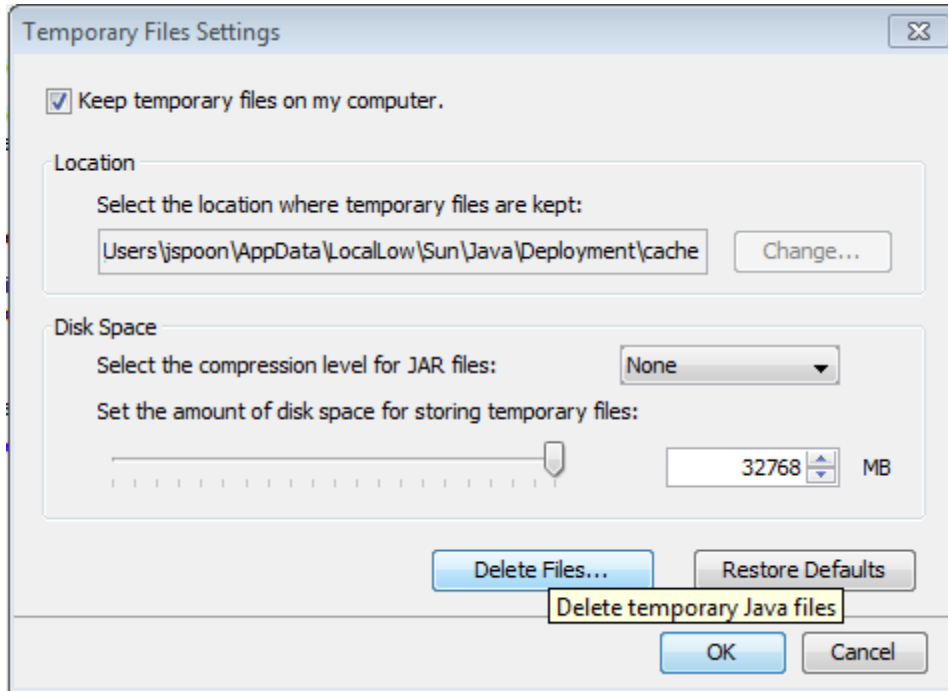
Navigate to Start -> All Programs -> Java -> Configure Java



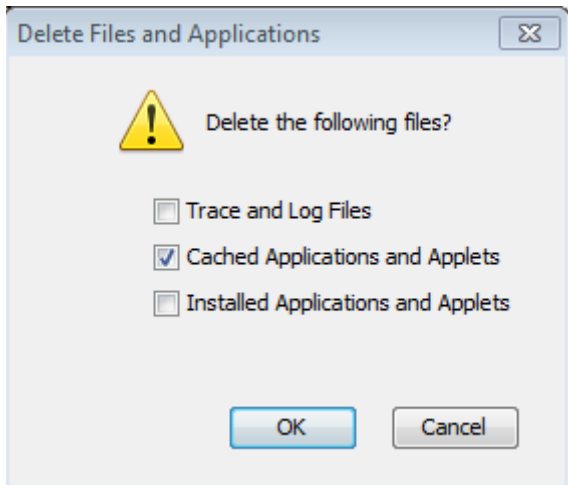
General Tab Under Temporary Internet Files and Settings



Choose Delete Files



Choose the checkbox by Cached Applications and Applets



Hit OK Twice.

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