

Cloud Service Assessment Tools

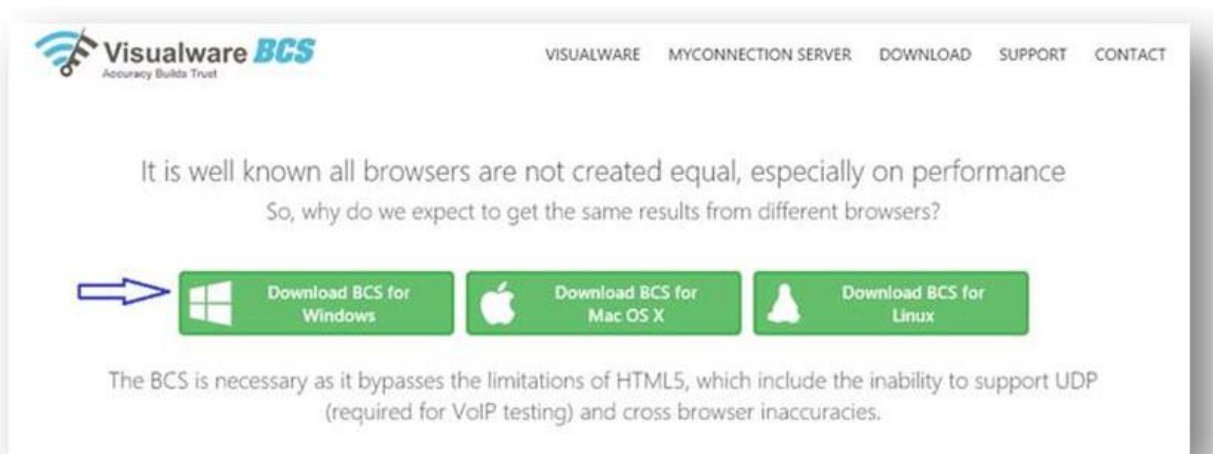
The Dealer runs various assessment tools to confirm that the customer system has sufficient bandwidth/storage to handle the MAXCS Private Cloud service.

Test Guidelines

- **DO NOT** run the NAT or VoIP test tools on the MaxCS server while switching services are running.
 - If you run the tool on the MaxCS server while switching is up, the test will fail.
- Failure to run tests and provide results will hold up the order until these objectives are met.
- Each test **MUST** be run, with the exception of the Extension Trunk Bandwidth Tool.
- To get accurate results, we recommend performing the tests from 2 to 3 desktop systems.

Test 1: VoIP Test Tool

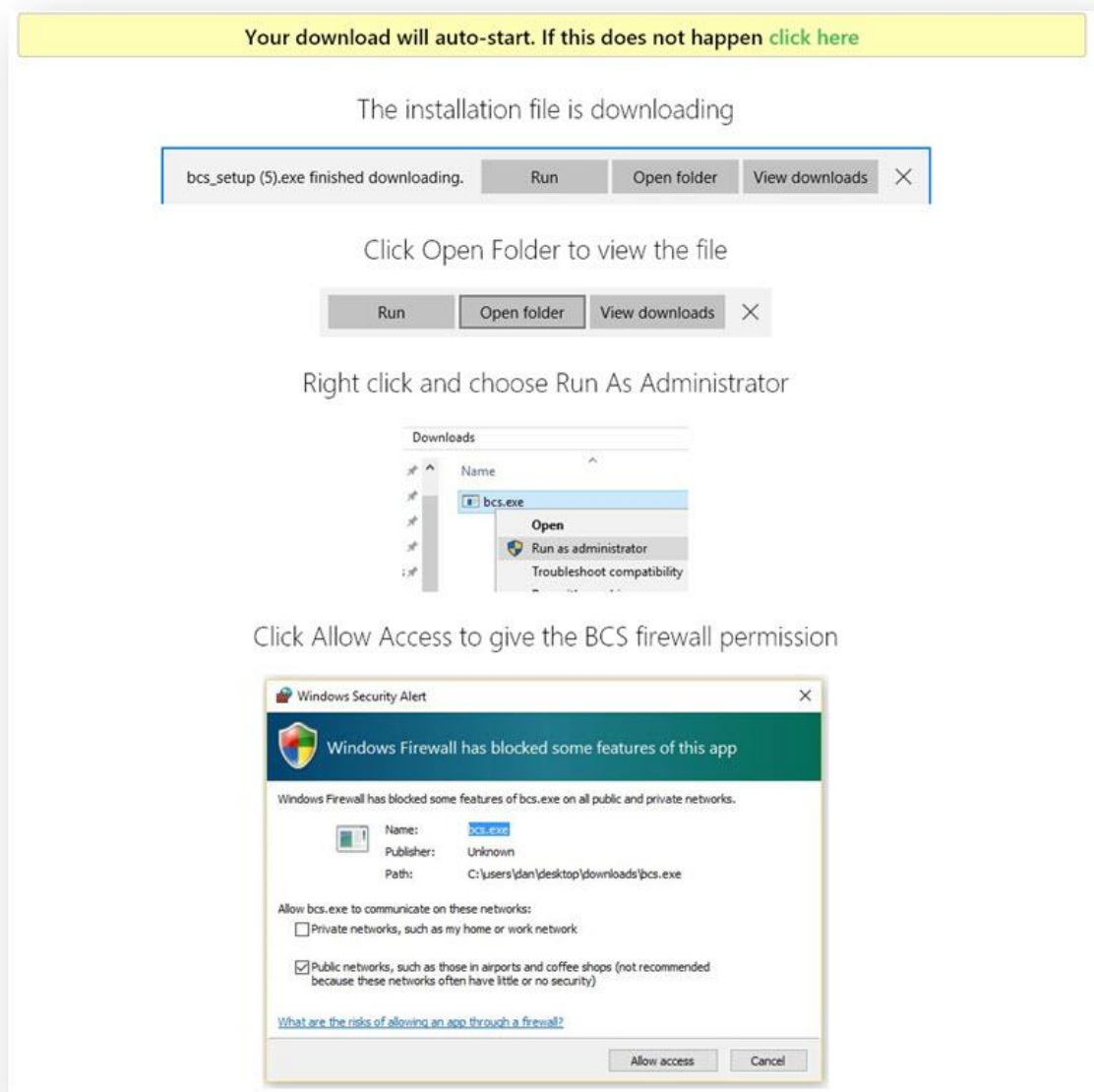
1. To start the test, go to <http://www.visualware.com/bcs/index.html> and click **Download BCS for Windows**.



2. Click **Application**.



3. Follow the instructions as shown in the next figure.



Next, go to www.altigen.com/voip-test/ This tool analyzes network speed, consistency of service, jitter, and voice quality from a user's perspective.

The tool will pass simulated VoIP Traffic to your computer and will measure the quality and performance of the Internet connection between your network and the Altigen Cloud.

1. Change the number of VoIP Lines to equal the amount of required extensions.
Example: 12 Users equal 12 VoIP Lines to test
2. Select 60 seconds for the Test length.

Please enter the appropriate data below and click "Apply" to start the VoIP Test Tool. The tool will pass simulated VoIP Traffic to your computer and will measure the quality and performance of the Internet connection between your network and the Altigen Cloud.

Test Parameters

Number of VoIP Lines (1-50) :

Test length (secs) :

Codec :

- There are many results to look at, some graphical and some text based. Gather screen-shots of each tab specified below.

Failure to provide all screen shots, even if you omit just one, will result in incomplete / inconclusive tests

Current Settings

VoIP Lines Simulated: 1 Test Length: 15 Codec: G.711 (90 Kbps)

Connection Summary

[Test audit report](#)

Results analysis for: [speed test](#) | [voip test](#)

- Your **download speed** of 6.15 Mbps is high enough to support a high quality voice-over-IP conversation.
- Your **upload speed** of 4.68 Mbps is high enough to support a high quality voice-over-IP conversation.
- Your **Consistency of Service** was measured at 81%, which shows that your connection can produce a relatively constant stream of data. This is key to providing a high quality voice-over-IP connection, so sound quality will mostly be reasonable but could be broken at times.
- Your connection's **jitter** was measured as 0.3 ms, which indicates that it can produce a constant flow of data. Voice-over-IP conversations should be of good 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 4.2.

Speed

VoIP

RTT

Graph

Summary

Advanced

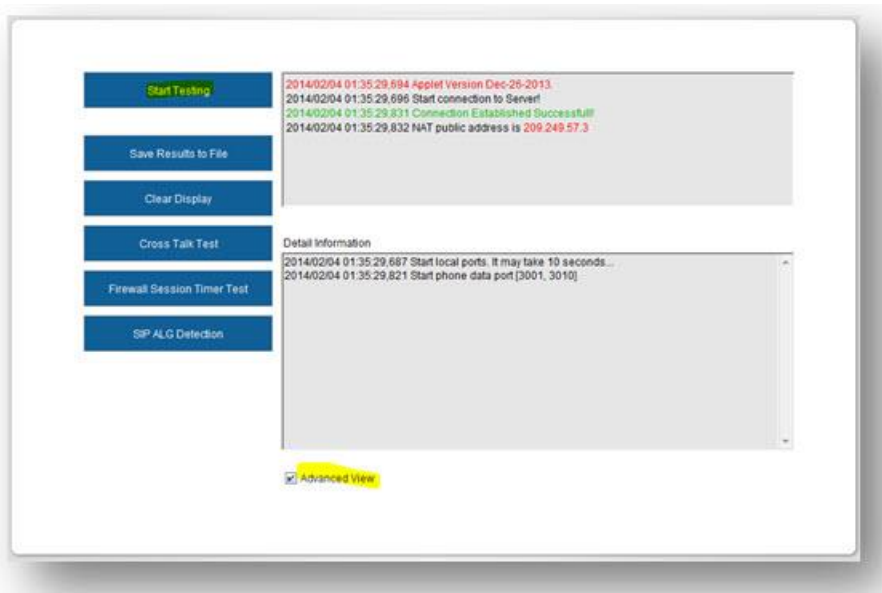
Please provide screen-shots for each Tab

Test 2: VOIP/NAT Firewall Test Tool

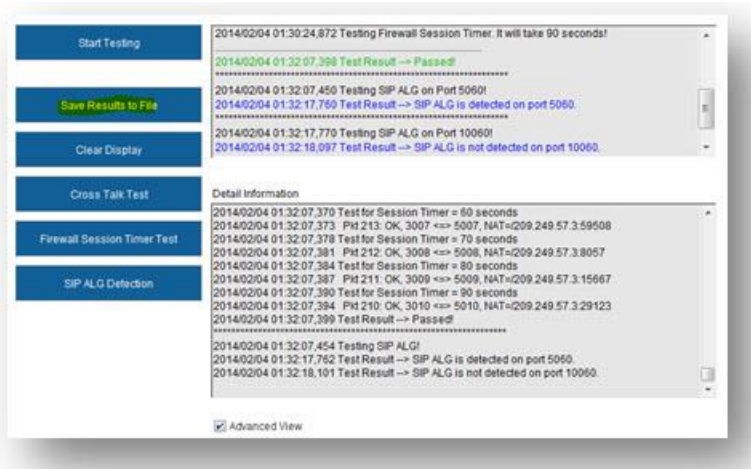
<http://nat.atgncloud.com:8080/NatTest/test.htm>

This tool ensures that the customer's firewall is compatible with the MAXCS Private Cloud service. The link to this test will be accessible from the AltiGen Partner portal.

1. Before running tests make sure you have **Advanced View** checked/selected.



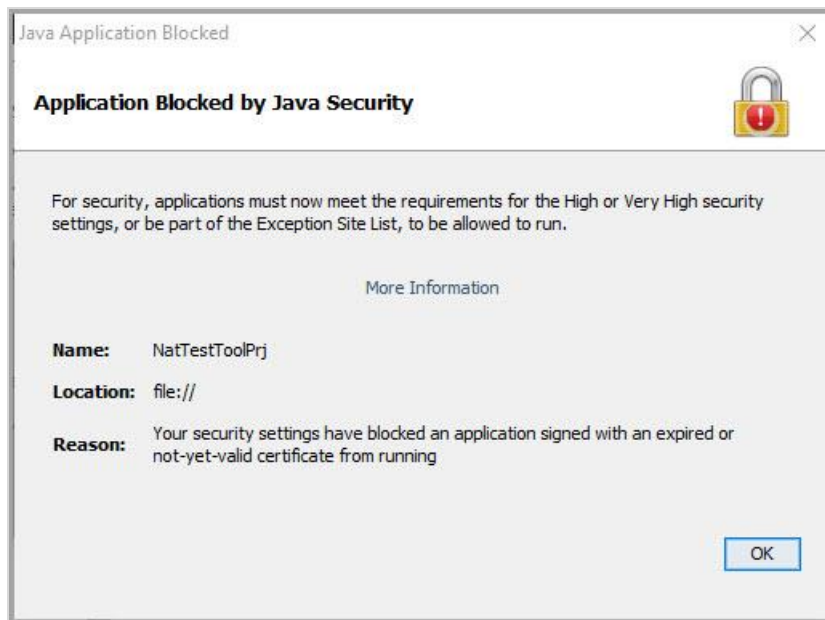
2. Once the test completes, click on **Save Results to File**. *Note the location where you saved the results.*



NOTE: If you see the screen below, right click and select “Run this plug-in”

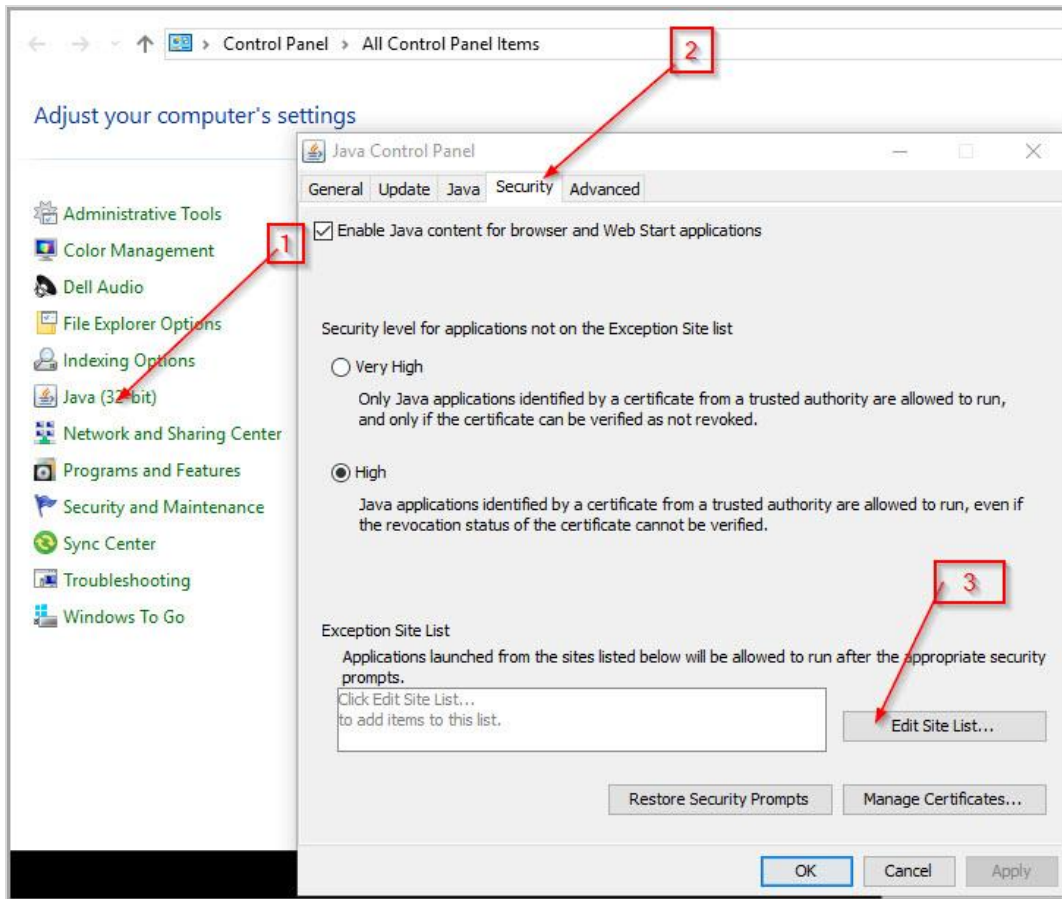


If you get a security error from Java, such as the one shown below:



Follow the steps below to get past this error:

1. Open your control panel and click on Java.
2. Click on the Security Tab
3. Click Edit Site List.



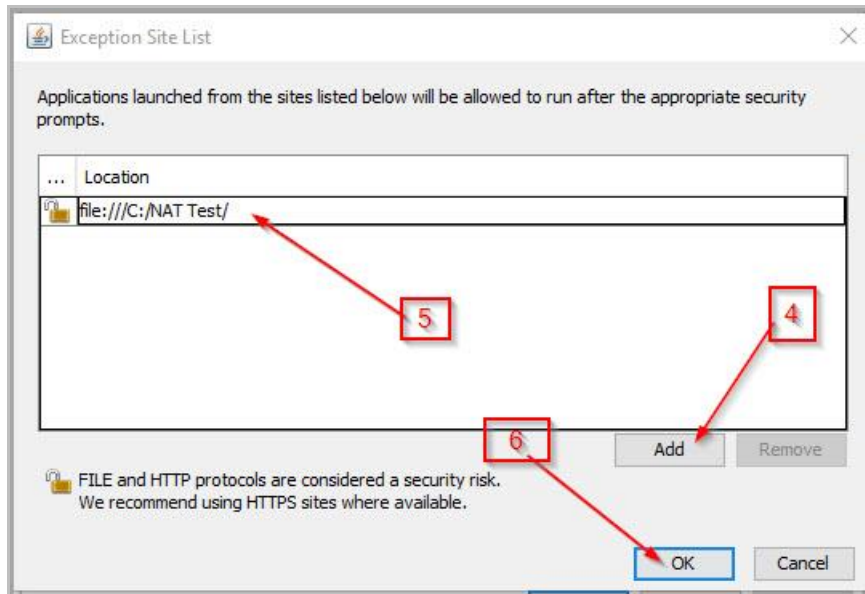
4. In The Exception Site List box, click **Add**.
5. Enter [file:///C:/Name](#) of the NAT Test Tool Folder/ (This assumes the test tool is in the root of the C: drive)

Example: `file:///C:/NatTestTool/`

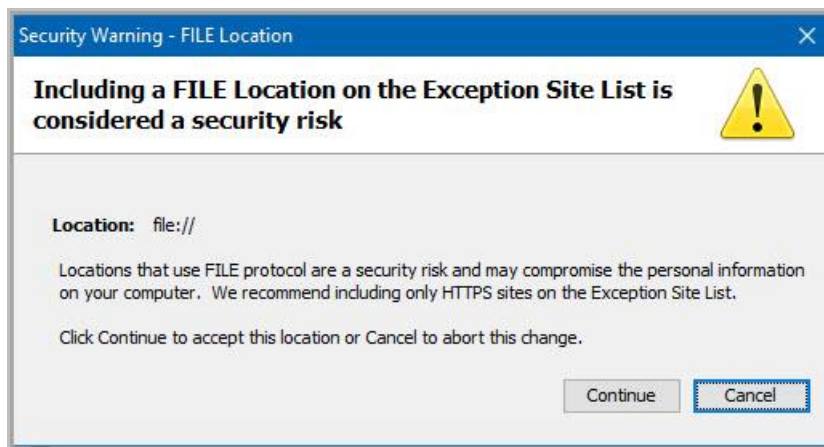


Important - You must include the “/” at the end of the link.

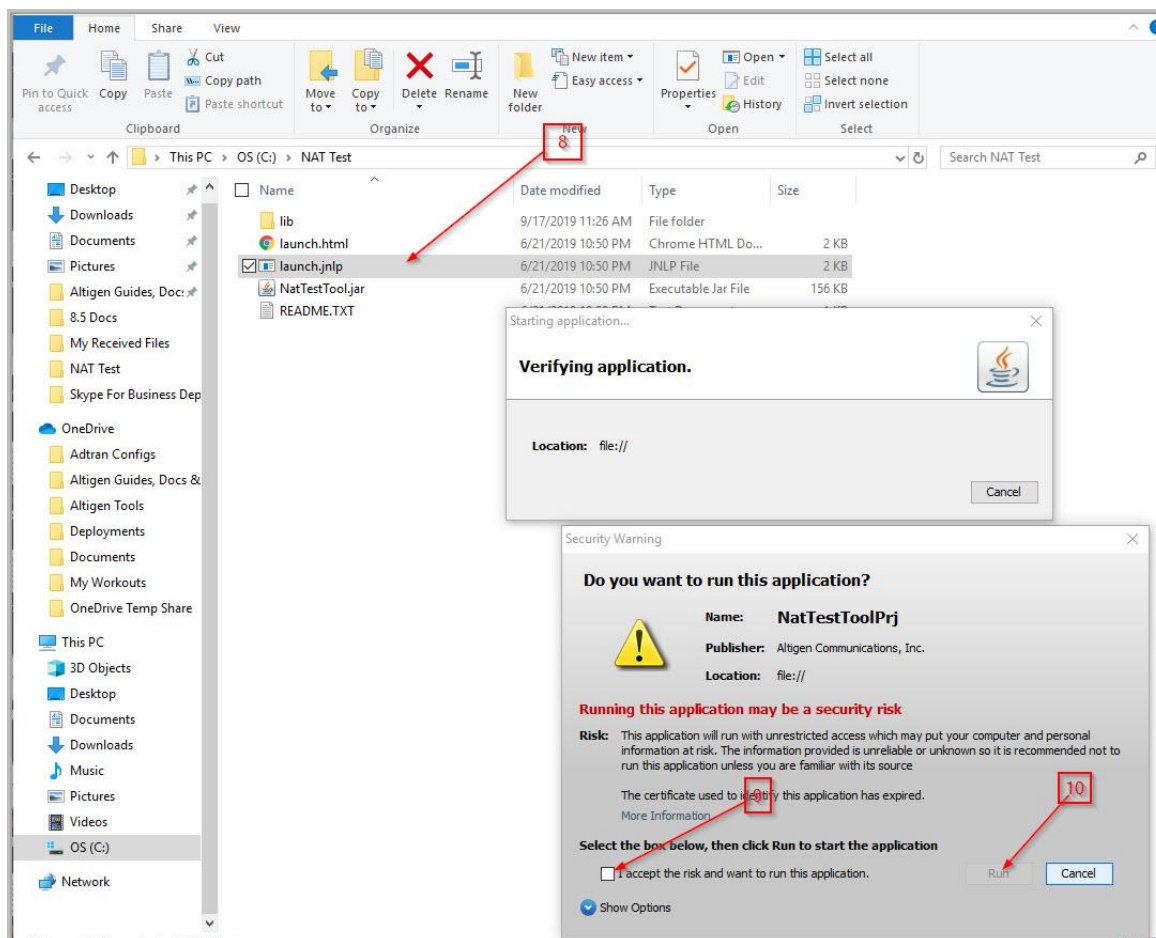
6. Click OK.



7. You will get a message similar to the one shown below. Click **Continue**.



8. Go to the NAT Test Folder and run launch.jnlp
9. Check the box *I accept the risk and want to run the application.*
10. Click **Run** and the test will run.



Test 3: Extension Trunk Bandwidth Tool

NOTE: This test is used only for existing MAXCS customers who are migrating to MAXCS Private Cloud

This is a Windows Command-line tool developed by AltiGen that calculates the maximum number of extensions that can be in use at the same time during the MAXCS CDR report configured retention period. Since the tool uses the MAXCS Internal CDR database, it can only be run on the MAXCS server. This tool is found on the AltiGen Partner portal.

The zip file is located in this article on the Dealer website: <https://partner.altigen.com/FileUpdate/FileDetail.asp?FileID=1180>

1. Copy EXTTRKTool4.zip to the MAXCS server.
2. Unzip EXTTRKTool4.zip then run EXTTRKTool4.exe.

Usage:

This tool will also calculate trunk usage type when prompted with q->

e = Peak extension calls

t = Peak trunk calls

T = Peak trunk calls without SIP-Tie trunks)

m = Trunk minutes

M = Trunk minutes without SIP-Tie

q = To quit



This tool will display a list of the top number of extensions that are in use at the same time.

To calculate the estimated bandwidth needs, multiply peak calls by CODEC used e.g. $12 * 100(\text{G711}) = 1.2\text{Mb/sec}$

Transmitting Results

Once you've completed all the tests, compile the results into a single document, save the document using the name of the opportunity and email it to Altigen's Sales Engineers at atgse@altigen.com.