INTERMEDIA®

VoIP Tester

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WHAT IS VOIP TESTER?

The Intermedia VoIP Tester application simulates a bi-directional sequence of call set-up messages (SIP) and audio payload packets (RTP) and collects and displays latency (delay), jitter and packet loss statistics (both upstream and downstream) to provide the user with a reference for the quality of service an audio stream is likely to experience during an actual VoIP call.

The ports used by VoIP Tester are as follows:

Packet Type	Local Customer UDP Port	To/From Intermedia Server	Intermedia Port
STUN	5679	64.28.122.102	6050
SIP	5678	64.28.122.102	6050
RTP/RTCP	50000 - 52500	64.28.122.102	30000 - 60000

Note: VoIP Tester, in its current form is a simulation only, does not use production IP/UDP ports for connectivity. These non-standard ports were selected during development to allow the VoIP Tester application to be run in a production environment without concern for interfering with other software-base VoIP applications which could potentially be running on the host computer.

The VoIP Tester graphs its results and can be viewed in SmartWatcher. The results are split into Downstream and Upstream data.

Upstream = the customers Upload Bandwidth
Downstream = the customer Download Bandwidth

OPERATING SYSTEM COMPATIBILITY

The following are the current known OS compatibility:

OS	Compatible?	Issue?
XP	Yes	
2003 Server	Sorta	Uncertain, but it generally will not launch. On some 2003 computers it works without issue. It may be a service pack issue. Also, some PBX run 2003 Server, VoIP Tester should never be installed on a PBX.
Vista	Yes	
Win 7	Yes	
Mac	No	Not supported, and hasn't worked correctly, even if booted into Windows.

HARDWARE INCOMPATIBILITY

The following are the current known or suspected hardware incompatibilities:

Hardware	Symptom?	Issue?	Workaround?
Broadcom 446x Network Interface Controller (NIC)	Test will start, but no data is returned to Intermedia. The graph just looks like there is no data.	VoIP Tester can't get an IP from these NIC.	None. Must use a different NIC...E.G. another computer.
Broadcom NetXtreme 57xx Gigabit Controller	Test will start, but no data is returned to Intermedia. The graph just looks like there is no data. These are common NIC in Dell Laptops.	VoIP Tester can't get an IP from these NIC.	None. Must use a different NIC...E.G. another computer.

VOIP TESTER CONNECTION ISSUES

The following are the current known issues with the VoIP Tester software:

Symptom	Issue?	Workaround?
Only getting sporadic results many minutes apart, instead of every 10 seconds.	Unknown.	Moving VoIP Test to a different PC has fixed this in the past.
"Failed to start SIP" message when starting the VoIP Tester.	Multiple situations cause this error.	Possible causes: 1. VoIPTester.exe is already running on the PC.
"Failed to connect to the remote server".	No Internet connection or Ports on the Firewall need to be opened.	1. Test the internet connection. 2. Open the correct ports on the firewall.

CLIENT / SERVER ISSUES

The VoIP Tester is using a SIP call simulation, and if it stops receiving RTP packets for 10-30 seconds it will detect a connection loss and restart the test.

Some tests are restarted every few minutes, and some tests don't have any RTP (100% loss). In these instances, it is possible that the NAT/router or local firewall may be closing the RTP sessions prematurely.

The client is now limited to 250 (previously 30) test lines. Typically, for basic QoS analysis of an in- production site, only 1 G.729 line is used, but for "soak test" purposes where the intent is to simulate full call traffic of a new site for pre-qualification, the test can be sized to the required number of G.729 and G.711 lines.

The server web graphs can currently display the QoS stats for the first 30 (previously only 10) lines individually, or all lines combined (up to the current max of 250), or the average of all lines on the same graph.