



Avaya Solution & Interoperability Test Lab

Application Notes for Tone Software Streamline Network Assessment Service with Avaya Communication Manager – Issue 1.1

Abstract

These Application Notes describe the configuration steps required for Tone Software Streamline Network Assessment Service to interoperate with Avaya Communication Manager. In the compliance testing, the Tone Software Streamline Network Assessment Service collected and analyzed IP packets from the Avaya IP Telephones, and produced results to measure the state of the network infrastructure.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

Note - Tone Software acquired Comunicado Streamline Network Assessment technology on April 14, 2009.

1. Introduction

Tone Software Streamline Network Assessment Service is a service that analyzes IP packets and produces results to measure the state of the network infrastructure. When used for network pre-assessment, two or more Tone Software Streamline Agents are loaded onto computers at different points of the customer network to simulate VoIP calls. When used for network post-assessment, the port mirroring method can be used to replicate IP packets from the monitored endpoints to the local Tone Software Streamline Agent.

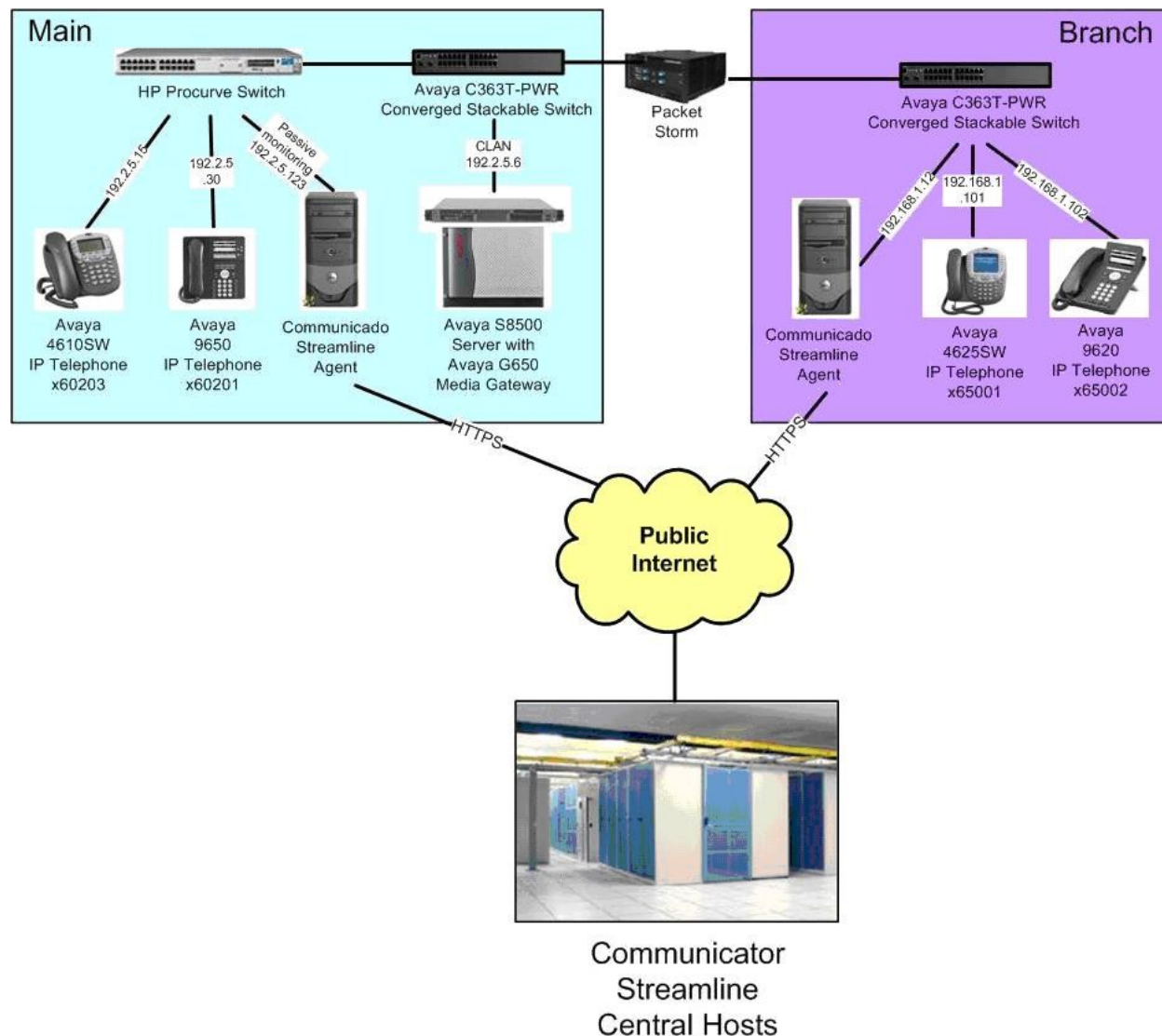


Figure 1: Tone Software Streamline Network Assessment Service with Avaya Communication Manager

Each Tone Software Streamline Agent hosts two NIC cards, one to interface to the local network, and the other to the Tone Software Streamline Central Host in the public network. The IP packets from the Avaya IP Telephones are captured from the Tone Software Streamline Agent's local network interface, and reported to the Tone Software Streamline Central Host over the public interface. The Tone Software Streamline Agent reports several call quality affecting attributes such as jitter, delay, and packet loss via HTTPS connections to the Tone Software Streamline Central Host for data collection, analysis, and presentation.

The interoperability with Avaya Communication Manager is accomplished through the Avaya IP Telephones for network post-assessment. In the compliance testing, the RTP stream for the Avaya IP Telephones in the Main site are mirrored from the layer 2 switch, and replicated over to the Tone Software Streamline Agent in the Main site shown in **Figure 1**. The Packet Storm is used as a tool to inject network impairments, such as jitter/delay/loss, into the network for calls between the Main and Branch sites.

In **Figure 1**, the Tone Software Streamline Agent in the Branch site was used to simulate VoIP calls for network pre-assessment data gathering. The reported quality metrics from the pre-assessment report were compared with the reported quality metrics from the post-assessment report.

The Avaya IP Telephone configuration, port mirroring on the layer 2 switch, network impairment injection from the Packet Storm, and network pre-assessment configuration are not the focus of these Application Notes and will not be described.

2. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment	Software
Avaya S8500 Server	Avaya Communication Manager 5.0, R015x.00.0.825.4
Avaya G650 Media Gateway <ul style="list-style-type: none">• TN799DP C-LAN Circuit Pack	HW01 FW024
Avaya 4600 Series IP Telephones (H.323)	2.7
Avaya 9600 Series IP Telephone (H.323)	1.2
Packet Storm	14.1v1
Tone Software Streamline Network Assessment Service	2.5.1

3. Configure Tone Software Streamline Network Assessment Service for Network Post-Assessment

This section provides the procedures for configuring the Tone Software Streamline Network Assessment Service for network post-assessment. The procedures fall into the following areas:

- Launch Tone Software Streamline Network Assessment Service
- Administer Passive QoS Collector

3.1. Launch Tone Software Streamline Network Assessment Service

From any PC with public internet access, launch an Internet browser window to access the Tone Software Streamline Network Assessment Service web based interface. Use the URL provided by Tone Software, in this case “<https://avayacertification.streamlined.cc/>”. Enter the appropriate credentials provided by Tone Software, and click **Login**.



3.2. Administer Passive QoS Collector

In the subsequent screen that is displayed, select the customer name provided by Tone Software from the **Customer** field drop-down list located at the top of the screen. Select **Configure > Passive QoS Collectors** from the left pane, to display the **Find QOS Stream Collector** screen in the right pane. Click **Start** to create a new collector.

Communicado Streamline

Customer: Avaya Test Lab

Dashboard

Network Assessments

Troubleshoot

Report

Granted Access

Configure

- Partner Details
- Customers
- Users
- Agents
- Rules
- Actions
- Device Collection
- Active QoS Routes
- Passive QoS Collectors**
- Configuration Templates

Find QOS Stream Collector

Create Collectors: [Start](#)

Id	Name	Customer	Template Name	Agent(s)	Enabled	Created
14	Avaya Test Lab Main	Avaya Test Lab	Avaya QoS Collector	Main Agent		08/19/2008
15	Avaya Test Lab Branch	Avaya Test Lab	Avaya QoS Collector	Branch Agent		08/19/2008

[Refresh](#)

The **Customers** screen is displayed in the right pane. Click **Next**.

Communicado Streamline

Customer: Avaya Test Lab

Dashboard

Network Assessments

Troubleshoot

Report

Granted Access

Configure

Customers

Step 1: Select Customer

Name
Avaya Test Lab

[Back](#) [Next >](#) [Refresh](#) [Cancel](#)

The **Define QoS Filter Masks** screen is displayed. In the **Agent** field, select the agent pre-installed on the Main site, in this case “Main Agent”. Note that the name may vary. In the compliance testing, the name “Main Agent” was configured for the Tone Software Streamline Agent in the Main site, as part of installation.

In the **PCAP Device** field, select the network interface that corresponds to the local network for this agent. Click **Add**.

Communicado Streamline

Customer: Avaya Test Lab

Define QoS Filter Masks

Step 1: Select Customer

Step 2: Define Filter

Agent	PCAP Device	Source IP Address Mask	Destination IP Address Mask
Main Agent	Local		

< Back Next > Refresh Cancel

The **Define QoS Filter Masks** screen is updated with the newly created QoS filter, as shown below. Click **Next**.

Communicado Streamline

Customer: Avaya Test Lab

Define QoS Filter Masks

Step 1: Select Customer

Step 2: Define Filter

Agent	PCAP Device	Source IP Address Mask	Destination IP Address Mask
Main Agent	Local		

Agent	PCAP Device	Source IP Address Mask	Destination IP Address Mask
Main Agent	Building		

< Back Next > Refresh Cancel

The **Configuration Templates** screen is displayed. Select the appropriate template pre-configured by Tone Software, in this case “Avaya QoS Collector”. Enter desired values for the **Name** and **Description** fields, and click **Finish**.

Communicado
Streamline

Customer: Avaya Test Lab

Dashboard

Network Assessments

Troubleshoot

Report

Granted Access

Configure

Partner Details

Customers

Users

Agents

Configuration Templates

Step 1: Select Customer

Step 2: Define Filter

Step 3: Select Templates

Name	Description
<input checked="" type="radio"/> Avaya QoS Collector	

Name Description

< Back Finish Refresh Cancel

4. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying Tone Software's capture and analysis of IP packets from the Avaya IP Telephones. The call scenarios included audio codec with and without IP media shuffling (also referred to as direct IP-IP audio connection), basic telephony features such as hold/reconnect and transfer/conference, and network impairments.

The serviceability testing focused on verifying the ability of Tone Software to recover from adverse conditions, such as disconnecting the Ethernet cables to the Tone Software Streamline Agent.

4.1. General Test Approach

All tests were performed manually. The Packet Storm was used to inject network impairments, such as jitter/delay/loss, into the network for calls between the two sites.

The serviceability test cases were performed manually by disconnecting and reconnecting the LAN cable to the Tone Software Streamline Agent.

The verification of all tests included checking of proper display of call data by the Tone Software Streamline Network Assessment Service, and of comparing the reported network impairments from Tone Software with the audio quality data reported on the Avaya IP Telephones. The reported impairments from the network post-assessment test were compared to the reported impairments from the network pre-assessment test.

4.2. Test Results

All tests were executed and passed. Below are the observations from the compliance test:

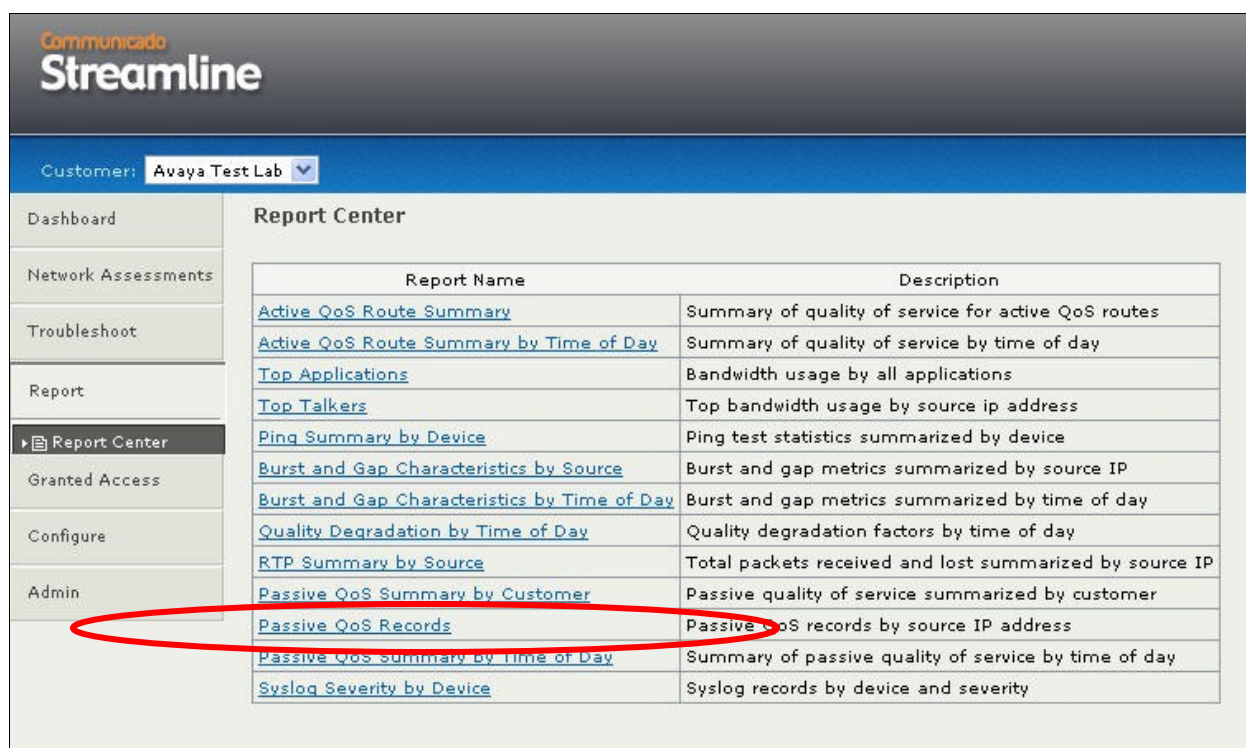
- Calls with g.726A-32K codec did not show up on the Passive QoS Records report.
- A call scenario can generate multiple passive QoS records.
- The same call scenario can generate varying number of passive QoS records.
- The delay reported in the passive QoS records include the nominal delay for codec compression/decompression and jitter buffer, and the value increased accordingly as additional delay was injected by Packet Storm.

5. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Tone Software Streamline Network Assessment Service.

5.1. Verify Tone Software Streamline Network Assessment Service

Launch the Tone Software Streamline Network Assessment Service web interface described in **Section 3.1**. Select **Report > Report Center** from the left pane, to display the **Report Center** screen in the right pane. Select **Passive QoS Records**.



Communicado
Streamline

Customer: Avaya Test Lab

Report Center

Report Name	Description
Active QoS Route Summary	Summary of quality of service for active QoS routes
Active QoS Route Summary by Time of Day	Summary of quality of service by time of day
Top Applications	Bandwidth usage by all applications
Top Talkers	Top bandwidth usage by source ip address
Ping Summary by Device	Ping test statistics summarized by device
Burst and Gap Characteristics by Source	Burst and gap metrics summarized by source IP
Burst and Gap Characteristics by Time of Day	Burst and gap metrics summarized by time of day
Quality Degradation by Time of Day	Quality degradation factors by time of day
RTP Summary by Source	Total packets received and lost summarized by source IP
Passive QoS Summary by Customer	Passive quality of service summarized by customer
Passive QoS Records	Passive QoS records by source IP address
Passive QoS Summary by Time of Day	Summary of passive quality of service by time of day
Syslog Severity by Device	Syslog records by device and severity

The **Passive QoS Records** screen is displayed in the right pane.

The screenshot shows the Communicado Streamline interface. The left sidebar contains navigation links: Dashboard, Network Assessments, Troubleshoot, Report, Report Center (selected), Granted Access, Configure, and Admin. The main content area is titled 'Passive QoS Records'. It includes filters for 'From' (08/21/2008), 'To' (08/21/2008), and 'US/Eastern (-05:00:00)'. There is a 'Paginate' checkbox and a 'Build Report' button. Below the filters, the text indicates 'Date range: 08/21/2008 to 08/21/2008, US/Eastern (-05:00:00)', 'Filtered by: Customer Avaya Test Lab', and 'Ordered by: Time, Descending'. A table with columns 'Source', 'Destination', 'Time', and 'Quality' is shown, but it contains no data rows, only an 'Average of (0 items)' row. The footer shows 'Created on 09/12/2008 12:18:48 PM EDT' and 'Page 1 / 1'.

Establish a call between the Main and Branch sites. A manual refresh of the **Passive QoS Records** screen will display records associated with the active call after the next interval data pull from the Tone Software Streamline Agent. Click **Show Call Details** on one of the records.

The screenshot shows the same Communicado Streamline interface, but now with two records in the table. The 'Show Call Details' link in the first record is circled in red. The table data is as follows:

Source	Destination	Time	Quality
192.2.5.30:19648	192.168.1.101:3104	08/21/2008 10:29:29 AM EDT	4.2
192.168.1.101:3104	192.2.5.30:19648	08/21/2008 10:29:29 AM EDT	4.2
Average of (2 items)			4.2

The footer shows 'Created on 08/21/2008 10:30:15 AM EDT' and 'Page 1 / 1'.

The **Passive QoS Details** screen is displayed in the right pane. Verify the **Status** and **Codec Type** from the **Summary** table shown below.

Communicado

Streamline

Customer: Avaya Test Lab

Dashboard

Network Assessments

Troubleshoot

Report

Report Center

Granted Access

Configure

Admin

Passive QoS Details

From: 08/21/2008 To: 08/21/2008 US/Eastern (-05:00:00)

Paginate

Build Report

Passive QoS Details

Summary

Date / Time of Call	08/21/2008 10:29:29 AM EDT
Duration	00:00:25
Originating Endpoint	192.2.5.30:19648
Destination Endpoint	192.168.1.101:3104
Status	Active
MOS	4.2
R-Factor	93
One Way Delay	61 ms
PPDV	0 ms
Network Packet Loss	0%
Packet Discard	0%
Total Packet Loss	0%
Codec Type	G.711 64k u-law voice encoder/decoder
Identifier	0

6. Support

Technical support on Tone Software Streamline Network Assessment Service can be obtained through the following:

- **Phone:** (866) 489-8722
- **Email:** support@tonesoft.com

7. Conclusion

These Application Notes describe the configuration steps required for Tone Software Streamline Network Assessment Service to interoperate with Avaya Communication Manager via Avaya IP Telephones. All feature and serviceability test cases were completed successfully.

8. Additional References

This section references the product documentation relevant to these Application Notes.

- *Administrator Guide for Avaya Communication Manager*, Document 03-300509, Issue 4.0, Release 5.0, January 2008, available at <http://support.avaya.com>.
- *Streamline Quick Start Guide, Passive Voice Quality Reporting*, available upon request to support@tonesoft.com
- *Streamline Quick Start Guide, Network Assessment*, available upon request to support@tonesoft.com

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