

# Product Datasheet

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## Morning Check



*For Cisco & Microsoft Collaboration*

# 1 Description Morning Check

## Overview

In order to offer the best quality of service to their users, information technology and telecommunications departments wish to verify **every morning and/or periodically** the proper functioning of the telephone system (**Health check**). To do this, they effect tests on a sample of telephones and critical applications as well as testing Collaboration services.

telisca has developed a tool which automates this operation, in order to free up the system administrators from this task and in order to effect more systematic tests. It also provides synthetic and detailed reports.

Morning Check allows to test CUCM, Unity Connection, CUP, UCCX, IP Phones, Video Collaboration Endpoints, Microsoft Teams users, Web Servers, third party server, network devices, but also does real telephony tests.

Morning Check may also be used for **performance testing**. It is possible to use Morning Check scripts to generate a large number of calls or simulate the use of applications on IP Phones.

## Architecture

Morning Check may be activated on the same server supporting other telisca applications; it uses the IPS Framework & Administration and CTI Server modules already installed.

Morning Check uses a pool of CTI Ports in order to generate and receive calls. It may also simulate IP Phone keystrokes. It may connect/disconnect Extension Mobility users. It may affect screenshots of IP Phones.

## Features/scripts

The scripts permit the execution of the following tests:

- Call from a pool of CTI ports
- Answer from a CTI port or IP Phone
- Check call is ringing
- Check call is answered
- Play an audio message
- Send a DTMF code
- Terminate a call
- Send keystrokes toward IP Phones
- Login a user via Extension Mobility
- Logout a user via Extension Mobility
- Send SSH commands, check answer (to CUCM, Voice Gateways, Switches)
- Check phones registered by switch
- Count IP Phones registered by CUCM subscriber
- Check CTI Port, CTI Route Point are registered
- Check SIP Trunk, MOH are registered
- Send a ping
- Check CUCM, CUC, CUP, UCCX Services
- Check Fault tolerant on CUCM presence server
- Check CUCM server certificates are valid
- Check Windows Services
- Check Web Services, check answer
- Check Voice Mail status
- Check TFTP Server
- Check XMPP Server
- Check backup files on shared drive
- Check file's content on shared drive

- Microsoft Teams presence status
- Microsoft Teams call generated via BOT to URI or number

The scripts may be run on a list of numbers/telephones. It is possible to execute consecutive or parallel tests, which permits in this case to effect performance tests.

The scripts may be launched automatically at defined times of the day. The scripts are divided in Group of sections and sections. Some section may be executed only some days of the week.

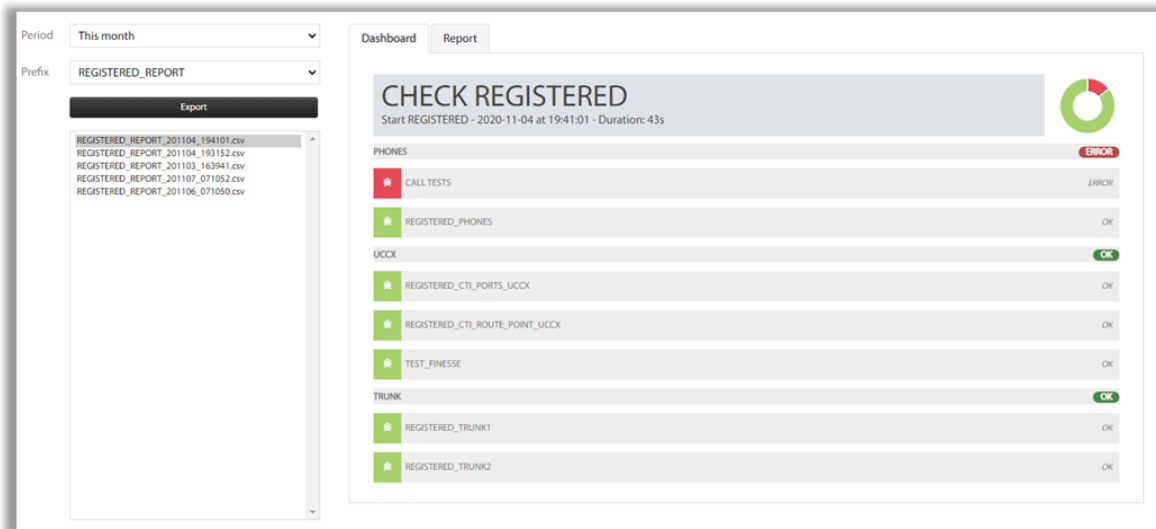
Both synthetic and detailed reports are sent to the administrators by SMTP or SFTP.

Hello,

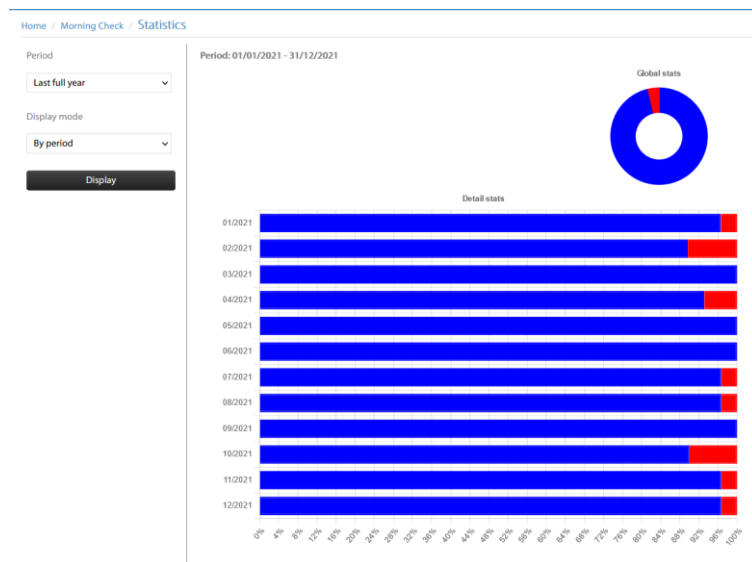
Here are TELISCA tests execution data:

Script	TELISCA																														
Time begin	15:35																														
Time end	15:36:40																														
Duration	1mn 71s																														
	<table border="1"> <thead> <tr> <th></th> <th>TEST SECTION NAME</th> <th>RESULT</th> </tr> </thead> <tbody> <tr> <td rowspan="5">SERVERS</td> <td>TFTP</td> <td>OK</td> </tr> <tr> <td>CUCM-SERVICES</td> <td>OK</td> </tr> <tr> <td>CUCM-TOMCAT</td> <td>OK</td> </tr> <tr> <td>CUCM-CLI</td> <td>ERROR</td> </tr> <tr> <td>REGISTERED PHONES</td> <td>OK</td> </tr> <tr> <td rowspan="3">CTI</td> <td>CTI_PORTS</td> <td>OK</td> </tr> <tr> <td>CTI_ROUTE_POINT</td> <td>OK</td> </tr> <tr> <td>TELEPHONY CALL_FROM_PHONE</td> <td>ERROR</td> </tr> <tr> <td rowspan="5">TELEPHONY</td> <td>FAX</td> <td>OK</td> </tr> <tr> <td>IVR</td> <td>OK</td> </tr> <tr> <td>VOICE_MAIL</td> <td>OK</td> </tr> <tr> <td>EXTENSION_MOBILITY</td> <td>OK</td> </tr> </tbody> </table>		TEST SECTION NAME	RESULT	SERVERS	TFTP	OK	CUCM-SERVICES	OK	CUCM-TOMCAT	OK	CUCM-CLI	ERROR	REGISTERED PHONES	OK	CTI	CTI_PORTS	OK	CTI_ROUTE_POINT	OK	TELEPHONY CALL_FROM_PHONE	ERROR	TELEPHONY	FAX	OK	IVR	OK	VOICE_MAIL	OK	EXTENSION_MOBILITY	OK
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Dashboard shows the script's execution performance



Global statistics shows the performance of the environment tested for a period of time



## Prerequisites

Supported Cisco CUCM version 10.5, 11.5, 12, 12.5, 14  
Supported for Microsoft Teams

Available on private cloud company [telisca.cloud](https://telisca.cloud)

## On premise installation:

Windows servers supported:

- Windows Server 2012 R2 Essentials or Standard
- Windows Server 2016 Essentials or Standard
- Windows Server 2019 Essentials or Standard
- Windows Server 2022 Standard
- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
- Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E