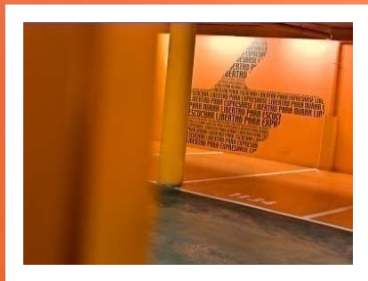




# ASCOM NETWORK TESTING

## What's new in TEMS Monitor Master 8.5

20<sup>th</sup> September 2010



# Proprietary Information Disclosure

**This presentation contains proprietary information belonging to Ascom and concerning the future product plans of the company.**

**The information in this presentation is considered Confidential Information as per the Non-Disclosure Agreement that is in effect between our two companies.**

**The information in this presentation is of a planning nature and is being shared with you to solicit your feedback and opinion.**

**Specific features, functions, pricing, packaging and dates detailed in this presentation are subject to change.**

# Topics

- TEMS Monitor Master new features
- Demonstration of enhancements to scheduling
- Demonstration of Interactive Mode
- Demonstration of Interactive Mode for Blackberry

## NEW IN TEMS MONITOR MASTER 8.5 – at a glance

- New Interactive Mode views
- Interactive Mode L3 trace
- Interactive Mode IP trace
- Interactive Mode Blackberry integration
- New Sierra Wireless 8700 (HSPA+) and 8795V modems
- Improved scheduler interface
- Automated agent status measurement

## INTERACTIVE MODE

- A major focus for the 8.5 release is enhancements to Interactive Mode
  - Use with real Blackberry device
  - Integration with L3 trace for existing modems (not Blackberry)
  - General user interface enhancements
  
- Of value for
  - Ad-hoc service testing
  - Detailed fault finding
  
- Enabler for other handsets in the future such as iPhone, Windows Mobile devices and other smartphones

# INTERACTIVE MODE – NEW VIEWS

The screenshot displays the TEMS Monitor Master 8.5 interface with several views highlighted by blue callout boxes:

- New real time L3 trace summary:** Points to the 'Diagnostic Trace' window, which shows a table of network-related data.
- PCAP trace:** Points to the 'Data' window, which displays a mobile phone screen with various advertisements and content.
- Data view:** Points to the 'Data' window, which shows a mobile phone screen with various advertisements and content.
- Messaging view:** Points to the 'Messages' window, which displays an SMS message with recipient and sender information.
- Phone information:** Points to the 'Handset Information' window, which shows details about the device and network.
- Event log:** Points to the 'Events' window at the bottom, which shows a list of system events with time, category, event name, and value.

A central blue box on the right side of the interface states: "New API to allow custom views to be created".

# INTERACTIVE MODE BLACKBERRY

- Blackberry integration has been extended to Interactive Mode
- Allows remote control of the Blackberry as if it is in the user's hand
- Key strokes and screen view are possible with audio send and receive
- Allows approximate timings to be seen as screen change
- Of use for ad-hoc regression testing



## TEMS Monitor Master 8.5 – new modems

- The following new modems are now officially supported
  - Sierra Wireless 8795V  
HSUPA/HSDPA/EDGE/GPRS/GSM  
WCDMA 850/900/1900/2100 MHz
  - Sierra Wireless 8700  
HSPA+  
WCDMA 850/900/1900/2100 MHz

Please note this modem does not support voice – the 8704V in a future release will support this

# TEMS Monitor Master 8.5 – GUI enhancements

- As part of the general ease of use theme a small number of enhancements have been made including

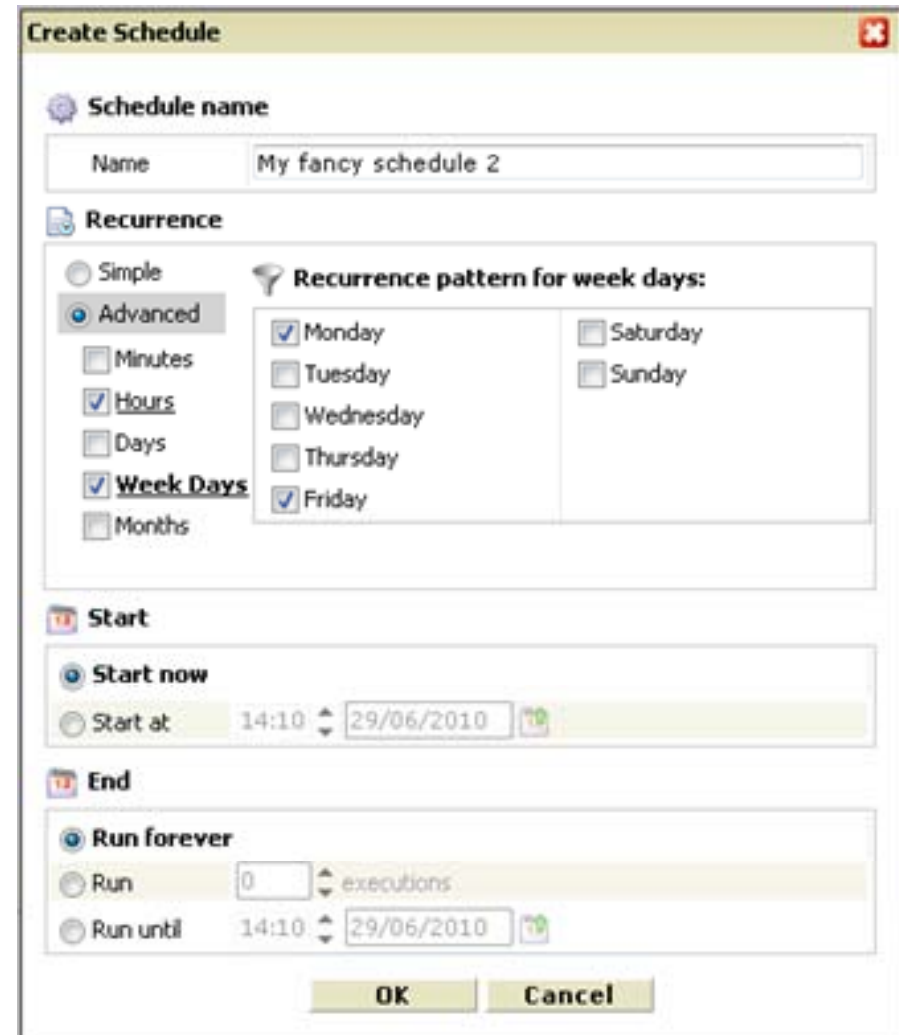
- Performance improvements

- QM server “cron” style scheduling  
This allows more granular control of when schedules should start

It’s now possible to associate multiple schedules with a workflow

Schedules can be stopped

Schedules can be cloned



## TEMS Monitor Master 8.5 – Agent status script

- A fully supported agent status script is now shipped with the product to be (optionally) run locally on an agent
- This measures many system level metrics about the health of the probe and reports them back to the Projector data warehouse
- For example (not a full list)
  - Memory, handle, thread and process ID of key processes
  - Disk space
  - CPU usage
  - Uptime
  - Testruns executed
  - Database size (and purge policy)
  - Network status
- This information can be used to monitor the health of a system

# TEMS Monitor Master 8.5 – Agent status reports - 1

- A set of Box Office reports are also provided

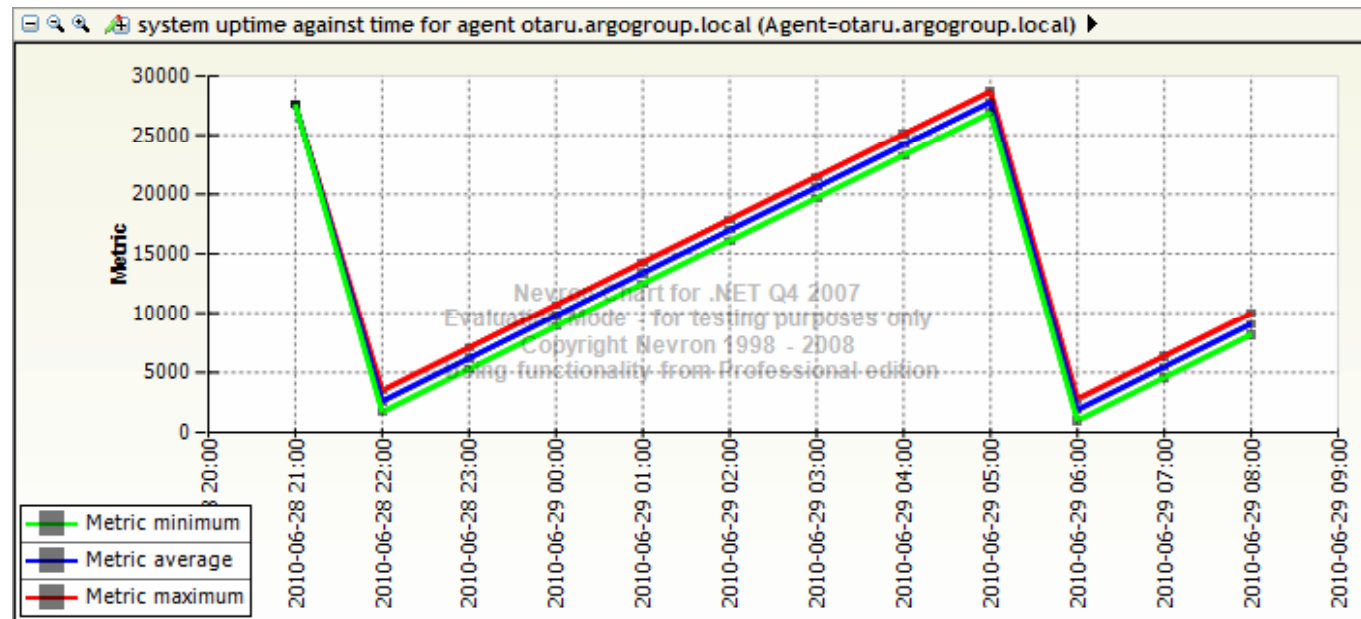
- This gives an example of some of the metrics that are reported

- In this case shows an hourly average of key metrics, one is highlighted to reveal an issue

Agent Status Detailed Summary		2010-06-28 20:00:00	2010-06-28 21:00:00	2010-06-28 22:00:00
Agent	Key measurement	Time (hour)		
otaru.argogroup.local	Average working set size (Mb)	93.97	94.13	89.99
	Average peak working set size (Mb)	96.21	96.21	91.97
	Average number of completed testruns	392	393	396
	Average number of completed testruns in the last hour	1	1	1
	Average number of completed testruns that exceeded maximum duration	0	0	0
	Average percent free on drive C:	64.57	64.57	64.57
	Average percent free on drive D:	74.89	74.89	74.89
	Average percent free on drive E:			
	Average percent free in total database	97.45	97.45	97.45
	Average allocated database size on disk	5664.91	5664.91	5664.91
	Average unused database size on disk	32.35	32.35	32.35
	Average percent free in table content	0	0	0
	Average percent free in table testrun	98.91	98.91	98.91
	Average percent free in table scriptstate	98.18	98.18	98.18
	Average Uptime	25736	27535	2520
	Average System Uptime	25804	27604	2588
	Average CPU	3.19	2.22	2.47

# TEMS Monitor Master 8.5 – Agent status reports - 2

- Graphical reports are also provided
- This plots an average uptime and shows that an agent is rebooting owing to an issue



## Demonstrations

- Enhanced scheduler

- Interactive Mode

New views

- Interactive Mode

Blackberry real device integration



QUESTIONS?

THANK YOU

[Andrew.Chisholm@Ascom.com](mailto:Andrew.Chisholm@Ascom.com)

