

Administrators Guide

Morning Check



Version: 7.4.1

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1 Description Morning Check

1.1 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 Voice Gateway status or CUCM 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, Web Servers, third party server, 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.

1.2 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.

1.3 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 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,

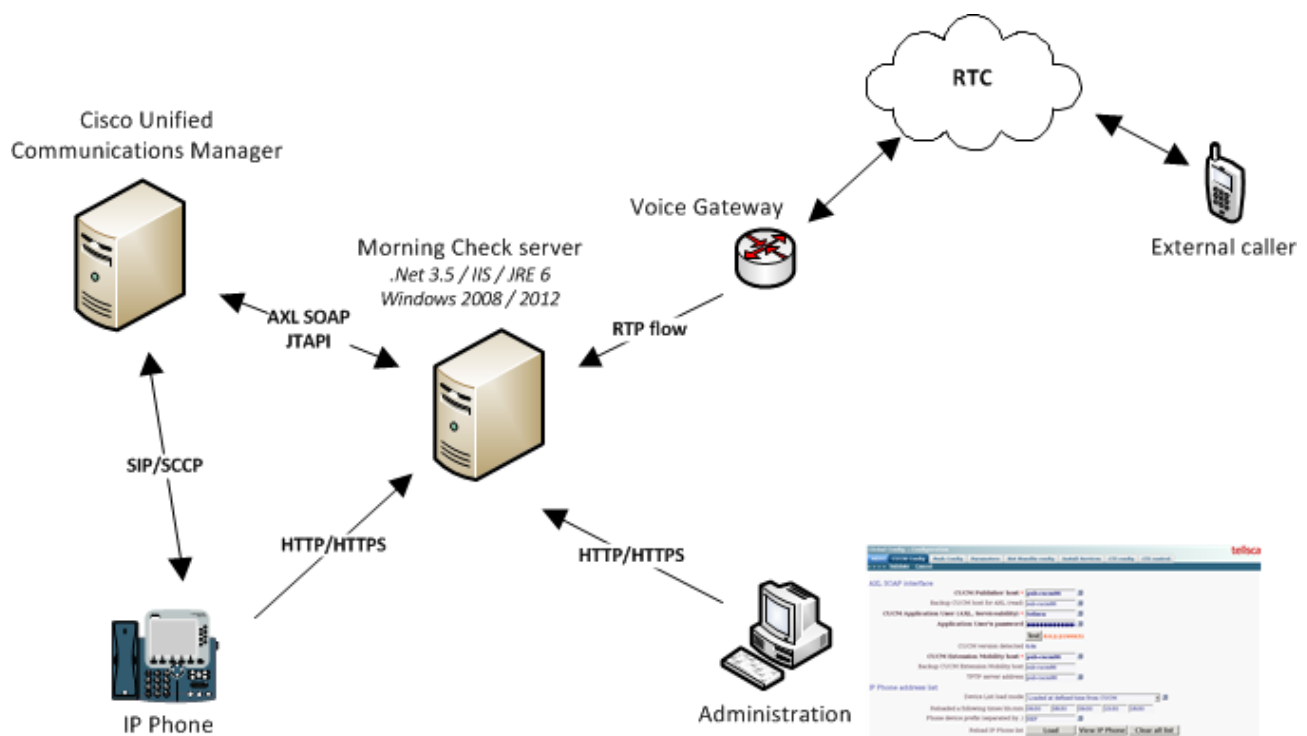
Here are TELISCA tests execution data:

Script	TELISCA	
Time begin	15:35	
Time end	15:36:40	
Duration	1mn 71s	
	TEST SECTION NAME	RESULT
SERVERS	TFTP	OK
	CUCM-SERVICES	OK
	CUCM-TOMCAT	OK
	CUCM-CLI	ERROR
REGISTERED PHONES	CTI_PORTS	OK
	CTI_ROUTE_POINT	OK
TELEPHONY	CALL_FROM_PHONE	ERROR
	FAX	OK
	IVR	OK
	VOICE_MAIL	OK
	EXTENSION_MOBILITY	OK

2 Pre-requisites & 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.

- 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, Microsoft Azure
- Cloud ready



2.1 CUCM prerequisite

Supported Cisco CUCM version 10.5, 11.5, 12.5, 14

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

To be able to configure Morning Check, some prerequisites are necessary on CUCM side:

- **Publisher server DNS name /IPv4**
AXL SOAP service must be enabled on CUCM server. DNS name must be identical to CUCM SSL certificate name. It's recommended to deploy CUCM SSL certificate on Morning Check server.
- **Extension Mobility server DNS name/IPv4**
Extension Mobility service must be enabled on CUCM server.
- **CTI Manager server DNS name/IPv4**
CTI Manager service must be enabled on CUCM server.
- **Application User**

An application user configured with following rights access:

- « Standard Super user »
 - « Standard EM Authentication Proxy Rights »
 - « Standard CTI Enabled »
 - « Standard CTI Allow control all devices »
 - « Standard CTI Allow control of Phones supporting connected Xfer and conf »
- **CTI Ports information configuration**
Device pool/Partitions/CSS/DN range used to configure CTI ports on CUCM from Morning Check administration interface.

2.2 Teams prerequisite

Please read IPCFG_admin_EN.pdf Azure configuration for Teams.

2.3 Framework prerequisite configuration

Morning Check needs minimal configuration of framework (framework configuration screens are available from "Menu/Global Config."):

- CUCM Config. (Administration guide IPSCFG_ADMIN_EN.pdf chapter 4.1)
- Parameters (Administration guide IPSCFG_ADMIN_EN.pdf chapter 4.3)
- CTI Config. (Administration guide IPSCFG_ADMIN_EN.pdf chapter 4.8.)
- Config. Email (Administration guide IPSCFG_ADMIN_EN.pdf chapter 4.6)

2.4 Network flows prerequisite

Source	Destination	Protocols/ports	Delay max RTT
Telisca server	CUCM	HTTPS TCP/8443	500ms
Telisca server	CUCM	JTAPI (CTI) : TCP/2748	250ms
Web UI : IPS Administration	Telisca server	HTTP TCP/80 or HTTPS TCP/443 ⁽¹⁾	1000ms
IP Phone	Telisca server	HTTP TCP/80 or HTTPS TCP/443 ⁽¹⁾	1000ms
IP Phone (internal call)	Telisca server (AUDIO G711)	RTP UDP/24576+ ⁽¹⁾	200ms
CUCM (internal call)	Telisca server (AUDIO G711)	RTP UDP/24576+ ⁽¹⁾	200ms
Telisca server (e-mail send)	Server SMTP	TCP/25	1000ms

(1) Customizable Ports

3 Administration

3.1 Parameters

This screen list global configuration for Morning Check.

[Home](#) / [Morning Check](#) / [Parameters](#)

[Cancel](#) [Save](#)

Enable Morning Check
 CTI Ports [List / Delete](#) [Generate CTI ports](#)
 CTI Ports supports all CODECs [?](#)
 Managers' security group [?](#)

- **Enable Morning Check**

Option to enable Morning Check. After change on this option, a restart of telisca CTI server is mandatory.

- **List/Delete CTI Ports**

Screen to list CTI Ports created on CUCM, or delete them.

- **Generate CTI Ports**

Screen to configure and generate CTI Ports on CUCM. The name of the CTI Port is built by concatenating the prefix and the directory number. The name's length must not exceed 15.

Partition and CSS used to configure CTI ports should be chosen to be able to make/receive a call with CUCM environment according to DN/devices used in scripts. The number of CTI Ports will define the maximum number of simultaneous executions of the script.

Generate CTI ports for CTISIM

CTI ports name prefix	<input type="text" value="CTISIM"/>
CTI Ports alerting/display name	<input type="text" value="CTISIM"/>
CTI ports directory number range begin	<input type="text" value="105910"/>
CTI ports directory number range end	<input type="text" value="105913"/>
Device pool	<input type="text" value="Default"/>
Partition	<input type="text" value="Intern"/>
Calling Search Space	<input type="text" value="CSS_ALL"/>
<input type="button" value="Update"/>	

- **Generate audio file from text**

Select the language, type the text and click on Generate button

- **Upload test audio file (automatically converted)**

Audio file used by Morning Check script to play audio messages. Accept most of audio format. The administration will convert it to a compatible format.

You can download the audio file to check it.

Upload test audio file (automatically converted)

Concatenate languages 1 language

Voices Microsoft Server Speech Text to Speech Voice (en-GB, Hazel)

Text to speech Warning: Morning Check is speaking ! Play

Or upload audio file Browse...

c:\inetpub\wwwroot\IPSCFG\data\AUDIO\audio_27.wav

You can customize the object and body of the report's email. They are two different emails that can be set:

- Detailed,
- Simplified.

Detailed email ?

Object Detailed Morning Check report %ID%

Body

Hello,

Here are %ID% tests execution data:

Script	%ID%
Time begin	%TIME%
Time end	%TIME_END%
Duration	%DURATION%
Result	%SECTIONS_RESULT%

An execution report will be joined to the mail.

Here are values that can be used in the object and body:

- %ID%
- %RESULT%
- %DATE%
- %TIME%
- %SECTIONS_RESULT%
- %NB_EXEC%
- %NB_SECTIONS%
- %TIME_END%
- %DURATION%

3.2 Scripts List

This screen lists the scripts defined in Morning Check.

[Home](#) / [Morning Check](#) / [Scripts](#)

[Add new script](#)

Name	# exec	Time	Status			
DIAL_FROM_CTI_PORT	1	06:30	STOPPED	Update	Execute	Stop
EXT_MOBILITY	1	06:40	STOPPED	Update	Execute	Stop
MORNING_CHECK	1	07:00	STOPPED	Update	Execute	Stop
REGISTERED	1	07:10	STOPPED	Update	Execute	Stop
ROOMKIT	1	07:20	STOPPED	Update	Execute	Stop

The columns are:

- **Name**

Script name.

- **# exec**

Number of simultaneous execution (# CTI ports used by this script).

- **Time**

Scheduled times (if any) to execute this script.

- **Status**

When executing, the status changes to RUNNING. The page is then updated every 4 seconds.

3.3 Crypted variables

In order to prevent password used in scripts to be visible in script reports, it is possible to define crypted variable that are defined in the script as variables. It will be more convenient to use variable than IP addresses for hosts.

For example, two variables are defined hereafter for the host name and the password.

[Add](#)

		Variable name	Value
Edit	Delete	\$CUCM-PUB\$	XXXXXXXXXX
Edit	Delete	\$CUCM-PASSWORD\$	XXXXXXXXXX

In a script, we can enter the command line:

```
SSH_LOGIN,$CUCM-PUB$,admin:$CUCM-PASSWORD$
```

3.4 Scripts configuration

This screen list all available options used to create/configure a script.

Home / Morning Check / [Create/Update script](#) Cancel Save Delete

Settings | **Script** | **Data**

Name: MORNING_CHECK

Access by Manager: ?

Total times script is executed: 1 ?

simultaneous executions of the script: 1 ?

Delay between first simultaneous executions (ms): 200 ?

Required telephony status max. wait delay: 500 ?

Times of day to execute automatically (HH:mm): 07:00

Email addresses to send detailed report (separated by,):

Email addresses to send simplified report (separated by,):

Send report only on errors: ?

Send report to sftp server:

Execute **Stop** STOPPED

- **Name**

Script name and unique identifier

- **Access by Manager**

Managers can execute the script from the 'Prod. exec' folder. They can amend the variables %XXX% defined in the script.

- **# Total times script is executed**

Total number of executions of the script (nb. loop on the script x nb. simultaneous executions). If data are provided, loop on the next data. If the number of executions is greater than the number of data, loop to the first data.

- **# simultaneous executions of the script**

Number of parallel executions of the script with the different data provided. It cannot be more than the number of CTI ports defined to execute the script.

- **Delay between first simultaneous execution (ms)**

When launching the first time the script execution, add this delay (in ms) between each CTI Ports. This will set the maximum rate of execution per second.

- **Required telephony status max delay**

Before executing a script command, wait this maximum additional delay (in ms), for the correct phone status. For example, to drop a call wait for dialing or talking.

- **Times of day to execute automatically (HH:mm)**

Times of day to execute automatically the script. Beware to configure this time according to telisca application restart time (default: 5:30am)

- **Email addresses to send detailed report (separated by ,)**

Email addresses to send a report of executed script. Report is sent for each script execution (manual or automatic).

- **Email addresses to send simplified report (separated by ,)**

Email addresses to send a report of executed script. Report is sent for each script execution (manual or automatic).

- **EXECUTE/STOP**

Buttons to execute/stop the script manually. Current status of running script is displayed in red.

Script definition:

Home / Morning Check / Create/Update script

Cancel Save Delete

Settings
Script
Data

Add a command line to the script

?

Add

```

1000,TEST_SECTION,CALL TESTS
1000,DIAL,105006
1000,CHECK_ANSWERED,12000
5000,DROP

1000,TEST_SECTION,REGISTERED PHONES
1000,CHECK_REGISTERED_COUNT,10.2.105.10,10
1000,CHECK_REGISTERED,SEP00FFB23535BC|SEP0123456789AB|SEP2834A2821323|SEP00077D42BA24|SEP2C3
ECF86DAA8

1000,TEST_SECTION,TFTP SERVER
1000,TFTP_GET,10.2.111.10,Ringlist.xml

1000,TEST_SECTION,CUCM SERVER
1000,CHECK_URL,https://10.2.5.10/ccmadmin,License
1000,CHECK_SERVICE,10.2.105.10,CONNECTION ERROR
                    
```

Script's content

- **Add a command line or a key to the script**

List of command and keys available to use in script (see [Commands list](#) about command available and options). Command CHECK_SERVICE lists the CUCM services. Command SEND_KEYS lists authorized keys values.

- **Scripts' content**

List of commands executed by the script

Execute the script with different data.

Paramètres Script Données

Sélectionnez un fichier CSV et chargez les données

Choisir un fichier Aucun fichier choisi

Charger

```

105005
105007
105016
105023
105024
    
```

- **Select a CSV file and upload data**

Fields used to load data from a csv file.

- **Values list to process**

List of values used by script as parameters to run command. One line for each set of values separated by comma, semi-column, tab. Each value in each column is called in script by using following variables:

- **%1%**

1st column.

- **%2%**

2nd column.

3.5 Prod execution

This screen is available from Morning Check menu 'Prod. Exec'. It is available to Administrators but as also to the 'Managers' (production users, that are logged with Manager's level as defined in Global Configuration / Parameter' screen).

The screen displays the script for which the check box 'Access by Manager has been checked'.

Home / Morning Check / Prod. exec

Close

Scripts

ID	
DIAL_FROM_CTI_PORT	

Script content

```

1000,DIAL_FROM,%1%:%2%,105010
6000,CHECK_ANSWERED,%1%,1000
1000,PLAY
1000,CHECK_DIALING,%2%,10000
60000,DROP,%1%:%2%
    
```

Script status STOPPED

Parameters

Variable	Value	
%1%	SEP2834A2821323	Edit
%2%	105005	Edit

Run Save Refresh

Reports

The Manager cannot edit the script but can change the content of the variable used by the script.

The Manager can execute the script and display the report. The report can be compared with previous execution.

3.6 Process of script's execution

According to some script parameters, process of script execution can be different. Parameters which change the process are listed:

- Number of CTI ports different than 1. In this case, this value will be used to determine how many time the script will be executed.
- Set of values configured to use with the script. In this case each set of values will be used by script in parallel mode sequentially (if CTI ports number is different of 1) or in sequential mode (script is executed once for each set of value).
- Number of script execution different than 0 or 1. In this case the script will be executed more than 1 time, each time according to 2 other parameters listed below.

3.6.1 Example 1

Context:

- Number of CTI ports: 1.
- Number of sets of values: 4.
- Number of script execution: 3.

Process:

Time 1: Execution of script with set of values 1.
Time 2: Execution of script with set of values 2.
Time 3: Execution of script with set of values 3.

3.6.2 Example 2

Context:

- Number of CTI ports: 2.
- Number of sets of values: 4.
- Number of script execution: 5.

Process:

Time 1: Execution of 2 scripts in parallel with set of values 1 and 2.
Time 2: Execution of 2 scripts in parallel with set of values 3 and 4.
Time 3: Execution of 1 script with set of values 1.

3.6.3 Example 3

Context:

- Number of CTI ports: 3.
- Number of sets of values: 4.
- Number of script execution: 2.

Process:

Time 1: Execution of 2 scripts in parallel with set of values 1 and 2.

3.6.4 Example 4

Context:

- Number of CTI ports: 4.
- Number of sets of values: 3.
- Number of script execution: 4.

Process:

Time 1: Execution of 4 scripts in parallel with set of values 1 and 2 and 3 and 1.

→ Not a good idea, because two execution in parallel with the same data may create conflicts

4 Script's commands

4.1 Syntax

All commands have the following syntax: `DELAY,ACTION,PARAMS`.

- **DELAY (ms)**

Delay in milliseconds before executing the action.

- **ACTION**

Action to perform by the script.

- **PARAMS**

Parameters for this action separated by commas.

4.1.1 Patterns

Some commands like `CE_DIAGNOSTICS`, `CHECK_FILE_CONTENT`, `CHECK_URL`, `SSH_SEND` search in the result a specific pattern.

The pattern may be a list of values separated by |

Ex: `OK|Succeed`

If there is an ! before the pattern, it means that the result must not contain this pattern.

Ex: `!Error`

The pattern may also be a regular expression, see <http://regexr.com>

4.1.2 Selectors

Before the pattern, one or several selectors (separated by |) will be added

line=line: where line is a number or FIRST or LAST or LAST-n

prefix=pattern: where pattern is the prefix value or regex

separator=c: Where c is the character separator that delimit the value, if not defined, the separator is a space.

Numeric: The value extracted will be converted a numeric value

Before the pattern additionally to the not Boolean (!), if the value is 'numeric', it is possible to add >, = or <

Example 1:

To check the CUCM CPU Idle is > 10% in the line

CPU Idle: 98.42% System: 01.29% User: 00.29%

```
5000,SSH_SEND,show status,30000,prefix=CPU Idle:|separator=%|numeric,>20
```

Example 2:

To check that the last line of the report contains SUCCESS

```
2020-09-18-04-30-02.tar NETWORK Fri Sep 18 05:00:49 CEST 2020 SUCCESS SCHEDULED -
CUCMCCv115_on_Silcasftpid-211.5.1.16900-16 CDR_CAR,UCM ---
```

```
5000,SSH_SEND,utils disaster_recovery history backup,30000,line=LAST,SUCCESS
```

4.1.3 Always OK commands

By adding the character `'/'` before a command line, it means that the result of the command is not checked. So The result (OK) or (ERROR) is between parenthesis. If there is an error it is not added to the section, nor total errors' count.

4.1.4 Commented commands

By adding `'/'` at the beginning of the command line, the script's line is skipped.

4.2 Sections

1000,TEST_SECTION,sessionName[,MONDAY,TUESDAY,WEDNESDAY,THURSDAY,FRIDAY,SATURDAY,SUNDAY]

It is possible to group scripts commands in SECTIONS. This is useful to provide a report with the results of the different tests organized by sections.

If a day is added as a parameter, the section will be executed only the defined day of week.

0,GROUP_OF_SECTIONS,groupName

It is also possible to create groups of sections, to organize the reports.

4.3 Command's actions

- **ANSWER**

This action will answer a call on CTI port.

- **ANSWER,directoryNumber**

This action will answer a call on DN specified.

- **ANSWER,phoneNumber,directoryNumber**

This action will answer a call on DN on the phoneName specified (in case of shared line).

- **CE_ACCEPT,deviceOrIp/login:password**

Answers a video call on a video collaboration endpoint.

- **CE_CALL_STATUS,deviceOrIp/login:password,Idle | Dialling | Ringing | Connected | OnHold**

Check call status on a Video Collaboration Endpoint.

- **CE_DIAGNOSTICS,deviceOrIp/login:password,[!]pattern[(n)]**

Checks a video collaboration endpoint. Check if response contains an 'alert' or 'OK'. Optionally counts the number of patterns found.

- **CE_DIAL,deviceOrIp/login:password,uri**

Call from a video collaboration endpoint. The destination URI can be a directory number or an email address/

- **CE_DISCONNECT,deviceOrIp/login:password**

Drop a video call on a video collaboration endpoint.

- **CHECK_ANSWERED,[!]destination,delay**

This action wait destination is connected for a define delay (in seconds). It checks the destination number is connected. If there is a ! before the destination it means the it must be anything but this number.

- **CHECK_ANSWERED,delay**

This action waits that the CTI Port that generates the call is connected within the defined delay (in seconds)

- **CHECK_ANSWERED,destination,delay**

This action waits that the destination is connected within the defined delay (in seconds)

- **CHECK_ANSWERED,callingPhone:dirNumber,delay**

This action waits for the calling phone and the defined calling number to be connected within the defined delay (in seconds)

- **CHECK_CERTIFICATES[,delay]**

Checks that all CUCM's certificates are valid and will not expire before the given delay (in days).

- **CHECK_CUP_FT**

Checks that fault tolerant Presence Server are both actives.

- **CHECK_DIALING[,destination],delay**

This action checks that the current call generated par a Morning Check CTI port is dialing the right destination. This is useful when testing a call redirection as for telisca application IPS Manager Assistant or Recording

Notification. If the destination is defined it checks that the destination address is ringing. Otherwise, it checks that the CTI Port which has generated the call is dialing. It is waiting the delay in ms defined that the call is in dialing status.

- **CHECK_FILE,Path-with-generic-file-name,login:password,DateCondition,minimumSizeKB**

This action checks a file is available on a network shared drive (for example to test backups). The file can be on a network shared drive. The file name can be generic (containing a *). The action will select the last file modified. It checks the 'datecondition' that can be TODAY or YESTERDAY or WEEK. Check the file has a minimum size in Kilobytes.

- **CHECK_FILE_CONTENT,Path-with-generic-file-name,login:password,[!]pattern[(n)]**

This action analyzes the file's content to search for the presence of a pattern or not the presence if the pattern begin by the prefix !. The pattern can contain a regular expression. The file can be located on a network shared drive. The file name can contain a generic character (*). In this case the more recent file is checked. Optionally counts the number of patterns found.

- **CHECK_MWI,directoryNumber,status**

This action return true if Message Waiting Indicator is set to 'Lamp on' by default if not parameter set, or check the status defined: 1)Off, 2)On, 3)Wink, 4)Flash, 5)Blink

- **CLEAR_MWI,directoryNumber**

This action set Message Waiting Indicator to 'Lamp On'

- **CHECK_SERVICE,ServiceName**

This action checks the service is Started, if true return start time, if false return ReasonString
ServiceNames are listed in administration combobox

- **CHECK_REGISTERED,cti-Port-or-RP-name**

This action checks SIP trunk or cti port or cti route point is registered and AutoAccept is enabled. It is possible to test several items separated by |

Example: CHECK_REGISTERED,CP1207|CP1208|CP1675 will check if the CTI Ports CP1207, CP1208 and CP1675 are registered

- **CHECK_REGISTERED_COUNT[,CUCMHost1 | CUCMHost2][,minimumCount]**

Checks the minimum number of IP Phones are registered for the defined subscriber(s) host(s) separated by |. If no subscribers host is defined, it checks for the all CUCM cluster.

The list of registered phones are the one loaded in cache, at defined hours in CUCM Config screen.

Is the minimumCount is empty, the command returns the number of registered devices instead of OK or ERROR.

- **CHECK_URL,url[(header1,header2=value2) or (login:password)][,!pattern] [(n)]**

This action makes a http or https request and check HTTP 200 is answered. If a pattern is defined, it will search for the presence of this pattern in the HTML answer or NOT the presence if the pattern starts by !. The pattern may contain a regular expression. Optionally counts the number of patterns found.

The URL can be followed by a list of HTTP headers separated with commas. These headers will be added to the HTTP request. If (user:password) is set after the URL, it is used to set a basic authentication in the http headers.

- **CHECK_WINDOWS_SERVICE,host/login:password,serviceName**

This action check that a Windows service is running on a defined server's host. You need to provide a credential that has enough rights to check services.

- **DIAL,destination**

This action will call the DN specified from one CTI port.

- **DIAL_FROM,directoryNumber,destination**

This action will call from directoryNumber the destination.

- **DIAL_FROM,phoneNumber:directoryNumber,destination**

This action will call from specified phoneNumber and directoryNumber the destination.

- **DROP**

This action will drop a call on CTI port.

- **DROP,directoryNumber**

This action will drop a call on specified number

- **DROP,phoneNumber,directoryNumber**

This action will drop a call on specified phoneNumber and directoryNumber.

- **DTMF,dtmfcode**

This action will send a DTMF code on call in progress.
(dtmfcode should be a value from "1-9,*,#".)

- **LOGIN,userID,PhoneName**

This action will login userID (associated with a device profile) on PhoneName (SEPXXXXXXXXXXXX) specified.

- **LOGOUT,PhoneName**

This action will logout any userID logged on PhoneName (SEPXXXXXXXXXXXX) specified.

- **PHONES_STATUS_BY_CDP,switch-ip/login:password,switch-name**

- **PHONES_STATUS_BY_LLDP,switch-ip/login:password,switch-name**

- switch-ip is the IP address or DNS of a switch,
- login and password authorized for the switch
- switch-name the name used to build the report name.

The command executes a SSH connection to the switch, then send the command '**show cdp neighbors**' for the command PHONES_STATUS_BY_CDP and '**show lldp neighbors**' for the command PHONES_STATUS_BY_LLDP.

The command connects the list of phones returned.

The command sends a CUCM Serviceability SOAP query to get the status (registered, not registered, rejected) of the Phone with the IP address. And will write a report with file name based on the parameter 'PHONE_STATUS_' + switch-name + the date/time as postfix.

The phone are filtered by status provided in parameter: [REGISTERED], [UNREGISTERED],[REJECTED].

The command then disconnects from the switch

- **PING,host[,delay]**

This action sends a PING to the host and waits for the answer for the defined delay (in milliseconds).

- **SEND_KEYS,PhoneName,keysList**

This action will send a list of keys on PhoneName (SEPXXXXXXXXXXXX) specified. KeysList items can be one of keys listed on second drop-down list in script configuration screen. KeysList items are no separated by any separator. Keys can be (un)available according to IP phone model.

Example: Open applications screen on 8841 IP phone (key:Application) and display information about IP phone (choice 7 : key 7) : **1000,SEND_KEYS,SEPXXXXXXXXXXXX,{key:Application}7**.

- **SSH_LOGIN,host/login:password**

This action will login on the host by SSH using login and password.

SSH command are useful to test CUCM status (UTIL commands) or a router status.

- **SSH_SEND,command,[delay:]pattern[(n)]**

This action will send the command on the current SSH session and wait for the delay in milliseconds (if not specified, wait 7000ms). It returns OK if the answer contains answer2Check. Optionally counts the number of patterns found.

- **SSH_SEND,command,[delay:]!notInAnswer**

This action will send the command on the current SSH session and wait for the delay in milliseconds (if not specified, wait 7000ms). It returns OK if the answer does not contains notInAnswer.

Example: **SSH_SEND,utils service list,15000:!Out of Service** send on CUCM CLI, will return OK if all STARTED CUCM services are running without error Out of Service.

- **SSH_LOGOUT**

This action will logout the current SSH session.

- **TEAMS_PRESENCE,userUPNorUserId**

Tests that Teams' user is connected.

- **TEAMS_CALL,uriOrNumber,[delay]**

Call MS Teams' user from Bot. Checks delay (in seconds) to dial.

5 Reports & Dashboard

5.1.1 Dashboard

The report's screen is available from Morning Check menu. The screen lists all available reports about script execution. Content, in each report, is the same as the txt file send by email. You can filter by period, then by script. The more recent scripts are loaded first.

The report is analyzed to display a dashboard including:

- Status of each Group of sections
- Status of each section
- Donut with percentage of success/failure sections

Home / Morning Check / Log files Close

Period: Previous week
Prefix: <<<All reports>>>

Export

```

~SCHEDULED_SCRIPTS_REPORT_201104_235959.csv
~SCHEDULED_SCRIPTS_REPORT_201107_235959.csv
~SCHEDULED_SCRIPTS_REPORT_201106_235959.csv
REGISTERED_REPORT_201104_194103.csv
REGISTERED_reportSW2_PHONE_STATUS_201104_1941.c
REGISTERED_reportSW2_PHONE_STATUS_201104_1932.c
REGISTERED_REPORT_201104_193152.csv
ROOMKIT_REPORT_201106_192253.csv
ROOMKIT_REPORT_201106_191853.csv
ROOMKIT_REPORT_201106_190545.csv
VERY-VERY-VERY-VERY-LONG-SCRIPT-NAME_REPORT_2011
ROOMKIT_REPORT_201106_190216.csv
ROOMKIT_REPORT_201106_190100.csv
VERY-VERY-VERY-VERY-LONG-SCRIPT-NAME_REPORT_2011
ROOMKIT_REPORT_201106_189834.csv
ROOMKIT_REPORT_201106_189507.csv
DIAL-FROM-CTI-PORT_REPORT_201106_184753.csv
VERY-VERY-VERY-VERY-LONG-SCRIPT-NAME_REPORT_2011
VERY-VERY-VERY-VERY-LONG-SCRIPT-NAME_REPORT_2011
VERY-VERY-VERY-VERY-LONG-SCRIPT-NAME_REPORT_2011
REGISTERED_reportSW2_PHONE_STATUS_201103_1641.c
REGISTERED_REPORT_201103_163943.csv
VERY-VERY-VERY-VERY-LONG-SCRIPT-NAME_REPORT_2011
VERY-VERY-VERY-VERY-LONG-SCRIPT-NAME_REPORT_2011
VERY-VERY-VERY-VERY-LONG-SCRIPT-NAME_REPORT_2011
VERY-VERY-VERY-VERY-LONG-SCRIPT-NAME_REPORT_2011
VERY-VERY-VERY-VERY-LONG-SCRIPT-NAME_REPORT_2011
VERY-VERY-VERY-VERY-LONG-SCRIPT-NAME_REPORT_2011
VERY-VERY-VERY-VERY-LONG-SCRIPT-NAME_REPORT_2011
VERY-VERY-VERY-VERY-LONG-SCRIPT-NAME_REPORT_2011

```

Dashboard Report

REGISTERED
Start 2020-11-04 at 19:31:52 - Duration: 43s

GROUP	Section	Status
GROUP12	CALL TESTS	ERROR
	REGISTERED_PHONES	ERROR
GROUP23	REGISTERED_CTL_PORTS	ERROR
	DO_NOTHING	OK
GROUP12	CALL TESTS	ERROR
	REGISTERED_PHONES	ERROR
GROUP23	REGISTERED_CTL_PORTS	ERROR
	DO_NOTHING	OK

The report named ~SCHEDULED_SCRIPTS contains a summary (by script or test sections) results for the day.

Home / Morning Check / Log files Close

Period: This month
Report: <<<All reports>>>

Export

```

~SCHEDULED_SCRIPTS 201210_235959
~SCHEDULED_SCRIPTS 201208_235959
~SCHEDULED_SCRIPTS 201204_235959
SSH-CUCM 201213_200314
SSH-CUCM 201213_200007
CHECK-FILE 201213_195759
CHECK-FILE 201213_194736
CHECK-FILE 201213_193747
CHECK-FILE 201213_193555
SSH-CUCM 201213_193432
SSH-CUCM 201221_193554
SSH-CUCM 201213_192936
SSH-CUCM 201221_192934
SSH-CUCM 201213_192819
SSH-CUCM 201213_192212
SSH-CUCM 201213_190938
VERY-VERY-VERY-VERY-LONG-SCRIPT-NAME 201208_1900
VERY-VERY-VERY-VERY-LONG-SCRIPT-NAME 201204_1900
SSH-CUCM 201217_185324
SSH-CUCM 201217_184651
SSH-CUCM 201217_181358
SSH-CUCM 201217_181014
VERY-VERY-VERY-VERY-LONG-SCRIPT-NAME 201208_1800
VERY-VERY-VERY-VERY-LONG-SCRIPT-NAME 201204_1800
IPMA 201222_174614
TEST-DIAL-FROM 201209_172729
VERY-VERY-VERY-VERY-LONG-SCRIPT-NAME 201208_1700
VERY-VERY-VERY-VERY-LONG-SCRIPT-NAME 201204_1700
IPMA 201222_165141
IPMA 201222_164619
TEST-DIAL-FROM 201209_162030

```

Dashboard Report Detailed report

Scheduled scripts for 2020-12-08

Time	Section	Status
Global 13:00:57	Global	OK
Global 14:00:57	Global	OK
Global 15:00:57	Global	OK
Global 16:00:57	Global	OK
Global 17:00:57	Global	OK
Global 18:00:57	Global	OK
Global 19:00:57	Global	OK

5.1.2 Report's content and detailed report

The report contains the detail of the execution by command.

At the bottom, the report contains:

- the execution time and duration,
- the result by section,

- a global result.

Dashboard Report Detailed report

```

IP SMA - 2020-12-22

Time;section;action;delay;params;result
17:46:15.991;Global;check_url; 1000; url=http://192.168.0.23/IP SMA/user/Default.aspx?
name=SEP2834A2821323&action=FILTER_EXEC&filter=1(x-CiscoIPPhoneModelName=CP-8961); containsValue=Activ; => (OK)
17:46:16.011;Global;dial; 1000; dn=105005; OK
17:46:16.996;Global;check_dialing; 1000; destination=105016; strDelay=2000; => OK
17:46:17.999;Global;check_dialing; 1000; destination=2000; strDelay=; => OK
17:46:21.008;Global;drop; 3000; dn=1057800; => OK

EXECUTION SUMMARY:
SCRIPT;IP SMA
BEGIN TIME;At 17:46:14
DURATION;6s
SECTION Global;OK
GLOBAL RESULT;OK

```

The detailed report contains also the full response to some command, the error detail of other commands. It is useful when there is an error to analyze immediately the root cause of the error.

```

IP SMA - 2020-12-22

Time;section;action;delay;params;result
17:46:15.992;Global;check_url; 1000; url=http://192.168.0.23/IP SMA/user/Default.aspx?
name=SEP2834A2821323&action=FILTER_EXEC&filter=1(x-CiscoIPPhoneModelName=CP-8961); containsValue=Activ; => (OK)
<?xml version="1.0" encoding="UTF-8"?><CiscoIPPhoneText appld="TELISCA.IP SMA"><Title>...</Title><Prompt></Prompt><Text>

Filtrage activ; vers Ass06</Text><SoftKeyItem><Name>Quit</Name><URL>http://192.168.0.23:80/IP SMA/user/Default.aspx?
name=SEP2834A2821323&profile=_NONE_&action=QUIT_STATUS</URL><Position>4</Position></SoftKeyItem>
</CiscoIPPhoneText>

17:46:16.011;Global;dial; 1000; dn=105005; OK
17:46:16.996;Global;check_dialing; 1000; destination=105016; strDelay=2000; => OK
17:46:17.999;Global;check_dialing; 1000; destination=2000; strDelay=; => OK
17:46:21.009;Global;drop; 3000; dn=1057800; => OK

```

5.1.3 Report sent by email

The screenshot below shows a report send by email after a script execution:

De morningcheck@labo.telisca.loc★

Sujet **rapport morning check : [Check01] [OK]**

Pour Moi <report@labo.telisca.loc>★

```
SCRIPT: Check01
TIME BEGIN: 17:58:37
TIME END: 17:59:05
DURATION: 27s
NB SCRIPT EXEC: 1
RESULT: OK
```

—CTISIM_REPORT_160615_Check01_1758.txt—

```
CTISIM - 2016-06-15
Time:script,line,command,result
17:58:37.767:Check01,,***** START EXECUTE ***** ,OK
17:58:38.111:Check01,action=login, delay=1000, userId=mcheck, phoneName=SEPB000B4BA4E0C, OK
17:58:52.977:Check01,action=dial, delay=15000, dn=61666, ,OK
17:58:54.210:Check01,action=answer, delay=1000, dn=61666, param=,OK
17:58:55.146:Check01,action=play, delay=1000, , ,
17:59:04.067:Check01,action=drop, delay=10000, dn=67201,OK
17:59:05.159:Check01,action=logout, delay=1000, phoneName=SEPB000B4BA4E0C, ,OK
17:59:05.284:,,***** STOP EXECUTE *****
17:59:05.284:,,EXECUTION SUMMARY:
SCRIPT: Check01
TIME BEGIN: 17:58:37
TIME END: 17:59:05
DURATION: 27s
NB SCRIPT EXEC: 1
RESULT: OK
```

▶ 1 pièce jointe : CTISIM_REPORT_160615_Check01_1758.txt 705 octets

5.1.4 Example of script with SECTIONS

Script

```
1000,TEST_SECTION,TEST_EXTMOBILITY
1000,LOGIN,mdn2,SEP04DAD2BF1AB9
30000,LOGOUT,SEP04DAD2BF1AB9

1000,TEST_SECTION,TRUNK_SIP
1000,DIAL,+33146450512

1000,TEST_SECTION,VOICEMAIL
1000,DIAL,610007
1000,DTMF,1
1000,PLAY

1000,TEST_SECTION,REGISTERED
10000,PHONES_STATUS_BY_CDP,192.168.0.219|192.168.0.220/admin:$PASSWORD$,ReportCDP
```

Email received



Jean-Marc Lacoste <jmlacoste@telisca.com>

jmlacoste@telisca.com

Result test - Fwd: SCRIPT 2017-10-02 - 15:49 - TEST - 4 ERRORS

PHONE_STATUS_ReportCDP_171002_1550_TEST.csv
351 octets

CTISIM_REPORT_171002_1549_TEST.txt
1 KB

```
SCRIPT: TEST
TIME BEGIN: 15:49:00
TIME END: 15:50:29
DURATION: 1mn 89s
NB SCRIPT EXEC: 1
NB TEST SECTION: 4
- RESULT TEST_EXTMOBILITY : OK
- RESULT TRUNK_SIP : 1 ERROR
- RESULT VOICEMAIL : 3 ERRORS
- RESULT REGISTERED : OK
TOTAL RESULT: 4 ERRORS
```

Attached REPORT content

```
CTISIM - 2017-10-02
Time:script,line,command,result
15:49:00.054:TEST;;***** START EXECUTE *****;OK
15:49:00.059:TEST;test_section=TEST_EXTMOBILITY
15:49:08.873:TEST;action=login; delay=1000; userId=mdn2; phoneName=SEP04DAD2BF1AB9;OK
15:49:30.350:TEST;action=logout; delay=30000; phoneName=SEP04DAD2BF1AB9; ;OK
15:49:31.314:TEST;test_section=TRUNK_SIP
15:49:31.567:TEST;action=dial; delay=1000; dn=+33146450512; FAILED
15:49:32.717:TEST;test_section=VOICEMAIL
15:49:33.131:TEST;action=dial; delay=1000; dn=610007; OK
15:49:34.727:TEST;action=dtmf; delay=1000; dtmf=1; FAILED
15:49:34.925:TEST;action=play; delay=1000; audio=c:\inetpub\wwwroot\IPSCFG\data\audio\audio_11.wav;
FAILED
15:49:35.124:TEST;test_section=REGISTERED
15:50:29.682:;;***** STOP EXECUTE *****
15:50:29.681:TEST;action=phones_status_by_cdp; delay=10000; list-switch-
ip/login:password=192.168.0.219|192.168.0.220/admin:xxxxx; report-name=ReportCDP;OK
15:50:29.683:;;EXECUTION SUMMARY:
SCRIPT: TEST
TIME BEGIN: 15:49:00
TIME END: 15:50:29
DURATION: 1mn 89s
NB SCRIPT EXEC: 1
NB TEST SECTION: 4
- RESULT TEST_EXTMOBILITY : OK
- RESULT TRUNK_SIP : 1 ERROR
- RESULT VOICEMAIL : 3 ERRORS
- RESULT REGISTERED : OK
```

5.1.5 Report uploaded by SFTP

The reports may be uploaded on a SFTP server as defined in Morning Check Parameters page.

SFTP parameters

SFTP server	<input type="text" value="10.1.1.242"/>
Port	<input type="text" value="22"/>
User	<input type="text" value="admin"/>
Password	<input type="password" value="....."/>
Remote SFTP directory	<input type="text" value="MORNINGCHECK"/>