

Information required for autoVoIP™ support

Stage 1

Send a email to support@codimatech.com that includes the following information:

Problem description covering:

- Actions taken
- Environment
- Results
- Screen shot showing problem
- Contact information - email address and phone number

Guidance:

PROBLEM TYPE	EVIDENCE REQUIRED
<ul style="list-style-type: none"> • Any problems that relate to the provision/validity of information in any display, i.e., <ul style="list-style-type: none"> ○ Main reports and SIP Specialist Reports ○ History Charts ○ ACE ○ Flow Analyzer display ○ Call Log ○ Call Analyzer • Any QoS related issues ▪ Situations where Codima may need to customize autoVoIP to operate with a non standard SIP implementation. 	<p>A frame/trace file covering traffic on the network.</p> <p>This can be obtained using Codima Toolbox products (autoAnalyzer Consultancy Kit or autoVoIP Consultancy Kit) or Wireshark™</p> <p>See Note 1</p>
<ul style="list-style-type: none"> • Any Problem that may be due to system having too many frames to process, i.e., busy network. 	<p>User can test if setting the VoIP SIP Settings/Performance Mode to just cover VoIP Traffic or VoIP SIP and VoIP RTCP only improves operation.</p>
<p><u>History Module</u></p> <p>Any issues associated with logging History Statistics</p>	<p>Copy of history database files</p> <p>*. hb2 - Stored in ..\Program Files\CODIMA\Express\history</p>
<ul style="list-style-type: none"> • A display problem, such as text overwriting icons or not being legible. ▪ Any situation where fault description can be enhanced by providing a picture of the manifestation. 	<p>A screenshot showing the problem.</p>

Stage 2

- Bug report number will be allocated
- Based on problem description a support resource will be allocated, response will be via email or phone (subject to nature of problem)

Notes

1. This is used by Codima to emulate the problem, i.e., regenerate the traffic and see the fault manifestation. It also provides a means of testing fixes prior to release.