Testing Your System

About System Testing

Most of the system test are accomplished by using the CWMS system, for example by Using the Meetings Test, on page 2 and Using the System Resource Test, on page 2.

When testing an upgraded system, you can keep the original system until you have finished testing the upgraded system (but because they share some parameters, such as IP addresses, you cannot power on both systems at the same time). Once you are satisfied with the results of the upgraded system tests, you can remove (forever) the original system. Be sure your upgraded system is running when removing the original system. This prevents accidental removal of the base virtual machine disk (VMDK) file that must be accessed by the upgraded system.

Some of the recommended tests to run on the system are.

- Add, edit, activate, and deactivate users. (See Managing Users.)
- Schedule and hold a meeting.
- Reschedule an existing meeting.
- Delete a series of scheduled meetings.
- Add and open a meeting attachment from the meeting invitation.
- Record a meeting and play back the recording.

The system can also be tested by:

- Confirming that the Network is Configured Correctly
- Checking the System
- Confirming that the primary system will failover to the HA system by removing the physical connection to the primary system and verifying that Cisco WebEx is running on the HA system.

Using the Meetings Test

Step 1   Sign in to the Administration site.

Step 2   Select **Support** > **Meetings Test**.

Step 3   Select **Next**.
Your system runs a meetings test, verifying its ability to schedule, start, and join a meeting. The results of the test appear within a few minutes.

Using the System Resource Test

Step 1   Sign in to Site Administration.
In a Multidata Center system, the DNS determines which data center Dashboard appears. Use this Dashboard to manage all the data centers in this system.

Step 2   Turn on Maintenance Mode. See Turning Maintenance Mode On or Off.
If the data center is part of a Multidata Center (MDC) system, in-progress meetings fail over to an active data center. The failover can cause a brief interruption in active meetings. See About Maintenance Mode for information. Turning on Maintenance Mode for all active data centers shuts down all conference functionality. No one can sign in to the WebEx site, schedule meetings, join meetings, or play meeting recordings.

Step 3   Select **Support** > **System Resource Test**.

Step 4   Select **Next**.
The results of the test are posted for the following:

      • CPU, memory, network, and storage for each host on your system

      • Internal and external connectivity checks for your site and administration URLs

Step 5   Turn off Maintenance Mode.
When you turn off Maintenance Mode, the system determines whether a restart or a reboot is required, and displays the appropriate message. A restart takes approximated 3 to 5 minutes and a reboot takes approximately 30 minutes. If the data center is part of a Multidata Center (MDC) system, you are redirected to the global admin URL. The DNS resolution policy determines which data center you see. If Key Regeneration is enabled, taking one data center out of Maintenance Mode automatically takes all data centers in the system out of Maintenance Mode.

See Turning Maintenance Mode On or Off.

Meeting service on the data center is restored.