

Debugging bad calls

This page reorganizes the operational steps for **Debugging bad calls**.

It is possible one or more of your clients have a real bad voice quality. Finding the problem can be not easy, but it is mandatory to go through some steps to try to identify the source of the problem. The source for bad voice quality, in short, can be:

- 1) Server overloaded - the server cannot handle the load
- 2) Server Internet pipe saturated
- 3) Client Internet pipe saturated
- 4) Provider Internet pipe saturated

To include or exclude some of these possible problem sources, you can perform some actions:

- Check the server load using "top". It can be difficult to identify some random spike in load, but monitoring for a long time can give you an idea of your server health. The load on the server should be never higher than the number of cores. If the problem affects only a few tenants, then it cannot be a general server overload.
- Ask the client to call from an internal phone to another internal phone. In this case, you are testing both client upload/download network performance. If the quality is bad, then it can be the client network.
- Create a feature code to play a music file and ask the client to dial that feature code and listen to the music. In this case, you are testing only the "download" part of the client network.
- Place a media file as DID destination and call from your mobile phone. If the quality is bad, it can be the server or the provider network congested. Try selecting a DID from different providers to understand if it is your provider or your server network to have problems. Be aware, different providers can use the same connection.

Test / Cause	Server Overloaded	Server Internet pipe saturated	Client Internet pipe saturated	Provider Internet pipe saturated
All or multiple tenants report the problem	Possible	Possible	Unlikely	Possible

Test / Cause	Server Overloaded	Server Internet pipe saturated	Client Internet pipe saturated	Provider Internet pipe saturated
Only one tenant reports the problem	Unlikely	Unlikely	Possible	Unlikely
Internal to Internal calls are bad	Unlikely	Possible	Possible	Possible
Internal to Internal calls are good	No	No	No	Possible
Mediafile play using a feature code is bad	Possible	Possible	Possible	Unlikely
Mediafile play using a feature code is good	No	No	No	Possible
Calling a DID from a mobile phone is bad	Possible	Unlikely	Unlikely	Possible
Calling a DID from a mobile phone is good	No	No	Possible	No

Current Verification

After applying the change, verify the related MiRTA PBX page, the Asterisk logs, and the relevant Status menu entry. Recheck tenant selection before testing tenant-specific behavior.

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