

## IP-PBX, Easy Tests To Do (Messaging)

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March 01, 2007

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There are more "low end" tests that may reveal high end issues in your converged network or IP-PBX configurations.



Without getting your proverbial pocket picked- you can discover what works, what doesn't and even who should fix this issue- if it is an issue. Not all IP-PBXs are built the same way but they do have many common threads of operation. Your configurations will vary- some will have MS Exchange, some won't and unified messaging may or may not be onboard.

### Voice Mail & Messaging (Notification)

Voice mail and getting voice mail notifications including the attached .wav file of the voice mail sitting in your office telephone system emailed to you is a process. It's a process that if left untested by the user/customer- it leaves open an opportunity that you don't want hounding your network, wares and staff. Better to discover now than later- it's cheaper.

The IP-PBX will have global settings for the local and public IP addresses, SMTP (Simple Mail Transfer Protocol) and DNS (Domain Name System). These settings done properly get you to first base- but they don't get you to home plate.

The client or user settings for external notification and or delivery of voice mail messages may show one or more methods of notification and delivery. Here are the tests:

#### Test 1 Do Not Forward and Error Logs, How Much is too Much?

For one setting- simply have voice mail messages forwarded (notification and delivery of .wav file) to an invalid email address.

Worst case- each new message generates an attempt to forward the notification and delivery and fails. The server or pop account generates an error message. The client mailbox may have a notification schedule with options such as "Notify for unread Messages" an interval of notification attempts, and delivery attempts. Then you can expect even more error messages.

#### Test 2 Are there Message Loops?

Setup voice mail messages to forward to a valid email address. Set the valid email address to forward to the same users email address. Have the user's email preset with an "Auto responder" automatically replying to inbound email that the user is on vacation. Mileage and your creativity will vary with this one. Unified Messaging may run around or run amuck. The point is to test because users, supporting staff and vendors do make mistakes inputting data- and there's a lot of data which means there will be a typo. Yes, it's a messaging loop or sorts. Some vendors and customers place public IP addresses on IP-PBXs or simply open up Port 80 to them- and in some cases, those IP-PBX user directories written in XML and stored in the IP-PBX are discoverable on the World Wide Web. IF I can find them- someone else will exploit them.

#### Test 3 Still No Loops? Try another Method

Setup voice mail messages (User A) to forward to another internal user's (User B) email address and have the other user's (User B) email address forward back to the first user (User A).

Don't assume anything and again, the mileage may vary and all IP-PBXs are as different as are the configurations. Test your configurations now and the time invested today will show a payoff tomorrow.

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