

Re: Rules don't work on Voicemail

Source:

<http://www.tech-archive.net/Archive/Exchange/microsoft.public.exchange.admin/2008-02/msg02210.html>

- *From:* KSBTech <KSBTech@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 28 Feb 2008 09:27:02 -0800
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Martin,

I appreciate your response and that is all I meant with the brush off comment; all Mr. David had to do was explain the way you did that all systems are different and there wasn't much he would be able to tell me without knowing how the Mitel system handles messages. Instead he just told me to contact Mitel. The difference is your response was at least explanatory.

As I mentioned, I expect that it is in how the Mitel 'packages' the message and how Exchange interprets it. Another post I read stated that it was because it was not in the IPM.Note message class. I was just hoping someone had dealt with this issue and knew the answer. Thanks.

Peter

"Martin Blackstone" wrote:

I wouldnt call it a brush off, but if we are not familiar with how Mitel handles messages, there isnt much we can say.
For example my phone system uses a custom Outlook form that is sent from the Call Manager software directly to OL bypassing Exchange. So those messages dont end up on any other devices either.
But I have an option to send the VM as a wave file directly via SMTP and that works great.
So I wouldnt call it a blow off, but a lack of knowledge regarding your specific system.

"KSBTech" <KSBTech@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:930BEA8A-98FC-4620-9D59-5DA3C1E15A9F@xxxxxxxxxxxxxxxxxxxx>

Thanks, but is that really all you can give me is to brush me off to someone else?

We have a similar support request in with Mitel, but I thought I would ask for assistance here as well, since I have read of this issue with other

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phone systems as well as with Windows Mobile ActiveSync users, so it appears clear to be an Exchange message handling issue.

Peter

"Andy David {MVP}" wrote:

On Wed, 27 Feb 2008 10:51:01 -0800, KSBTech
<KSBTech@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

Exchange 2000; Mitel UM; BlackBerry Enterprise Server

We have noticed that voicemail messages received through our UM voicemail system and put in our Inboxes are not getting forwarded to our BlackBerrys.

All other messages, with or without attachments are getting properly forwarded. Also, any rules we set up in Outlook to apply to these messages do not work as messages arrive, but if we go into the rules editor and run the rule against the Inbox manually, it will manipulate the messages as desired.

Another point is that if we forward the messages to someone, the forwarded message properly gets sent to that person's BB and they are able to listen to the attached voicemail.

We had initially thought that Exchange just wasn't treating the voicemail messages as new and therefore not treating it as such, but after some searches I have seen suggestions that it has to do with the messages not being in the standard IPM.Note message class.

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How would we check that and subsequently correct it? Surely we can't be the only organization experiencing this.

I would ask the support folks at Mitel.

Thanks.

Peter