

September 2011 **What's New at Comm Solutions?**

EVENTS

Click on below links for more information.

HIMSS Conference

[September 21-23 - Atlantic City](#)

iPad's in the Enterprise

[October 11th - Wilmington](#)

Riverbed Users Group

[October 12th - Malvern](#)

F5 Users Group

[October 12th - Malvern](#)

iPad's in the Enterprise

[October 25th - Hackensack](#)

iPad's in the Enterprise

[November 1st - Cherry Hill](#)

iPad's in the Enterprise

[November 10th - Bethlehem](#)

iPad's in the Enterprise

[November 17th - Downingtown](#)

TECH TIPS:

MTU Issues- Determining Packet Size

The symptoms of an MTU problem usually present themselves as packet loss or inability to connect to a remote server or pass data. It is often very helpful early on in a Riverbed deployment to confirm the MTU settings on the Steelhead devices. In normal operation, Path

Comm Solutions has more CommCare offerings

COMMCare

The COMMCare Services is a customizable service offering designed to keep your company, up-to-date and prevent costly downtime. Our proactive services will optimize the performance of your company's technology, enabling a better end user experience without a time and training commitment from your staff.

Manufacturer Specific CommCare offerings: ([see full descriptions here](#))

Aruba Networks COMMCare Services
Enterasys Networks COMMCare Services
F5 Networks COMMCare Services
Palo Alto Networks COMMCare Services
Riverbed Technology COMMCare Services

Comm Solutions Certifications

Comm Solutions maintains excellent alliances with best players in the industry and our team of certified specialists understands how to leverage these technologies and shorten deployment cycles. Our expertise allows you to provide fast reliable results as well as having significant purchasing power with the leading manufacturers and software vendors to provide you the best overall value and ROI on your technology deployments.

- Robert Clinton has passed his F5 Technical Sales Accreditation
- Tony Tanzi is now an F5 Technical Accredited Sales Professional
- Tom Supper has passed the 642-262 Implementing Cisco Unity Connection test
- George Park is now a NetApp Accredited Storage Architect Professionals
- David Jablonski is now a NetApp Accredited Storage Architect Professionals
- John Humenick is now a VMware Certified Professional (VCP)

Featured Solution

Best Practices for Securing IP Telephony

Iron-clad IP telephony security is built on top of strong network security. Here are best practices for securing IP telephony in the WAN, the campus and local networks, and for remote users working from home or the road. Best practices for deploying secure IP telephony over the WAN include:

MTU Discovery takes care of determining the correct MTU size to use on a network path between two hosts.

[Read Full Article](#)

Palo Alto Troubleshooting Incomplete, Insufficient, and not Applicable in the Application field

Incomplete means that either the three way TCP handshake did NOT complete or the three way TCP handshake did complete but there was no data after the handshake to identify the application. In other words that traffic you are seeing is not really an application. This typically happens when the firewall only see's half of the traffic.

[Read Full Article](#)

Stay in touch with Comm Solutions



Did You Know....

Comm Solutions is an Aruba Networks ServiceEdge Deployment Partner, only one of 17 nationwide, providing design, deployment, troubleshooting and consulting support for Aruba Networks solutions?

- Use a VPN Between Sites. When interconnecting multiple locations, organizations may use managed networks, point-to-point communications or an IP service provider. Whatever WAN connection you choose, use VPN tunnels between locations to encrypt communications.
- Use Firewalls. Use a firewall to protect your internal network from the threats coming in from the WAN and public Internet. Make sure the firewall has the performance to handle the real-time needs of VoIP traffic. Specifically, the firewall must be able to handle a large number of small packets without introducing a lot of latency. ShoreTel has done interoperability testing and has certified Juniper/NetScreen and SonicWall firewalls.

Best practices for secure IP telephony in the local network include:

- Use Ethernet Switches. Use Ethernet switches for all voice devices, including IP phones, SoftPhones, ShoreGear voice switches and ShoreWare servers to reduce the possibility of snooping into the voice traffic. In a switched environment, traffic flows between the two devices and cannot be observed by non-malicious users. Do not use Ethernet hubs, as it is easy to observe traffic on this shared resource.
- Put Voice in Separate VLANs. Organizations can set up separate VLANs for voice traffic, which eliminates broadcast domains and segregates traffic for improved performance and security. Using VLANs can limit the number of ports for which voice traffic is destined, adding to security. With ShoreTel, VLANs IDs can be set automatically using DHCP, which saves time. ShoreTel phones also support Link Layer Discovery Protocol (LLDP) which is an open standard method to assign VLAN tags at Layer
- Prioritize Voice Over Data (LAN). The VLAN can be used to prioritize voice over data on the local area network, which can allow the voice traffic to get through even when data traffic is intense - including some network attacks. Check your network switches to ensure they can prioritize based on VLAN (or DiffServ) tags and that they support multiple queues.
- Prioritize Voice Over Data (LAN/WAN). DiffServ should be used to prioritize voice over data on the LAN and the WAN to ensure the voice traffic gets through even when data traffic is intense-including some network attacks. Check your WAN access devices to ensure they can prioritize based on DiffServ and that they support multiple queues. (ShoreTel)

[Read Full Article](#)

info@commsolutions.com | (800) 795-7559