

Re: Fax Monitor doesn't activate on one user account

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2004-08/0945.html

From: Richard Schreiber (*anonymous_at_discussions.microsoft.com*)

Date: 08/24/04

Date: Tue, 24 Aug 2004 09:05:56 -0700

Thanks very much for the information.

Disabling the Netspy Trojan Horse Block completely solved the problem and the fax monitor works in both accounts now.

>-----Original Message-----

>A number of standard update and repair procedures disabled the Fax Monitor

>in the initial release of Windows XP. These problems were fixed in Service

>Pack 1. Make sure you apply SP1 or the update from the following article:

>

><http://support.microsoft.com/?kbid=322011>

>You Cannot Preview a Fax in the Fax Console

>

>These may also apply:

>

>[http://service1.symantec.com/SUPPORT/nip.nsf/46f26a2d6dafb0a788256bc7005c3fa3/c06387f12de9fa2a88256cf60063c54d?](http://service1.symantec.com/SUPPORT/nip.nsf/46f26a2d6dafb0a788256bc7005c3fa3/c06387f12de9fa2a88256cf60063c54d?OpenDocument)

OpenDocument

>Microsoft Fax Monitor does not function properly after installing Norton

>Internet Security

>[http://service1.symantec.com/SUPPORT/nip.nsf/4a29389c214c78ea88256c75005f451a/713afacbd4135e0a88256c77007e526f?](http://service1.symantec.com/SUPPORT/nip.nsf/4a29389c214c78ea88256c75005f451a/713afacbd4135e0a88256c77007e526f?OpenDocument)

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>Error: "Rule Default Block Netspy Trojan Horse Matched" when you start the

>computer

>

>Hal

>--

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microsoft.public.windowsxp.print_fax: Re: Fax Monitor doesn't activate on one user account

><http://www.kvoa.com> -- "When News breaks, we fix it!"
>KVOA Television, Tucson, AZ. NBC Channel 4
>Got Blues? - www.badnewsbluesband.com
>
>"Richard Schreiber" <anonymous@discussions.microsoft.com>
wrote in message
>[news:becd01c4896f\\$83212860\\$a601280a@phx.gbl...](mailto:news:becd01c4896f83212860a601280a@phx.gbl...)
>> *Have two user accounts set up under Windows XP Home(both*
>> *w/ admin rights). On one the fax monitor works fine,*
>> *ringing is heard whenever there is an incoming call, and*
>> *call progress can be monitored. When received in the*
>> *other account, the monitor doesn't activate when the*
call
>> *comes in and no ringing can be heard. However the fax*
is
>> *received fine.*
>>
>> *I have checked over the fax config from both accounts*
and
>> *I can find no differences. Sounds have the same*
settings.
>>
>> *Any ideas? BTW, we are using the fax software provided*
w/
>> *XP - no 3rd party software involved.*
>>
>> *The good news is that faxes are received just fine!*
>
>
>
>
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