

RE: Fax XP SP2 : fatal error most of the times

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Anyone receive any help with this ms fax fatal error problem with Sp2?

"Dominiek Cottem" wrote:

> *Hi,*
>
> *On WinXP I've used the MS fax function for 2 years without a problem*
> *(only once after a Norton Firewall upgrade, but I've fixed that)*
> ..
> *A few months ago I've upgraded to SP2. After that I used the fax tool a*
> *few times without a problem.*
> *Last week I've problems sending faxes : the fax monitor shows "An error*
> *occurred while sending the fax", the Fax Console shows a "Fatal error".*
>
> *I've tested now to send a lot of faxes, also MS Word documents that*
> *I've send before : now they fail! Sometimes just sending a cover sheet*
> *already fails. Sometimes a document or cover sheet succeeds, all the*
> *other times the same document fails. In all the tests I was sending to*
> *the same recipient ... but I did also some tests to others with the same*
> *results : most of the times it fails. The recipient gets a blank page*
> *all the times it fails.*
>
> *I tried also to uninstall and re-install the fax software and the fax*
> *printer, and I've checked the default county settings.*
>
> *My MS Firewall is disabled, I use Norton. In the Norton log viewer*
> *there are no entries according to the fax process. Even when I disable*
> *Norton Firewall and AntiVirus : no success.*
>
> *So it seems that the default MS fax function became unstable.*
>
> *Someone an idea on how to solve this ?*
>
> *Kind regards.*
>
> *Dominiek*
>