

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

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2005-02/0337.html

From: csanders1989_at_yahoo.com (*removethis*)

Date: 02/07/05

Date: 7 Feb 2005 09:21:56 -0800

Russ, first let me say, before my initial post here, I came across several of your responses trying to help people out w/ similar problems, and your attention and comments have been useful and appreciated.

Don't mistake my direct appeal to Microsoft as ignorance as to how newsgroups work. Of course Microsoft has no direct responsibility to help in these groups. But two individuals from the MS fax team joined the thread, asked for details, and then didn't respond. So before I open a direct help ticket with Microsoft, which I'm sure I'll be doing in the next day or two, I was trying to help all those on the thread by asking the fax team (probably the only people who can really help here) to come back and share what they found, if anything. I don't think that's an unreasonable request. It may be unreasonable to depend on getting a response, but it's not unreasonable to ask. I'm trying to solve a problem, and I will use every avenue available to do so. My post to this group was an attempt to help others in the same boat.

As far as "providing evidence" that my post is related, I suggest you read the entire thread, then read my post. As I indicated, my problem is identical to the problem described in the initial post. It is also mirrors three others who joined the thread before me.

Again, I am willing to come back with anything that will assist anyone in offering any insight here.

Chet

Russ Valentine [MVP-Outlook] wrote:

- > *You seem to misunderstand how peer to peer groups work. Microsoft does not*
- > *provide support here.*
- > *You post seems to have nothing in common with the rest of this thread.*
- > *Provide the evidence that it does.*
- > --
- > *Russ Valentine*

> [MVP-Outlook]
> "csanders<removethis>1989@yahoo.com" <csanders1989@yahoo.com> wrote
in
> message news:1107559646.767304.242380@o13g2000cwo.googlegroups.com...
>> Anyone from Microsoft going to answer this one? He's done what
you've
>> asked him to, and the thread goes dead, just like my modem when I'm
>> trying to send a fax. Hehe, j/k. But seriously, we could really
use
>> some answers here. I would create a new thread, but just about
every
>> post so far on this one is directly relevant to my symptoms.
>>
>> I'm having the same problem. Tested with multiple modems that are
all
>> on the HCL list. I'm using VB.NET and the Extended COM Fax library
to
>> programmatically send faxes. I'm faxing in native TIFF format.
Most
>> faxes fail, some make it through, some fail and then make it
through on
>> the retries. I've tried three commas at the end of the phone
number to
>> delay the handshake timeout – to no avail. I've tried every
variation
>> of TIFF file imaginable, with no pattern as to the failure. I've
tried
>> PDFs. I've tried bypassing my program and just sending using the
Fax
>> Wizard. On my machine, I can send 50 faxes one day with one or two
>> problems. I can come back the next day, resend the EXACT SAME tiff
>> documents, and have 10 of the first 15 randomly fail right in a
row.
>>
>> This isn't an annoyance. This is an extremely serious issue for me
and
>> my company. This problem is affecting our flagship application
that
>> I've spent three months added a faxing system to. We have over 500
>> client installations of our software, and significant market share.
>> This faxing thing is a biggie to us. We need some answers on this
one
>> A.S.A.P. I'm also willing to go to ANY lengths to help
troubleshoot
>> and get this resolved.
>>
>> Microsoft, please resuscitate this thread.
>>