

Re: XP Send Fax Wizard Fails

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2005-02/0478.html

From: Russ Valentine [MVP-Outlook] (russval_at_mvps.org)

Date: 02/12/05

Date: Fri, 11 Feb 2005 21:25:28 -0500

Norton products routinely disable Windows XP Fax.

--

Russ Valentine

[MVP-Outlook]

"Glow" <glowinggibbon@hotmail.com> wrote in message

news:420d4703@duster.adelaide.on.net...

> Ok well I have simular happening (problems with fax console earlier but
> this is the current situation closing down and restarting fax or
> reinstalling had always fixed before), it has occurred on 2 PC's one is a
> pent 4 2.4 GHz 256k ram
> running office xp, on XP SP2, using Norton internet security, the error
> is when I try to open fax console it tells me the fax printer driver is
> missing, I tried uninstalling and reinstalling the only problem was on
> this PC it wouldn't uninstall, the fax printer has been listed as deleting
> for a few weeks
> I use a sprint panther 56k dialup modem, installed as a standard 56k modem
> plug and play.
>

> The other PC is pretty much the same except has 512k ram using office
> 2003, trend AV/firewall they are both networked, I just hooked the modem
> to the other PC when the fax did the dandy I have not even dared to try to
> uninstall it on this PC until I find a fix for this problem. I have got my
> printer set to auto answer any fax calls now until it is resolved although
> I prefer to be able to save or email my faxes from the fax console as it
> is much quicker than scanning.
>

> "Russ Valentine [MVP-Outlook]" <russval@mvps.org> wrote in message
> news:093rZTKBFHA.3596@TK2MSFTNGP12.phx.gbl...

>> Could you each list more clearly the sequence of events here?
>> Include whether fax was installed before or after SP2. If before, did it
>> work consistently before SP2? What firewalls are in place? Did the
>> installation of SP2 start the problem?

>> --

>> Russ Valentine

>> [MVP-Outlook]

>> "Catlady312" <Catlady312@discussions.microsoft.com> wrote in message
>> news:1532BA8C-B3F6-4359-8C0A-40FE17DC6B40@microsoft.com...

>>> Same problem here. I have uninstalled and re-installed fax service and
>>> it

>>> didn't do any good. I also have SP2 on XP, Word, and Ad-aware.

>>>

>>> I sure wish someone would figure out what is causing this problem.

>>>

>>> "Dennis J. Molamphy" wrote:

microsoft.public.windowsxp.print_fax: Re: XP Send Fax Wizard Fails

```
>>>
>>>> I have the same problem. The fax service just goes away mysteriously
>>>> sometimes. The only fix I can find is to uninstall and reinstall fax
>>>> services from the windows components which is a major pain. When I
>>>> reinstall it works fine for a while and then within a few days, I start
>>>> getting error messages when I try to fax or access the fax console,
>>>> like
>>>> "all fax printers are inaccessible." I have SP2 on XP and using MS
>>>> Word. I
>>>> also am running Ad-aware and Spybot and wonder if one of those
>>>> applications
>>>> may be some how causing the problem.
>>>>
>>>> Laurie
>>>>
>>>> "tyreburner" <tyreburner@discussions.microsoft.com> wrote in message
>>>> news:98D2B568-93D0-4656-B46D-12E12A770B5F@microsoft.com...
>>>> > Windows XP SP2 and office 2000.
>>>> > When using the send fax wizard (i.e select fax as peripheral to print
>>>> > to)
>>>> > the send fax wizard screen appears. If I click on the next button
>>>> > there is
>>>> > a
>>>> > long time delay and get error message that fax server could not
>>>> > retrieve
>>>> > information. Fax is installed correctly, modem installed correctly,
>>>> > appears
>>>> > to be a communication issue between the send fax wizard and the
>>>> > address
>>>> > book
>>>> > which should load on the next screen. Have several pc's suffering
>>>> > from
>>>> > this
>>>> > issue. One pc has this issue permanently, others have suffer
>>>> > intermittently.
>>>> > All systems worked with fax flawlessly until around time SP2 was
>>>> > available.
>>>> > Not sure if issue arisen through sp2 installation or if prior to SP2
>>>> > through
>>>> > automatic update.
>>>> >
>>>> > Has anyone a solution for this issue?
>>>>
>>>>
>>>>
>>
>>
>
>
```