

Re: XP Fax wizard will not preview or send a fax message

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2005-06/msg00409.html

- *From:* "cueball" <cueball@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 27 Jun 2005 16:52:01 -0700
-

Russ, I'm using the Send FAX Wizard to create and send and when I press "finish" to send the wizard window disappears and nothing happens. In the event Viewer there are application, security, system and antivirus logs. Modem is brand new and is only needed for faxing as I have DSL. The status column of FAX service shows a blank. I get a pop up when I press the start service button which indicates an attempt to send as if there were a fax message prepared I guess. Maybe I should prepare one in the wizard and come here to send?

Gary

"Russ Valentine [MVP-Outlook]" wrote:

- > By which method are you sending the fax and what actually happens when you
- > try?
- > Is there anything in Event Viewer?
- > Did Windows XP Fax ever work with this modem?
- > What is the status of the Fax Service in Administrative Tools > Services?
- > --
- > Russ Valentine
- > [MVP-Outlook]
- > "cueball" <cueball@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
- > news:B0D6B30E-AC67-4296-A131-E0008CC355D2@xxxxxxxxxxxxxxxxxxxxx
- >> Back again Russ, the installation went smooth w/o any error messages, have
- >> uninstalled and reinstalled w/o any change in what I indicated in my
- >> original
- >> post. Used the CD that came with the modem for installing the drivers. I
- >> receive no error messages what-so-ever when trying to send a FAX from the
- >> FAX
- >> Wizard program. The FAX monitor doesn't appear when I click on finish to
- >> send
- >> a FAX but if I choose receive a Fax from the FAX console the monitor
- >> appears,
- >> seizes the line and starts polling to connect with the incoming Fax. I
- >> checked the XP compatibility and Motorola Ubisurf SM56 PCI modems are
- >> listed
- >> as compatible, mine is a PCI BUS V.92/56 Kbps so I suppose this could be

Re: XP Fax wizard will not preview or send a fax message

>> the
>> issue.
>> Gary
>>
>> "Russ Valentine [MVP-Outlook]" wrote:
>>
>>> Now you've switched issues.
>>> How about some detail here—like how you installed and configured Fax,
>>> whether it ever worked, error messages, Event viewer, how you are sending
>>> faxes, and whether your modem is on the Windows XP HCL list.
>>> —
>>> Russ Valentine
>>> [MVP-Outlook]
>>> "cueball" <cueball@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>>> news:8268B1DF-9E39-4241-B427-770F032A006D@xxxxxxxxxxxxxxxxxxxx
>>>> Hello Russ, the folder now says the default viewer for TIF files is
>>>> the
>>>> Windows Imaging and Fax viewer (perhaps it did all along, just getting
>>>> familiar with this folder) however still cannot preview. I'd forget the
>>>> previewing altogether if I could just seize the modem, hear DT and
>>>> send
>>>> the
>>>> dam fax! Funny thing is if the monitor window is up and I press receive
>>>> fax
>>>> it starts polling for a response and the tel line times out to a
>>>> recording
>>>> so
>>>> maybe it will receive faxes, not what I wanted to do. I'm probably
>>>> missing
>>>> something. Any chance I could call you directly and go through the
>>>> process?
>>>> Gary
>>>>
>>>> "Russ Valentine [MVP-Outlook]" wrote:
>>>>
>>>>> Then that's your problem. You have no file associations for TIF files.
>>>>> The one I posted is there by default. You must have installed
>>>>> something
>>>>> that
>>>>> changed it.
>>>>> Just use the Change... button to select the Windows Picture and Fax
>>>>> viewer
>>>>> as the application to open TIF files.
>>>>> —
>>>>> Russ Valentine
>>>>> [MVP-Outlook]
>>>>> "cueball" <cueball@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>>>>> news:6121FD4A-0D73-4DCF-B3CF-8AFA3A558787@xxxxxxxxxxxxxxxxxxxx
>>>>>> The "edit file window" brought up by pressing advanced is empty
>>>>>> except
>>>>>> for

Re: XP Fax wizard will not preview or send a fax message

> > > > the word "find" in the actions box.
> > > >
> > > > "Russ Valentine [MVP-Outlook]" wrote:
> > > >
> > > > The "Advanced" button should show you a list of verbs defined for
> > > > TIF
> > > > files.
> > > > Is the "Open" verb defined?
> > > > --
> > > > Russ Valentine
> > > > [MVP-Outlook]
> > > > "cueball" <cueball@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
> > > > news:9DA77B38-E3BE-4EFB-9B60-E6442D91E9D1@xxxxxxxxxxxxxxxxxxxx
> > > > > Thx Russ, first off I do not run Norton, I have Avast however the
> > > > > XP
> > > > > firewall
> > > > > is enabled. I get as far as the folder options and file types
> > > > > boxes
> > > > > but
> > > > > how
> > > > > do I access the command line to check that? Don't see anything
> > > > > else
> > > > > to
> > > > > click
> > > > > on except "advanced" which brings up a edit file type box. Am I
> > > > > even
> > > > > in
> > > > > the
> > > > > correct ballpark? LOL
> > > > > Gary
> > > > >
> > > > > "Russ Valentine [MVP-Outlook]" wrote:
> > > > >
> > > > > There are many causes for this problem. Most often, this problem
> > > > > arises
> > > > > because some other imaging application that you installed has
> > > > > set
> > > > > itself
> > > > > as
> > > > > the default viewer for TIF files. To view or preview faxes from
> > > > > the
> > > > > Fax
> > > > > Console, the Windows Imaging and Fax viewer must be your default
> > > > > viewer
> > > > > for
> > > > > TIF files. You can easily restore that setting in Windows
> > > > > Explorer
> > > > > >
> > > > > > Folder
> > > > > > Options. File Types. For most users the command line should
> > > > > > read:

Re: XP Fax wizard will not preview or send a fax message

- ◆ **Re: XP Fax wizard will not preview or send a fax message**
◇ From: Russ Valentine [MVP-Outlook]

• **References:**

- ◆ **XP Fax wizard will not preview or send a fax message**
◇ From: cueball
 - ◆ **Re: XP Fax wizard will not preview or send a fax message**
◇ From: Russ Valentine [MVP-Outlook]
 - ◆ **Re: XP Fax wizard will not preview or send a fax message**
◇ From: cueball
 - ◆ **Re: XP Fax wizard will not preview or send a fax message**
◇ From: Russ Valentine [MVP-Outlook]
 - ◆ **Re: XP Fax wizard will not preview or send a fax message**
◇ From: cueball
 - ◆ **Re: XP Fax wizard will not preview or send a fax message**
◇ From: Russ Valentine [MVP-Outlook]
 - ◆ **Re: XP Fax wizard will not preview or send a fax message**
◇ From: cueball
 - ◆ **Re: XP Fax wizard will not preview or send a fax message**
◇ From: Russ Valentine [MVP-Outlook]
 - ◆ **Re: XP Fax wizard will not preview or send a fax message**
◇ From: cueball
 - ◆ **Re: XP Fax wizard will not preview or send a fax message**
◇ From: Russ Valentine [MVP-Outlook]
- Prev by Date: **My problem went away, but how?**
 - Next by Date: **wireless printing to a airport**
 - Previous by thread: **Re: XP Fax wizard will not preview or send a fax message**
 - Next by thread: **Re: XP Fax wizard will not preview or send a fax message**
 - Index(es):
 - ◆ **Date**
 - ◆ **Thread**