

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/msg00433.html

- *From:* "cueball" <cueball@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 28 Jun 2005 18:10:02 -0700
-

Russ, the recipient info etc and the number formatting (canonical form) is all done within the fax wizard. Nothing happens as I said before when I press finish to send. Well I shouldn't say nothing as the wizard window disappears. Yes XP Fax has never been tried or used before on my Dell. The tel line jack has the proper filter installed.

"Russ Valentine [MVP-Outlook]" wrote:

> I know you are using the Send Fax Wizard. But that tells me nothing about
> how you are sending the Fax, selecting the recipient, formatting the phone
> number, and what exactly happens when you try.
> Am I to assume that Windows XP Fax has never worked with your setup?
> Have you applied the necessary filters to your DSL line to connect a
> standard analog voice line to an analog fax modem?
> --
> Russ Valentine
> [MVP-Outlook]
> "cueball" <cueball@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
> news:948BA7A0-C775-4CFE-83F4-4C8E33A98123@xxxxxxxxxxxxxxxxxxxxx
>> Hi Russ, as I mentioned in a previous post I'm using the Send Fax Wizard
>> to
>> prepare a fax and pressing finish as instructed to send it. The modem
>> which
>> is COM3 is connected to the same tel line as my DSL service. I wouldn't
>> expect that using the same tel line would be an issue. I guess I'm at my
>> wits
>> end on how to proceed now, any ideas?
>>
>> "Russ Valentine [MVP-Outlook]" wrote:
>>
>>> You didn't really provide any information on how you are sending the fax.
>>> The Fax Service should at least be started and its Startup type should be
>>> automatic.
>>> Just because a modem is new or "compatible" does not mean it is on the
>>> Windows XP HCL list.
>>> --
>>> Russ Valentine

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> > > [MVP-Outlook]
> > > "cueball" <cueball@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
> > > news:F7B2FC2C-E5BA-48E9-ABFB-0B47411CF282@xxxxxxxxxxxxxxxxxxxx
> > > 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
> > > colum 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@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
> > >> news:B0D6B30E-AC67-4296-A131-E0008CC355D2@xxxxxxxxxxxxxxxxxxxx
> > >> > 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

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> > > > 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
> > > > 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 alltogether 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

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>>>>>>
>>>>>> "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
>>>>>>> > 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

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>>>>>>>>>> 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:
>>>>>>>>>>>>
>>>>>>>>>>>> "rundll32.exe
>>>>>>>>>>>> <drive>:\WINDOWS\system32\shimgvw.dll,ImageView_Fullscreen
>>>>>>>>>>>> %1"
>>>>>>>>>>>>
>>>>>>>>>>>> Another common cause of this problem is firewall software
>>>>>>>>>>>> Trojan
>>>>>>>>>>>> horse
>>>>>>>>>>>> rules. The most common is one that ships with Norton
>>>>>>>>>>>> Internet
>>>>>>>>>>>> Security.
>>>>>>>>>>>> Details on that on are available here:
>>>>>>>>>>>>
<http://service1.symantec.com/SUPPORT/nip.nsf/4a29389c214c78ea88256c75005f451a/713afacbd4135e0a88256c770>
>>>>>>>>>>>>
>>>>>>>>>>>>

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• **References:**

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