

Re: fax cant find address book

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2007-01/msg00100.html

- *From:* "Russ Valentine [MVP-Outlook]" <russval@xxxxxxxx>
 - *Date:* Tue, 9 Jan 2007 08:02:23 -0500
-

I would never try to copy "the contents" of an old hard drive onto a new one and expect it to work correctly. You should install the OS on this hard drive. The problems you are having such as loss of the System Restore and address book settings indicate you have a lot of problems with this installation and likely will have more. Obviously this hard drive has retained setting for the old one.

Indeed, Fax requires the telephony service, but why yours now fails to load is anyone's guess. It is probably another manifestation of the way you migrated to this hard drive. If I were you I'd be looking into the method used to migrate your operating system. This is not a fax issue.

—
Russ Valentine
[MVP-Outlook]

"r0nbo" <mackro@xxxxxxxxxxxxxxxx> wrote in message
news:utY8mY%23MHHA.4720@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Yes I installed a bigger hard drive and let the software copy the entire contents from the old to the new drive. For the most part this worked fine but I should have done it in Safe Mode as a few things didnt make the transition probably because they were in use at the time. The only thing I ended up having to re-install was Office 2003. Now what problem do you find unintelligible? The telephony service one? Under Services is one called Telephony. It must be enabled before your fax modem will work. When the Send a fax and Receive a fax tabs remain ghosted in fax console thats the first place to look for a reason. I will occasionally find that disabled and have to enable it which makes the options unghost in the fax console. I suspect that MSs monthly download of its bad program scan turns it off. There are so few people using fax anymore that I cant find any information on this matter. As for the system restore problem that really doesnt come under the title of this newsgroup so unless requested I wont elaborate further. I hope this has been made more intelligible to you. thank you for your time.

"Russ Valentine [MVP-Outlook]" <russval@xxxxxxxx> wrote in message
news:D7A12894-2A30-4B89-82F9-EAFA8EAD28F2@xxxxxxxxxxxxxxxxxxxx

You're the one who said you just changed to a new hard drive which means you just re-installed everything, right? Hardly fits with your claim that

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you "never changed anything." The description of your other problem is equally unintelligible.

--

Russ Valentine
[MVP-Outlook]

"r0nbo" <mackro@xxxxxxxxxxxx> wrote in message
news:OmwwpN5MHHA.2028@xxxxxxxxxxxxxxxxxxxxxxxx

I didnt know you could set the default address book as I had never needed to. I never changed it to Outlook as it has been on here for ages and never interefered with the windows address book that fax brought up. Nevertheless I changed it and now its where its supposed to be. Now if I could figure out what occasionally turns off the telephony service rendering fax inoperable. Its no trouble to turn it back on but its a nuisance. That happened even before I moved everything to this new larger drive. The only other gripe is I lost the System Restore and it sees the old drive as still the system drive and I cant seem to change it.
Thanks for the fax fix.

"Russ Valentine [MVP-Outlook]" <russval@xxxxxxx>
wrote in message
news:C8F5AC8E-9616-4517-8205-067AFFA19D43@xxxxxxxxxxxxxxxxxxxxxxxx

Surely you have identified your problem by now. How can you say "Outlook doesn't matter?" Windows XP Fax uses whatever address book you have identified as the default for your operating system. Clearly, you have identified the wrong address book. If you installed Outlook, it becomes the default address book service for your operating system. It has no way of knowing you are not using it until you tell it. Set correctly the Contact List manager you intend to use in Control Panel > Internet Options > Programs.

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Russ Valentine
[MVP-Outlook]

Re: fax cant find address book

"r0nbo" <mackro@xxxxxxxxxxxx> wrote
in message
news:ezpYuC4MHHA.3872@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

XP pro sp2
The fax software is
windows fax console
Outlook version in 2003
even though Im going
through the windows fax
console so outlook doesnt
even matter; I only use
Outlook for the
calendar.
Dont know what a Contact
List manager even is. Where
the Send a Fax
has the Address Book to
pick numbers from it brings
up an empty box
with no numbers and no
choice of address books to
choose from, its an
empty choice box.

"Russ Valentine
[MVP-Outlook]"
<russval@xxxxxxxx>
wrote in message
[news:uzn\\$kj2MHHA.1252@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:uzn$kj2MHHA.1252@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

You
provided no
information.
State Fax
software.
State
Outlook
version.
State
default
Contact List
manager for
operating
system.

--
Russ
Valentine
[MVP-Outlook]
"r0nbo"
<mackro@xxxxxxxxxxxx>

Re: fax cant find address book

wrote in
message

news:ZbydnUkHjIhs5j_YnZ2dnUVZ_tunnZ2d@xxxxxxxxxxxxxxxxxxxx

I
moved
to
a
bigger
drive
and
now
my
fax
console
cant
find
the
address
book.
I
have
to
enter
the
fax
numbers
manually
to
send
a
fax.
The
address
book
is
there
and
all
the
info
is
still
in
it
but
fax
doesnt
see
it
now.

Re: fax cant find address book

I
even
uninstalled
and
reinstalled
the
fax
service
to
no
avail.
Gotta
be
something
in
the
registry
but
I
cant
find
it.