

Re: Microsoft Fax Services

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2007-02/msg00125.html

- *From:* Alberta Peach <AlbertaPeach@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 9 Feb 2007 10:54:00 -0800
-

Hi,

At the suggestion of a friend, I have found a temporary solution to starting the Fax function. Here are the steps that I took:

1. Go to Control Panel> Admin Tools> Services> Fax (at this point, the Start/Stop/Pause/Resume buttons are grayed out on my screen, and cannot be selected)
2. For Startup type, click Disabled
3. Reboot computer
4. Go to Control Panel> Admin Tools> Services> Fax
5. For Startup type, click Manual
6. The Start button is black, while the Stop/Pause/Resume buttons are grayed out
7. Click Start
8. A message that says This service started and stopped automatically.....
9. The Start button is still black, while the Stop/Pause/Resume buttons are still grayed out.
10. Click Start again
11. Click OK to exit
12. Click Printers and Faxes , click Fax
13. Fax Console opens and the Status at the bottom says Ready (Previously when I opened the Fax Console, the status at the bottom says refreshing and could not work.)
14. OK to send faxes

Thanks to Russ Valentine for suggesting to look into Control Panel> Admin Tools> Services to check in the first place.

While the fax function does not startup automatically and cannot function normally as it had in the past for me, at least now I can still send faxes using the above method until I can find a permanent solution.

"Russ Valentine [MVP-Outlook]" wrote:

Many users who have updated an older version of Windows XP to SP2 before they try to install the fax service appear to be encountering a problem

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installing the fax service. In these cases there is no error message during the installation (distinguishing this from the very common problem where the installation routine states it cannot find the necessary files). The installation appears to proceed without error, but when it is over there is no fax printer apparent and any attempt to send a fax results in the error message "Fax server information cannot be retrieved. The Fax Wizard will now close." This problem appears to occur because the security data base is corrupted as documented here:

<http://support.microsoft.com/kb/884018/EN-US/>

—
Russ Valentine
[MVP-Outlook]
"Joe O"C" <JoeOC@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:104D846B-83CC-4044-9A72-88847042BDCE@xxxxxxxxxxxxxxxxxxxx>

Hi Folks, I am new to these forums and yet again – I have exactly the same problem as you have discussed here. Fax works fine when I uninstall/reinstall the fax component of XP. As soon as I reboot the PC, I get the dreaded msg when I try to send a fax – Fax Erver Information cannot be retrieved". And the fax process shows as "stopping".

I too would love to hear a resolution.
Any updates ?
Thanks Joe.

"Alberta Peach" wrote:

Hi Russ Valentine,
I have an identical problem with Fax service, and status is "Stopping".
Is there any solution for fixing this? Thanks.

"Russ Valentine [MVP-Outlook]" wrote:

Also, what were these "different messages" with which fax failed?

—
Russ Valentine
[MVP-Outlook]
"davidosom"
<davidosom@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in message
<news:8113D3A2-A4A6-43E2-B32B-1870794E4EB9@xxxxxxxxxxxxxxxxxxxx>

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Only lucky enough to get
some form of recovery CDs
with package so no

Support

Tools so semi tedious route

Somewhat out of my depth

but ...

(1) Tried opening fax
console to send new fax also
to print word doc

to

fax.

Also open fax in printers
and faxes. All failed with
different
messages.

However no log entries on
Application, security or
system in >admin

tools

>

Event Viewer (if this is
where I should have been)

(2)(a) [fxs*] various files
including application files
either

5.2.2600.2180

or 5.2.1776.0 or

0.3.2600.2180 [winfax.dll]

= 5.2.1776.0

(2)(b) six files of which five
5.2.2600.2180 and one
0.3.2600.2180

(3) No. System as purchased
plus Microsoft updates. No
sharing. No

fax

software additions to my
knowledge.

I had to send a fax yesterday
so reinstalled fax as in first
post.

This

log

entry recorded the event.

Dont know whether it helps.

Event Type: Warning

Event Source: Print

Event Category: None

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Event ID: 20
Date: 23-03-2005
Time: 17:38:14
User: NT
AUTHORITY\SYSTEM
Computer: Home
Description:
Printer Driver Microsoft
Shared Fax Driver for
Windows NT x86
Version-3
was
added or updated. Files:-
FXSDRV.DLL,
FXSUI.DLL, FXSUI.DLL,
FXSWZRD.DLL,
FXSTIFF.DLL,
FXSRES.DLL,
FXSAPI.DLL.

For more information, see
Help and Support Center at
<http://go.microsoft.com/fwlink/events.asp>.

"Russ Valentine
[MVP-Outlook]" wrote:

And the
manufacturer
did not
provide you
a backup
CD for
Windows
XP?

We'll need
the
following to
track this
down
further:
(1) Any
eventvwr
message
from
FaxSrv or
Print, when
you invoke
the

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Send
Fax
Wizard.

(2) The
version
number of
the fax
binaries in
the system.

Run
FileVer.exe
(from
Windows
Support
Tools) for:

(a)
%windir%\system32\fxs*
and
%windir%\system32\winfax.dll

(b)
%windir%\system32\spool\drivers\w32x86\3\fxs*

You can
alternately
right click
on these
files on
explorer
and send
us
version
numbers but
that would
be tedious.

(3) Did you
ever
connect to a
"shared fax
server"
from
Windows
Server
2003
or SBS2000
or any other
shared fax
server?

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--

Russ

Valentine

[MVP-Outlook]

"davidosom"

<davidosom@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in

message

news:3B2B24BC-C85A-42BF-A368-77030FE35DB3@xxxxxxxxxx

No

XP

CD

as

came

preinstalled.

Willing

to

help

find

a

solution

or

will

have

to

buy

a

stand

alone

fax!!

"Russ

Valentine

[MVP-Outlook]"

wrote:

I

see.

The

previous

"line

is

busy"

error

(when

the

line

is

not

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busy)
was
a
symptom
of
an
incompatible
modem.

The
current
problem
you
are
having
where
the
"fax
printer
cannot
be
found"
is
being
reported
frequently
by
users
who
have
installed
Windows
XP
SP2.
Microsoft
is
aware
and
is
investigating
but
has
no
current
solution.
They
need
information
from
people
experiencing

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the
problem.
If
you're
willing
to
help
provide
the
information
I
can
post
instructions.
It
will
require
your
installing
the
Windows
Support
Tools
from
the
Win
XP
CD.
--
Russ
Valentine
[MVP-Outlook]
"davidosom"
<davidosom@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote
in
message
news:DDFEC7DF-C712-4EF3-BE48-1B2622AE6

Somewhere
I
dont
normally
dare
go!
Startup
type
is
automatic.
Did
not

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mean
I
tried
to
send
fax
when
internet
connected
via
dial
up.
Both
Outlook
and
fax
reported
line
busy
when
tried
individually
although
the
line
was
free.
At
that
time
also
lost
fax
monitor
but
this
has
returned.

Some,
now
cured,
problems
were
definitely
pre
SP2.
Recently
installed
Office
SP3

Re: Microsoft Fax Services

on
going
broadband.
Could
SP2
disable
fax
services
at
PC
turn
off
only
(or
not
start
it
properly
at
boot
up)?
Is
there
likely
to
be
a
fix?

Many
thanks
for
your
time.

"Russ
Valentine
[MVP-Outlook]"
wrote:

Control
Panel
>
Administrative
Tools
>
Services.
What
is
the

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Status
and
Startup
type
you
see
there
for
the
Fax
Service?

Of
course
your
phone
line
would
be
busy
when
you
are
using
it
for
dial
up
internet
connection.
That's
not
a
conflict,
it's
expected.
Most
likely
SP2
has
disabled
your
Fax
Service.

Russ
Valentine
[MVP-Outlook]
"davidosom"
<davidosom@xxxxxxxxxxxxxxxxxxxxxx
wrote

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in
message
<news:79F510BB-A0EE-440B-B38>

Used
to
work
normally
(although
not
often
used).
Problems
with
it
and
Outlook
(phone
line
busy)
when
using
dial
up
for
email
connection
from
??
mid
2004??
so
removed
fax
services.
??Norton
conflict.
Now
using
broadband
for
Outlook
so
looking
to
use
modem
solely
for
fax.
I

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updated
for
SP2
November
2004
from
CD.
Please
explain
"start
up
type"

"Russ
Valentine
[MVP-Outlook]"
wrote:

Did
the
fax
program
ever
work
normally
for
you?
Did
you
update
your
operating
system
to
SP2
or
was
SP2
pre-installed?
What
is
the
startup
type
for
the
Fax
Service?
--
Russ

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Valentine
[MVP-Outlook]
"davidosom"
<davidosom@xxxxx
wrote
in
message
<news:892BAA20-30>

I
use
XP
Home
+SP2
and
Office
XP
Standard
+
SP3.
My
dial
up
modem
is
Conexant
SoftK56

I
have
added
Fax
Services
from
Windows
Components
via
Add/Remove
Programmes
and
all
works
correctly.
However
on
turning
off
and
restarting
the
PC

the
facility
fails
when
attempting
to
Fax
as
printer
cannot
be
found.
On
checking
'fax'
printer
via
control
panel
this
message
is
eventually
given
"Microsoft
shared
fax
driver"
printer
driver
is
not
installed.....

The
only
way
to
re-establish
Fax
Services
is
to
remove
via
windows
components,
reboot
and
reinstall
as

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above.

Any
ideas
(other
than
leaving
the
PC
on
24/7)?