

Re: MS Fax not communicating with certain fax machines

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- *From:* Andrew Rinaldi <andrew.rinaldi@xxxxxxxxxxxx>
 - *Date:* Fri, 08 Jun 2007 16:09:34 -0700
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On Jun 8, 11:28 pm, "Russ Valentine [MVP-Outlook]" <russ...@xxxxxxxx> wrote:

That's what the WHCL is for, but I'm not sure that will solve your problem. XP Fax still has trouble negotiating with other modems even when using supported modems.

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Russ Valentine
[MVP-Outlook]<joeja...@xxxxxxxx> wrote in message

news:1181314345.926118.46300@xx

There are a lot of choices out there when shopping for fax modems. Do you have any recommendations for a good fax modem that will work with XP. Unfortunately I am stuck in a situation where I cannot dictate that the machines (we have more than one fax server) be 2k3 Server, but I can probably get us to purchase new modems if that will make the difference.

Thanks,

Joe

On Jun 8, 4:37 am, Andrew Rinaldi <andrew.rina...@xxxxxxxx> wrote:

On Jun 7, 5:41 pm, joeja...@xxxxxxxx wrote:

Re: MS Fax not communicating with certain fax machines

My organization has recently started using MS Fax Services to send out faxes. For the most part we have had success. However, there are a few recipient fax machines that tend to cause us a lot of grief.

About 5 numbers in our pool of about 100 numbers that we routinely send faxes to do not work. When I turn up the volume on the modem I can hear that the number dials correctly, and that the remote fax machine does indeed answer with the normal tones. At this point MS Fax Console reports that the fax failed, and tries again. It finally quits trying based on the retry settings, and quits trying to send the fax. While users have reported that a fax will occasionally get through, I have never seen a fax get through to any of these numbers during my testing.

Any ideas? I have been researching the idea that our modems may not be entirely compatible with one of the various fax protocols used. Since it is always the same 5 numbers, I tend to believe there is some sort of an incompatibility with only those fax machines.

TIA.

Joe Jance

If this is business critical then investing in decent fax hardware will overcome many of the compatibility issues that you see.... interestingly the MS Fax application in Vista/2003/Longhorn is a lot

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more robust in our testing, especially when using fax Class 2.0

You will also find that many of the third party fax applications will offer greater levels of compatibility.

Regards

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Unfortunately, WHCL really is not up to the job when it comes to measuring fax quality or compatibility. The only real way you can have any confidence is to put the modems and fax applications through compatibility testing. This we do for many third party fax applications but not historically MS fax applications (because MS fax has been poorly supported in our opinion). 2003, Vista, and Longhorn now support Class 2.0 fax which allows the modem to do most of the low level protocol work.... this allows the modem to take control and move towards a robust solution on the MS platform for the first time.

We have recently released a range of PCI Express fax cards which use a new fax chip from Agere (LSI). We have been working with them for a number of years on fax firmware and have seen great results from our testing in the lab and with beta customers.

I don't know whether XP SP2 also supports Class 2.0 but will ask our engineering team. If it does then we should be able to offer you a quality solution. If you are interested then please drop me an email.

Here's a link which gives you a glossy overview of our ISV test programme;

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<http://www.mainpine.com/isv/lab/>

Regards

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