

## Re: First time user of win xp fax service / fax console – no sending possible

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- *From:* kakii <[user@xxxxxxxxx](mailto:user@xxxxxxxxx)>
  - *Date:* Sun, 11 Nov 2007 15:11:39 +0100
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Well, from beginning then.

I have had ISDN modem, a pci card from AVM. With associated Fax/Phone/Web software.

Two fax printer were associated with this modem normal, and color.

Then I let my IT provider to change the phone line from ISDN to analog. I have change also the end devices, modem card, land line phone. ISDN modem card removed, its driver has been uninstalled.

But I let the software to stay present, cause I always need access to previously sent faxes. For documentation purposes.

AVM fax software stores the fax journal

in proprietary format. So only this can read fax journal.

Finally I did uninstall the fax printers coupled with isdn modem.

Then new analog modem pci card did come.

Together with windows xp fax services, fax console, analog fax printer.

Analog fax printer is associated with analog fax modem card.

fax modem card figures also in the fax configuration wizard, fax console.

No error messages are coming up. Even in the event logs.

Procedures I am applying in order to test sending a fax is very simple.

Either very short text in windows notepad (1) or from fax console the cover page (2).

The "Printers and faxes" window still open in background to control its behaviour. Also the fax console window still open in background.

In former case I let to print this document (however not saved to disk file, I think it shouldn't matter). In print dialog I make the choice

of analog fax. Fax sending wizard opens. On this step already the analog fax printer present one document in its queue.

Following fax wizard till its end. Now the analog fax printer, "printers and faxes" window, presents two documents in its queue. Why actually ?

I did send one fax document only!!!!

After that no other sending activity. Neither in "printers and faxes", nor in fax monitor. Fax console doesn't present any document to be sent

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in its outbox, outbox is empty.

Same behaviour in latter case.

During last try some mysterious thing happened.

Windows restart, user logon, during the user settings have been loaded I can hear from loudspeaker dial tone. Wow, my fax is sending faxes from its queue. In an unsolicited manner. It can it though. But why can't he when I want it ?

I have recently examined the server properties (system control – printers and faxes). In the port group both fax printers for old isdn card are present. But not that one for my present modem card, the analog modem. Why actually ? Print server properties dialog is presenting only my regular printer and fax printer associated with old isdn card. Why ?