

# Re: Cannot Correctly Preview Fax in Fax Console

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print\\_fax/2007-11/msg00120.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2007-11/msg00120.html)

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- *From:* BoulderMan <[BoulderMan@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:BoulderMan@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Mon, 26 Nov 2007 08:47:00 -0800
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I don't know how you can say that since I've routinely faxed from Acrobat Reader as I recall, although I did update it within the last year. Also you can see Reader generating 3 pages before calling up the fax console.

As I stated I also could not print to the fax from Word 2007 which I would assume should work since I routinely used Word 97 for faxing using the fax accessory.

One reason I am suspicious of the Office 2007 installation is that I've found Office to change file associations and default system settings without warning – for example Office 2007 installation prevented me from using Access 97 that was installed in another directory (Office 97), although my Word 97 and Excel 97 were still available. (Access seemed to be removed, not merely no longer linked to the shortcut). Office 2007 also changed my default email program without asking. Finally, even the Student Teacher trial edition of Office 2003 on my machine when I bought it would often override the file associations of my Office 97 Professional Word and Excel without asking when Word 2003 would open .doc even though Word 97 was set as the associated app.

Are you going to maintain that Word 2007 also doesn't have rendering abilities?

Does Outlook 2007 (which I've never used but which became the default email client) have faxing abilities? If so maybe it could be used as a work around.

"Russ Valentine [MVP-Outlook]" wrote:

I knew there was more to this story. Printing to the fax printer requires that the originating application have the necessary rendering capabilities. Adobe Reader does not.

If you now send a fax using a supported method, what is your problem?

—

Russ Valentine  
[MVP-Outlook]

"BoulderMan" <[BoulderMan@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:BoulderMan@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:2BE66277-6757-474E-A07A-678AA2BFBFFD@xxxxxxxxxxxxxxxxxxxx](mailto:news:2BE66277-6757-474E-A07A-678AA2BFBFFD@xxxxxxxxxxxxxxxxxxxx)

## Re: Cannot Correctly Preview Fax in Fax Console

I have used the fax printer Windows accessory many times. In this instance, I first tried printing from Adobe Reader while viewing a 3–page .pdf file. I go to print and select fax as the printer. The Fax console comes up. I selected an addressee from the address book, I then selected a cover page and filled it in. I choose to send the fax now, normal delivery. On the page where I can actually send the fax, I chose the "Preview Fax" button to look at the fax before sending.

To my surprise, a message popped up saying cannot view the fax. This never happened before, over the many years I've used the fax printer.

I chose to send the fax anyway since I figured it was ok. It seemed to be sent fine – 4 pages were sent which would be correct: a cover sheet and 3 document pages. I then tried to view the fax in the sent folder and got the message indicating no application for opening .tif files. At this point I went into Windows Explorer, set up the association of .tif files with Windows Picture and Fax viewer. I then was able to view the fax. The first page was just fine, i don't recall if the second was fine or not, but the remaining pages came up as bit map files unassociated with the document. I then located those bit maps in the same TEMP directory I mentioned earlier. That temp directory also included the correct first page of the fax as a tif file. The other sent files were .bmp files.

Deleting the displayed .bmp files only resulted in other .bmp files from that same directory being displayed. It is as if the fax console preview is generating only one (or two) .tif file page(s) and then using other files.

To try to fix the problem, I contacted HP support. And tried several things –

1. Removing the fax accessory using Windows Add/Remove components and then adding it back in.
2. Running System File Checker(SFC) utility to verify and correct defective protected system files.
3. Running msconfig to configure the system to not run any startup programs and to only run those services that are from Microsoft. This configuration allowed the fax printer to be accessed without using non–Microsoft

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services  
or any startup apps. (I did not try to get a minimal set of Microsoft services however.)

When none of these things seemed to significantly affect the problem, I ran chkdsk which did seem to find and remove some minor index issues – I think one or a few files. This did not affect the problem.

I confirmed this same problem using Word 2007 trying to print a multipage document to the fax.

I have not tried to print from any other apps other than Acrobat Reader and Word 2007.

Other than this fax printer problem, the system seems stable. I've had it several years and have run antivirus and antispy programs. Only the anti-virus program is resident but I disabled it during some of these checks.

The first indication that something was different was when I could not Preview the fax before sending it.

The reason I am somewhat suspicious about updates is that a year or so ago, a Microsoft patch conflicted with an HP program on my HP machine and caused Windows Explorer to not work properly at all. A subsequent patch from Microsoft corrected the problem, likely because it affected so many users. Since the fax printer is probably less frequently used, it might not show up as a major problem. I only use it occasionally but never had a problem before.

I am an EE and I've done years of software, firmware and some hardware development. So I don't think this is user error. I do not however claim to be an expert on Windows XP internals but I consider myself a competent user.

I do not know how the fax accessory files are generated. It looks like there are about a dozen fx\*.dll files that I suspect comprise the fax accessory. I do not know if they are rebuilt when the fax accessory is removed and added. And I don't know exactly how the SFC utility works. I would hope it would check all the current windows files against the installation files. But perhaps it only checks protected or hidden files and not the viewable files. And so the fx\*.dll might have some corruption.  
Note  
however, that nothing locks up or otherwise acts suspiciously.

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"Russ Valentine [MVP-Outlook]" wrote:

This sounds more like end user error. Your suspicions have not been confirmed by the rest of us. Provide more information, including your file association for TIF and the steps to repro your problem.

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Russ Valentine  
[MVP-Outlook]  
"BoulderMan"

<BoulderMan@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

[news:3875583D-3634-4DB3-8A10-E16B5AC860D0@xxxxxxxxxxxxxxxxxxxx](mailto:news:3875583D-3634-4DB3-8A10-E16B5AC860D0@xxxxxxxxxxxxxxxxxxxx)

The Fax Console appears to work fine and comes up when I print to the Fax Printer from an application such as Adobe Reader or Word 2007. However when I go to preview the fax in the Fax Console, only the cover page, the first document page or cover page and first document page are correct. The remaining pages are bitmap images from the hidden directory C:\Documents and Settings\Owner\Local Settings\Temp. Somehow, the fax console is only converting one document page and then mistakenly somehow selecting bitmap images from that directory.C:\Documents and Settings\Owner\Local Settings\Temp as other document pages.

The fax printer used to work fine. I suspect some Microsoft or other updates or installation of Office 2007 might be related to this problem. Disabling non-Microsoft services and all startup programs using msconfig did not affect the problem. Running SFC did not

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help.

Any suggestions?