

Re: External Fax Modem – Event ID 32092

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-01/6104.html>

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Date: 01/21/05

Date: Fri, 21 Jan 2005 08:57:15 +0100

For re-installing after uninstall be sure to use method 2 (SBS Setup).
With method 1 the faxservice will not be integrated "SBS-like" and you
will miss the option to route to companyweb.

Franz

""Bill Peng [MSFT]"" <v-bpeng@online.microsoft.com> schrieb im
Newsbeitrag news:HFDPZn3\$EHA.4044@cpmsftngxa10.phx.gbl...
> *Hi Greg,*
>
> *I understand the problem is that event error 32092 appears and the*
> *modem is*
> *not able to receive fax properly. If I misunderstood your concern,*
> *please*
> *don't hesitate to let me know.*
>
> *Will you please let me know when the incoming fax modem problem*
> *starts to*
> *happen? After you install SBS server or recently? Please also let me*
> *know*
> *whether all faxes failed.*
>
> *Regarding to the Event log error information, are there other related*
> *error*
> *messages in the Event Viewer?*
>
> *Based on my research, I'd like to provide you with the following*
> *suggestions.*
>
> *Suggestion 1. Change Ring.*
>
> *I understand that you've configured the "Rings before answering" to*
> *2.*
> *Please change it to a higher value, such as 4, and test the issue*
> *again.*
>
> *Please let me know whether the issue persists after you set the value*

- > to a
- > higher value.
- >
- > *Suggestion 2. Try another Modem.*
- >
- > *I found that many fax issues with event error 32092 are caused by*
- > *corrupted*
- > *modem or driver. If you would, please change another modem, install*
- > *appropriate driver, re-configure the fax settings, and test the new*
- > *incoming fax modem again.*
- >
- > *[Note] We've some similar issues which also reported the 32092 errors*
- > *with*
- > *the incompatible faxmodem. Most of them are caused by the driver*
- > *corruption*
- > *and the line noise. Can you uninstall and reinstall the driver for*
- > *this*
- > *external fax card for testing purposes? I also recommend you to*
- > *contact the*
- > *modem manufacturer to check whether it is compatible with Windows*
- > *Server*
- > *2003.*
- > *HCL:*
- > *<http://www.microsoft.com/whdc/hcl/default.msp>.*
- >
- > *Suggestion 3. Reinstall Fax Services.*
- >
- > *If the problem persists, please try reinstall the Fax service.*
- >
- > *You can try both methods below:*
- >
- > *Method 1.*
- > *1. Access Add/Remove Programs, Add/Remove Windows Components, uncheck*
- > *'Fax*
- > *Services' to uninstall it.*
- > *2. Once it is uninstalled, access Add/Remove Programs to reinstall*
- > *it.*
- >
- > *Method 2.*
- > *1. Access 'Windows SBS 2003 setup' in Add/Remove Programs, proceed to*
- > *the*
- > *'Component Selection' page, and then Remove 'Fax Services'.*
- > *2. Access 'Windows SBS 2003 setup' in Add/Remove Programs, proceed to*
- > *the*
- > *'Component Selection' page, and then Install 'Fax Services'.*
- >
- > *I hope the above info helps.*
- >
- > *If you have any update, please feel free to post back.*
- >
- > *Have a nice day!*

>
> *Bill Peng*
> *MCSE 2000, MCDBA*
> *Microsoft Online Partner Support*
>
> *Get Secure! – www.microsoft.com/security*
> =====
> *When responding to posts, please "Reply to Group" via your newsreader*
> *so*
> *that others may learn and benefit from your issue.*
> =====
> *This posting is provided "AS IS" with no warranties, and confers no*
> *rights.*
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> -----
>>*Thread-Topic: External Fax Modem – Event ID 32092*
>>*thread-index: AcT+KkrWtMEGZpdDQmSauwEu9TBxgA==*
>>*X-WBNR-Posting-Host: 81.138.17.188*
>>*From: "=?Utf-8?B?QUM=?" <AC@discussions.microsoft.com>*
>>*Subject: External Fax Modem – Event ID 32092*
>>*Date: Wed, 19 Jan 2005 05:25:07 –0800*
>>*Lines: 19*
>>*Message-ID: <4F2E39DF-76E8-4174-AE7E-07958FFE499C@microsoft.com>*
>>*MIME-Version: 1.0*
>>*Content-Type: text/plain;*
>> *charset="Utf-8"*
>>*Content-Transfer-Encoding: 7bit*
>>*X-Newsreader: Microsoft CDO for Windows 2000*
>>*Content-Class: urn:content-classes:message*
>>*Importance: normal*
>>*Priority: normal*
>>*X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0*
>>*Newsgroups: microsoft.public.windows.server.sbs*
>>*NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.1.29*
>>*Path: cpmsftngxa10.phx.gbl!TK2MSFTNGXA03.phx.gbl*
>>*Xref: cpmsftngxa10.phx.gbl microsoft.public.windows.server.sbs:138723*
>>*X-Tomcat-NG: microsoft.public.windows.server.sbs*
>>
>>*I have a Win2k3 server with an external U.S. Robotics 56K Fax Modem.*

>>
>>*Some faxes that are sent to us are received and sent through as*
>>*expected.*
>>*However a large amount give the Event ID 32092 with the message "The*
>>*Fax*
>>*service failed to receive a fax. From: . CallerId: . To: <RECIPIENT*
> *REMOVED>.*
>>*Pages: 0. Device Name: U.S. Robotics 56K FAX EXT."*
>>
>>*Occasionally the sender's number is available: "The Fax service*
>>*failed to*
>>*receive a fax. From: <SENDER'S NUMBER REMOVED>. CallerId: . To: SM*
> *Tankers.*
>>*Pages: 0. Device Name: U.S. Robotics 56K FAX EXT."*
>>
>>*The only help I have found so far is from Microsoft's Knowledge Base*
>>*"You*
>>*cannot receive some faxes and Event ID 32091 and Event ID 32092 are*
>>*logged*
> *on*
>>*an SBS 2000–based computer" at*
>>*<http://support.microsoft.com/default.aspx?scid=kb;en-us;839501>.*
>>*This suggests setting the modem's 'Rings before answering' setting to*
>>*2,*
>>*which I have now done but the problem still exists.*
>>
>>*Any help on this would be gratefully received.*
>>
>