

RE: Fax mail transport receipts

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-03/0068.html>

From: Kevin (Kevin_at_discussions.microsoft.com)

Date: 02/28/05

Date: Sun, 27 Feb 2005 18:35:01 -0800

Bump!

"Kevin" wrote:

> *Very strange problem... They have 1 guy that gets receipts and about 15
> others that don't. I have looked at his setup and it does not appear to be
> different from others. I have a feeling it's a client issue but do not know
> enough to be sure. There are no entries in the event log to tell me what is
> happening. I had made all the changes you suggested in the past after
> searching through numerous forums looking for an answer. Yes, they do have
> all the latest service packs installed.*
>
> *Is there a client setting that would affect this feature? My guess is that
> for some reason receipts aren't being triggered for those who do not get them.*
>
> *Again, thanks for your help.*
>
> *Kevin*
>
> *"Jerry zhao (MSFT)" wrote:*
>
>> *Hi Kevin,*
>>
>> *Thanks for posting here!*
>>
>> *From the description, I understand that your issue is that you can not
>> generate a positive delivery receipt for fax service when routing mail for
>> outlook to the fax. If I'm off base, please let me know.*
>>
>> *First of all, please make sure that Outlook is not installed on the SBS 2k3
>> server.*
>>
>> *Microsoft does not recommend installing Exchange Server and Outlook on the
>> same computer*
>> <http://support.microsoft.com/?id=266418>
>>
>> *This issue may cause by the incorrect SMTP setting for e-mail routing in*

> > *Fax Service Manager, to correct the problem, please perform the following*
> > *steps:*
> >
> >
> > *(To open Fax Service Manager: click Start -> All Programs -> Accessories ->*
> > *Communications -> Fax -> Fax Service Manager or use SBS Server Management*
> > *Console ->Fax(Local)).*
> >
> > *1. In the console tree, right-click Fax, and then click Properties.*
> >
> > *2. To enable incoming faxes to be routed to recipients by e-mail, do the*
> > *following:*
> >
> > *2.1 On the Receipts tab, select the "Use these SMTP settings for the Route*
> > *Through E-mail incoming routing method" check box.*
> >
> > *2.2 In "From e-mail address:", type the e-mail address (for example:*
> > *Administrator@sbsdomain.local).*
> >
> > *2.3 In "Server address:", type the SMTP server address of the mail server*
> > *to which incoming faxes will be received (for example: SBSServer). Note:*
> > *do not type full server name.*
> >
> > *2.4 In Port, type the port number. (by default it's 25).*
> >
> > *3. Click Authentication.*
> >
> > *3.1 If anonymous access permissions are sufficient to access the SMTP*
> > *server, click Anonymous access.*
> >
> > *3.2 For basic authentication, click Basic authentication, and then click*
> > *Credentials. Type a username and password.*
> >
> > *3.3 If NTLM authentication is needed to access the SMTP server, click*
> > *Integrated Windows Authentication, and then click Credentials. Type a*
> > *username and password.*
> >
> >
> > *If the issue still persists after the above efforts, please help to collect*
> > *the following information to isolate the problem:*
> >
> > *1. Are there any event logs related to this issue or to SMTP service?*
> >
> > *2. Have you installed the last service pack for exchange as well as SBS*
> > *server?*
> >
> > *3. Disable all the anti-virus and anti-spam software and see how things go*
> > *from there*
> >
> > *If you have any questions or concerns, please feel free to let me know.*
> > *It's my pleasure to be of assistance.*

> >

> > *Best regards,*

> >

> > *Jerry Zhao (MSFT)*

> >

> > *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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