

# RE: Event ID: 32090 Faxing to Multiple recipients or a Group

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-07/msg02323.html>

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- *From:* "Cory" <[Cory@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Cory@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Mon, 11 Jul 2005 08:18:01 -0700
- 

Nathan,

Thanks for the avalanche of things to try. I've done the first set, with no change. I'll wait until tonight to do the rest as they require reboots.

answers to your questions:

1. Did this issue occurs on all users or a specific user?

All users

previously i've uninstalled the FAX service, but i'll try it your way tonight. Thanks again, i'll let you know.

-Cory

"Nathan Liu [MSFT]" wrote:

- > Hello Cory,
- >
- > Thank you for posting in the SBS newsgroup.
- >
- > According to your description, I understand that you received the error
- > message "Event ID: 32090, The following error occurred: 4..." when you are
- > sending fax to multiple recipients or a group. If I have misunderstood your
- > concern, please don't hesitate to let me know.
- >
- > First of all, please make sure the FAX device in the Microsoft HCL and
- > there is no compatible issue.
- >
- > Check the FAX device compatibility link:
- > <http://www.microsoft.com/windows/catalog/server/default.aspx?subID=22&xslt=c>
- > ategoryProduct&pgn=0461b1b0-db2a-4ffe-ae79-a8e169ec547c
- >
- > Additionally, to narrow down this issue, please answer and perform the
- > following questions and steps:
- >
- > 1. Did this issue occurs on all users or a specific user?
- >

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- > 2. The incorrect permission settings may cause fax issues, I suggest you
- > do the following:
- >
- > a. Click Start→Run, type GPedit.msc in the open box and click OK
- >
- > b. Expand Computer Configuration\Windows Settings\Security Settings\Local
- > Policies\User Rights Assignment
- >
- > c. Open "Impersonate a client after authentication"
- >
- > d. Add Network Service and Administrator accounts.
- >
- > Note: If server is a DC, please modify the policy in Default Domain
- > Controller Policy and run gpupdate /force command to update group policy.
- >
- >
- > Then click Start → Run, type Services.msc, please make sure that the
- > Printer Spooler service is using Local System account.
- >
- > Then, please assigned Full permissions for NETWORK SERVICE ACCOUNT on
- > C:\Documents and Settings\All Users\Application Data\Microsoft\Windows
- > NT\MSFax\Common Coverpages folder.
- >
- > Then, please remove the networkservice account from administrator account
- > to see if the issue is fixed.
- >
- > 3. Please check the FAX Printer security settings and make sure that it is
- > configured as following:
- >
- > Administrators group has Full Control Permission
- > Creator Owner group has Manage Document permission
- > Pinter Operators group has Full Control Permission
- > Server Operations group as Full Control Permission
- > Everyone group has Print permission.
- >
- > You can configure the Security settings on the Fax Printer based on the
- > permission settings I listed above to set it back to the default state.
- >
- > 4. If the issue persists, please pick a non–business time and do the
- > following:
- >
- > a. Click Start → Run, type MSCONFIG and click OK.
- >
- > b. Go to Services tab, click the option of "Hide All Microsoft Services",
- > then click Disable All button.
- >
- > c. Go to Startup tab, click the Disable All button.
- >
- > d. Click OK to restart the computer.
- >
- > Then try to send fax again to see how everything is going.

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- >
- > If the issue still exists, please start the SBS Server to normal status and
- > reinstall the FAX Service.
- >
- > To start the SBS Server to normal status:
- >
- > a. Click Start -> Run, type MSCONFIG and click OK.
- >
- > b. Select Normal Startup in the General tab.
- >
- > c. Click OK to restart to normal status.
- >
- >
- > 5. If the issue still persists, to reinstall FA Services:
- >
- > a. Rename the keys and files below to \*.old
- >
- > 1) HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Fax
- >
- > 2) HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\Fax
- >
- > 3) C:\Program Files\Microsoft Windows Small Business Server\fax
- >
- > 4) The 'SBSMIS-FAX.log'file under 'C:\Program Files\Microsoft
- > Integration\Windows Small Business Server 2003\Logs'.
- >
- > 5) The 'SBSMSI-faxcfg.log'file under 'C:\Program Files\Microsoft
- > Integration\Windows Small Business Server 2003\Logs'.
- >
- > 6) The 'faxsetup.log'file under 'C:\WINDOWS\.'
- >
- >
- > b. Access Add/Remove Programs, Add/Remove Windows Components, uncheck 'Fax
- > Services' to uninstall it.
- >
- > c. Once it is uninstalled, access Add/Remove Programs to reinstall it.
- >
- > d. Then, access 'Add/Remove Programs again', this time, we will click
- > 'Change/Remove' on the 'Windows Small Business Server 2003' item:
- >
- > 1) Click 'Next' on the 'Microsoft Windows Small Business Server Setup'
- > page.
- >
- > 2) Click 'Next' on the 'Windows Configuration' page.
- >
- > Note: It states that 'This will take approximately 30 minutes', it is
- > referring to the total time it will take in the first SBS component
- > installation. For the task such as remove a specific component, it will
- > just take couple of minutes.
- >
- > 3) Now, in the 'Component Selection' page, choose 'Remove' before the 'Fax

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> Services' item.  
>  
> 4) Click 'Next', and then click 'Next' again to confirm 'Component  
> Summary'. You will be prompted to insert the SBS 2K3 setup Disc 1.  
>  
> 5). Once the removal process is completed, access 'Windows Small Business  
> Server setup' again in 'Add/Remove Programs', proceed to the 'Component  
> Selection' page, and then choose 'Install' for the 'Fax Services' item.  
>  
> I am appreciated your time and cooperation. If anything is unclear, please  
> feel free to let me know. I am looking forward to hearing from you.  
>  
> Best regards,  
>  
> Nathan Liu (MSFT)  
> Microsoft CSS Online Newsgroup Support  
> Get Secure! – [www.microsoft.com/security](http://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.  
>  
> -----  
>>Thread-Topic: Event ID: 32090 Faxing to Multiple recipients or a Group  
>>thread-index: AcWD7ZLGagHg7HG6ST6oTanFgDcKVw==  
>>X-WBNR-Posting-Host: 67.160.119.148  
>>From: "?=Utf-8?B?Q29yeQ==?" <Cory@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
>>Subject: Event ID: 32090 Faxing to Multiple recipients or a Group  
>>Date: Fri, 8 Jul 2005 11:48:04 -0700  
>>Lines: 23  
>>Message-ID: <34279C1B-2A1E-48D1-9FD8-3064CA17C698@xxxxxxxxxxxx>  
>>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 10.40.2.250  
>>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl  
>>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:134159  
>>X-Tomcat-NG: microsoft.public.windows.server.sbs  
>>  
>>This one seems to plague all of 2003, and I haven't found a solution  
> anywhere  
> to it. Perhaps someone knows.  
>>

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>>Event ID: 32090  
>>  
>>The fax was not submitted successfully.  
>>  
>> The following error occurred: 4.  
>> This error code indicates the cause of the error.  
>>  
>> Sender Machine Name: \\192.168.0.112.  
>> Sender User Name: user  
>> Sender Name: user name  
>> Number of Recipients: 14.  
>>  
>>This only occurs when there are multiple recipients. The only clues i have  
>>to go on are that it broke in RTM SBS 2003 after a month or so. SP1 fixed  
> it  
>>for a week, and now its broken again. It must be something that is being  
>>changed, but to the point that it broke, I have not modified any FAX  
>>settings. Also no fax ever shows up in the outgoing queue.  
>>  
>>--Cory  
>>  
>>  
>>  
>  
>  
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• **Follow-Ups:**

- ◆ **[RE: Event ID: 32090 Faxing to Multiple recipients or a Group](#)**  
◇ From: Nathan Liu [MSFT]

• **References:**

- ◆ **[Event ID: 32090 Faxing to Multiple recipients or a Group](#)**  
◇ From: Cory
- ◆ **[RE: Event ID: 32090 Faxing to Multiple recipients or a Group](#)**  
◇ From: Nathan Liu [MSFT]

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