

Re: Shared Fax device not available anymore after reboot server!?!

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-10/msg02328.html>

- *From:* "Herm" <mighty_herm@xxxxxxxxxxxx>
 - *Date:* Mon, 24 Oct 2005 12:14:29 +0200
-

Hello Brandy Nee,

First of all thank you for answering me at all. The delay is no issue at all.

Beneath I try to answer all your questions the best I can. Hope you can help us.

1. What is the exact brand and model of your fax modem?

Zyxel Omni 56K fax-modem

2. What is the exact error message when you fail to send fax? Please type the error message one by one to the Newsgroup for accurate research.

3. In your post, you mentioned "we had a goodworking Fax for sending only!", you also mentioned "When the server has rebooted, I logon toit as administrator. The I start the XP workstation and logon. Guess what...I can FAX!!!", I have following questions, please see:

a. You can send fax by using Administrator account. You cannot use the other accounts to send fax. Am I right?

No, after the reboot of the server no account is able to fax anymore. Also on the server we only use administrator. But it doesn't work.

b. What is the exact "Administrator" account you use? Local Administrator or domain Administrator account?

On the server we use the local Administrator account! On the workstations that will be the domain administrator

c. Just a double check, does this issue occur to all domain clients or several of them?

All domain clients are affected! After the reboot nobody can fax!

Re: Shared Fax device not available anymore after reboot server!?!

d. Can you receive fax if you use any accounts?

We don't use the receive option. We only send faxes.

4. You also mentioned "Some coworkers liked to see the Faxservice working. Guess what! It failed!" I want to confirm with you whether Fax Service is started or not. Is there any error message shown to you if you trying to manually start it?

Yes all the services are started. No, errors in the activity log file!

5. On the server, run "eventvwr" (without quotation marks), check whether there is any error, if yes, double click it, click the Copy button and paste the full content to the Newsgroup. [Note]: Please do not customize any of the result.

No event logs that I can find!

6. Please help to gather the Fax ActivityLog. To do so,

a. Go to Server Management\Standard Management\Fax (Local).

b. Right click Fax (Local), and select Properties. Activity Logging tab.

c. Make sure that you have checked the two boxes: Log incoming fax activity and Log outgoing fax activity. You will see the Activity log folder location underneath. By default, it locates at C:\Documents and Settings\All Users\Application Data\Microsoft\Windows NT\MSFax\ActivityLog. Please paste the full content of the file to the Newsgroup. [Note]: Please do not customize any information inside the file.

d. Also, please go to Inbox tab. Check whether you have checked the box "Archive all incoming faxes to this folder". If yes, you can find all your faxes if they are undelivered to any of the four methods. By default, the folder locates at C:\Documents and Settings\All Users\Application Data\Microsoft\Windows NT\MSFax\Inbox.

7. For your suggestions:

I suggest that we rerun the Configure Fax Services Wizard (Server Management\Standard Management\Fax (Local)\Configure Fax Services) to see whether the issue will still occurs.

Please take your time to perform the steps above and collect the information for us to troubleshoot your issue. If anything is unclear, please feel free to let me know. I am looking forward to hearing from you!

""Brandy Nee [MSFT]"" <v-branee@xxxxxxxxxxxxxxxxxxxxxxxx> schreef in bericht news:StPlbBG2FHA.3936@xxxxxxxxxxxxxxxxxxxxxxxx
> Hello Herman Franssen,
>

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- > Thank you for posting to the SBS Newsgroup.
- >
- > I am sorry for the delayed response due to weekend. Please understand that
- > the newsgroups are staffed weekdays by Microsoft Support professionals to
- > answer your systems and applications questions. Your understanding is
- > greatly appreciated!
- >
- > I understand that the shared fax service does not work correctly on your
- > side. If I have misunderstood your issue, please let me know.
- >
- > Due to complicated of the issue, I need your help to gather following
- > information for further troubleshooting:
- >
- > 1. What is the exact brand and model of your fax modem?
- >
- > 2. What is the exact error message when you fail to send fax? Please type
- > the error message one by one to the Newsgroup for accurate research.
- >
- > 3. In your post, you mentioned "we had a goodworking Fax for sending
- > only!", you also mentioned "When the server has rebooted, I logon to it as
- > administrator. Then I start the XP workstation and logon. Guess what...I
- > can
- > FAX!!!", I have following questions, please see:
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- > a. You can send fax by using Administrator account. You cannot use the
- > other accounts to send fax. Am I right?
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- > b. What is the exact "Administrator" account you use? Local Administrator
- > or domain Administrator account?
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- > c. Just a double check, does this issue occur to all domain clients or
- > several of them?
- >
- > d. Can you receive fax if you use any accounts?
- >
- > 4. You also mentioned "Some coworkers liked to see the Faxservice working.
- > Guess what! It failed!" I want to confirm with you whether Fax Service is
- > started or not. Is there any error message shown to you if you trying to
- > manually start it?
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- > 5. On the server, run "eventvwr" (without quotation marks), check whether
- > there is any error, if yes, double click it, click the Copy button and
- > paste the full content to the Newsgroup. [Note]: Please do not customize
- > any of the result.
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- > 6. Please help to gather the Fax ActivityLog. To do so,
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Re: Shared Fax device not available anymore after reboot server!?!

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- > and Log outgoing fax activity. You will see the Activity log folder
- > location underneath. By default, it locates at C:\Documents and
- > Settings\All Users\Application Data\Microsoft\Windows
- > NT\MSFax\ActivityLog.
- > Please paste the full content of the file to the Newsgroup. [Note]: Please
- > do not customize any information inside the file.
- >
- > d. Also, please go to Inbox tab. Check whether you have checked the box
- > "Archive all incoming faxes to this folder". If yes, you can find all your
- > faxes if they are undelivered to any of the four methods. By default, the
- > folder locates at C:\Documents and Settings\All Users\Application
- > Data\Microsoft\Windows NT\MSFax\Inbox.
- >
- > 7. For your suggestions:
- >
- > I suggest that we rerun the Configure Fax Services Wizard (Server
- > Management\Standard Management\Fax (Local)\Configure Fax Services) to see
- > whether the issue will still occurs.
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- > Please take your time to perform the steps above and collect the
- > information for us to troubleshoot your issue. If anything is unclear,
- > please feel free to let me know. I am looking forward to hearing from you!
- >
- > Best regards,
- >
- > Brandy Nee
- >
- > Microsoft CSS Online Newsgroup Support
- >
- > Get Secure! – www.microsoft.com/security
- > =====
- > This newsgroup only focuses on SBS technical issues. If you have issues
- > regarding other Microsoft products, you'd better post in the corresponding
- > newsgroups so that they can be resolved in an efficient and timely manner.
- > You can locate the newsgroup here:
- > <http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>
- >
- > When opening a new thread via the web interface, we recommend you check
- > the
- > "Notify me of replies" box to receive e-mail notifications when there are
- > any updates in your thread. When responding to posts via your newsreader,
- > please "Reply to Group" so that others may learn and benefit from your
- > issue.
- >
- > Microsoft engineers can only focus on one issue per thread. Although we
- > provide other information for your reference, we recommend you post
- > different incidents in different threads to keep the thread clean. In
- > doing
- > so, it will ensure your issues are resolved in a timely manner.

Re: Shared Fax device not available anymore after reboot server!?!

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>
> For urgent issues, you may want to contact Microsoft CSS directly. Please
> check <http://support.microsoft.com> for regional support phone numbers.
>
> Any input or comments in this thread are highly appreciated.
> =====
> This posting is provided "AS IS" with no warranties, and confers no
rights.
>
>
>
> -----
>>From: "Herm" <mighty_herm@xxxxxxxxxxxx>
>>Subject: Shared Fax device not available anymore after reboot server!?!
>>Date: Fri, 21 Oct 2005 09:52:58 +0200
>>Lines: 28
>>X-Priority: 3
>>X-MSMail-Priority: Normal
>>X-Newsreader: Microsoft Outlook Express 6.00.2800.1106
>>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2800.1106
>>Message-ID: <eEUL1Rh1FHA.980@xxxxxxxxxxxxxxxxxxxx>
>>Newsgroups: microsoft.public.windows.server.sbs
>>NNTP-Posting-Host: ip3e8388ad.speed.planet.nl 62.131.136.173
>>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP14.phx.gbl
>>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:163304
>>X-Tomcat-NG: microsoft.public.windows.server.sbs
>>
>>Hello everybody,
>>
>>I've setup a Windows 2003 SBS Server environment. The clients who logon
to
>>the server are Windows XP SP1 machines. All is working well and I have no
>>complains so far!
>>
>>Recently we installed the microsft Fax service on the server. After 2
hours
>>playing around with this matter we had a goodworking Fax for sending
only!
>>
>>Now to the problem. Because of performance reasons we automatically
reboot
>>our server at 6am every morning. The next morning, again I tried to send
a
>>fax from my workstation. Some coworkers liked to see the Faxservice
>>working.
>>Guess what! It failed!
>>
>>After I print a document to the shared Fax device the XP workstation
>>reports
>>an error that the device is not available! I did almost everything to
solve

Re: Shared Fax device not available anymore after reboot server!?!

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>>this problem but after a reboot of the SBS server the device still is not
>>available! Now the strange part... When the server has rebooted, I logon
to
>>it as administrator. The I start the XP workstation and logon. Guess
> what...
>>I can FAX!!!
>>
>>Sorry, but at this point I don't figure it out anymore... I hope you guys
>>can help me with this issue here cause it is driving me nuts!
>>
>>Kind regards,
>>Herman Franssen
>>
>>
>>
>

• **Follow-Ups:**

- ◆ **Re: Shared Fax device not available anymore after reboot server!?!**
◇ From: "Brandy Nee [MSFT]"

• **References:**

- ◆ **RE: Shared Fax device not available anymore after reboot server!?!**
◇ From: "Brandy Nee [MSFT]"

- Prev by Date: **RE: crash / restore – no client access**
- Next by Date: **Re: one client system with rww issue**
- Previous by thread: **RE: Shared Fax device not available anymore after reboot server!?!**
- Next by thread: **Re: Shared Fax device not available anymore after reboot server!?!**
- Index(es):
 - ◆ **Date**
 - ◆ **Thread**