

RE: MS Fax Server on SBS 2003 Premium: Cannot route to printer

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-10/msg02944.html>

- *From:* v-jerryz@xxxxxxxxxxxxxxxxxxxxxx ("Jerry zhao (MSFT)")
 - *Date:* Mon, 31 Oct 2005 07:17:10 GMT
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Hi Michael,

Thanks for your update.

I have checked the HCL however cannot find you printer Ricoh 3045 on it. So, I would like to suggest that you contact the hardware vendor to see if they have any information about this issue.

You can also change another printer that is on the HCL and see how things go from there.

Meanwhile, please reproduce the issue and save your application event log in the .evt format and send it to my mailbox v-jerryz@xxxxxxxxxxxxxx

Please also send me the InboxLOG.txt which is under %alluserprofile%\Application Data\Micrisoft\Windows NT\MSFax\ActivityLog folder.

Moreover, you mentioned that when the issue happening, "They stack up with routing errors". So, what is the exact error message? Please capture a screenshot and send it to me.

Please feel free to let me know if you have any questions or if you need further assistance. I'm glad to be of service.

Best regards,

Jerry Zhao (MSFT)

Microsoft CSS Online Newsgroup Support

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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.

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.

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