

## RE: Unable to Fax

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-12/msg00066.html>

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- *From:* [v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx) ("Jenny wu [MSFT]")
  - *Date:* Wed, 30 Nov 2005 11:43:37 GMT
- 

Hi Collin,

Thanks for your update by mail! I am glad to know the fax issue has been resolved. I appreciate your time and effort to try my suggestions and get this resolved. And also I would appreciate your detail describe about your solution so that others can share knowledge from your experience.

Please feel free to post back when you need further assistance on this issue and I am always happy to be assistance of you!

Have a nice day!

Sincerely,

Jenny Wu  
Microsoft CSS Online Newsgroup Support  
Get Secure! – [www.microsoft.com/security](http://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.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

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Any input or comments in this thread are highly appreciated.

=====  
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The partner mail content:  
=====

Also I wanted to let you know that the problem that I was having with faxing on our 2003 server has been resolved.

Here is what I did. – I removed the fax services and files as you instructed from the Win2k3 server.

– Then I removed the Fax board from it.

– Then I loaded Win 2003 on a test bed PC with the Fax services loaded on it then put in the fax board as instructed by Brooktrout.

– I then searched the Test bed and the Win2k3 server for matching registry keys and found the Win2k3 server missing a couple of keys that the test bed had in its registry. So I copied the missing Brooktrout fax board keys from the test bed to the Win2k3 server. It did not show any changes to the fax Device properties or any of the other Screen shots I had sent to you, but when I checked it a couple of days later and all errors or missing devices were restored and we have been able to fax from the clients through the server again.

=====  
-----  
>X-Tomcat-ID: 291870374  
>References: <#obWMe#3FHA.3540@xxxxxxxxxxxxxxxxxxxxxx>  
<sFOcaoC4FHA.3936@xxxxxxxxxxxxxxxxxxxxxx>  
<1n4tZuS5FHA.1240@xxxxxxxxxxxxxxxxxxxxxx>  
<dySmMyc6FHA.832@xxxxxxxxxxxxxxxxxxxxxx>  
>MIME-Version: 1.0  
>Content-Type: text/plain  
>Content-Transfer-Encoding: 7bit  
>From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")  
>Organization: Microsoft  
>Date: Wed, 16 Nov 2005 13:43:27 GMT  
>Subject: RE: Unable to Fax  
>X-Tomcat-NG: microsoft.public.windows.server.sbs  
>Message-ID: <m#ad#Or6FHA.392@xxxxxxxxxxxxxxxxxxxxxx>  
>Newsgroups: microsoft.public.windows.server.sbs  
>Lines: 589  
>Path: TK2MSFTNGXA02.phx.gbl  
>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:222807  
>NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182  
>  
>Hi Collin,  
>  
>Thanks for your information. I appreciate your time!  
>

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>For your now situation, please try the following steps to try to resolve  
>the issue.

>

>1. Please try to remove the modem and its driver. then manually disconnect  
>the modem from the server box and then try to connect it back. And then  
>scan the computer for the hardware changes. Once the hardware is detected,  
>reinstall the latest modem driver (please go to the modem vendor homepage  
>for the latest driver). Then try to reinstall Windows Fax services follow  
>steps in my previous post. How about the result?

>2. If the issue persists, please try to switch another modem to test, how  
>about the result?

>3. Please try to use another Windows installation disks to test, how about  
>the result?

>

>I appreciate your time and efforts to the issue. I am happy to be  
>assistance of you and look forward to your update!

>

>Have a nice day!

>

>Sincerely,

>

>Jenny Wu

>Microsoft CSS Online Newsgroup Support

>Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

>=====

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RE: Unable to Fax

>-----  
>>X-Tomcat-ID: 194533029  
>>References: <#obWMe#3FHA.3540@xxxxxxxxxxxxxxxxxxxxxx>  
><sFOcaoC4FHA.3936@xxxxxxxxxxxxxxxxxxxxxx>  
><1n4tZuS5FHA.1240@xxxxxxxxxxxxxxxxxxxxxx>  
>>MIME-Version: 1.0  
>>Content-Type: text/plain  
>>Content-Transfer-Encoding: 7bit  
>>From: v-yanniw@xxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT])  
>>Organization: Microsoft  
>>Date: Tue, 15 Nov 2005 10:08:35 GMT  
>>Subject: RE: Unable to Fax  
>>X-Tomcat-NG: microsoft.public.windows.server.sbs  
>>Message-ID: <dySmMyc6FHA.832@xxxxxxxxxxxxxxxxxxxxxx>  
>>Newsgroups: microsoft.public.windows.server.sbs  
>>Lines: 498  
>>Path: TK2MSFTNGXA02.phx.gbl  
>>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:222382  
>>NNTP-Posting-Host: TOMCATIMPORT1 10.201.218.122  
>>  
>>Hi Collin,  
>>  
>>Thanks for your information by mail.  
>>  
>>Have you try my suggestion to reinstall the fax services? If yes, you  
>still  
>>get error please kindly help me collect the following logs for further  
>>analyze the issue:  
>>  
>>1. The "faxsetup.log" file under "C:\WINDOWS\".  
>>2. The "SBSMIS-FAX.log" file under "C:\Program Files\Microsoft  
>>Integration\Windows Small Business Server 2003\Logs".  
>>3. The "SBSMSI-faxcfg.log" file under "C:\Program Files\Microsoft  
>>Integration\Windows Small Business Server 2003\Logs".  
>>  
>>Please mail me all files at v-yanniw@xxxxxxxxxxxxxx  
>>  
>>I appreciate your time! I am happy to be further assistance!  
>>  
>>Have a nice day!  
>>  
>>Sincerely,  
>>  
>>Jenny Wu  
>>Microsoft CSS Online Newsgroup Support  
>>Get Secure! - [www.microsoft.com/security](http://www.microsoft.com/security)  
>>=====

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>>

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>the

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>>so, it will ensure your issues are resolved in a timely manner.

>>

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>>check <http://support.microsoft.com> for regional support phone numbers.

>>

>>Any input or comments in this thread are highly appreciated.

>>=====

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>>

>>-----

>>>X-Tomcat-ID: 266245791

>>>References: <#obWMe#3FHA.3540@xxxxxxxxxxxxxxxxxxxxxxxx>

>>><sFOcaoC4FHA.3936@xxxxxxxxxxxxxxxxxxxxxxxx>

>>>MIME-Version: 1.0

>>>Content-Type: text/plain

>>>Content-Transfer-Encoding: 7bit

>>>From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")

>>>Organization: Microsoft

>>>Date: Wed, 09 Nov 2005 12:46:20 GMT

>>>Subject: RE: Unable to Fax

>>>X-Tomcat-NG: microsoft.public.windows.server.sbs

>>>Message-ID: <1n4tZuS5FHA.1240@xxxxxxxxxxxxxxxxxxxxxxxx>

>>>Newsgroups: microsoft.public.windows.server.sbs

>>>Lines: 416

>>>Path: TK2MSFTNGXA02.phx.gbl

>>>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:220406

>>>NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182

>>>

>>>Hi Collin,

>>>

>>>Thanks for your update by mail.

>>>

>>>For your now scenario, I suggest that you try the following steps to try

>>to

>>>reinstall Fax service (Please strictly follow the steps):

>>>

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>>>Note: please backup the whole registry list first in case any unexpected.  
>>>  
>>>Please first check if there is hardware fault in the modem by connecting  
>>it  
>>>to some computer to test.  
>>>  
>>>If the modem is fine, please reconnect it to the server box and update  
>the  
>>>modem driver to latest. And then follow below steps to reinstall fax  
>>>service:  
>>>  
>>>A. Please backup the following folders to another location:  
>>>  
>>>1) C:\Program Files\Microsoft Windows Small Business Server\fax  
>>>2) The "SBSMIS-FAX.log" file under "C:\Program  
Files\Microsoft  
>>>Integration\Windows Small Business Server 2003\Logs".  
>>>3) The "SBSMSI-faxcfg.log" file under "C:\Program  
>>>Files\Microsoft Integration\Windows Small Business Server 2003\Logs".  
>>>4) The "faxsetup.log" file under "C:\WINDOWS\".  
>>>  
>>>B. Delete the keys and files below:  
>>>  
>>>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\".  
>>>  
>>>C. Delete the following registry keys:  
>>>  
>>>HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Telephony/Country List  
>>>HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Telephony/Locations  
>>registry  
>>>Keys  
>>>  
>>>D. Access Add/Remove Programs, Add/Remove Windows Components,  
>>>uncheck "Fax Services" to uninstall it (If the fax services was  
>>>installed, you can skip the step).  
>>>  
>>>E. Once it is uninstalled, access Add/Remove Programs,  
>>>Add/Remove Windows Components to reinstall it.  
>>>  
>>>E. Then, access "Add/Remove Programs again", this time, we  
>>>will click "Change/Remove" on the "Windows Small Business Server  
>2003"  
>>>item:

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>>>>

>>>>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 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.

>>>>

>>>>F. 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

>>>>to reinstall fax service.

>>>>

>>>>How about the result?

>>>>

>>>>If the Windows Fax services can not be installed, please kindly help me

>>>>collect for further analyze the issue:

>>>>

>>>>1. What is the accurate error message when you tried to install Fax

>>>>services? Could you help me catch a screen shot of the error message?

>>>>

>>>>To make a screen shot:

>>>>

>>>>A. Press Alt + Pr Scrn to capture a screen shot.

>>>>B. From Start, go to Run, enter pbrush in the Open box, and then click

OK.

>>>>C. Use Ctrl + V to paste the screen shot to the canvas.

>>>>D. From the File menu, go to Save and save as a JPG file.

>>>>

>>>>2. Can you find any related event error in the Event Viewer on the

server

>>>>box? If yes, please paste the detail error information in the newsgroup

>or

>>>>save the text copy of Application /System log of the workstation and the

>>>>server:

>>>>

>>>>To save a text copy of Application /System log:

>>>>

>>>>A. Open Event Viewer: Start -> All Programs -> Administrative Tools ->

>>>>Event Viewer.

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>>>B. Right-click on Application/System log and select "Save Log File As?".  
>>>  
>>>3. Please send me the following log files (that should be new created  
log  
>>>files):  
>>>  
>>>A. All the log files under C:\Program Files\Microsoft  
Integration\Windows  
>>>Small Business Server 2003\Logs.  
>>>  
>>>B. The "faxsetup.log" file under "C:\WINDOWS\".  
>>>  
>>>6. If the problem still occurs after performing the 5 steps above,  
please  
>>>gather (and zip) the newly created FAX setup & configure logs to me:  
>>>  
>>>1) All the log files under C:\Program Files\Microsoft  
Integration\Windows  
>>>Small Business Server 2003\Logs.  
>>>  
>>>2) The "faxsetup.log" file under "C:\WINDOWS\".  
>>>  
>>>Please add all files to a zip file and send it to my mailbox:  
>>>v-yanniw@xxxxxxxxxxxxxx  
>>>  
>>>I appreciate your time to collect information! I am happy to be further  
>>>assistance of you!  
>>>  
>>>Have a nice day!  
>>>  
>>>Sincerely,  
>>>  
>>>Jenny Wu  
>>>Microsoft CSS Online Newsgroup Support  
>>>Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)  
>>>-----  
>>>This newsgroup only focuses on SBS technical issues. If you have issues  
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>>>  
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newsreader,  
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>>>issue.  
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>>>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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>rights.  
>>>  
>>>The partner mail content:  
>>>=====

>>>Hi Jenny,  
>>> I followed your instructions to the letter, however,  
when  
>>I  
>>>went to remove the Fax Services under Windows Components it was already  
>>>unchecked. I checked it and installed it, when I went back to look to  
see  
>>>if it loaded, the box was unchecked again. So I went to the Windows  
Small  
>>>Business Server 2003 item and clicked on the Fax Services item and the  
>>only  
>>>choices it had were None and Install. When I tried to install the Fax  
>>>Services it showed a Red X in front of Fax Services then an Error box  
>>>popped up stating An error occurred while installing Fax Services. Rerun  
>>>Setup, and retry installing Fax Services. I did so and got the same  
error  
>>>message again. I even set every file and key back to their original  
names  
>>>and places and tried the Add Remove instructions with out results. I  
>don't  
>>>know what else to do!  
>>>  
>>>=====

>>>-----

>>>>X-Tomcat-ID: 72046233  
>>>>References: <#obWMe#3FHA.3540@xxxxxxxxxxxxxxxxxxxxxxxx>  
>>>>MIME-Version: 1.0  
>>>>Content-Type: text/plain  
>>>>Content-Transfer-Encoding: 7bit  
>>>>From: v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")  
>>>>Organization: Microsoft

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>>>>Date: Thu, 03 Nov 2005 03:53:07 GMT  
>>>>Subject: RE: Unable to Fax  
>>>>X-Tomcat-NG: microsoft.public.windows.server.sbs  
>>>>Message-ID: <sFOcaoC4FHA.3936@xxxxxxxxxxxxxxxxxxxxxxxx>  
>>>>Newsgroups: microsoft.public.windows.server.sbs  
>>>>Lines: 210  
>>>>Path: TK2MSFTNGXA01.phx.gbl  
>>>>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:167157  
>>>>NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182  
>>>>  
>>>>Hi Collin,  
>>>>  
>>>>Regarding to your now situation, I suggest you perform a full reinstall  
>>>Fax  
>>>>services and then see if the workstation can send fax successfully.  
>>>>  
>>>>Please follow the steps to reinstall shared fax service to trouble  
shoot  
>>>>the issue:  
>>>>  
>>>>Note: please backup the whole registry list first in case any  
unexpected.  
>>>>  
>>>>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. Delete the following registry keys:  
>>>>  
>>>>HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Telephony\Country List  
>>>>HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Telephony\Locations  
>>>registry  
>>>>Keys  
>>>>  
>>>>C. Access Add/Remove Programs, Add/Remove Windows  
Components,  
>>>>uncheck "Fax Services" to uninstall it.  
>>>>  
>>>>D. Once it is uninstalled, access Add/Remove Programs to  
>>>>reinstall it.  
>>>>  
>>>>E. Then, access "Add/Remove Programs again", this time, we  
>>>>will click "Change/Remove" on the "Windows Small Business Server

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>>>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 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.  
>>>>  
>>>>F. 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  
>>>>to reinstall fax service.  
>>>>  
>>>>And then we should push the shared fax client application from server  
>>to  
>>>>client workstations by Deploy Client Application. When users logon  
>>>>workstations again, the Shared Fax Client application will be setup  
>>>>automatically. You can not setup share fax in client side. The detail  
>>>>steps  
>>>>to install share fax client:  
>>>>  
>>>>1). Start server management console, locate Client Computers node,  
>>>click  
>>>>Set Up Client Applications link to start Set Up Client Applications  
>>Wizard.  
>>>>2). In Available Applications page ensure the Shared fax client is  
>>>>listed  
>>>>and then follow the steps to deploy the application.  
>>>>3). When users logon to domain from client computers next time, these  
>>>>client applications will be installed.  
>>>>  
>>>>Then please check if all client computers send fax successfully. How  
>>>>about  
>>>>the XP workstation?  
>>>>  
>>>>If the issue persists, please help me collect some information to  
>>>>isolate  
>>>>the issue:

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>>>>  
>>>>1. Can you find any related event error in the Event Viewer on the XP  
>>>>workstation and on the server box? If yes, please paste the detail  
error  
>>>>information in the newsgroup or save the text copy of Application  
>/System  
>>>>log of the workstation and the server:  
>>>>  
>>>>To save a text copy of Application /System log:  
>>>>  
>>>>A. Open Event Viewer: Start -> All Programs -> Administrative Tools ->  
>>>>Event Viewer.  
>>>>B. Right-click on Application/System log and select "Save Log File As?".  
>>>>  
>>>>2. Enable activity logging on the workstation and the server box, and  
>>>>collect fax log for me to further analyze.  
>>>>  
>>>>To enable activity logging, please follow steps:  
>>>>=====

- >>>>1. Open Microsoft Shared Fax Service Manager.
- >>>>2. Right-click Microsoft Shared Fax (Local) and then click Properties.
- >>>>3. Click Event Reports, adjust all the levels for error tracking to  
high  
>>>>and then click Apply.
- >>>>4. Go to Activity Logging and enable logging outgoing fax
- >>>>5. Click OK.

>>>>  
>>>>And then reproduce the fax issue, after minutes to check activity log  
>and  
>>>>then post them here or send it to my mailbox: v-yanniw@xxxxxxxxxxxxxx  
>>>>  
>>>>I appreciate your time and efforts to perform tests. I am happy to be  
>>>>assistance of you and look forward to your reply!  
>>>>  
>>>>Have a nice day!  
>>>>  
>>>>Sincerely,  
>>>>  
>>>>Jenny Wu  
>>>>Microsoft CSS Online Newsgroup Support  
>>>>Get Secure! - [www.microsoft.com/security](http://www.microsoft.com/security)  
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>>>>  
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>>>>  
>>>>Any input or comments in this thread are highly appreciated.  
>>>>=====

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>>rights.  
>>>>  
>>>>-----

>>>>>Reply-To: "Collin" <collinc@xxxxxxxxxxxx>  
>>>>>From: "Collin" <collinc@xxxxxxxxxxxx>  
>>>>>Subject: Unable to Fax  
>>>>>Date: Wed, 2 Nov 2005 13:57:13 -0600  
>>>>>Lines: 38  
>>>>>X-Priority: 3  
>>>>>X-MSMail-Priority: Normal  
>>>>>X-Newsreader: Microsoft Outlook Express 6.00.2900.2670  
>>>>>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2670  
>>>>>X-RFC2646: Format=Flowed; Original  
>>>>>Message-ID: <#obWMe#3FHA.3540@xxxxxxxxxxxxxxxxxxxx>  
>>>>>Newsgroups: microsoft.public.windows.server.sbs  
>>>>>NNTP-Posting-Host: 65.163.233.56  
>>>>>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP10.phx.gbl  
>>>>>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:167025  
>>>>>X-Tomcat-NG: microsoft.public.windows.server.sbs  
>>>>>  
>>>>>I have a 2003 SBS Premium Edition Server that is a DC. I have a  
>>Brooktrout  
>>>>>Trufax 200 Fax modem installed and everything was working fine until I  
>>>>>created a new profile on one of my Win XP Pro clients  
>>>>>to correct a Netlogon (SID) trust relationship error. When I would try  
>to  
>>>>>send a fax from that client it would lock up the fax service and the  
>>>server  
>>>>>would have to be shut down. Then the Fax board would have to be  
removed

RE: Unable to Fax



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