

RE: FAX service – Unknown fatal error on certain inbound

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-01/msg03280.html>

- *From:* v-criminal@xxxxxxxxxxxxxxxxxxxxxxxx ("Crina Li")
 - *Date:* Wed, 18 Jan 2006 08:55:15 GMT
-

Hi Thomas,

Thanks for your update.

You do not need to update the Microsoft Standard 56K Modem driver, you need to update the fax modem from vendor.

For the same issue, I have seen the main solution for the issue is to change the fax modem for your SBS server.

Fro example:

The US Robotics Sportster 56k V.92 (model 5686) was replaced with a 3Com Courier V. Everything External modem.

The Zoom V.92 USB modem was replaced with a 3Com Courier V. Everything External modem.

You may also try to contact the modem vendor to get more information for the issue.

Thanks for your time and I look forward to hearing from you.

Best regards,

Crina Li (MSFT)

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>

RE: FAX service – Unknown fatal error on certain inbound

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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| Thread-Topic: FAX service – Unknown fatal error on certain inbound
| | From: "=?Utf-8?B?dGhhYnJvd24=?=" <thabrown@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| | Subject: RE: FAX service – Unknown fatal error on certain inbound
| | Date: Tue, 17 Jan 2006 08:23:03 -0800
| | Newsgroups: microsoft.public.windows.server.sbs
| |
| Thank you, Crina Li, for your helpful reply.
|
| It is impractical to make exceptions for fax senders using multifunction
| devices. I see no point in confirming what machine they are using. I
| assume
| that of the many different vendors and customers who sent me faxes, that
| some of them will be using multifunction machines. I cannot 2nd guess
| them
| and buy another fax modem hoping that will alleviate the issue. Besides,
| the
| Microsoft HCL list is very dubious in my opinion. If you poll this
| newsgroup
| or search on fax-related postings, one would see many are using "non-HCL"
| fax/modems, and even recommending them! The USRobotics Courier
| v.Everything
| EXT PnP (v90x2) model that I am using is mentioned and recommended by
| others,
| including SBS experts.
|
| Meanwhile, I did make some of the changes you suggested:
| -- I changed the baud rate from 115200 to 9600;
| -- already had disabled Compression;
| -- already had upped the phone answer from 1 to 2 rings;
|
| In regards to updating the driver, I have not done that yet. Looking at

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its

| properties, I see it is Microsoft 10/1/2002 version 5.0.1.18, and
advanced

| details shows file version is 5.2.3790.0 (srv03_rtm.030324–2048). Can
you

| confirm whether or not this is the "Microsoft Standard 56K Modem" driver
you

| are recommending, or should I update it?

| Thank you for your help.

| Thomas

• ***Follow-Ups:***

- ◆ ***RE: FAX service – Unknown fatal error on certain inbound***
◇ From: thabrown

• ***References:***

- ◆ ***FAX service – Unknown fatal error on certain inbound***
◇ From: thabrown
 - ◆ ***RE: FAX service – Unknown fatal error on certain inbound***
◇ From: "Charles Yang [MSFT]"
 - ◆ ***RE: FAX service – Unknown fatal error on certain inbound***
◇ From: thabrown
 - ◆ ***RE: FAX service – Unknown fatal error on certain inbound***
◇ From: "Crina Li"
- Prev by Date: ***Re: IIS (on SBS 2k) default website stopped 'address already in use'***
 - Next by Date: ***Re: WSUS Problems***
 - Previous by thread: ***RE: FAX service – Unknown fatal error on certain inbound***
 - Next by thread: ***RE: FAX service – Unknown fatal error on certain inbound***
 - Index(es):
 - ◆ ***Date***
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