

RE: Received fax failure

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-01/msg03508.html>

- *From:* v-branee@xxxxxxxxxxxxxxxxxxxxxx ("Brandy Nee [MSFT]")
 - *Date:* Thu, 19 Jan 2006 10:26:48 GMT
-

Hello David,

Thank you for posting back!

We strongly recommend customer using a dedicated analog telephone line for moderate to high volume of outbound and inbound fax transmissions. A PBX or phone switch may work with outbound faxes, but may be problematic with inbound faxes. Based on my knowledge, the following issue may be caused if we are not using dedicated line:

- a. Incoming fax broken. (Lost lines of pages)
- b. Can not receive fax.

For your information:

Step-by-Step Guide for Configuring and Using Fax on Windows Small Business Server 2003

<http://www.microsoft.com/downloads/details.aspx?FamilyID=1b7510a0-1595-4776-a101-c3bec7512594&displaylang=en>

If you have any further questions or concerns, please feel free to let me know. I am glad to be of further assistance!

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>

RE: Received fax failure

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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>X-Tomcat-ID: 115398371
>References: <7C796A76-14A4-4C5E-97F9-562CC228CE94@xxxxxxxxxxxxxxxx>
<UklUcABGGHA.3764@xxxxxxxxxxxxxxxxxxxxxxxx>
<AAEDAB42-86B9-4270-9C2E-E32FA903C2E7@xxxxxxxxxxxxxxxx>
>MIME-Version: 1.0
>Content-Type: text/plain
>Content-Transfer-Encoding: 7bit
>From: v-branee@xxxxxxxxxxxxxxxxxxxxxxxx ("Brandy Nee [MSFT]")
>Organization: Microsoft
>Date: Mon, 16 Jan 2006 07:23:39 GMT
>Subject: RE: Received fax failure
>X-Tomcat-NG: microsoft.public.windows.server.sbs
>Message-ID: <neiRK3mGGHA.224@xxxxxxxxxxxxxxxxxxxxxxxx>
>Newsgroups: microsoft.public.windows.server.sbs
>Lines: 227
>Path: TK2MSFTNGXA02.phx.gbl
>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:236920
>NNTP-Posting-Host: tomcatimport2.phx.gbl 10.201.218.182
>
>Hello David,
>
>Thank you for posting back!
>
>I am sorry for the delayed response due to the 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 analyzed the fax log, and found following error information inside:

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>
>"Reception error" "Unknown fatal error" "0x0000000c" 10/27/2005 14:28:44
>10/27/2005 14:29:31 "Standard 28800 bps Modem" "C:\Documents and
>Settings\All Users\Application Data\Microsoft\Windows
>NT\MSFax\Queue\1C5DB24439AA1.tif" 0 "Apex Appraisals" " " " " " 0
>"Reception error" "Unknown fatal error" "0x0000000c" 10/27/2005 14:42:55
>10/27/2005 14:43:39 "Standard 28800 bps Modem" "C:\Documents and
>Settings\All Users\Application Data\Microsoft\Windows
>NT\MSFax\Queue\1C5DB263E8C27.tif" 0 "Apex Appraisals" " " " " " 0
>"Reception error" "Unknown fatal error" "0x0000000c" 10/27/2005 14:46:49
>10/27/2005 14:47:33 "Standard 28800 bps Modem" "C:\Documents and
>Settings\All Users\Application Data\Microsoft\Windows
>NT\MSFax\Queue\1C5DB26C9C9E8.tif" 0 "Apex Appraisals" " " " " "
>
>"Completed" "Partially received fax – Unknown fatal error" "0x00000010"
>12/7/2005 11:00:56 12/7/2005 11:01:48 "Standard 28800 bps Modem"
>"C:\Documents and Settings\All Users\Application Data\Microsoft\Windows
>NT\MSFax\Queue\1C5FB47688DCB.tif" 838 "Apex Appraisals" "RF04" " " " " 2
>
>Based on my experience, the issue is probably caused by the sending fax
>device is a multifunction device that can do printing, copying, scanning,
>and faxing.
>
>Some of the devices customers reported consistent issues receiving faxes
>from are:
>
>3Com Courier V
>Brother Intellifax 1270E
>Brother MFC 8500
>HP 6110
>HP 7110
>Panasonic KXFHD351.
>
>=====
>
>Please see my suggestions:
>
>1. I strongly suggest that you contact Brooktrout to confirm whether
Trufax
>200 PCI works compatible with Windows Server 2003. In our Windows Catalog,
>I cannot find the exact model of the fax modem, please see:
>
>[http://www.microsoft.com/windows/catalog/server/default.aspx?subID=22&xslt=](http://www.microsoft.com/windows/catalog/server/default.aspx?subID=22&xslt=globalsearch&qu=Brooktrout+&scope=2)
g
>lobalsearch&qu=Brooktrout+&scope=2
>
>2. Contact the senders to see whether they are using the multifunction
>device. If so, I suggest that you replace a fax modem which listed in our
>HCL so can make sure it works compatible with Windows Server 2003.
>
>3. Reduce the baud rate of the incoming fax modem and see how it goes.

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>
>A. Open My Computer -> Control Panel -> Phone and Modem Options.
>B. On the Modems tab, select your modem from the list and click Properties.
>C. On the Advanced tab, click Change Default Preferences.
>D. The Port speed is 115200 by default; change it to 9600 and see how it
>goes.
>
>4. Try turning off compression. To do this, repeat steps A - C above, and
>then change Compression to Disabled.
>
>5. In Control Panel, double-click Phone and Modems. Select the modem on
the
>Modems tab and click Properties. Click Update Driver on the Driver tab,
use
>the Microsoft Standard 56K Modem driver and see if Fax works.
>
>Please take your time to perform the steps. If you have any further
>updates, 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
>=====

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>For urgent issues, you may want to contact Microsoft CSS directly. Please
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>

>

>

>-----

>>Thread-Topic: Received fax failure

>>thread-index: AcYYh6yZRtC656WjQ9CS99Co5NMIIw==

>>X-WBNR-Posting-Host: 207.203.254.110

>>From: "=?Utf-8?B?RGF2aWQgYXQgQXBleA==?="

><DavidatApex@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

>>References: <7C796A76-14A4-4C5E-97F9-562CC228CE94@xxxxxxxxxxxxxxxx>

><UklUcABGGHA.3764@xxxxxxxxxxxxxxxxxxxxxxxx>

>>Subject: RE: Received fax failure

>>Date: Fri, 13 Jan 2006 13:24:02 -0800

>>Lines: 96

>>Message-ID: <AAEDAB42-86B9-4270-9C2E-E32FA903C2E7@xxxxxxxxxxxxxxxx>

>>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: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGXA03.phx.gbl

>>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:236516

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

>>

>>

>>

>>"Brandy Nee [MSFT]" wrote:

>>

>>> Hello David,

>>>

>>> Thank you for posting to the SBS Newsgroup.

>>>

>>> From your description, I understand that you cannot receive faxes on the

>>> SBS 2K3 Server.

>>

>>I have been receiving the majority of the faxes with only one broken fax

>>that I can recall.

>>

>>>

>>> To supplement your description please provide me with the following

>>> information:

>>>

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>>> 1. What is the exact brand and model of your fax modem?
>>
>>Brooktrout Trufax 200 PCI
>>>
>>> 2. What is the inbound faxes routing method you use? Email, Shared
>Folder,
>>> Sharepoint, or Printer?
>>
>>All except for printer. Routing is not an issue. I receive faxes
without
>a
>>problem and can send successfully.
>>
>>>
>>> 3. When did the issue occur? Could you receive faxes successfully
>before?
>>> Did you make any changes on the SBS Server and the fax line recently?
>>
>>I had been using a standard 28.8 external modem before and had been
>getting
>>the failure notifications and that is why I switched to the Brooktrout
>board.
>> I had been receiving most faxes with the external modem.
>>
>>>
>>> 4. On the server, run "eventvwr" (without quotation marks), check
>whether
>>> there are any errors in Application, System, and Security. If yes,
>double
>>> click it, click the Copy button and paste the full content to the
>>> Newsgroup.
>>
>>Event Type: Error
>>Event Source: Microsoft Fax
>>Event Category: Inbound
>>Event ID: 32092
>>Date: 1/12/2006
>>Time: 10:33:10 AM
>>User: N/A
>>Computer: APEX-SERVER
>>Description:
>>The Fax service failed to receive a fax. From: RF04. CallerId: . To: Apex
>>Appraisals. Pages: 1. Device Name: Brooktrout Line #1 (TRUFAX).
>>
>>For more information, see Help and Support Center at
>><http://go.microsoft.com/fwlink/events.asp>.
>>
>>>
>>> 5. Please help by gathering the Fax Activity Log:
>>>
>>>

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>>> Please try the following suggestions:
>>>
>>> 1> A dedicated analog telephone line is strongly recommended for
>moderate
>>> to high volume of outbound and inbound fax transmissions. A PBX or
phone
>>> switch may work with outbound faxes, but may be problematic with
inbound
>>> faxes. Based on my knowledge, the following issue may be caused if we
>are
>>> not using a dedicated line:
>>>
>>> a. Incoming fax broken. (Lost lines of pages)
>>>
>>> b. Can not receive fax.
>>
>>Does sharing the fax line with the DSL connection have the same issues?
>>
>>>
>>> 2> I suggest that we rerun the Fax Configuration Wizard to see whether
>you
>>> have correctly configure the Fax Service. To do so:
>>>
>>
>>I reconfigured the fax service when I installed the Brooktrout board.
>>
>>> Please take your time to perform the steps and gather the information
>for
>>> research. I am looking forward to hearing from you!
>>>
>>> Best regards,
>>>
>>> Brandy Nee
>>>
>>
>>I'm not 100% sure there is a problem with the fax service. What is
>puzzling
>>me is the notifications that I am receiving from the Health and
Monitoring
>>saying that X number of faxes were not received and those notifications
>not
>>corresponding exactly to what I have seen in the event logs.
>>
>>Thanks for your help.
>>
>
>

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- **References:**

- ◆ **RE: Received fax failure**
 - ◇ From: "Brandy Nee [MSFT]"
- ◆ **RE: Received fax failure**
 - ◇ From: David at Apex
- ◆ **RE: Received fax failure**
 - ◇ From: "Brandy Nee [MSFT]"

- Prev by Date: **RE: mail problem**
- Next by Date: **Re: Setting up SBS 2003 and Windows Server 2003, same domain, 2 sites..**
- Previous by thread: **RE: Received fax failure**
- Next by thread: **RE: Received fax failure**
- Index(es):
 - ◆ **Date**
 - ◆ **Thread**