

RE: "Line Unavailable" error when sending faxes

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-01/msg03676.html>

- *From:* v-crinal@xxxxxxxxxxxxxxxxxxxxxxxx ("Crina Li")
 - *Date:* Fri, 20 Jan 2006 09:05:51 GMT
-

Hi Tammy,

Thanks for your update.

Firstly please make sure the modem you have purchased is in the HCL of Windows server 2003 from the following web site:

<http://www.microsoft.com/windows/catalog/server/>

In addition, would you please help me confirm if you use the same modem for remote access and Shared Fax Service on SBS?

Please also check if there are any error messages in event log and attach the activity log: Open Fax Console Properties page, in the Activity logging, please check log outgoing fax activity. Send the fax to reproduce the issue and attach the log. C:\Documents and Settings\All Users\Application Data\Microsoft\Windows NT\MSFax\ActivityLog.

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>

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,

RE: "Line Unavailable" error when sending faxes

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.

=====
This posting is provided "AS IS" with no warranties, and confers no rights.

| Thread-Topic: "Line Unavailable" error when sending faxes
| thread-index: AcYdHJdE/RLu+mkZT6iW4b+mFE033Q==
| X-WBNR-Posting-Host: 24.141.103.208
| From: "=?Utf-8?B?VGFtbXk=?=" <Tammy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| References: <21EC9297-CDFB-4CA8-86B0-394129B9FD26@xxxxxxxxxxxxxxxx>
<lopn7KEEGHA.1236@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<CFF27428-D188-45F0-BDFB-8D362726485C@xxxxxxxxxxxxxxxx>
<CW6rYWMFGHA.3680@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: RE: "Line Unavailable" error when sending faxes
| Date: Thu, 19 Jan 2006 09:20:06 -0800
| Lines: 325
| Message-ID: <B31BB4B3-6840-4D44-9927-C6F97A64C140@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!TK2MSFTNGP08.phx.gbl!TK2MSFTNGXA03.phx.gbl
| Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:238008
| X-Tomcat-NG: microsoft.public.windows.server.sbs
|
| Hello Crina,
|
| Just wanted to update you on this. We have swapped the modem serial
| cable
| and still no luck. It is the strangest thing! SOMETIMES the faxes will
| go,
| after I restart the fax service, and then the next fax will fail with a

RE: "Line Unavailable" error when sending faxes

RE: "Line Unavailable" error when sending faxes

"line
| unavailable" error. The last few attempts to send a fax totally failed.
| When I look up the error the online help indicates that "The fax device
is
| not available because it is in use elsewhere.". I can not imagine what
else
| on the server would be using the modem as I have changed nothing on the
| server??
|
| Okay, we have ordered a Multitech modem, because we need a new one
anyhow,
| and I will let you know what happens after that. In the meantime, if you
| have any suggestions as to how I can tell if something else on the server
is
| using that modem that would be great!
|
| Will update you again shortly.
|
| Thanks again for your patience and assistance with this most annoying
problem.
| Hoping to resolve before I go on holidays on Jan.24th!

| Regards,
| Tammy

| ""Crina Li"" wrote:

| > Hi Tammy,
| >
| > Thanks for your time and efforts on the issue.
| >
| > I will look forward to your test result.
| >
| > Have a great day!
| >
| > 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: "Line Unavailable" error when sending faxes

|>
|> 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.
|>
|> =====
|>
|> This posting is provided "AS IS" with no warranties, and confers no
rights.
|> -----
|> | Thread-Topic: "Line Unavailable" error when sending faxes
|> | thread-index: AcYTBq1aR1ltKzBXSeeifS5qQlnr6A==
|> | X-WBNR-Posting-Host: 24.141.103.208
|> | From: "=?Utf-8?B?VGFtbXk=?=" <Tammy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
|> | References: <21EC9297-CDFB-4CA8-86B0-394129B9FD26@xxxxxxxxxxxxxxxx>
|> | <lopn7KEEGHA.1236@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
|> | Subject: RE: "Line Unavailable" error when sending faxes
|> | Date: Fri, 6 Jan 2006 13:18:02 -0800
|> | Lines: 191
|> | Message-ID: <CFE27428-D188-45F0-BDFB-8D362726485C@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:234696
|> | X-Tomcat-NG: microsoft.public.windows.server.sbs

RE: "Line Unavailable" error when sending faxes

|> |
|> | Hello Crina,
|> |
|> | Thank you for your suggestions! :-)
|> |
|> | I have confirmed everything successfully below so the last thing to
try
|> | is
|> | still swapping out that modem cable. With the holidays and
everything
|> | the
|> | person in the office has not been able to do this for me yet. She
will
|> | be
|> | picking up a new cable this weekend so I will let you know next week
how
|> | we
|> | make out with that.
|> |
|> | Just wanted to update you on things.
|> |
|> | Thanks again and have a great weekend.
|> |
|> | Tammy
|> |
|> |
|> | ""Crina Li"" wrote:
|> |
|> |> Hi Tammy,
|> |>
|> |> Thank you for posting in SBS newsgroup.
|> |>
|> |> From the description, I understand the issue to be: the outgoing
faxes
|> |> remain in the Outbox and only get send after you stop and restart
fax
|> |> services. If I have misunderstood your concerns, please do not
hesitate
|> | to
|> |> let me know.
|> |>
|> |> To narrow down the problem, would you please tell me what is the
model
|> | of
|> |> the Modem? Is it on the Windows Server 2003 HCL? If not, we can't
|> | guarantee
|> |> its functionality under Windows Server 2003:
|> |>
|> |> Networking and Modems, External Modems
|> |>
|> |>
|> |>

RE: "Line Unavailable" error when sending faxes

<http://www.microsoft.com/windows/catalog/server/default.aspx?xslt=categorypr>

|> |> oduct&subid=22&pgn=ff26c601-26cb-496b-ab43-b950e008fedb

|> |>

|> |> As I know, the Outbox is the queue of all submitted outgoing faxes that

|> |> have not been successfully sent. After an outgoing fax has successfully

|> |> been sent, it is moved to the Sent Items folder, which stores all

|> |> successfully sent faxes. So I would like to suggest you try the

|> following

|> |> suggestions:

|> |>

|> |> A. Make sure outgoing fax is not disabled

|> |> -----

|> |> 1. Open Server Management from the Start Menu.

|> |> 2. Right click on "Fax (local)" in the tree and go to "Properties".

|> |> 3. On the General page, make sure the "Disable submission of new

|> outgoing

|> |> faxes" and "Disable transmission of outgoing faxes" check boxes are

NOT

|> |> checked.

|> |> 4. If they are checked, clear them and Click OK.

|> |> 5. Click on the plus next to "Fax (local)".

|> |> 6. Click on the plus next to "Devices".

|> |> 7. Right click on the modem listed under Devices and choose

|> "Properties".

|> |> 8. If there is not a check in the box labeled "Send Faxes," put a check

|> in

|> |> this box, click Apply and then OK.

|> |> 9. Right click on "Fax (local)" and choose Stop. Then right click on it

|> |> again and choose Start.

|> |>

|> |> B. Make sure the "Sent Items" are archived in an existent folder

|> |> -----

|> |> This issue can occur if you are archiving the sent items to a

|> non-existent

|> |> folder. I suggest you do the following steps:

|> |>

|> |> 1. Open Server Management from the Start Menu.

|> |> 2. Right click on "Fax (local)" in the tree and go to "Properties".

|> |> 3. Click the "Sent Items" tab.

|> |> 4. In the "Archive folder" section, make sure all sent items are

|> archived

|> |> to an existent folder. You can click Browse to point to another folder.

|> |> 5. Click OK.

|> |> 6. Right click on "Fax (local)" and choose Stop. Then right click on it

|> |> again and choose Start.

RE: "Line Unavailable" error when sending faxes

RE: "Line Unavailable" error when sending faxes

|> |>
|> |> C. Make sure Everyone has the "Allow: Fax" permission
|> |> -----
|> |> 1. Open Server Management from the Start Menu.
|> |> 2. Right click on "Fax (local)" in the tree and go to "Properties".
|> |> 3. Click the Security tab.
|> |> 4. Make sure Everyone group is listed and has the "Allow: Fax"
|> permission.
|> |> 5. Click OK.
|> |> 6. Right click on "Fax (local)" and choose Stop. Then right click
on it
|> |> again and choose Start.
|> |>
|> |> D. Please try to re-register Faxcfgc.dll:
|> |>
|> |> 1. Open a command prompt, type
|> |>
|> |> regsvr32 "C:\Program Files\Microsoft Windows Small Business
|> |> Server\Licensing\fax\faxcfgc.dll"
|> |>
|> |> 2. Reboot.
|> |>
|> |> E. You may also try to remove the Fax Services and then reinstall
it as
|> |> following:
|> |>
|> |> 1. Open Control Panel.
|> |> 2. Click "Change or Remove Programs".
|> |> 3. Click "Windows Small Business Server 2003", click Change/Remove.
|> |> 4. Go to "Component Selection" Page, and select "Remove" action at
"Fax
|> |> Service".
|> |> 5. Repeat the above steps and select "Install" action at "Fax
Service"
|> |>
|> |> Hope the information help.
|> |>
|> |> 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

RE: "Line Unavailable" error when sending faxes

|> 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.
|> |>
|> |> =====
|> |>
|> |> This posting is provided "AS IS" with no warranties, and confers no
|> rights.
|> |> -----
|> |> | Thread-Topic: "Line Unavailable" error when sending faxes
|> |> | From: "?Utf-8?B?VGfTbXk=?" <Tammy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
|> |> | Subject: "Line Unavailable" error when sending faxes
|> |> | Date: Fri, 30 Dec 2005 09:20:02 -0800
|> |> | Newsgroups: microsoft.public.windows.server.sbs
|> |> ||
|> |> | Hello everyone,
|> |> |
|> |> | We are running SBS 2003 Premium (no SP yet) on a Dell PowerEdge
|> server.
|> |> | We
|> |> | have 14 users in the office. We are using the fax sharing
feature of

RE: "Line Unavailable" error when sending faxes

|> SBS
|> |> and
|> |> | have an external U.S. Robotics hanging off the server's serial
port.
|> We
|> |> have
|> |> | been using the faxing/modem for almost one year without any
problems.
|>
|> |> Then a
|> |> | few days ago we started receiving "line unavailable" errors when
|> sending
|> |> | faxes. Nothing has changed on the server, besides the usual MS
|> monthly
|> |> | updates, so I'm totally stumped as to what is causing this
problem.
|> |> |
|> |> | As a workaround, SOMETIMES the faxes will work when I restart the
|> |> fax/print
|> |> | spooler services. To troubleshoot I have restarted the modem, I
have
|> |> | replaced the modem, I have connected the modem to a different
data
|> line.
|> |> The
|> |> | last thing to try is to get a new serial cable and I am waiting
on
|> that.
|> |> In
|> |> | the meantime I thought I'd still post a question to see if anyone
has
|> any
|> |> | idea why this might be happening. I can query the modem from the
|> server
|> |> but
|> |> | the faxes will sit in the OUTBOX until I restart the fax service.

|> The
|> |> faxes
|> |> | will then go through but when any new faxes are sent they sit int
he
|> |> OUTBOX
|> |> | until I restart the services again, and actually right now there
are
|> 2
|> |> faxes
|> |> | in the OUTBOX that will not go through even after restarting the
|> |> services. I
|> |> | support this site remotely so I will have them reset the modem
next
|> week

