

Re: Fax on Terminal Server from SBS2K3

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-01/msg04782.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Fri, 27 Jan 2006 09:15:34 GMT
-

Hi,

Thanks for your update.

For current situation, let us perform the following tests to see if it helps.

1. Please double check the Temp folder's permissions on the TS box, it locates in:

C:\WINDOWS\Temp

Right click it and open its Properties page, please ensure "Authenticated users" entry list here and have the following permissions:

— Authenticated users: Read, Write, Read & Execute, list folder contents

If not, please verify them and restart fax service, please logoff and then re-log to fax, how about the result?

2. Please try to re-install the window fax services component from Add Add/Remove Programs and reconfigure the shared fax to see if it helps. Can you install it properly? If not, what is the exact error message you received.

3. Where the faxes go? Are they hung in the server fax queue? Let us enable activity logging in the shared fax in the server box. The steps:

- locate the node: server management console -> Fax
- Right-click Fax (Local) and select Properties, click the Activity Logging tab, and select the Outgoing log activity check boxes.
- Then you can reproduce the problem and mail the OutboxLOG.txt file for analyze.

The file is located in the %alluserprofile%\Application Data\Microsoft\Windows NT\MSFax\ActivityLog folder.

4. Can you find any related event error in the Event Viewer on the server

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box or terminal server box? If yes, please paste the detail error information in the newsgroup or save the text copy of Application /System log of the TS and the SBS 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?".

Please compress log files and mail it to mailbox: junzhan@xxxxxxxxxxxxxx

I appreciate your time! Additionally I will be out of office from 28th Jan to 5th Feb with limited internet access. The email response will be delayed. For Microsoft newsgroup user, please do not hesitate to contact my backup engineer, Cliff Zhang at junzhan@xxxxxxxxxxxxxx, and he will be glad to be of assistance. I am sorry for bring you inconvenience.

Have a nice day!

Sincerely,

Jenny Wu
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>

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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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Re: Fax on Terminal Server from SBS2K3

>From: <wedor>
>References: <#WnPqqcHGHA.240@xxxxxxxxxxxxxxxxxxxxxx>
<zrMB#R8HGHA.3944@xxxxxxxxxxxxxxxxxxxxxx>
<e5ZA#E9HGHA.2704@xxxxxxxxxxxxxxxxxxxxxx>
<qd8nMuLIGHA.3152@xxxxxxxxxxxxxxxxxxxxxx>
<uUJ5ITQIGHA.2036@xxxxxxxxxxxxxxxxxxxxxx>
<tbgFz#VIGHA.3944@xxxxxxxxxxxxxxxxxxxxxx>
<#CJnzAbIGHA.3192@xxxxxxxxxxxxxxxxxxxxxx>
<MYEJLumIGHA.1240@xxxxxxxxxxxxxxxxxxxxxx>
>Subject: Re: Fax on Terminal Server from SBS2K3
>Date: Thu, 26 Jan 2006 07:27:56 -0600
>Lines: 439
>X-Priority: 3
>X-MSMail-Priority: Normal
>X-Newsreader: Microsoft Outlook Express 6.00.2900.2180
>X-RFC2646: Format=Flowed; Original
>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180
>Message-ID: <uoO8SxnIGHA.3816@xxxxxxxxxxxxxxxxxxxxxx>
>Newsgroups: microsoft.public.windows.server.sbs
>NNTP-Posting-Host: ip66.244.133.12.cust.max.inter.net 66.244.133.12
>Path: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP12.phx.gbl
>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:239497
>X-Tomcat-NG: microsoft.public.windows.server.sbs

>
>
>""Jenny wu [MSFT]"" <v-yanniw@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
>news:MYEJLumIGHA.1240@xxxxxxxxxxxxxxxxxxxxxx

>> Hi,
>>
>> Thanks for your update! I am jenny and I am backup of Brandy for she is
>> now
>> taking leave. I will continue work with you. I am sorry for inconvenience
>> for that.
>>
>> For current situation, I would like to suggest you follow my suggestions
>> to
>> verify some settings to see if it helps.
>>
>> Firstly, please make sure the Fax service is installed on the TS server.
>> Then, double-click Add/Remove Programs in Control Panel. Click Add New
>> Programs and then click CD or Floppy. Follow the wizard to install Shared
>> Fax Client from the SBS clientapps shared folder.
>>
>> Or, you can try the steps below to install Shared Fax Client:
>>
>> 1. Before installing Shared Fax Client, change the TS server to install
>> mode: Click Start, click Run, type "change user /install" (without the
>> quotation marks) and press Enter.
>>
>> 2. Install Shared Fax Client.
>>

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>> 3. When finished, change back to execute mode by running "change user
>> /execute".
>>
>> After installing Shared Fax Client, you can put the Shared Fax Console
>> icon
>> into C:\Documents and Settings\All Users\Start Menu.
>>
>> Related information:
>>
>> 320185 HOW TO: Use the CHANGE USER Command to Switch to Install Mode in
>> Windows 2000 Terminal Services
>> <http://support.microsoft.com/?id=320185>
>>
>> 248340 Installing and Using Programs in Windows 2000 Terminal Services
>> <http://support.microsoft.com/?id=248340>
>
>All of this is not useful as this is a 2003 server.
>
>>
>> However, for Windows 2003 server, we cannot install the Shared Fax client
>> provided by SBS 2K3. The Fax must be installed as a Windows component
>> using
>> Add/Remove Programs. After installing the Fax component, we use the Add
>> Printer Wizard in Printers and Faxes to add a connection to the SBS fax
>> printer "\\%sbsserver%\Fax".
>>
>> After you install the Fax component, the Fax Console and the transport
>> are
>> installed as well. Click Start -> All Program -> Accessories ->
>> Communications -> Fax -> Fax Console to launch the Fax Console. To add
>> the
>> Shared Fax Mail Transport to an Outlook profile, follow these steps:
>>
>> 1. Close Outlook. Double-click Mail in Control Panel.
>> 2. In the Mail Setup dialog box, click Show Profiles.
>> 3. Select your profile, and then click Properties.
>> 4. Click E-mail Accounts.
>> 5. Select View or change existing e-mail accounts and click Next.
>> 6. Is there the Fax Mail Transport account in the accounts list? If not,
>> click Add.
>> 7. Click Additional Server Types and click Next.
>> 8. Select Fax Mail Transport and click Next. Go through the wizards to
>> finish.
>
>This information is already listed in the accounts.
>>
>> After verifying above settings, please try to send or receive fax, what
>> is
>> the result?
>
>Faxes have been and still are received without problems, the only issue is

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>sending from the Terminal Server, not even the Administrator can send from
>the TS.
>
>When trying to print to the fax from the TS the fax is listed in the
>printers, when selcting the fax and printing the user is presented with
the
>fax wizard and it appears to work throughout all of the steps, however no
>fax is ever sent out.
>
>>
>> I appreciate your time! I am happy to be of assistance to you.
>>
>> Have a nice day!
>>
>> Sincerely,
>>
>> Jenny Wu
>> 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>
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>> "Notify me of replies" box to receive e-mail notifications when there are
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>> different incidents in different threads to keep the thread clean. In
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>> so, it will ensure your issues are resolved in a timely manner.
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>>
>> Any input or comments in this thread are highly appreciated.
>> =====
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>>
>> -----
>>>From: <wedor>

Re: Fax on Terminal Server from SBS2K3

>>>References: <#WnPqqcHGHA.240@xxxxxxxxxxxxxxxxxxxxxx>
>> <zrMB#R8HGHA.3944@xxxxxxxxxxxxxxxxxxxxxx>
>> <e5ZA#E9HGHA.2704@xxxxxxxxxxxxxxxxxxxxxx>
>> <qd8nMuLIGHA.3152@xxxxxxxxxxxxxxxxxxxxxx>
>> <uUJ5ITQIGHA.2036@xxxxxxxxxxxxxxxxxxxxxx>
>> <tbgFz#VIGHA.3944@xxxxxxxxxxxxxxxxxxxxxx>
>>>Subject: Re: Fax on Terminal Server from SBS2K3
>>>Date: Wed, 25 Jan 2006 07:06:46 -0600
>>>Lines: 270
>>>X-Priority: 3
>>>X-MSMail-Priority: Normal
>>>X-Newsreader: Microsoft Outlook Express 6.00.2900.2180
>>>X-RFC2646: Format=Flowed; Original
>>>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180
>>>Message-ID: <#CJnzAbIGHA.3192@xxxxxxxxxxxxxxxxxxxxxx>
>>>Newsgroups: microsoft.public.windows.server.sbs
>>>NNTP-Posting-Host: ip66.244.133.12.cust.max.inter.net 66.244.133.12
>>>Path: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP10.phx.gbl
>>>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:239235
>>>X-Tomcat-NG: microsoft.public.windows.server.sbs
>>>
>>>
>>>""Brandy Nee [MSFT]"" <v-branee@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
>>>news:tbgFz%23VIGHA.3944@xxxxxxxxxxxxxxxxxxxxxx
>>>> Dear Customer,
>>>>
>>>> Thank you for posting back and thanks a lot for your detailed
>>>> information
>>>> reply!
>>>>
>>>> I am sorry but I cannot find your fax modem in our Windows Server
>> Catalog,
>>>> please see the web link below. So I am not sure whether this fax modem
>>>> works compatible with Windows Server 2003 operating system. I strongly
>>>> suggest that you confirm with your fax modem vendor.
>>>>
>>>> Windows Server Catalog Search Results - U.S Robotics
>>>>
>>
>><http://www.microsoft.com/windows/catalog/server/default.aspx?subID=22&xslt=globalsearch&qu=U.S+Robotics&scope=1>
>>>> lobalsearch&qu=U.S+Robotics&scope=1
>>>>
>>>>U.S.Robotics makes several approved modems for 2003, this modem has been
>> and
>>>>is working fine in the SBS 2003 for 6 months or more, the only problem is
>>>>and has been getting it to work on the TS.
>>>>
>>>> I understand that you followed our White Paper to configure Fax for
>>>> Terminal Server Users, however, I need to know whether you run the Add
>>>> Printer Wizard afterwards.
>>>>

Re: Fax on Terminal Server from SBS2K3

>>>> For Windows 2003 server, we cannot install the Shared Fax client
>>>> provided
>>>> by SBS 2K3. The Fax must be installed as a Windows component using
>>>> "Add/Remove Programs". After installing the Fax component, we use the
>> "Add
>>>> Printer Wizard" in "Printers and Faxes" to add a connection to the SBS
>> fax
>>>> printer "\\%sbsserver%\Fax".
>>>>
>>>> So please go to the TS Server -> Control Panel -> Printers and Faxes,
>>>> double-click Add Printer. Select "A network printer, or a printer
>> attached
>>>> to another computer", click Next, select "Connect to this printer (or
to
>>>> browse for a printer, select this option and click Next). Type
>>>> "\\sbsserver\Fax" in the Name textbox and click Next. Follow the wizard
>> to
>>>> finish.
>>>>
>>>
>>>>If you are referring to these steps from the document I linked to I have
>>>>already performed them, the fax is listed as a printer on the TS in a
>> client
>>>>session.
>>>>To configure client computers to use Fax Services
>>>>
>>>>
>>>>
>>> Note
>>>>
>>>> When the user logs on to the terminal server, the server detects
the
>>>>client's local printer and installs the appropriate printer driver on the
>>>>remote computer.
>>>>
>>>>
>>>>
>>>>
>>>>1. From each client computer, click Start, click Programs, click
>>>>Accessories, click Communications, click Remote Desktop Connection, and
>> then
>>>>log on to the terminal server using the Remote Desktop Connection.
>>>>
>>>>2. Click Start, click Printers and Faxes, and then double-click Add
>> a
>>>>printer. The Add Printer wizard starts.
>>>>
>>>>3. Click Next.
>>>>
>>>>4. Click A network printer, or a printer attached to another
>> computer,

Re: Fax on Terminal Server from SBS2K3

>>>>and then click Next.
>>>
>>>>5. Click Find a printer in the directory, and then click Next .
>>>
>>>>6. In the Find Printers dialog box, click Find Now.
>>>
>>>>In the search results list, a printer named Fax should appear. Select the
>>>>printer named Fax, and then click OK.
>>>
>>>
>>>
>>> Note
>>>
>>> You may be prompted for your client operating system media.
>>>
>>>
>>>
>>>
>>>>7. Click No when asked if you want to set this printer as the
>> default
>>>>printer, and then click Finish.
>>>
>>>
>>>>> Please take your 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!
>>>>>
>>>
>>>>The fax is listed as a printer, you can select it and the fax wizard
>> starts,
>>>>there are no errors shown but nothing is ever sent out or printed.
>>>
>>>>> 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
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>>>>> newsgroups so that they can be resolved in an efficient and timely
>> manner.
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>>>>>From: <wedor>
>>>>>References: <#WnPqqcHGHA.240@xxxxxxxxxxxxxxxxxxxxxxxx>
>>>> <zrMB#R8HGHA.3944@xxxxxxxxxxxxxxxxxxxxxxxx>
>>>> <e5ZA#E9HGHA.2704@xxxxxxxxxxxxxxxxxxxxxxxx>
>>>> <qd8nMuLIGHA.3152@xxxxxxxxxxxxxxxxxxxxxxxx>
>>>>>Subject: Re: Fax on Terminal Server from SBS2K3
>>>>>Date: Tue, 24 Jan 2006 10:39:43 -0600
>>>>>Lines: 261
>>>>>X-Priority: 3
>>>>>X-MSMail-Priority: Normal
>>>>>X-Newsreader: Microsoft Outlook Express 6.00.2900.2180
>>>>>X-RFC2646: Format=Flowed; Original
>>>>>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180
>>>>>Message-ID: <uUJ5ITQIGHA.2036@xxxxxxxxxxxxxxxxxxxxxxxx>
>>>>>Newsgroups: microsoft.public.windows.server.sbs
>>>>>NNTP-Posting-Host: ip66.244.133.12.cust.max.inter.net 66.244.133.12
>>>>>Path: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP14.phx.gbl
>>>>>Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:238977
>>>>>X-Tomcat-NG: microsoft.public.windows.server.sbs
>>>>>
>>>>>
>>>>>"Brandy Nee [MSFT]" <v-branee@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>>>>>news:qd8nMuLIGHA.3152@xxxxxxxxxxxxxxxxxxxxxxxx
>>>>>> Dear Customer,
>>>>>>
>>>>>> Thank you for posting back!
>>>>>>

Re: Fax on Terminal Server from SBS2K3

>>>>> I understand that you install the Fax Service on the Windows Server
>>>>> 2003,
>>>>> install the fax modem on the SBS 2K3 Server. Your issue is your
>>>>> clients
>>>>> cannot send faxes from TS to the SBS Server. if I have misunderstood
>>>>> your
>>>>> issue, please let me know.
>>>>>
>>>>> To isolate the issue whether this is Fax Service or TS issue, please
>>>>> help
>>>>> me to perform following steps and more information for further
>> research:
>>>>>
>>>>> 1. I need to know how your domain clients send faxes from TS to the
>>>>> SBS
>>>>> Server. This step is very important for us to troubleshoot your
issue.
>>>>>
>>>>> a. mstsc
>>>>>
>>>>> OR
>>>>>
>>>>> b. mstsc -console
>>>>>
>>>>> I don't understand the question
>>>>>
>>>>> c. Please ask one of your client go to Start -> Run "mstsc -console"
>>>>> (without quotation marks), can he or she send faxes to the SBS
Server?
>>>>>
>>>>> No
>>>>>
>>>>>
>>>>> d. You also can log in the TS locally, can you send faxes now?
>>>>>
>>>>> I have not tried this yet
>>>>>
>>>>> 2. What is the exact Fax Modem brand and model, please?
>>>>>
>>>>> U.S. Robotics Corporation Courier V. Everything EXT PnP (V90-x2)
>>>>>
>>>>>
>>>>> 3. I am sorry but I still do not know what your "original post the
>> exact
>>>>> file name is 'ADS_TermServ.doc'" is. I strongly suggest that you send
>>>>> the
>>>>> link to the Newsgroup.
>>>>>
>>>>> The link is from this site
>>>>> <http://www.microsoft.com/windowsserver2003/sbs/techinfo/planning/default>
t.

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>> ms
>>>> px
>>>>>
>>>>>and is listed as Deploying Windows Server 2003 Terminal Server to Host
>>>> User
>>>>>Desktops in a Windows Small Business Server 2003 Environment
>>>>>
>>>>> it is this link
>>>>><http://download.microsoft.com/download/7/5/2/75219da3-8c11-496c-978f-e689>
>> 27
>>>> 62e874/ADS_TermServ.doc
>>>>>>
>>>>>> Please take your to perform the steps. I am looking forward to
hearing
>>>>>> from
>>>>>> you!
>>>>>>
>>>>>> Best regards,
>>>>>>
>>>>>> Brandy Nee
>>>>>>
>>>>>> Microsoft CSS Online Newsgroup Support
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>>>>>
>>>>>
>>>>
>>>
>>>
>>>
>>
>
>
>

• **Follow-Ups:**

- ◆ **Re: Fax on Terminal Server from SBS2K3**
◇ From: wedor

• **References:**

- ◆ **Fax on Terminal Server from SBS2K3**
◇ From: wedor
- ◆ **RE: Fax on Terminal Server from SBS2K3**
◇ From: "Brandy Nee [MSFT]"
- ◆ **Re: Fax on Terminal Server from SBS2K3**
◇ From: wedor
- ◆ **Re: Fax on Terminal Server from SBS2K3**
◇ From: "Brandy Nee [MSFT]"
- ◆ **Re: Fax on Terminal Server from SBS2K3**
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◇ From: wedor
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◇ From: "Jenny wu [MSFT]"
- ◆ **Re: Fax on Terminal Server from SBS2K3**
◇ From: wedor

- Prev by Date: **RE: redirected-redirected folders**

Re: Fax on Terminal Server from SBS2K3

- Next by Date: **Re: Installing to 2 drives and wheres the 5th CD with Office onit?**
- Previous by thread: **Re: Fax on Terminal Server from SBS2K3**
- Next by thread: **Re: Fax on Terminal Server from SBS2K3**
- Index(es):
 - ◆ **Date**
 - ◆ **Thread**