

RE: All FAX printers are Inaccessible

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-02/msg04052.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Wed, 22 Feb 2006 09:56:46 GMT
-

Hi Kevin,

Thanks for your update.

Please check the above registry keys' permissions to ensure they are configured appropriately.

If the issue persists, I suggest you try to re-join one affected workstation to domain to test the issue. You can refer to the following steps:

1. Quit one workstation from the domain. To do so, see:

Locate in Client Computers in Server Management console and choose the computer the customer has in right panel. Click Remove from network link to delete the computer from domain.

2. Setup the client computer by running Setup Client Computer wizard to setup computer account.

3. Logon the client computer with Administrator permissions and join it to "Workgroup", and reboot the computer try to join it to domain by running <http://servername/connectcomputer>. And assign appropriate user accounts to the computer.

Note: Please ensure you have added the SBS Site (<http://FQDN/>*) in trusted site in IE of the laptop. You can refer to the following steps:

- a. Start Internet Explorer.
- b. On the Tools menu, click Internet Options.
- c. On the Security tab, click Local intranet zone, and then click Sites.
- d. Click Advanced.
- e. In the Add this Web site to the zone box, type the ConnectComputer server's IP address or the ConnectComputer server's FQDN, and then click Add.

Try to test the issue, what is the result?

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I appreciate your time!

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>

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: All FAX printers are Inaccessible
thread-index: AcY28hoLAyFUFJimR7y6z1kbVseHcg==
X-WBNR-Posting-Host: 209.195.150.77
From: "=?Utf-8?B?S2V2aW4=?" <Kevin@xxxxxxxxxxxxxxxxxxxxxxxx>
References: <90578E77-0810-4D69-B5FD-1B2D9DBB72A4@xxxxxxxxxxxx>

<8A8GgVrNGHA.668@xxxxxxxxxxxxxxxxxxxxxxxx>

Subject: RE: All FAX printers are Inaccessible
Date: Tue, 21 Feb 2006 06:21:27 -0800
Lines: 125
Message-ID: <CB9E01AE-6D13-4285-A8AE-3366939A1540@xxxxxxxxxxxx>
MIME-Version: 1.0
Content-Type: text/plain;
charset="Utf-8"

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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: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl
Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:246167
X-Tomcat-NG: microsoft.public.windows.server.sbs

Thank you...
I check the reg values and all four are there...
Ready for your next step...
Kevin...

""Jenny wu [MSFT]"" wrote:

Hi Kevin,

Thanks for using the SBS newsgroup.

From your description, I understand the issue to be: you received error message "All FAX printers are Inaccessible" in fax console on XP workstation. If I am off base, please don't hesitate to let me know.

Let us perform the following test to try to resolve the issue:

1. Open Registry Editor (regedit.exe) and go to the following key:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Rpc\ClientProtocols

2. Check for the string values listed on the right pane. There should

be

at least:

```
"ncacn_np"="rpcrt4.dll"  
"ncacn_ip_tcp"="rpcrt4.dll"  
"ncadg_ip_udp"="rpcrt4.dll"  
"ncacn_http"="rpcrt4.dll"
```

3. If these strings are not there please back up this key to the

desktop

and then create the string values (appears as REG_SZ type). The value

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name

is in the first set of quotes above and the value data for the key is in the second set of quotes

4. After creating the appropriate strings please close up the registry editor and restart the computer.

You may also import the key from a good client.

I hope the information helps. I am happy to be of assistance to 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

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Thread-Topic: All FAX printers are Inaccessible
thread-index: AcY2bgnXVgF4kVpdSXGSzcNifILVUg==
X-WBNR-Posting-Host: 66.212.147.162
From: "=?Utf-8?B?S2V2aW4=?=" <Kevin@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
Subject: All FAX printers are Inaccessible
Date: Mon, 20 Feb 2006 14:36:06 -0800
Lines: 18
Message-ID: <90578E77-0810-4D69-B5FD-1B2D9DBB72A4@xxxxxxxxxxxx>
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: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl
Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:245974
X-Tomcat-NG: microsoft.public.windows.server.sbs

When I open the fax console, there are no faxes in the inbox, and there

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should

be. The message "All FAX printers are Inaccessible" appears at the

bottom

of

the page. On the Fax printer status page, the status is "Connection

error".

The fax transmits and receives just fine, the problem is the fax

console

log

of transmitted and received faxes is always blank.

I logged in as the domain admin on the client PC, still not luck.

I uninstalled the fax services from the Win xp Pro client , rebooted

and

added the services then added the shared Fax from the list of printers

in

the

directory. As Issue.

Logged onto another PC with the clients name and it worked.

Just have

three

PC's out of 15 that will not allow me to use the Fax Console.

Users of the Fax are power users.

They work prior to upgrading to SBS2003 w/ SBS2000.

Any suggestions?

Kevin...

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