

## Re: Fax routing

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-02/msg04282.html>

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- *From:* "Thomas Goodson" <[thomas\\_nospam.goodson@xxxxxxxxxxxxxxxx](mailto:thomas_nospam.goodson@xxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 23 Feb 2006 01:21:54 -0500
- 

Ok, the telnet command completed without trouble. The settings in the Fax service were as you suggested, except Authentication which was set to basic, resetting to Anonymous had no effect. Restarted. Got an error message trying to re-register fxsroute.dll

```
regsvr32 / u fxsroute.dll  
"fxsroute.dll was loaded, but DllUnregisterServer entry point was not found.  
This file can not be registered."
```

```
regsvr32 fxsroute.dll  
"fxsroute.dll was loaded, but DllRegisterServer entry point was not found.  
This file can not be registered."
```

Connection control was set as you suggested.

Also, if I open the fax console app, select a message in the inbox, right click and select "mail to" I get the message "Mail system DLL is invalid".

There is presently no AV/AS software on the computer and am using the basic SBS firewall (not ISA) which has been configured to allow email, ftp, and web access. I have tried removing the firewall with no change.

\*\* Tom \*\*

""Jenny wu [MSFT]"" <[v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:34DTpcCOGHA.3504@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:34DTpcCOGHA.3504@xxxxxxxxxxxxxxxxxxxxxxxx)

Hi Thomas,

Thanks for using the SBS newsgroup.

According to your description, I understand you could not route your incoming fax through email, and received 32089 error event in the event logs. If I have misunderstood your concern, please don't hesitate to let me know.

Based on my research, this issue could be mostly caused by that you have installed some third-party Antivirus/Antispam software (MCAFee and so on)

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and localhost TCP 25 is blocked to send email. To further isolate this issue, I would suggest you run the following command on the SBS server.

Telnet localhost 25

A correct and expected output in the prompt window should be as following

```
220 Domain.com Microsoft ESMTP MAIL Service, Version: 6.0.3790.211 ready
at
Tue,
24 May 2005 20:16:20 -0700
```

– If the command fails to finish, you may need to configure your Antivirus/Antispam software and unblock the localhost configuration.

– If the command finishes successfully,

1. Please use the following steps to confirm the Fax service has been configured correctly.

- 1) Open Server Management
- 2) Right-click on Fax (Local) container
- 3) Select "Properties"
- 4) Select "Receipts" tab

Message Box – check the option "Enable Message Boxes as receipts"  
SMTP E-mail

"Enable SMTP Receipts e-mail receipts delivery" is enabled

"From e-mail address" should be listed as

SBSFaxService@xxxxxxxxxxxxxxxxxxxx

Authentication – should be Anonymous access

Check the option in "Use these SMTP Settings for the Route through  
E-mail incoming routing method"

Restarted the Shared Fax Service if there are any changes.

2. Please verify the mailbox to receive the incoming faxes has a valid e-mail address and the Exchange Sever can correctly send and receive e-mail.

3. Please refer to the below steps to Re-register fxsroute.dll (regsvr32 fxsroute.dll):

- A. Locate the fxsroute.dll from the CD3\SBS\CLIENTAPPS\FAXCLIENT folder.
- B. Copy this file to the %systemroot%\system32 folder on the SBS Server.
- C. Click Start, click Run, type cmd in the Open box, and then click OK.
- D. At the MS-DOS prompt, type cd c:\windows\system32, and then press ENTER.
- E. At the next prompt, type regsvr32 /u fxsroute.dll, and then press ENTER.
- F. After you receive the following message, type exit at the prompt, and

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then press ENTER:

Dll register server in fxsrout.dll succeeded.

G. Restart your computer.

4. Open Exchange System Manager, expand Servers\your server\Protocols\SMTP, right-click Default SMTP Virtual Server and click Properties. On the Access tab, click the Connection button under "Connection control". If it is set to "Only the list below", select "All except the list below" and list only the IP addresses of computers for which you specifically want to deny connections. Stop and start the SMTP virtual server, check if the issue still occurs.

Hope above 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](http://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.

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Re: Fax routing

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From: "Thomas Goodson" <thomas\_nospam.goodson@xxxxxxxxxxxxxxxx>  
Subject: Fax routing  
Date: Wed, 22 Feb 2006 12:16:16 -0500  
Lines: 37  
X-Priority: 3  
X-MSMail-Priority: Normal  
X-Newsreader: Microsoft Outlook Express 6.00.2900.2670  
X-RFC2646: Format=Flowed; Original  
X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2670  
Message-ID: <ehV92O9NGHA.2828@xxxxxxxxxxxxxxxxxxxxxxxx>  
Newsgroups: microsoft.public.windows.server.sbs  
NNTP-Posting-Host: adsl-69-208-78-222.dsl.klmzmi.ameritech.net

69.208.78.222

Path:  
TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP12.phx.gbl  
Xref: TK2MSFTNGXA01.phx.gbl  
microsoft.public.windows.server.sbs:246526  
X-Tomcat-NG: microsoft.public.windows.server.sbs

Hi, I have several SBS systems in the field in addition to my own. On my own system I have been trying to get incoming fax routing to work. So far

I

can route the fax to a SharePoint document library, a folder and to the printer. But, I can't get it to route to my exchange email. The fax console shows that the incoming item is retrying routing until it reaches the max retries, then it fails. I've tried several KB articles that

seemed

to apply, but in each case, they only showed that I had everything setup correctly! I'd like to be able to deploy fax->email as a solution for my customers, but can't until I get my own working. From the event log:

The Fax Service failed to execute a specific routing method. The service will retry to route the fax according to the retries configuration. If the retries fail, verify routing method configuration.

Job ID: 0x0401c637d133510c.

Received on Device: 'Standard 28800 bps Modem'

Sent from: '269 999 9999'

Received file name: 'C:\Documents and Settings\All Users\Application Data\Microsoft\Windows NT\MSFax\Queue\1C637D133510C.tif'.

Routing extension name: 'Microsoft Routing Extension'

Routing method name: 'Route through e-mail'

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For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.

Unable to route fax C:\Documents and Settings\All Users\Application Data\Microsoft\Windows NT\MSFax\Queue\1C637D133510C.tif to the requested e-mail address.

The following error occurred: 0x00000523  
This error code indicates the cause of the error.

Check the SMTP server configuration, and correct any anomalies.

For more information, see Help and Support Center at <http://go.microsoft.com/fwlink/events.asp>.