

RE: Unable to send any fax only from workstation

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-06/msg02490.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Thu, 15 Jun 2006 11:27:59 GMT
-

Hi Daniele,

Thanks for your information. I appreciate your time and efforts to the issue.

From current information, I can not find the clue to the issue. Please help

me collect more information for further analyze:

1. What is the exact brand of the modem? Does it list in Microsoft production HCL list? You can check it in the following link:
www.microsoft.com/hcl

2. Please increase the event logging level and collect the application log for me:

- Open Server Management console -> Fax (Local), right click it to choose Properties to open Properties page.
- Under Event Reports tab, set the Outgoing tracking level to High.
- Restart the fax service and then reproduced the issue (please try to send fax with domain user account and also with a domain admin account) and collect log file for me (please save the log file in .evt file).

3. Please Enable FAX debug log. Please do as follows:

- Regedit.exe
- Navigate to the logging option, controlled by the registry key under:
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Fax\Device Providers\{2172FD8F-11F6-11D3-90BF-006094EB630B}
- Create or modify new values as follows:

DeBugLevelEx
(REG_DWORD)

0 – No log. This is the default selection.
0xffffffff – Enable T30 debug logging

DebugContextEx

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(REG_DWORD)

0 – No messages

d – Main and class 1 messages only. This is the default selection.

0xffffffff – All messages (including fcom module)

In order for DebugContextEx to take effect, it's also necessary to set

DeBugFormatEx (REG_DWORD) to 0xbbffffff.

DeBugFormatEx

(REG_DWORD)

0xbbffffff

Then please restart the Fax service and reproduce the problem. Then send T30DebugLogFile.txt to me (v-yanniw@xxxxxxxxxxxxx), which is located at Documents and Settings\NetworkService\Local Settings\temp (Network Service's temporary directory).

Please mail me all files at my working mailbox: v-yanniw@xxxxxxxxxxxxx

I appreciate your cooperation. I am glad to help.

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.

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Any input or comments in this thread are highly appreciated.

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X-Tomcat-ID: 192305016

References: <7406B8AE-F570-4057-B827-CFAC1EC21039@xxxxxxxxxxxxxx>

<nT4VtT4jGHA.764@xxxxxxxxxxxxxx>

<1EC5F02B-5D56-40F5-B3E2-293C8E0DD17A@xxxxxxxxxxxxxx>

MIME-Version: 1.0

Content-Type: text/plain

Content-Transfer-Encoding: 7bit

From: v-yanniw@xxxxxxxxxxxxxx ("Jenny wu [MSFT]")

Organization: Microsoft

Date: Wed, 14 Jun 2006 10:37:15 GMT

Subject: RE: Unable to send any fax only from workstation

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

Message-ID: <s7m8C65jGHA.5184@xxxxxxxxxxxxxx>

Newsgroups: microsoft.public.windows.server.sbs

Lines: 258

Path: TK2MSFTNGXA01.phx.gbl

Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:275099

NNTP-Posting-Host: TOMCATIMPORT1 10.201.218.122

Hi Daniele,

Thanks for your update.

For current situation, we can isolate the issue lies in insufficient permissions. Let us install the Filemon and Regmon utility on one workstation to monitor it is which folder that is missing permissions.

I. First let us perform a clean boot on the workstation so that there is too many application running.

- 1) Run MSCONFIG.EXE.
- 2) In the Services tab, click "Hide All Microsoft Services" and click "Disable All".
- 3) In the Startup tab, click "Disable All". Click OK. (This will temporarily prevent third-party programs from running automatically during start-up.)
- 4) Restart the computer.

II. Please install the Filemon and Regmon utility on one problematic workstation and reproduce the issue.

Please use the following steps to capture data with these utilities. You will need to follow the steps below to use the utility.

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1). Please visit the following link to download and save the Filemon and Regmon version for your operating system from the following Web site:
<http://www.sysinternals.com/ntw2k/source/filemon.shtml>

– Download "Filemon (x86 – 76 KB) – you plan on using Filemon on WinNT/2K/XP/2K3" if you plan to use Filemon on Windows 2000, Windows XP,

or

Windows Server 2003.

The following link for down Regmon utility:

<http://www.sysinternals.com/Utilities/regmon.html>

2). Familiarize yourself with the Capture and Clear buttons below the menu bar. You can alternatively use Ctrl+E and Ctrl+X.

3). Stop the capture and clear the current events. This will allow us to capture minimal activity. There will be some activity that will be extraneous, but that's okay. We would rather have too much data than not capture the correct events.

4). Make sure your application is in a state where you are ready to reproduce the problem (try to send fax with a domain user account).

NOTE: In order to see minimal traffic from the utilities close all other applications that are not involved in the test.

5). Click the capture button or use Ctrl+E to start capturing data.

6). Reproduce the problem.

7). Stop the capture by clicking the 'Capture' button or use Ctrl+E.

8). Save each capture to a file, zip them up and send them to me for review. My working mailbox is: v-yanniw@xxxxxxxxxxxxxx

I appreciate your time.

Have a nice day!

Sincerely,

Jenny Wu

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Thread-Topic: Unable to send any fax only from workstation
thread-index: AcaPlu4NX1vaKj+sRyO9jXLd1+sEEA==
X-WBNR-Posting-Host: 217.199.26.33
From: =?Utf-8?B?RGFuaWVsZSBCZW5ldHRp?=

<DanieleBenetti@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

References:
<7406B8AE-F570-4057-B827-CFAC1EC21039@xxxxxxxxxxxx>

<nT4VtT4jGHA.764@xxxxxxxxxxxxxxxxxxxxxxxx>

Subject: RE: Unable to send any fax only from workstation
Date: Wed, 14 Jun 2006 02:43:02 -0700
Lines: 137
Message-ID:
<1EC5F02B-5D56-40F5-B3E2-293C8E0DD17A@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 V6.00.3790.1830
Newsgroups: microsoft.public.windows.server.sbs
Path: TK2MSFTNGXA01.phx.gbl
Xref: TK2MSFTNGXA01.phx.gbl

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microsoft.public.windows.server.sbs:275089
NNTP-Posting-Host: TK2MSFTNGXA01.phx.gbl 10.40.2.250
X-Tomcat-NG: microsoft.public.windows.server.sbs

I have applied the step that you have described, but user cannot send faxes.

If I change the group membership of users to "Domain Admins" those users can

send fax and all works good.

When I return group membership of those users to "Domain Users" those cannot

send faxes.

The inbound faxes don't have any problem whit all config.

I'm waiting for your help. :-)

Best regards.

Daniele Benetti
""Jenny wu [MSFT]"" wrote:

Hi Daniele,

Thanks for using the SBS newsgroup!

From your description, I understand the issue to be: users can not send faxes from workstations. If I am off base, please don't hesitate to let

me

know.

Let us follow below steps to trouble shoot the issue:

I. Please check Fax server recipient configuration:

1. Open Shared Fax Manager
2. Expand Devices and Providers -> Devices
3. Right click your modem and click properties
4. In the Transmission settings, please confirm that "Send

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faxes" is

Checked.

5. Right click Microsoft Shared Fax and click properties

6. In the General tab, please confirm that "Disable transmission of

outgoing faxes" is NOT checked.

II. Check the following permissions settings:

1. Please double check the modem permissions and ensure "Everyone" has

Fax

permission.

2. Please double check the Temp folder's permissions on the server box,

it

is located 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

After verifying them and restarting the fax service, try to test to see

if

the fax server can receive faxes properly.

III. If the issue persists, please help me collect the following information for further analyze:

1. Do you have any issue to receive outbound faxes?

2. Please try to logon one workstation with domain admin user account

and

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try to send faxes, what is the result?

Hope above information helps. I am happy to be of assistance to you and look forward to your reply.

Have a nice day!

Sincerely,

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Thread-Topic: Unable to send any fax only from workstation
thread-index:
AcaPDrk3CHUN4RuqRDySibThntXOIA==
X-WBNR-Posting-Host: 217.172.216.153
From:
=?Utf-8?B?RGFuaWVsZSBCZW5ldHRp?=
<Daniele

Benetti@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Subject: Unable to send any fax only from workstation
Date: Tue, 13 Jun 2006 10:28:02 -0700
Lines: 11
Message-ID:
<7406B8AE-F570-4057-B827-CFAC1EC21039@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

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X-MimeOLE: Produced By Microsoft
MimeOLE V6.00.3790.1830
Newsgroups:
microsoft.public.windows.server.sbs
Path: TK2MSFTNGXA01.phx.gbl
Xref: TK2MSFTNGXA01.phx.gbl
microsoft.public.windows.server.sbs:274907
NNTP-Posting-Host:
TK2MSFTNGXA01.phx.gbl 10.40.2.250
X-Tomcat-NG:
microsoft.public.windows.server.sbs

I'm unable to send any fax only from
workstation. From the server I

don't

have problems.
Workstation was Windows XP sp2 and
server is Windows SBS 2003 SP1.
When I try to send the fax, from
workstation, systems don't send any

error

message. In fax console I don't view the fax
in out queue.

What can I do ?

best regards

Daniele Benetti