

RE: Fax monitor incoming + outgoing calls?

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-08/msg03090.html>

- *From:* v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
 - *Date:* Tue, 15 Aug 2006 14:20:23 GMT
-

Hi Jonathan,

Thanks for your time to perform tests and collect information.

I. Based on my research, the issue may occur due to some file is corrupt in Windows fax service. I would like to suggest that we reinstall the whole SBS 2003 shared fax to resolve the issue. The detail steps:

A. Rename the keys and files below to *.old

- 1) HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Fax
- 2) HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Fax
- 3) C:\Program Files\Microsoft Windows Small Business Server\fax
- 4) The "SBSMIS-FAX.log" file under "C:\Program Files\Microsoft Integration\Windows Small Business Server 2003\Logs".
- 5) The "SBSMSI-faxcfg.log" file under "C:\Program Files\Microsoft Integration\Windows Small Business Server 2003\Logs".
- 6) The "faxsetup.log" file under "C:\WINDOWS\".

B. Delete the following registry keys:

HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Telephony\Country List
HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Telephony\Locations registry
Keys

C. Access Add/Remove Programs, Add/Remove Windows Components, uncheck "Fax Services" to uninstall it.

D. Once it is uninstalled, access Add/Remove Programs to reinstall it.

E. Then, access "Add/Remove Programs again", this time, we will click "Change/Remove" on the "Windows Small Business Server 2003" item:

- 1) Click "Next" on the "Microsoft Windows Small Business Server Setup" page.
- 2) Click "Next" on the "Windows Configuration" page.

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Note: It states that "This will take approximately 30 minutes", it is referring to the total time it will take in the first SBS component installation. For the task such as remove a specific component, it will just take couple of minutes.

3) Now, in the "Component Selection" page, choose "Remove" before the "Fax Services" item.

4) Click "Next", and then click "Next" again to confirm "Component Summary". You will be prompted to insert the SBS 2K3 setup Disc 1.

G. Once the removal process is completed, access "Windows Small Business Server setup" again in "Add/Remove Programs", proceed to the "Component Selection" page, and then choose "Install" for the "Fax Services" item to reinstall fax service.

And then we should push the shared fax client application from server to client workstations by Deploy Client Application. When users logon workstations again, the Shared Fax Client application will be setup automatically. You can not setup share fax in client side. The detail steps to install share fax client:

Then please test the issue again to check if every thing is ok now.

II. From the server system information, the Office 2003 including the Outlook 2003 installed on the SBS server box. We do not support the coexistence of Outlook and Exchange on the same computer in a production environment. Because versions of these two products produce a conflict of the MAPI subsystem. The Detail information is addressed in the following article.

Microsoft does not support installing Exchange Server components and Outlook on the same computer

<http://support.microsoft.com/default.aspx?scid=kb:en-us:266418>

Please remove the outlook from the SBS server first.

Note: since the SBS 2003 is a production server, it is not recommended that installing application such as Office on it.

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

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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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This posting is provided "AS IS" with no warranties, and confers no rights.
The customer mail content:

=====
Thank you for the response

Outgoing activity has been enabled for some time, and the log file is active
Still I can only see receiving faxes on monitor.

I have attached the nfo file and screenshot of monitor.

With thanks

Jonathan

=====

X-Tomcat-ID: 164534197
References: <1155514583.557682.46890@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
MIME-Version: 1.0
Content-Type: text/plain
Content-Transfer-Encoding: 7bit
From: v-yanniw@xxxxxxxxxxxxxxxxxxxx ("Jenny wu [MSFT]")
Organization: Microsoft
Date: Mon, 14 Aug 2006 10:12:56 GMT
Subject: RE: Fax monitor incoming + outgoing calls?
X-Tomcat-NG: microsoft.public.windows.server.sbs
Message-ID: <In\$g4o4vGHA.5864@xxxxxxxxxxxxxxxxxxxx>

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Newsgroups: microsoft.public.windows.server.sbs

Lines: 121

Path: TK2MSFTNGXA01.phx.gbl

Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:289495

NNTP-Posting-Host: TOMCATIMPORT1 10.201.218.122

Hi Jonathan,

Thanks for using the SBS newsgroup!

From your description, I understand that you want to configure SBS Fax to monitor both incoming fax activity and outbound fax activity. If I am off base, please don't hesitate to let me know.

Please check if the outbound activity logging is enabled in fax console.

To

do so:

1. Open Server Management console -> Fax (Local), right click it to choose Properties to open Properties page.
2. Under Activity Logging tab, please ensure both the option "Log incoming fax activity" and the option "Log outgoing fax activity" are checked.
3. Run command "services.msc" (no quotation marks) to open the services console, please restart the Fax service.

Then please try to send some faxes to see if the outbound fax activity is logging.

More information:

Step-by-Step Guide for Configuring and Using Fax on Windows Small Business Server 2003

<http://www.microsoft.com/downloads/details.aspx?FamilyID=1b7510a0-1595-4776>

-

a101-c3bec7512594&displaylang=en

If the issue persists, please help me collect the following information

for

analyze:

1. What is the SBS fax monitor locates you referred to? Please capture a screen shot of it and send to me for analyze.

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2. Please run command "msinfo32" (no quotation marks) on the SBS server

box

to launch System Information console. And click File and then Save. Save the system information to a .nfo file to send to me. My working mailbox: v-yanniw@xxxxxxxxxxxxxx

I appreciate your time. I am happy to be of assistance to you and look forward to your reply.

Have a nice day!

Sincerely,

Jenny Wu
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Get Secure! – www.microsoft.com/security

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From: "jonjof" <boebzer2@xxxxxxxx>
Newsgroups: microsoft.public.windows.server.sbs
Subject: Fax monitor incoming + outgoing calls?
Date: 13 Aug 2006 17:16:23 -0700
Organization: <http://groups.google.com>
Lines: 16
Message-ID:
<1155514583.557682.46890@xx>
NNTP-Posting-Host: 196.44.150.242
Mime-Version: 1.0
Content-Type: text/plain; charset="iso-8859-1"
X-Trace: posting.google.com 1155514588 4905 127.0.0.1 (14 Aug 2006

00:16:28 GMT)

X-Complaints-To: groups-abuse@xxxxxxxx
NNTP-Posting-Date: Mon, 14 Aug 2006 00:16:28 +0000 (UTC)
User-Agent: G2/0.2
X-HTTP-UserAgent: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.2;
SV1;

.NET CLR 1.1.4322; .NET CLR 2.0.50727),gzip(gfe),gzip(gfe)

Complaints-To: groups-abuse@xxxxxxxx
Injection-Info: b28g2000cwb.googlegroups.com;
posting-host=196.44.150.242;
posting-account=1fAMow0AAACHTbyVfBKHntbFuOEpoBxg
Path:

TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS01.phx.gbl!msrtrans!

n

ewsfeed.media.kyoto-u.ac.jp!postnews.google.com!b28g2000cwb.googlegroups.co

m

!not-for-mail

Xref: TK2MSFTNGXA01.phx.gbl
microsoft.public.windows.server.sbs:289399
X-Tomcat-NG: microsoft.public.windows.server.sbs

Please advise if there are any specific settings or selection that enables / disables the detail showing on the SBS Fax monitor. Previously it seemed my monitor showed both incoming and outgoing fax activity. But now only shows Incoming calls.

I think it has something to do with the fax settings on my Brooktrout modem, in that Line 1 is incoming only and line 2 is outgoing.

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I assume the monitor is not "linked" to lien 2.

Please advise.

Thank you

Jonathan