

Re: Fax Problem

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-08/msg05889.html>

- *From:* v-chacez@xxxxxxxxxxxxxx (chace zhang)
 - *Date:* Thu, 31 Aug 2006 11:19:43 GMT
-

Hi,

Thank you for posting here.

First of all, please let me know:

1. Has the problem ever worked?
2. If so, what has changed?
3. What service packs and updates applied? (SBS SP0 or SP1?)

It could be a hardware related issue, you can swap the device to try again

In addition, only the following USR modems are in Windows Server 2003 HCL list:

(USR2973-OEM) U.S. Robotics V92 Fax PCI

<http://www.microsoft.com/windows/catalog/server/default.aspx?subID=22&xslt=detail&pgn=ed4e39fd-ca14-920a-a21f-ff75a250ac55>

U.S. Robotics 56K Performance Pro Modem (USR5610B, USR325610B)

<http://www.microsoft.com/windows/catalog/server/default.aspx?subID=22&xslt=detail&pgn=8f91a73f-1995-d632-c6dc-e3d0daf1a669>

If the modem is not the above models, this can be a compatibility problem. Please let me know:

1. The modem's model.
2. Can you install the driver for the modems? Are they the latest ones?

If this is an SBS 2003 SP0 machine, please follow the steps below to reinstall Fax Services and check whether the problem persists.

1. 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

Re: Fax Problem

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\.'

2. Access Add/Remove Programs, Add/Remove Windows Components, uncheck 'Fax Services' to uninstall it.

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

4. 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.

[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.

5. 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.

Note; according to your situation, I highly suggest you perform a full backup before steps above.

Thank you for your time and I look forward to your update.

Best Regards,

Chace Zhang (MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

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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

Re: Fax Problem

"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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| From: "Scott Rymer" <me@xxxxxxxx>
| References: <#OPEwODzGHA.1824@xxxxxxxxxxxxxxxxxxxxxx>
| <B5D73C1C-B5B8-4161-987D-B6CA5E65D36B@xxxxxxxxxxxxxx>
| Subject: Re: Fax Problem
| Date: Wed, 30 Aug 2006 10:24:19 -0400
| Lines: 59
| X-Priority: 3
| X-MSMail-Priority: Normal
| X-Newsreader: Microsoft Outlook Express 6.00.2900.2869
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2962
| X-RFC2646: Format=Flowed; Original
| Message-ID: <#xrAo\$DzGHA.772@xxxxxxxxxxxxxxxxxxxxxx>
| Newsgroups: microsoft.public.windows.server.sbs
| NNTP-Posting-Host: node592.fsip.execulink.com 209.213.232.215
| Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP05.phx.gbl
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:294117
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Thanks M...

| If you suspect line noise, then I guess I should mention that the phone
| line
| being used for the fax is also used for our DSL connection. Of course I
| have an inline filter between the port and the jack but I'm not sure I
| would
| trust the filter any further than I can throw it. You agree? If so,
| I'll
| see if I can either fax from another line or have the DSL moved...

| -Scott

Re: Fax Problem

"Montreal MCT" <MontrealMCT@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:B5D73C1C-B5B8-4161-987D-B6CA5E65D36B@xxxxxxxxxxxxxxxxxxxx

> Hi Scott,

>

> It sounds to me like you might have some noise on your fax line. I would

> take the following steps before going on and calling the Telco:

>

> 1. Change the RJ-11 cable from the modem to the phone jack.

> 2. Try sending your faxes from a different phone line.

>

> If neither one of these fixes the problem then yes, you may have a bad

> modem.

>

> If the first one fixes your problem then you're good... cheapest possible

> fix short of a loose connection :)

>

> If the second fixes the problem then you should call the phone company and

> tell them you are experiencing noise on the line, and they should fix it.

>

> Good luck!

>

> M

> --

> MDG, MCT

> MCSA (2003), MCSA (2000), MCDST.

> Certified Small Business Specialist

> Visit my blog at www.mitpro.ca/Blogs/tabid/59/BlogID/2/Default.aspx

>

>

> "Scott Rymer" wrote:

>

>> We are having a problem where our outgoing faxes are being garbled on the

>> recipients end. It's not that they're incomplete but rather they skip

>> part

>> of the document. If I look at these faxes in the Sent Items, they

>> look

>> fine

>> so I suspect its a hardware issue... I don't have any specific numbers

>> but I

>> would guess that this represents about 5-10% of our faxes.

>>

>> Dell PE2800

>> Internal Conexant D850 56K V.9x DFVc Modem

>>

>> -Scott

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Re: Fax Problem

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