

RE: Email Rules Forwarding and Fax Forwarding Not Working

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-09/msg02958.html>

- *From:* v-chacez@xxxxxxxxxxxxxxx (chace zhang)
 - *Date:* Tue, 19 Sep 2006 07:25:29 GMT
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Hi,

Thank you for posting here.

In Exchange 2003, "Allow automatic forward" is disabled by default. Therefore, Auto Forward Rule created in Outlook client side to forward mail will not work. To resolve this issue, enable "Allow automatic forward" by following the step below:

1. On the SBS server, start Exchange System Manager.
2. Double-click Global Settings, and then click Internet Message Formats.
3. In the right pane, double-click the "Default" item.
4. In the Properties dialog box, click the Advanced tab, and then click to select the "Allow automatic forward" option.

Reference:

266166 Automatic replies and automatic forwards to Internet recipients are disabled in Exchange 2000 Server and in Exchange Server 2003
<http://support.microsoft.com/?id=266166>

If the information above doesn't help, please check the following:

1. Does the issue occur to all users?
2. Log on to another workstation as the "problematic" user, create an Outlook profile and see if you can reproduce the problem.
3. Download MDBVU32 at:

Exchange Server Information Store Viewer (MDBVU32)
<http://www.microsoft.com/downloads/details.aspx?familyid=3d1c7482-4c6e-4ec5-983e-127100d71376&displaylang=en>

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And delete rules by following the KB article below:

320022 XCLN: How to Use the Mdbvu32 Utility to Remove Inbox Rules
<http://support.microsoft.com/?id=320022>

And then re-create the rule, does it help?

Additional information that may help:

281926 How to Configure a Mailbox to Forward Mail to a Mail-Enabled Contact
<http://support.microsoft.com/?id=281926>

317652 How to Override Blocked Auto-Forwarding for Select Users
<http://support.microsoft.com/?id=317652>

Regarding inbound fax can not route to mailbox issue,

I. Based on my research, to resolve this issue, please run the following command-line to register these files:

```
regsvr32 "C:\PROGRAM FILES\COMMON FILES\MICROSFT SHARED\CDO\cdoex.dll"  
regsvr32 "C:\PROGRAM FILES\EXCHSRVR\BIN\cdo.dll"
```

Then try again to check if the issue can be reproduced.

II. If the issue still persists, 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 any changes.

2. Verify the Exchange Server Virtual SMTP Server is configured to listen on 'all unassigned'.

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

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- A. Locate the fxsrout.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 fxsrout.dll, and then press ENTER.
- F. After you receive the following message, type exit at the prompt, and 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 this helps, if you have any other concerns on this issue, please feel free to let me know. I'm looking forward to your update.

Have a nice day

Best Regards,

Chace Zhang (MSFT)

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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 "Notify me of replies" box to receive e-mail notifications when there are

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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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| Thread-Topic: Email Rules Forwarding and Fax Forwarding Not Working
| thread-index: AcbbefHGTdE/rX9hTTiLqypUXBqNtA==
| X-WBNR-Posting-Host: 74.238.159.6
| From: =?Utf-8?B?VG9tIFNjaHdhcnR6?= <Tom
Schwartz@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: Email Rules Forwarding and Fax Forwarding Not Working
| Date: Mon, 18 Sep 2006 16:27:02 -0700
| Lines: 10
| Message-ID: <A9B3ED94-09CA-4FF9-A119-CF5E5804B4A5@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 microsoft.public.windows.server.sbs:298483
| NNTP-Posting-Host: TK2MSFTNGXA01.phx.gbl 10.40.2.250
| X-Tomcat-NG: microsoft.public.windows.server.sbs
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| I have never been able to get Outlook Rules to forward email correctly to
| another mailbox or deliver new email to an external address for a
| recipient.
| Additionally the built in Inbound Fax Forwarding Wizard will not correctly
| Route a new fax to an email address. What can I check to make sure this
| is
| installed correctly?

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| I have used the Fax Wizard and it seems to do the setup fine, delivers a
| copy of the fax to everything except an email recipient.

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| Thanks in Advance
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