

# RE: Sent Faxes Disappearing

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<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-09/msg03640.html>

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- *From:* Greg Henry <[GregHenry@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:GregHenry@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Fri, 22 Sep 2006 09:46:01 -0700
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Crina Li,

Thank you for your assistance with my faxing problem. I have followed your instructions and now time will tell if the problem is solved. As I have researched this problem, I have found that I am having problems with printer spooling files. My backup job log shows that backup was unable to open c:\windows\system32\spool\printers\FP00060.shd and a host of similar .shd files, the number of which seem to grow on a daily basis. A look at that directory shows each .shd file listed in the backup error and a corresponding ..spl file with a time stamp matching the .shd files. Could the buildup of these files be related to my faxing problem? What might be the cause of this buildup of files and can it be corrected?

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Greg Henry

""Crina Li"" wrote:

Hi Greg,

Thank you for posting in SBS newsgroup.

From the description, I understand the issue to be: You are experiencing intermittent problems with faxes disappearing when sending Fax. If I have misunderstood your concerns, please do not hesitate to let me know.

Firstly I have checked your fax modem and find it is not on the Windows Server 2003 HCL. We may not guarantee its functionality under Windows Server 2003. However I will try to provide some suggestion for your issue.

Networking and Modems, External Modems

<http://www.microsoft.com/windows/catalog/server/default-v1.aspx?subID=22&xsl=t=category&pgn=2ca6773e-c839-41ed-adc8-377797133f34>

As I know, the Outbox is the queue of all submitted outgoing faxes that have not been successfully sent. After an outgoing fax has successfully been sent, it is moved to the Sent Items folder, which stores all successfully sent faxes. So I would like to suggest you try the following

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suggestions:

### A. Make sure outgoing fax is not disabled

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1. Open Server Management from the Start Menu.
2. Right click on "Fax (local)" in the tree and go to "Properties".
3. On the General page, make sure the "Disable submission of new outgoing faxes" and "Disable transmission of outgoing faxes" check boxes are NOT checked.
4. If they are checked, clear them and Click OK.
5. Click on the plus next to "Fax (local)".
6. Click on the plus next to "Devices".
7. Right click on the modem listed under Devices and choose "Properties".
8. If there is not a check in the box labeled "Send Faxes," put a check in this box, click Apply and then OK.
9. Right click on "Fax (local)" and choose Stop. Then right click on it again and choose Start.

### B. Make sure the "Sent Items" are archived in an existent folder

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This issue can occur if you are archiving the sent items to a non-existent folder. I suggest you do the following steps:

1. Open Server Management from the Start Menu.
2. Right click on "Fax (local)" in the tree and go to "Properties".
3. Click the "Sent Items" tab.
4. In the "Archive folder" section, make sure all sent items are archived to an existent folder. You can click Browse to point to another folder.
5. Click OK.
6. Right click on "Fax (local)" and choose Stop. Then right click on it again and choose Start.

### C. Make sure Everyone has the "Allow: Fax" permission

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1. Open Server Management from the Start Menu.
2. Right click on "Fax (local)" in the tree and go to "Properties".
3. Click the Security tab.
4. Make sure Everyone group is listed and has the "Allow: Fax" permission.
5. Click OK.
6. Right click on "Fax (local)" and choose Stop. Then right click on it again and choose Start.

D. Please try to stop the fax services and restart the fax service to see how thing goes. Also please re-register Faxcfgc.dll:

1. Open a command prompt, type

```
regsvr32 "C:\Program Files\Microsoft Windows Small Business  
Server\Licensing\fax\faxcfgc.dll"
```

2. Reboot.

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E. You may also try to remove the Fax Services and then reinstall it as following:

1. Open Control Panel.
2. Click "Change or Remove Programs".
3. Click "Windows Small Business Server 2003", click Change/Remove.
4. Go to "Component Selection" Page, and select "Remove" action at "Fax Service".
5. Repeat the above steps and select "Install" action at "Fax Service"

Related 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>

Thanks for your time and I look forward to hearing from you.

Best regards,

Crina Li (MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://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 "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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| Thread-Topic: Sent Faxes Disappearing  
| thread-index: AcbcyRRYsay0i73cSyivJzUozbevsg==  
| X-WBNR-Posting-Host: 134.215.199.78  
| From: =?Utf-8?B?R3JlZyBIZW5yeQ==?= <GregHenry@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
| Subject: Sent Faxes Disappearing  
| Date: Wed, 20 Sep 2006 08:26:01 -0700  
| Lines: 14  
| Message-ID: <2255F208-4168-4006-92AD-045F4E26A344@xxxxxxxxxxxxxx>  
| 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:298923  
| NNTP-Posting-Host: TK2MSFTNGXA01.phx.gbl 10.40.2.250  
| X-Tomcat-NG: microsoft.public.windows.server.sbs

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| My users are experiencing intermittent problems with faxes disappearing  
| after  
| they click on Finish from the Send Fax Wizard. Even if they choose to  
| receive an e-mail notification of the status of the fax, they receive  
| nothing. The fax job does not appear in the Outbox or Sent Items folders  
| in  
| the Fax Console. I have noticed that in the Printers and Faxes folder  
| the  
| Fax Printer shows 95 documents and shows the status as ready. I have  
| checked  
| the msfax\queue folder and it also appears to be holding onto a growing  
| number of .FQE, .FQP and .tif files which appear sometimes to correspond  
| with  
| "lost" faxes. Our fax modems are both USR model 5610B installed on an  
| SBS2003 serving running Exchange and MSFax (console version is 5.2). My  
| users are all Windows 2003 Standard Terminal Server RDP clients. I would  
| appreciate your help in solving this problem. Thank you

| --  
| Greg Henry  
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