

Re: Received fax errors after running SFC.exe

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<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-01/msg02589.html>

- *From:* "Gregg Hill" <bogus@xxxxxxxxxxxxx>
 - *Date:* Wed, 17 Jan 2007 17:30:27 -0800
-

Nick,

Are you running SBS 2003 SP1 or the initial release?

If you updated to SP1, did you do all the steps or just install Windows Server 2003 SP1?

When you ran SFC, to where did you point it for the files it needed?

If you have not gone to SP1 yet, why not?

Gregg Hill

"NickC" <NoOneHere@xxxxxxxxxxxxx> wrote in message
news:%238ncUmmOHHA.4244@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Wow this is getting worrying I thought Inn Jin said that there were no changes to the fax component in SBS service pack 1!

"Gregg Hill" <bogus@xxxxxxxxxxxxx> wrote in message
news:u6pAHvdOHHA.2232@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Nick,

The 5.2.2651 version is the initial release. The 5.2.2893 matches my SP1 server. Are you running SBS 2003 SP1 or the initial release?

Also, the folder dates on your CD3 should be 12/1/03. If not, you have an old CD3 and it should be tossed.

Gregg Hill

"Nick" <NoSpam@xxxxxxxxxxxxx> wrote in message
news:%23qhjMOWOHHA.140@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Re: Received fax errors after running SFC.exe

Hello Inn Jin,

Something else I have just noticed both the incoming fax modem and the outgoing one stopped working at the same time, when I ran sfc.exe! This suggests that the problem is Windows System related rather than a hardware failure. I have tried both sending to and receiving from a standalone fax machine (which would have used two different modems), both of which failed.

Are you completely sure that there was no update to the fax component in service pack 1. The FaxCfg.exe/.dll on the SBS CD3 are version 5.2.2651 while the ones in our C:\Program Files\Microsoft Windows Small Business Server\fax directory are version 5.2.2893. This newer version must have come from somewhere any idea where.

Thanks,
Nick

""Inn Jin [MSFT]"" <v-innjin@xxxxxxxxxxxxxxxxxxxxxxxx>
wrote in message
[news:ul\\$PBoKOHHA.2304@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:ul$PBoKOHHA.2304@xxxxxxxxxxxxxxxxxxxxxxxx)

Hi Nick,

Thank you for updating and thank Gregg's input.

Please notice that, installing driver and changing another modem doesn't mean that it is related to the hardware issue 100% percent. Just want to isolate the cause which can help us to solve the issue in a efficient manner. Both of us has the same purpose, that is to solve this issue, and what I want to do is try all my could to help you solve the issue. Your cooperation is appreciated. Remember,

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installing the driver and
changing
another modem is just for test purpose and
temporary!

I have found the website of your modem
vendor in the URL below for your
reference, you may download the driver and
installed them.

<http://www.usr.com/support/s-main-menu.asp>

Meanwhile please try to unplug one modem
and keep just one on the line,
then test the issue. Then exchange them and
try again. Please replace
the
telephone line then try again. Do you have
some fax software? if so,
please
try to uninstall and reinstall it just for test
purpose.

Also please follow the steps below to collect
T30 log for further test.

a) Run regedit.exe.

b) Navigate to this key:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Fax\Device
Providers\{2172FD8F-11F6-11D3-90BF-006094EB630B}

c) Create new or modify values as follows:

value name: DeBugLevelEx
value type: REG_DWORD
value: 0xffffffff

value name: DebugContextEx
value type: REG_DWORD
value: 0xffffffff

value name: DeBugFormatEx
value type: REG_DWORD
value: 0xbbffffff

d) Please reproduce the issue and zip the
C:\Documents and
Settings\NetworkService\Local
Settings\temp folder as a .zip file.

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e) Undo the registry changes.

f) Please send the file to me at
v-innjin@xxxxxxxxxxxxxx

I appreciate your effort and cooperation. I'm
looking forward to your
reply.

Have a nice day!

Best regards,

Inn Jin (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
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

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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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