

RE: Windows FAX service

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-03/msg00384.html>

- *From:* Bruce Wilkinson <BruceWilkinson@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 2 Mar 2007 14:45:02 -0800
-

Regarding the items below:

1. Yes
2. No error displayed.
3. All clients and server can send by printing to the fax from Word or Excel. None can send an email with a Word or Excel attachment, addressed to a number whose type is fax. The email is sent, but it does not show up in the fax console outbox or sent items.
4. The attachment type doesn't matter, none can send from Outlook.

The fax is in the HCL.

All clients can open the documents we're trying to send, Word, Excel or Acrobat.

I checked the document some email attachments document, all should understand "print to". Certainly Word and Excel do.

I downloaded and ran the MPS tool and sent the cab file to the address specified.

Thanks,
Bruce

"Robert Li [MSFT]" wrote:

Hi Bruce,

Thanks for posting in our newsgroup.

From your description, I know that when you add an attached document, the e-mail cannot be sent to fax. I am off-base, please don't hesitate to let me know.

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Please let me know the following to make the situation more clearly:

1. Could you send fax directly on the SBS server?
2. What's the exact error message when you send fax from the SBS server or windows XP client?
3. Do all the clients or some of them have this problem?
4. Try to add another kind of attachment, will the same issue occur?

Please take the following steps to see if the problem can be resolved:

Step 1: Check if the fax modem is in the HCL list.

For more information, please refer to:
<http://www.windowsservercatalog.com/>

Step 2: Please try if the attachment can be open successfully by the program on the FAX server?

The MAPI spooler will only print an attachment to the fax printer if two conditions exist.

First, the attachment must be an associated file type (for example, if you double-click the attachment it would start the application used to create or view it). If the file is not already an associated file type, double click on the file and select a program to associate the file with.

Second, the associated program must understand the "print to" command. For example, Notepad prints to the default printer, so text files cannot be faxed as attachments from Outlook. Microsoft Word can understand the "print to" command, so text files should either be sent from Word, or resaved as Word documents and attached to mail messages.

For more information, please refer to:
Only Some E-mail Attachments Can Be Faxed from Outlook to SBS
<http://support.microsoft.com/kb/198577/en-us>

Faxing in Windows XP
http://www.microsoft.com/windowsxp/using/setup/learnmore/crawford_02october21.msp

Note: Although the KB is for Microsoft BackOffice Small Business Server 4.0, it's also apply to SBS 2003.

If the problem still exists, please help me collect the following information for further research:
MPS Report

- 1) Download MPS report tool from:

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http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_SETUPPerf.EXE

- 2) Run the MPSRPT_SETUPPerf.exe on the server box.
- 3) Wait for 10~15 minutes.
- 4) Open Windows explorer, navigate to
%SYSTEMROOT%\MPSReports\Setup\Reports\cab\
- 5) Send the .cab file to v-robali@xxxxxxxxxxxxxx with subject:
30110204-Windows FAX service.

If you need further assistance, please don't hesitate to let me know.

Best regards,

Robert Li(MSFT)

Microsoft CSS Online Newsgroup Support

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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: Windows FAX service

<thread-index: AcdbZasS/1AnMJ0JStWqG8WqmrITyw==

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<X-WBNR-Posting-Host: 67.79.198.254
<From: =?Utf-8?B?QnJ1Y2UgV2lsa2luc29u?=
<BruceWilkinson@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
<Subject: Windows FAX service
<Date: Wed, 28 Feb 2007 10:24:22 -0800
<Lines: 17
<Message-ID: <18122065-0D98-410F-B353-57A9F2A2CB35@xxxxxxxxxxxxxx>
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< charset="Utf-8"
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<Priority: normal
<X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.2757
<Newsgroups: microsoft.public.windows.server.sbs
<Path: TK2MSFTNGHUB02.phx.gbl
<Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:20127
<NNTP-Posting-Host: tk2msftsbm01.phx.gbl 10.40.244.148
<X-Tomcat-NG: microsoft.public.windows.server.sbs
<
<Have the fax service enabled on a SBS 2003 system. Clients can 'print' a
<single document to the fax system. The fax wizard appears, the client
selects
<the recipient from an Exchange public folders group and sends the fax. It
<works fine.
<
<If the client opens an email (Outlook XP/2003 mixed environment) and adds
an
<attached document, then selects the same recipient as above, Outlook
<indicates the 'email' was sent, but it never makes it to the fax subsystem.
<
<It's as if there is a disconnect between printing to the fax and sending
an
<email to it.
<
<First, the fax service should be able to send multiple documents using
<Outlook, correct? If so, shouldn't sending the email to a contact that's a
<fax number rather than an email address trigger the fax service?
<
<Bruce
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