

RE: Inbound Fax Routing via e-Mail failure

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-10/msg00594.html>

- *From:* v-mzhuan@xxxxxxxxxxxxxxxxxxxxxx (Manfred Zhuang [MSFT])
 - *Date:* Thu, 04 Oct 2007 04:17:02 GMT
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Hello Don,

Thank you for posting here.

From your post, I understand that the faxes cannot be routed via email. In addition, other system generated emails do not work either.

Firstly I would like to confirm that if you try to send email from Outlook or from OWA, can the emails be sent?

I suggest you try following steps and check if the issue persists:

Suggestion 1: Re-running CEICW on SBS server:

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Let's re-run CEICW to reset the network configuration. Please refer to following article to do this.

How to configure Internet access in Windows Small Business Server 2003
<http://support.microsoft.com/kb/825763/en-us>

If the issue persists, please open Exchange System Manager, click Connectors, delete all the SMTP connectors and re-run CEICW again to configure email function.

Suggestion 2: Re-run configure fax services wizard:

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Please re-run configure fax services wizard and check if the issue persists.

Please also run the following command-line to register these files:

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

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

Suggestion 3: Check the SMTP Server Configuration.

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1. Start the Exchange System Manager.
2. Expand Servers, expand <servername>, expand Protocols, and then expand SMTP.
3. Right-click "Default SMTP Virtual Server" and click Properties. On the General tab, click the Advanced button and verify that the IP address is set to All Unassigned and the TCP port is set to 25. Click OK.
4. Click the Access tab, click the Authentication button, and verify Anonymous access is selected. If the other check boxes are selected, that is fine. Click OK.
5. On the Access tab, click the Connection button, and verify "All except the list below" is selected and the list does not contain any IP addresses assigned to the server including 127.0.0.1.
6. Click OK all the way out of the Default SMTP Virtual Server properties and restart the Default SMTP Virtual Server".

After verified and then try to test, how about the result?

Suggestion 4:

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Based on my research, this issue can also be caused by that you have installed some third-party Antivirus/Antispam software and localhost TCP 25 is blocked to send email. To further isolate this issue, I would suggest you run the following command on the SBS server.

Telnet localhost 25

A correct and expected output in the prompt window should be as following

```
220 Domain.com Microsoft ESMTP MAIL Service, Version: 6.0.3790.211 ready at
Tue,
24 May 2005 20:16:20 -0700
```

- If the command fails to finish, you may need to configure your Antivirus/Antispam software and unblock the localhost configuration.

- If the command finishes successfully,

1. 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

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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.

I hope the above information is helpful to you. If the problem still occurs, please help me gather following information:

1. I would like to double confirm that does the issue also happen for server performance report and server usage report?
2. Please download the MPS Report tool from the following link and run it on the SBS server, then send the generated CAB file to my mailbox v-mzhuan@xxxxxxxxxxxxxx for further investigation so that we can find what the root cause is:

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

For your information:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=CEBF3C7C-7CA5-408F-88B7-F9C79B7306C0&displaylang=en>

Please try the above steps at your earliest convenience. If you have any concern, please feel free to let me know.

Best regards,

Manfred Zhuang(MSFT)
Microsoft 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 "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.

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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: Inbound Fax Routing via e-Mail failure
| thread-index: AcgFvOYNCN4x14vKR4e6ZygseGDfRw==
| X-WBNR-Posting-Host: 207.46.19.197
| From: =?Utf-8?B?RG9uWW91a2Vy?= <DonYouker@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: Inbound Fax Routing via e-Mail failure
| Date: Wed, 3 Oct 2007 05:57:05 -0700
| Lines: 43
| Message-ID: <81F9D4C5-A8FF-43AF-BBA6-D7A8F5A170D4@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 V6.00.3790.2929
| Newsgroups: microsoft.public.windows.server.sbs
| Path: TK2MSFTNGHUB02.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:67091
| NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Inbound fax routing still works properly for printing and saving to a document library. However, faxes are no longer routed via e-mail.

| The following error message appears in the Application Log:

| The Fax Service failed to execute a specific routing method. The service will retry to route the fax according to the retries configuration. If

the

| retries fail, verify routing method configuration.

| Job ID: 0x0401c803c77f57b9.

| Received on Device: 'Conexant D850 56K V.9x DFVc Modem'

| Sent from: 'K T CONSULTING CO,'

| Received file name: 'C:\Documents and Settings\All Users\Application Data\Microsoft\Windows NT\MSFax\Queue\1C803C77F57B9.tif'.

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| Routing extension name: 'Microsoft Routing Extension'

| Routing method name: 'Route through e-mail'

| For more information, see Help and Support Center at
| <http://go.microsoft.com/fwlink/events.asp>.

| Provided link shows generic "out of luck" message:

| Details

| ID: 32089

| Source: Microsoft Fax

| We're sorry

| There is no additional information about this issue in the Error and
Event

| Log Messages or Knowledge Base databases at this time. You can use the
links

| in the Support area to determine whether any additional information might
be

| available elsewhere.

| Fax console shows that routing has failed after 3 tries. System has been
| re-booted, services have been restarted, and error persists. No recent
| changes have been made to configurations/OS nor have updates within past
15

| days been installed.

| This issue also affects other system-generated email, such as fax send
| confirmations and system status emails. Configuration in SBS2003 Fax
| Properties and Fax routing has been reviewed and no changes made.

| Any ideas on how to fix this problem?

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