

Re: Which Fax Modem?

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-10/msg00708.html>

- *From:* "Gregg Hill" <bogus@xxxxxxxxxxxx>
 - *Date:* Thu, 4 Oct 2007 10:02:28 -0700
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Andrew,

Thank you for the update. I was unaware that MS Fax did not support V.34 faxing. Even though it will not support 33.6 fax, I assume your boards would still be faster than using a USB Courier V. Everything external modem, correct?

I called my remaining fax-problem client and they said they are getting all of their faxes, so they do not want to try the board. Bummer. They had problems back in May, but I guess they are no longer having them.

I'll check back here for the link from you, then when I get some time, I'll call Derrek.

Thank you!

Gregg Hill

DISCLAIMER WARNING: the information contained in any reply I make is merely an OPINION, one that I hope you will consider when you make a choice as to what you will do on your systems or network.

No recommendation is to be implied by my OPINION.

There, that should cover it!

"Andrew Rinaldi" <andrew.rinaldi@xxxxxxxxxxxx> wrote in message

Re: Which Fax Modem?

news:1191491274.706077.98520@xx

On 3 Oct, 20:19, "Gregg Hill" <bo...@xxxxxxxxxxxx> wrote:

Hi, Andrew!

I first heard of your products when you responded to a post of mine in June regarding faxing over Vonage lines (which now works for all but one fax machine after I replaced my Vonage phone adapter (Linksys) with the Motorola VT2442).

Your web site and data sheets say that the IQ Express boards do V.34, JBIG, high-resolution, and color, and I believe the web site has said that for months. Are you saying they actually do NOT do that yet? Or that they do it, but not yet with MS Shared Fax in SBS 2003?

You mentioned "...custom firmware which resolves many of the issues with Microsoft fax products." Do you mean you now have an IQ Express board specifically for Microsoft Fax, or are the improvements in all the IQ Express boards?

Mainpine's comparison (<http://www.mainpine.com/tr1034comparison.html>) of Mainpine vs. Brooktrout used a Windows 2000 SP4 PC with third-party software and not the MS Shared Fax application. I emailed your sales folks last night regarding how well your IQ Express works with SBS 2003. I asked, "Have your fax boards been tested ****specifically**** with Windows Small Business Server 2003 and its built-in Shared Fax application? I know you have tested with Windows Server 2003, upon which SBS 2003 is based, but sometimes SBS has strange quirks."

The reason I mention specific testing with SBS 2003 is that many people in here have posted that they had USR modems and other products that worked perfectly under SBS 2000, but failed to work under SBS 2003 with the exact same server and modem. All they did was upgrade to SBS 2003 and now their fax failures went nuts. The SBS 2003 fax service apparently is not as reliable as it was in SBS 2000, according to multiple posts in this newsgroup.

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So, how well do your IQ Express 2-port and 4-port cards work with SBS 2003 SP1 or SBS 2003 R2 servers and the built-in software? Do you have testing done specifically with SBS 2003 and its Shared Fax application?

As far as the compatibility list is concerned, that is somewhat of a joke when it comes to modems. In the newsgroups, you will see MS claims that your modem has to be on the HCL, but several times I have seen Microsoft recommend the USR Courier V. Everything modem to fix problems, and it is NOT on the list. Go figure!

After comparing the Mainpine and Brooktrout specs into the wee hours of the morning last night, I am leaning toward the Mainpine IQ Express 2-port board, but to me, it is still an unknown product. I know that Brooktrout has fixed my problems and problems at one of my clients, and a friend uses Brooktrout exclusively without any problems. I am asking my other problem client to try your product, but I need solid reassurance that testing has actually been done on SBS 2003 with its Shared Fax application.

Thank you!

Gregg Hill

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There, that should cover it!

"Andrew Rinaldi" <andrew.rina...@xxxxxxxxxxxx> wrote in message

news:1191403264.010992.92810@xx

On Oct 2, 5:40 pm, "SusanV"
<svanal...@xxxxxxxxxxxxxxxx> wrote:

Hi all,

Re: Which Fax Modem?

Reading old posts recommending fax modems, I know I want an external serial (out of USB ports on the server), and I seriously doubt they will approve a Courier V. Everything business class modem, are there any known issues with the much less pricey US Robotics 56Kbps V.92 Serial External Modem?

Can anyone clarify the difference for me? Besides that one is \$99 and the other is \$269 I mean <grin>

This will be mainly for sending, TIA,

SusanV

Hi Susan,

Please take a look at the Mainpine IQ Express fax boards (http://www.mainpine.com/products_IQE.html). We have recently completed testing of our custom firmware which resolves many of the issues with Microsoft fax products. If you contact our sales or support team they will send you a copy of a test report that documents our process and compatibility results. We offer a 30 day return policy so that you can try the board in your server to see how it works out for you.

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We have 1-port, 2-port, 4-port, and 8-port boards all in a 6.6" x 2.5" board profile
(<http://www.mainpine.com/downloads/IODimensions-in.jpg>).

We are currently working on enhancements which will add V.34, JBIG, and high-res support. We would also love to add colour... but that will require effort from Microsoft (sigh).

We support all the major fax software vendors and always outperform Brooktrout and Eicon products.

We are not currently listed in the Windows Server Catalog – in my opinion this has always been useless at identifying fax boards that actually work with Microsoft Fax software. That said, I suspect that we will eventually add our products to the catalog just so that we can tick that marketing box !

Please feel free to call us for a discussion of your requirements. We are staffed by people who have worked in the fax industry... some of us for almost 30 years (gulp !).

Regards

ANDREW RINALDI
Mainpine Developer Support
USA +1 503 822 9944 | UK +44 8458 909438
andrew.rina...@xxxxxxxxxxxxx |www.mainpine.com– Hide

Re: Which Fax Modem?

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Hi Greg,

I'll attempt to answer your questions in turn;

The IQ Express family supports V.34, JBIG, high-res, and color 'on board' (i.e. all of the fax protocol processing is undertaken on the board and accessed through our Class 2.0/2.1 interface).

Historically, our RockForce family has also supported these features BUT these were only available through the Class 1.0 interface which requires off board processing by the fax application. That said, these features have been widely supported by fax software – for instance, we've been deploying V.34 and JBIG with Net SatisFAXtion for the last 7 years.

Today, MS Fax does NOT support these four features. Our strategy with MS Fax is to try and persuade Microsoft to implement new features (such as color) and to provide firmware that enhances existing features where possible (that's what we plan for V.34, JBIG, and high-res).

The IQ Express firmware includes enhancements to address specific MS Fax limitations and compatibility issues. These enhancements are enabled when the board is installed in a system using MS Fax (i.e. all IQ Express boards have this feature today).

Mainpine and our customers have tested Windows XP, Windows 2003 Server, Windows Vista, and Windows 2008 Server. In all cases we have tested SBS and Enterprise editions where appropriate. Today, we are focused on 32bit systems although the IQ Express installs and works in 64bit systems (that said, only a very small number of customers are actually deploying 64bit systems). Although the IQ Express appears 'new' it's been shipping to our OEM customers for almost 12 months.... we have several thousand boards in the field.

I'd suggest you call and talk to our support manager Derrek Sybert. He can tell you exactly what testing has been undertaken with SBS 2003 and answer any questions that you have. Derrek has many years experience and has worked for a number of the larger fax software companies. Later today I hope to publish a hyperlink to our MS Fax test report.... I believe this was signed off by our management team last night.... this report contains details of the tests that we undertook and the results that we obtained (my copy of the results show that we had one 13–page fax failed in our 2000 x 13–page fax broadcast test).

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We win a lot of business against Brooktrout... especially when people are having problems. The only real way you will find out whether our board is better is to try one. If you are unhappy then returning the board within 30 days will get you a refund of the purchase price.... so, all you have to invest is the time and a small amount on shipping.

Please let me know if you require any further clarification.

Regards,

ANDREW RINALDI
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