

RE: Reinstalled Fax Services, Fax Wzrd doesn't show "store in doc

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-01/msg02564.html>

- *From:* Jim Graue <JimGraue@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sat, 19 Jan 2008 12:18:00 -0800
-

Hello, Manfred:

I appreciate your response. I've printed your instruction-set. If I continue to have problems with using the fax service in this implementation, I will follow your instructions for re-installing the fax service after I replace the FAX-MODEM.

It is somewhat disconcerting that, after so many years, there are still struggles with modems and fax services. I do not discount "error-between-chair-and-keyboard," however.

—

Best regards,

Jim Graue

"Manfred Zhuang [MSFT]" wrote:

Hello Jim,

Thank you for posting here.

From your post, I understand that store in a document library option is not shown when configuring FAX service.

Firstly I would like to confirm that how did you reinstall Fax service?

I suggest you refer to following steps to reinstall it again:

Pick a non-business time and do the following:

1. Click Start -> Run, type MSCONFIG and click OK.
2. Go to Services tab, click the option of "Hide All Microsoft Services", then click Disable All button.

RE: Reinstalled Fax Services, Fax Wzrd doesn't show "store in doc

3. Go to Startup tab, click the Disable All button.
4. Click OK to restart the computer.

Then try to send fax again to see how everything is going.

If the issue still exists, please start the SBS Server to normal status and reinstall the FAX Service.

To start the SBS Server to normal status:

1. Click Start -> Run, type MSCONFIG and click OK.
2. Select Normal Startup in the General tab.
3. Click OK to restart to normal status.

To reinstall FA Services:

1. Rename the keys and files below to *.old

- 1) HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Fax
- 2) HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Fax
- 3) C:\Program Files\Microsoft Windows Small Business Server\fax
- 4) The 'SBSMIS-FAX.log' file under 'C:\Program Files\Microsoft Integration\Windows Small Business Server 2003\Logs'.
- 5) The 'SBSMSI-faxcfg.log' file under 'C:\Program Files\Microsoft Integration\Windows Small Business Server 2003\Logs'.
- 6) The 'faxsetup.log' file under 'C:\WINDOWS\'.

2. Access Add/Remove Programs, Add/Remove Windows Components, uncheck 'Fax Services' to uninstall it.

3. Once it is uninstalled, access Add/Remove Programs to reinstall it.

4. Then, access 'Add/Remove Programs again', this time, we will click 'Change/Remove' on the 'Windows Small Business Server 2003' item:

- 1) Click 'Next' on the 'Microsoft Windows Small Business Server Setup' page.
- 2) Click 'Next' on the 'Windows Configuration' page.

Note: It states that 'This will take approximately 30 minutes', it is referring to the total time it will take in the first SBS component

RE: Reinstalled Fax Services, Fax Wzrd doesn't show "store in doc

installation. For the task such as remove a specific component, it will just take couple of minutes.

3) Now, in the 'Component Selection' page, choose 'Remove' before the 'Fax Services' item.

4) Click 'Next', and then click 'Next' again to confirm 'Component Summary'. You will be prompted to insert the SBS 2K3 setup Disc 1.

5. Once the removal process is completed, access 'Windows Small Business Server setup' again in 'Add/Remove Programs', proceed to the 'Component Selection' page, and then choose 'Install' for the 'Fax Services' item.

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

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@xxxxxxxxxxxxx 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_SETUPPerf.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

=====
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.

RE: Reinstalled Fax Services, Fax Wzrd doesn't show "store in doc

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.

=====

This posting is provided "AS IS" with no warranties, and confers no rights.

| Thread-Topic: Reinstalled Fax Services, Fax Wzrd doesn't show "store in
| doc libr
| thread-index: AchY0dQomdn6ITsIRVeHN2hcz80S/Q==
| X-WBNR-Posting-Host: 207.46.192.207
| From: =?Utf-8?B?SmltIEdyYXVI?= <JimGraue@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: Reinstalled Fax Services, Fax Wzrd doesn't show "store in doc
| libr
| Date: Wed, 16 Jan 2008 22:26:01 -0800
| Lines: 10
| Message-ID: <BE84F5DE-F1CF-4922-BD2E-5099E3A66AAF@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 V6.00.3790.2992
| Newsgroups: microsoft.public.windows.server.sbs
| Path: TK2MSFTNGHUB02.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:87152
| NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149
| X-Tomcat-NG: microsoft.public.windows.server.sbs

|
| Hi, All:

|
| Print spool issues coupled with modem problems caused me to reinstall fax
| services. As a result, when I run the fax wizard, there is no "store in
| document library" choice on "incoming fax routing" page of the wizard.

Any

| suggestions regarding how to get it back?

| --

| Best regards,

|
| Jim Graue

RE: Reinstalled Fax Services, Fax Wzrd doesn't show "store in doc