

# Re: Reinstalled Fax Services, Fax Wzrd doesn't show "store in doc libr

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-01/msg02672.html>

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- *From:* [v-mzhuan@xxxxxxxxxxxxxxxxxxxxxx](mailto:v-mzhuan@xxxxxxxxxxxxxxxxxxxxxx) (Manfred Zhuang [MSFT])
  - *Date:* Mon, 21 Jan 2008 08:00:21 GMT
- 

Hello Bill,

Thank you for your contribution to this newsgroup. :)

Best regards,

Manfred Zhuang(MSFT)  
Microsoft Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://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>

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

| From: "Bill Peng" <hpeng@xxxxxxxxxxxxxxxxxxxx>  
| References: <BE84F5DE-F1CF-4922-BD2E-5099E3A66AAF@xxxxxxxxxxxxxxxx>  
<K7zHqcpWIHA.4200@xxxxxxxxxxxxxxxxxxxxxxxx>  
| Subject: Re: Reinstalled Fax Services, Fax Wzrd doesn't show "store in  
doc libr  
| Date: Sat, 19 Jan 2008 22:42:20 +0800  
| Lines: 3  
| Message-ID: <E260147D-2BCF-44C1-840D-B08C00B0DC03@xxxxxxxxxxxxxxxx>  
| MIME-Version: 1.0  
| Content-Type: text/plain;  
| format=flowed;  
| charset="gb2312";  
| reply-type=original  
| Content-Transfer-Encoding: 7bit  
| X-Priority: 3  
| X-MSMail-Priority: Normal  
| Importance: Normal  
| X-Newsreader: Microsoft Windows Live Mail 12.0.1606  
| X-MimeOLE: Produced By Microsoft MimeOLE V12.0.1606  
| X-MS-CommunityGroup-PostID: {E260147D-2BCF-44C1-840D-B08C00B0DC03}  
| X-MS-CommunityGroup-ThreadID: BE84F5DE-F1CF-4922-BD2E-5099E3A66AAF  
| X-MS-CommunityGroup-ParentID: 721F3656-4AC9-4B4F-AC1F-9AF9FC9B1AF9  
| Newsgroups: microsoft.public.windows.server.sbs  
| Path: TK2MSFTNGHUB02.phx.gbl  
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:87619  
| NNTP-Posting-Host: TK2MSFTNGHUB02.phx.gbl 127.0.0.1  
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Manfred, the problem is resolved. :)

| Sincerely,  
| Bill

| "Manfred Zhuang [MSFT]" <v-mzhuan@xxxxxxxxxxxxxxxxxxxx> wrote in message  
| [news:K7zHqcpWIHA.4200@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:K7zHqcpWIHA.4200@xxxxxxxxxxxxxxxxxxxxxxxx)

| > 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.

| >

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- |> 2. Go to Services tab, click the option of "Hide All Microsoft Services",
- |> then click Disable All button.
- |>
- |> 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.

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|>  
|> 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  
|> 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@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-a579-30b0bd9  
|> 15706/MPSRPT\\_SETUPPerf.EXE](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](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](http://www.microsoft.com/security)  
|>  
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corresponding

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|> | 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?SmltIEdyYXVl?=<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@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 V6.00.3790.2992

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|> | 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  
|> |  
|> |  
|