

RE: SBS 2003 Fax Service not working

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-04/msg02700.html>

- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
 - *Date:* Mon, 21 Apr 2008 05:51:42 GMT
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Hello Customer,

Thank you for posting here.

According to your description, I understand that the income faxes do not route to mailbox or printer. If I have misunderstood the problem, please don't hesitate to let me know.

Based on my research, I suggest we try the following steps to see if we can resolve this issue:

1. Run the Fax Configuration Wizard:
 - a. On the server, click Start, and then click Server Management.
 - b. On the console tree, click Fax (Local).
 - c. In the details pane, click Configure Fax Services to start the wizard.
 - d. In the Inbound Fax Routing page of the wizard, tick "Routing through e-mail" option, and click Edit button to input the email address.
 - e. Tick the "Print" option, and click Edit button to select printer to print the fax.
 - f. Finish the wizard and test this issue.
2. If the issue persists, I suggest you reinstall the Fax component on SBS:
 - a. Click Start, point to Control Panel, click Add or Remove Programs, and then click Add/Remove Windows Components.
 - b. In the Windows Components Wizard, clear the Fax Services check box.
 - c. Click Finish to close the wizard.
 - d. In the Add or Remove Programs dialog box, under Currently installed programs, click Microsoft Windows Small Business Server 2003, and then click Change/Remove.
 - e. Follow the instructions until you reach the Component Selection page.
 - f. To install Fax, under Action for the Fax service, click the drop-down list, and then change the action to Install.
 - g. Click Next to continue. Follow the instructions for completing Setup.

Then, run the Fax Configuration Wizard again as step #1. Test this issue.

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Additional documents for your reference:

SBS: How to configure the Shared Fax service to route incoming fax jobs to a common inbox

<http://support.microsoft.com/?id=311529>

Step-by-Step Guide to Configuring and Using Fax on Windows Small Business Server 2003

<http://technet2.microsoft.com/WindowsServerSolutions/SBS/en/library/4b42d716-e281-4e7f-a735-772cc627a9181033.msp?mfr=true>

If we cannot resolve the issue after we perform the above steps, please help me collect some information for further investigation:

Gather MPS network report on SBS:

a. Download MPSrepot_network from

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

b. Run MPSRPT_NETWORK.exe.

c. The tool will automatically collect the information. This procedure will take 10~15 minutes.

d. Open Windows Explorer, navigate to the folder:
%SystemRoot%\MPSReports\Network\Reports\Cab\

e. Send the .cab file directly to me at v-terliu@xxxxxxxxxxxxxx

I hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

Terence Liu(MSFT)

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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

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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: SBS 2003 Fax Service not working
| thread-index: Acig46fV2LGz0q2zS/avOKMhwcdjTA==
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<andyn@xxxxxxxxxxxxxxxxxxxxx(donotspam)>
| Subject: SBS 2003 Fax Service not working
| Date: Thu, 17 Apr 2008 16:35:01 -0700
| Lines: 7
| Message-ID: <EFCB1EEC-9493-4BE0-AFEA-073B85157D1F@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:103671
| NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149
| X-Tomcat-NG: microsoft.public.windows.server.sbs
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| I have a client running SBS 2K3 Standard. For some unknown reason the Fax
| service has stopped working correctly. Although the Server recieves the
| faxes
| just fine, it does not route them to the internal e-mail address that was
| set
| up nor does it go to the printer. This issue started suddenly, with no
apparent changes to the Server.
Thanks for your help.

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