

# Re: Exchange stops fax attachments

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- *From:* JJackson <[JJackson@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:JJackson@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Fri, 9 May 2008 05:45:01 -0700
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Thanks for the thought Allen and I have just checked that it is not being used. We have the Symantec AV with Symantec Mail Security for Exchange and I have not found any evidence that it is causing a problem but will put in a support call as that may be involved.

Many thanks for the thought.

JJ

"AllenM" wrote:

OK here's a thought. Are you using IMF? I had a similiar issue and discovered through Message Tracking that the email forwarding was being filtered by IMF. So in order to resolve I had to add the [sbsfaxservice@xxxxxxxxxx](mailto:sbsfaxservice@xxxxxxxxxx) to the safe senders list in IMF. Just a thought.

"JJackson" <[JJackson@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:JJackson@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:915660D0-FEF1-415C-9B3D-629FFAB2FCD8@xxxxxxxxxxxxxxxxxx](mailto:news:915660D0-FEF1-415C-9B3D-629FFAB2FCD8@xxxxxxxxxxxxxxxxxx)

Win2003SBS Prem SP2

The server was setup to forward all incoming faxes as attachments to one user but has stopped. Faxes are coming in OK and are visible in the INBOX and can be manually right clicked / send to / mail recipient etc.

I found the instructions below from Mariette Knap [MVP] while searching and have run through it using Method A and checking the settings with method B.  
(The only difference was #4 where I am not putting a copy in a Document Lib. and never did.)

All thoughts welcomed.

Jonathan Jackson

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JCS

Verify that automatic routing is enabled for email and Sharepoint. There are two ways to do this (A. Run the Configure Fax wizard or B. Check it Manually). I will provide steps for both.

### A. Run the Configure Fax wizard

1. Open the Server Management Console.
2. Click the To Do List.
3. Click the Configure Fax link.
4. Run the wizard.
  - a. Make sure the "Route through E-mail" method is checked and that a valid email address is specified.
  - b. Make sure the "Store in a document library" method is checked and that a valid document library is specified.
5. Finish the wizard.

### B. Verify Fax Routing is Enabled and Configured.

#### Enable E-mail Receipt

1. Click Start, point to All Programs, point to Accessories, point to Communications, point to Fax, and then click "Fax Service Manager".
2. In the console tree in the left panel, right-click the "Fax (Local)" node, and then click Properties.
3. On the Receipts tab, verify the "Enable SMTP e-mail receipts delivery" check box is checked.
4. In the From e-mail address: box, type the e-mail address of the sender of the fax. For example, SBSFaxService@xxxxxxxxxxxxx
5. In the Server address: box, type the SBS server's NetBIOS computer name.  
Do not type the server's fully qualified domain name (FQDN). To determine the SBS server's NetBIOS computer name, type "hostname" (without the quotation marks) at the command prompt, and then press ENTER.
6. In the Port: box, type "25" (without the quotation marks). If the SMTP port has changed, type the appropriate port.
7. Verify the "Use these SMTP settings for the Route Through E-Mail incoming routing method" check box is checked.

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8. Click the Authentication button, verify the "Anonymous access" option is selected, and click OK.

NOTE: The authentication method you selected must match the authentication method defined in the Exchange 2003 SMTP server. By default, it is set to Anonymous access. To verify this:

1. Start the Exchange System Manager.
2. If the administrative groups are displayed, expand Administrative Groups, and then expand "".
3. Expand Servers, expand , expand Protocols, and then expand SMTP.
4. Right-click "Default SMTP Virtual Server", click Properties, click the Access tab, and click the Authentication button.
5. Verify Anonymous access is selected.

### Enable Incoming Fax Routing Methods

1. In the Fax Service Manager console, expand Devices and Providers, expand Devices, expand , and click on Incoming Methods.
2. Verify the "Route through E-mail" method is enabled.
3. Right-click the "Route through E-mail" method and click Properties. Click the E-mail tab and verify that a valid email address is specified. Click OK.
4. Verify the "Store in a document library" method is enabled.
5. Right-click the "Store in a document library" method and click Properties. Click the Fax Routing tab and verify that a valid document library is specified. Click OK.
6. Restart the Fax service.

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