

Re: Faxing From Outlook Problem

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-07/msg00701.html>

- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
 - *Date:* Wed, 09 Jul 2008 06:16:48 GMT
-

Hello Richard,

Thank you for your update.

When you send fax email in Outlook client, the fax email will be send to the client shared fax printer thru the Fax Mail Transport account in the Outlook. Therefore, the creation/rasterizing of the fax pages is finished on the client, but not SBS.

You are right, to send attachments in the fax email in Outlook, you need to install the application of attachments on the client. So, you need to install Office and Acrobat on the XP client.

For the pdf attachment, I suggest you also perform the following steps:

Step 1: Change the Printto setting for PDF files

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1. Open My computer. In Tools, click Folder Options and then select File Types.
2. Locate the PDF extension, and open the properties for the item.
3. Click on the "Advanced" button and "Edit" the printto option in the Actions field.
4. Change the item "Application used to perform action:" to the following value:
"C:\Program Files\Adobe\Acrobat 6.0\Reader\AcroRd32.exe" /p /h "%1"
5. Hit Ok and Ok.
6. Check the issue again.

Step 2: Install the latest version of Adobe Acrobat.

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If the steps above don't help, please install Adobe Acrobat 7 and check the effect. Please make sure the Printto setting for PDF is the same except the "Application used to perform action:" changed to the value below:
"C:\Program Files\Adobe\Acrobat 7.0\Reader\AcroRd32.exe" /p /h "%1"

I hope these steps will give you some help.

Thanks and have a nice day!

Re: Faxing From Outlook Problem

Best regards,

Terence Liu (MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

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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 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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From: "Richard K" <Rkokoski@xxxxxxxxxx>

References: <eMyGMMyA4IHA.4720@xxxxxxxxxxxxxxxxxxxxxxxx>

<7VE91tL4IHA.4056@xxxxxxxxxxxxxxxxxxxxxxxx>

Subject: Re: Faxing From Outlook Problem

Date: Tue, 8 Jul 2008 08:01:42 -0400

Lines: 171

X-Priority: 3

X-MSMail-Priority: Normal

X-Newsreader: Microsoft Outlook Express 6.00.2900.3138

X-RFC2646: Format=Flowed; Original

X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.3198

Message-ID: <u7d1jJP4IHA.4272@xxxxxxxxxxxxxxxxxxxxxxxx>

Re: Faxing From Outlook Problem

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Newsgroups: microsoft.public.windows.server.sbs
NNTP-Posting-Host: pool-71-179-91-123.bltnmd.fios.verizon.net 71.179.91.123
Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP03.phx.gbl
Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:114367
X-Tomcat-NG: microsoft.public.windows.server.sbs

Terence, is it the responsibility of the Outlook 2003 on the XP CLIENT for the creation/rasterizing of the fax pages and send those images to the SBS fax or does the XP client just send the email and the SBS server does the rasterizing of the images for the fax?

I ask for the obvious reason.... why reinstall Outlook 2003 on the XP

client

if the server is doing all of the work. Also, if the XP client is responsible for rasterizing then I should be able to include any type of attachments (.doc, .pdf, .xls etc) as long as the XP client has the available software such as Word, Acrobat and Excel. Is this a correct assumption?

I am more than happy to follow your steps. I just want to better

understand

the process.

"Terence Liu [MSFT]" <v-terliu@xxxxxxxxxxxxxxxxxxxxxx> wrote in message news:7VE91tL4IHA.4056@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hello Richard,

Thank you for posting here.

According to your description, I understand that you are unable to send fax in the Outlook client. 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:

Step 1: Install Outlook 2003 SP2

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I would suggest that we install Outlook 2003 SP2 and check whether it helps. Please use the following link to download it.

Office 2003 Service Pack 2 (SP2)

Re: Faxing From Outlook Problem

[http://www.microsoft.com/downloads/details.aspx?FamilyID=57e27a97-2db6-4654-](http://www.microsoft.com/downloads/details.aspx?FamilyID=57e27a97-2db6-4654-9db6-ec7d5b4dd867&DisplayLang=en)

9db6-ec7d5b4dd867&DisplayLang=en

Step 2: Try to reinstall fax client:

Please try to reinstall fax client on XP client via the following steps:

- a. Open Control Panel and open Add or Remove Programs.
- b. Click Add/Remove Windows Components.
- c. Uncheck Fax Services and click Next.
- d. Finish the process.
- e. You can run the following command to install Shared Fax Client (for Windows XP only):

```
"sysocmgr.exe /u:"\\%sbsserver%\clientapps\faxxp\fax_inst.inf" /r /q /n
```

/i

```
\\%sbsserver%\clientapps\faxxp\fax_master.inf.
```

Step 3: Create a new profile

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A new profile is a new environment for us to use Outlook. To create a new profile is only for a test to see if the problem is related to the

corrupt

profile of Outlook. Creating new profile will not do any damage to the

old

profile.

1. Close Outlook
2. Open shared folder \\SBSname\clients\setup
3. Double click sbsdefault.prf, you will get a warning, click Yes. Then Outlook will be opened.
4. Click Tools -> E-mail Accounts, select Add a new e-mail account, click Next
5. Select Additional Server Types, click Next.
6. There is Fax Mail Transport here, click Next
7. Click OK.
8. Restart Outlook to test the fax.

Additional information for your reference:

How to create a new e-mail profile in Outlook 2003

<http://support.microsoft.com/kb/829918>

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

Re: Faxing From Outlook Problem

1. Does this issue happen on all Outlook clients or individual client?
2. Save the application event log and system event log as evt files on

the

problematic machine and send to my mailbox: v-terliu@xxxxxxxxxxxxxxxx

I hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

Terence Liu (MSFT)

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From: "Richard K" <Rkokoski@xxxxxxxxxx>
Subject: Faxing From Outlook Problem
Date: Mon, 7 Jul 2008 04:36:25 -0400
Lines: 25
X-Priority: 3
X-MSMail-Priority: Normal
X-Newsreader: Microsoft Outlook Express 6.00.2900.3138
X-RFC2646: Format=Flowed; Original
X-MimeOLE: Produced By Microsoft MimeOLE
V6.00.2900.3198
Message-ID:
<eMyGMyA4IHA.4720@xxxxxxxxxxxxxxxxxxxxxxxxxx>
Newsgroups: microsoft.public.windows.server.sbs
NNTP-Posting-Host:
pool-71-179-91-123.bltnmd.fios.verizon.net
71.179.91.123
Path:
TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP03.phx.gbl
Xref: TK2MSFTNGHUB02.phx.gbl
microsoft.public.windows.server.sbs:114167
X-Tomcat-NG: microsoft.public.windows.server.sbs

I am testing out the ability to send a fax via Outlook 2003 (using [fax:###-###-###] format in the "To"). This is an SBS 2003 R2 Premium server and faxing via the print wizard works just fine. It's doing it

via

Outlook at that does not work. I get this message returned to me in my Inbox. I have tried this sending .doc and .pdf attachments as well as no attachments at all but just text in the Subject and Body fields.

What am I missing here on the server or the client??

-Richard K

Your message did not reach some or all of the intended

Re: Faxing From Outlook Problem

recipients.

Subject:

Sent: 7/1/2008 11:59 AM

The following recipient(s) could not be reached:

443-926-0582 on 7/1/2008 11:59 AM

The Microsoft Fax transport failed to deliver the message to the recipient. Not all attachments can be rendered.