

## RE: SBS 2003 Fax Service – Can't "Pause Printing" and ...

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<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-07/msg01113.html>

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  - *Date:* Mon, 14 Jul 2008 07:32:12 GMT
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Hello Customer,

Thank you for posting here.

According to your description, I understand that you unable to pause fax on SBS, and all outbound fax will go out thru one fax modem. 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. I test the "pause printing" on my SBS, I get the error "Operation could not be completed" too. Could you let me know why you want to pause your fax? If you want to temporary stop fax on SBS, you can perform the following steps:

Open Server Management console, right click Fax (Local) node, select Stop.  
Note: You can right click it and select Start when you want to start it.

2. To configure the outbound fax, we need to run the Fax Configuration Wizard. In the wizard, you can select which modem you will use to send fax:

a. Open Server Management console, select Fax (Local) node, click Configure Fax Services link in right.

b. In the Outbound Fax Device page, tick all 3 modems, and put the modem which you will use frequently at the top of the list.

3. If run Fax Configuration Wizard unable to resolve the outbound fax issue, I suggest you reinstall the Fax component to see if it help.

A. 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\".

B. Delete the following registry keys:

HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Telephony\Country List  
HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Telephony\Locations registry  
Keys

C. Access Add/Remove Programs, Add/Remove Windows Components, uncheck "Fax Services" to uninstall it.

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

E. 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 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 setup Disc 1. and then follow the guide the finish the reinstallation.

F. 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 to reinstall fax service.

4. After you reinstall the fax component, please run the Fax Configuration Wizard again.

I hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

Terence Liu (MSFT)

Microsoft CSS Online Newsgroup Support

RE: SBS 2003 Fax Service – Can't "Pause Printing" and ...

Get Secure! – [www.microsoft.com/security](http://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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Thread-Topic: SBS 2003 Fax Service – Can't "Pause Printing" and ...  
thread-index: AcjkhVAm+eps6q9ZSzc9qDg++kxjw==  
X-WBNR-Posting-Host: 207.46.193.207  
From: =?Utf-8?B?U3RyYXRmb3JkV2FyZA==?=

<StratfordWard@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Subject: SBS 2003 Fax Service – Can't "Pause Printing" and ...  
Date: Sat, 12 Jul 2008 18:11:00 -0700  
Lines: 30  
Message-ID: <603E866E-E664-4D66-9F75-05FCE2544D3A@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:115030  
NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149  
X-Tomcat-NG: microsoft.public.windows.server.sbs

Hello:

On one of our servers, running Windows Server 2003 for SBS Service Pack 2, we have installed three fax modems and the windows fax service. The

service

sees the three modems; however, we are unable to "pause" the service and unless I generate a fax from within the service, outbound faxes only go

out

on one of the three modems—that is all three modems are not utilized.

With regard to not being able to "pause," when we open "Start : printers

and

faxes" the "FAX" printer is shown along with all the other printers. When

we

"right click" on any printer EXCEPT "FAX" we can "pause printing" and

"resume

printing" as expected. However, when we right click on "FAX" and click on "pause printing" we get an error window titled "PRINTERS" with an error message that reads "! Operation could not be completed" This behavior

exists

whether I am logged in as a user or as the domain Administrator. When I click on properties:security tab both administrator and everyone have

control

over the device. We need to be able to pause faxing from time to time so

if

anyone could help us, that would be great.

With regard to outbound faxes not going out over all three available

modems,

I can't understand this behavior either. When I create a test fax to multiple numbers using the create fax wizard, all three modems start

dialing

as expected. However, when we drop print jobs into the service from other programs, they only go out over the first modem, even if we print 20 different jobs, they all queue up for the first modem only. Again, this behavior exists under Administrator and as a regular user.

Thanks in advance for any help!  
Stratford Ward