

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

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-07/msg01219.html>

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- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
  - *Date:* Tue, 15 Jul 2008 06:48:07 GMT
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Hello Stratford,

Thank you for your update.

I'm glad we resolve the outbound fax always go through one modem issue.

For the fax pause issue. I want to explain that we unable to pause the fax printer in the printers and faxes. The fax is a not a virtual printer but not a true printer. Can you pause fax before?

If you send the Office (Word or Excel) attachment thru fax, do you get the same issue, the fax entire transmission before the fax service starts sending?

Now, you get error when you try to stop fax from Server Management console, I still suggest you reinstall the fax component via my suggestion.

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

1. Please capture screenshots of the error messages and send the pictures to me at v-terliu@xxxxxxxxxxxxxx
2. 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](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\

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

3. Please gather all SBS setup log files in c:\program files\microsoft integration\windows small business server 2003\logs\ on SBS and send to me.

I appreciate your time and look forward to hearing from you.

Thanks and have a nice day!

Best regards,

Terence Liu (MSFT)

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