



## Stream Fax Troubleshooting Guide

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**1.** If I don't get a confirmation, did my fax go through?

**Answer:** It is possible that the fax has gone through, and that only the process that sends the confirmation has failed. Stream Center has two separate processes for handling faxes and confirmations. Under normal circumstances, you should always get a confirmation telling you whether your fax was sent successfully or not.

To make sure whether your fax went through or not, you can go to the Stream Center Reporting web pages at [http://<STREEM\\_SERVER\\_NAME>/streemalert/status.php](http://<STREEM_SERVER_NAME>/streemalert/status.php). To get the name of the Stream Center server, you can contact your Stream Center administrator.

**2.** Where can I find copies of my faxes in case I need to reprint one?

**Answer:** Copies of all inbound faxes are kept in <STREEM\_FOLDER>\Documents\Inbound where STREEM\_FOLDER is the path to the Stream Center installation. Please note that:

- a. You will have to work with your Stream Center administrator and/or Stream Support to gain access to this folder.
- b. The date and time on the fax will match up with the date and time of the corresponding file in this folder.
- c. Files are retained in this folder only for fixed number of days. The default is three (3) days but it may be different at your location. To inquire about or change this timer interval contact your Stream Center administrator.

**3.** I see an error (it says, "get optout" in the Event Monitor) is my server still working?

**Answer:** Yes, your server is still working. Stream Center is required, by Federal Law, to put an "opt-out" number on every fax. This number must be setup by the customer and configured within Stream Center. If this setting is blank, Stream Center prints out a "warning" message in the Event Monitor for every outgoing fax. However, faxing will continue as normal.

**4.** Outbound faxes aren't going out, what should I do?

**Answer:** Let's look at different cases:

a. **All outbound faxing is down:**

- i. Check if Stream Center is running.
- ii. Check if all Stream "job" processes are running. These are:
  1. job\_alert.exe
  2. job\_complete.exe
  3. job\_convert.exe

4. job\_prepare.exe
- iii. Check if ports are enabled in Stroom Center.
- iv. Check if the "Stroom Fax" printer exists and is set as the default.
- v. Check if there is an actual job corresponding to the fax in the Stroom Center system. If not, then the fax is not making it to Stroom.
- vi. If there is a job in the system, look at its current status. Here are the possible values for status:

Code	Status	Comments
10	Adding	
12	Submitted	Job was successfully submitted and should be picked up by Stroom Center
20	Preparing	Job has been picked up by Stroom Center
25	Prepared	
40	Ready	Jobs stuck at this status indicate problems with conversion
60	Holding	
65	Routed	
70	Sending Primary	Fax transmission is in progress
75	Sending Secondary	
90	Telex	
95	Purged (Marked for Deletion)	
100	Completed	Jobs with status > 100 are considered complete and should generate a confirmation
110	Error	
120	Canceled	
130	Failed	
140	Aborted	
200	Completed-VM	

**b. Outbound desktop faxing is down:**

- i. Check if the StroomFax-Outbound workflow is enabled.
- ii. Check if the Stroom SMTP Server is running.
- iii. Check if the Stroom "Connector" is setup properly on your mail server.

**c. Outbound Xerox faxing is down:**

- i. Check if the Stroom Xerox Parser is running.
- ii. Make sure that the Xerox device(s) are able to deliver scanned files to Stroom. These files are delivered in the folder <STROOM\_FOLDER>\ftp\in. If no files are getting there:
  1. Make sure that the IP address and/or hostname for the Stroom Center server has not changed.

2. Make sure that the FTP username and/or password for the Stroom Center server has not changed.
3. Make sure that other settings for FTP/repository locations are setup correctly for Network Scanning or Server Fax on the Xerox device.
4. Make sure that the Xerox device is connected to the network and working properly in other ways.

5. Inbound faxes aren't coming in, what should I do?

**Answer:** Let's look at different cases again:

a. **All inbound faxing is down:**

- i. Check if Stroom Center is running.
- ii. Check if ports are enabled in Stroom Center.
- iii. Check if the StroomFax-Inbound workflow is enabled.
- iv. Check if there are error messages in the Event Monitor.

b. **Inbound desktop faxing is down:**

- i. Make sure that the IP address and/or hostname of your email server – which Stroom Center uses to deliver faxes via email – has not changed.

c. **Inbound Xerox faxing is down:**

- i. Make sure that the IP address and/or hostname of your email Xerox devices have not changed.
- ii. Make sure that the Xerox device(s) effected are turned on and not having other problems.

6. Xerox device isn't printing faxes, what should I do?

**Answer:** Make sure that:

- a. The Xerox device has paper, and is not having other problems.
- b. The IP address for the device is defined correctly within Stroom Center. You can check this by going to the appropriate web page under Stroom Alert administration.
- c. Make sure you are looking for the fax on the correct Xerox device i.e. the inbound number is assigned to this Xerox device.

7. A person called me and said they sent me a fax, how can I prove I did not receive fax?

**Answer:** You can use the Stroom Center reporting web pages to see whether a fax was received by Stroom Center or not, and if it was, what number it was received for. Also, your email administrator can help prove whether an email, containing the fax, was delivered to you.

8. Why do I get so many failures on numbers that I send to?

**Answer:** Make sure that the numbers that are failing are valid fax numbers. Look carefully at the error code/description you are getting in the confirmation email. Are you getting the same error code for all your failures? If this doesn't help, report the error codes to your Stroom Center administrator or Stroom Support. If you have attachments, open the attachment and print the attachment before submitting the fax to make sure the document doesn't generate a dialog box (i.e. document is larger than the printable margins, which opens a dialog box that needs to be clicked on before it finishes processing, document is able to be opened and not corrupt). If you see an error related to the document, fix it before submitting it. This will help make sure your broadcasts are successful and trouble-free.

**9.** Why are my faxes not printing correctly, for example the print out shows the fax cut in half?

**Answer:** Have your Stroom Center administrator look at the TIFF file received by Stroom (location of these files is described in question #2 above). If that file looks the same as what is being printed out, then you need to have the sender re-transmit the fax. In case the received file looks fine, please check what size (height x width) it is, and what paper size it is being printed on. Do these sizes match?

**10.** Why am I not getting a job completion email and when I look at the system, the job is not completing?

**Answer:** You will not get the confirmation email until the job is complete. If you think the job is taking unusually long, you can refer to question #4 above for some hints on what to do.

**11.** Why am I getting duplicate faxes?

**Answer:** Make sure that this is actually the fax, and this is not the information that was faxed to you again. If you are actually getting duplicate faxes, please report this to your Stroom Center administrator or Stroom Support.

**12.** I always reply to the email when I get a fax and I don't get an email back?

**Answer:** You cannot and should not reply to the fax-email sent from Stroom Center, as we use an "auto" e-mail address as the sender for these email. Instead, you can forward these emails to send them to others.

**13.** Why is my fax double sided?

**Answer:** Some Xerox devices, such as WorkCentre 7665, have a firmware problem where they default to printing faxes in double-sided mode. There is a patch that resolves this issue. Please contact your Xerox Analyst and have them check their SPAR database for the firmware upgrade for the device.

**14.** My job is sitting there in Job Status and why is mine not going out?

**Answer:** Please see responses to questions #4 and #10 above.

**15.** Why is my fax cut off?

**Answer:** Please see response to question #9 above.

**16.** Why can I not dial an international number?

**Answer:** Please check with your long-distance phone company to see if they are blocking international numbers. Stroom Center does not treat international numbers in a special way. Also, your Stroom Center administrator or Stroom Support can make sure that number normalization is setup properly for international dialing.

**17.** Why doesn't it work?

**Answer:** Make sure that Stroom Center is running. Are all the Stroom processes, shown below, running? Is your T1 connection functional? If only outbound is down, refer to question #4 above. For inbound problem only, refer to question #5.

**Windows Task Manager**

File Options View Help

Applications Processes Performance Networking Users

Image Name	User Name	CPU	Mem Usage
ccApp.exe	Faxadmin	00	460 K
csrss.exe	SYSTEM	00	6,888 K
ctfmon.exe	Faxadmin	00	3,672 K
explorer.exe	Faxadmin	00	10,056 K
<b>FaxQueueManager.exe</b>	<b>FaxAdmin</b>	<b>00</b>	<b>7,756 K</b>
<b>FLWorkflowManager.exe</b>	<b>FaxAdmin</b>	<b>00</b>	<b>11,960 K</b>
<b>FLWorkflowMonitor.exe</b>	<b>faxadmin</b>	<b>00</b>	<b>2,560 K</b>
<b>FLXeroxParser.exe</b>	<b>FaxAdmin</b>	<b>00</b>	<b>9,240 K</b>
inetinfo.exe	SYSTEM	00	11,420 K
<b>job_alert.exe</b>	<b>FaxAdmin</b>	<b>00</b>	<b>8,948 K</b>
<b>job_complete.exe</b>	<b>FaxAdmin</b>	<b>00</b>	<b>7,300 K</b>
<b>job_convert.exe</b>	<b>FaxAdmin</b>	<b>00</b>	<b>9,980 K</b>
<b>job_prepare.exe</b>	<b>FaxAdmin</b>	<b>00</b>	<b>7,476 K</b>
lsass.exe	SYSTEM	00	13,988 K
<b>mailsender.exe</b>	<b>FaxAdmin</b>	<b>00</b>	<b>7,148 K</b>
rdpclip.exe	Faxadmin	00	3,736 K
<b>SCSMTPMgr.exe</b>	<b>faxadmin</b>	<b>00</b>	<b>1,812 K</b>
<b>scsmtpserver.exe</b>	<b>SYSTEM</b>	<b>00</b>	<b>6,664 K</b>
services.exe	SYSTEM	00	4,120 K
smss.exe	SYSTEM	00	460 K
sglserver.exe	SYSTEM	00	90,628 K
<b>SREventMonitorGUI.exe</b>	<b>faxadmin</b>	<b>00</b>	<b>2,872 K</b>
<b>SREventMonitorLog.exe</b>	<b>FaxAdmin</b>	<b>00</b>	<b>4,216 K</b>
<b>StartStopService.exe</b>	<b>FaxAdmin</b>	<b>00</b>	<b>7,360 K</b>
<b>StartStopServiceControl.exe</b>	<b>faxadmin</b>	<b>00</b>	<b>4,184 K</b>
svchost.exe	SYSTEM	00	3,064 K
svchost.exe	NETWORK SERVICE	00	5,232 K
svchost.exe	NETWORK SERVICE	00	5,384 K
svchost.exe	SYSTEM	00	28,056 K
svchost.exe	SYSTEM	00	8,500 K
svchost.exe	SYSTEM	00	4,560 K
svchost.exe	SYSTEM	00	4,752 K
System	SYSTEM	00	236 K
System Idle Process	SYSTEM	99	16 K
taskmgr.exe	Faxadmin	00	5,032 K
<b>WFHWInterface.exe</b>	<b>FaxAdmin</b>	<b>00</b>	<b>8,240 K</b>
wdwp.exe	LOCAL SERVICE	00	13,268 K
winlogon.exe	SYSTEM	00	6,388 K
WINWORD.EXE	FaxAdmin	00	16,584 K

Show processes from all users

End Process

Processes: 42    CPU Usage: 1%    Commit Charge: 378M / 3947M