

Several incoming faxes can be found in Windows Fax and Scanner Console but not in Stonefax. Fxssvc.exe error on dll as INETCOMM.dll in the event viewer.

Applies to:

Digital Fax installed on Windows Server 2008.

Description:

Those are symptoms typical of an unstable system: out of 50 received faxes, I get a notification for 20 and Digital Fax sends those to my email address. Digital Fax seems not to receive the others although the system received them as they can be found in the Windows Fax and Scanner console.

Cause:

Installing a Fax Server on Windows Server 2008 with fax routing by email, you may run into this issue, due to a BUG MICROSOFT. Furthermore it's hardly detectable, not documented and not public released. The component having to forward the emails has a bug in Windows Vista/Windows 2008: it sometimes crashes and fails to send the mail with the fax correctly.

The only way to notice this problem is to analyze the Event Viewer logs; actually, the fxssvc.exe service crashes and restarts automatically.

Furthermore this Fax routing component is sometimes randomly crashing, sometimes not.

The error log is the following:

Fax server windows server 2008 routing mail error:

Faulting application fxssvc.exe, version 6.0.6001.18000, time stamp 0A 47919551, faulting module INETCOMM.dll_unloaded, version 0.0.0.0, time stamp 0x49e0378f, exception code 0xc0000005, fault offset 0x6deec766, process id 0x69c, application start time 0x01ca9539baca13a2. The Fax Routing Extension 'Microsoft Routing Extension' encountered a problem and needed to close.

Error Code: 0xc0000005

This error code indicates the cause of the error.

A Windows Error Report was generated with full details about the problem.

The Fax service will restart now.

Solution:

In order to solve this issue, please install the Microsoft patch described in KB973640.

More information and patch download:

<http://support.microsoft.com/kb/973640>

You can find a copy of this patch on our FTP:

<ftp://ftp.imagicle.com/stonefax/Windows6.0-KB973640-x86.zip> for X86 systems

<ftp://ftp.imagicle.com/stonefax/Windows6.1-KB973640-x64.zip> for X64 systems

(Username and password: imagicle)