32bit Fax FAQ (Frequently Asked Questions)

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QUESTIONS AND ANSWERS:
Q1
a. Only the top part of the fax and/or the header gets sent/received.
b. Part or all of the fax looks like garbage.

A1
You may have a flow control problem. Go to the 32BF Configuration and
coordinate the Modem-Initialization-String with the Flow-Control.

The Modem-Initialization-String tells the modem what flow control to use.
The Flow Control setting tells Windows which flow control to use.

If you select the Initialization-String from the 32BF
Initialization-String list, 32BF will select the correct Flow-Control
setting for you. But, if you type in an Initialization-String (not
recommended), you will have to select either Rts/Cts or Xon/Xoff
Flow-Control yourself.

Load the 32BF Event Monitor to see what class your modem is running. If it
is class=2.0, your modem may have been made by USRobotics. If this is the
case, select the USRobotics 28.8k class 1,2,2.0 string and Xon/Xoff flow
control. If you have a USRobotics that is running class 1, use Rts/Cts
and the USRobotics 14.4k Choice 1 string. See Note 2019 below.

Notes:
The only difference between the 32BF initialization-strings are the
flow-control characters. If you cannot find your modem in the 32BF
initialization-strings list, look in your modem manual under "AT COMMAND"
and find the flow-control characters. Then select an initialization-string
from the 32BF initialization-strings list that contains these
characters:-)

If that does not do it, run Modem Tester and [copy], [paste] the resulting
log into a message to us. Do not attach it to the message, as we may want
to use the email quote features.

With some modems, like the Practical Peripherals and USRobotics class 1
and class 2/2.0, you may have to go to 32BF Configuration and do a [Class
Override] to class 1. Most modems do better if they have and use class 2
or class 2.0. If you do a class override, be sure to select the
appropriate initialization-strings.

Usually a modem that supports class 1 or class 2 is not as good as one
that supports class 1 and class 2.

Modem-Initialization-String defined:
AT&F&C1&D2&K3S7=60   }{ Popular Rts/Cts
AT&F&C1&D2&K4S7=60   }{ Popular Xon/Xoff
AT&F&C1&D2\Q33S7=60   }{ Popular Rts/Cts
AT&F&C1&D2\Q43S7=60   }{ Popular Xon/Xoff
AT&F&H1&R2&I2S7=60   }{
AT&F2X4S7=60   }{ USRobotics class 2.0, Xon/Xoff
AT&F1X4S7=60   }{ USRobotics class 1, Rts/Cts
AT&F&C1&D2&H2&I2S7=60S36=0 }{ USRobotics class 1 or 2.0, Xon/Xoff
Defining above String number 1 and 2:
AT   :32BF to modem; Come to attention and listen up!
&F   :Load and use your factory settings.
&C1 :RLSD follows the state of the data carrier from remote modem.
&D2 :Modem disconnects when DTR drops.
&K3 :Rts/Cts flow control.
&K4 :Xon/Xoff flow control.
S7=60:If no fax connection is made in 60sec, give up.

If all else fails, call ElectraSoft's tech-support: 281-261-0307.

Q2
While sending/receiving faxes parts of the page are not delivered.

A2
Flow Control is dealt with in two places. The Flow Control part of the
Initialization Strings sets the modem to either Rts/Cts Xon/Xoff. The
[Rts/Cts] and [Xon/Xoff] options in 32BF Configuration tell 32BF and
Windows what Flow Control the modem will be using. You need to make sure
they are both in harmony with one another.

In most cases, 32BF prefers to use Rts/Cts Flow Control. A few modems
need Xon/Xoff Flow Control. Select [Configuration] to load the 32BF SetUp
dialog box and experiment with the Flow Controls. They are [Rts/Cts] and
[Xon/Xoff]. Most of the Initialization Strings you will have to choose
from are Rts/Cts. If you want to modify a Strings from Rts/Cts to
Xon/Xoff, for example changing AT&K3 (which is the Rts/Cts Flow Controls
for some modems) to AT&K4 (which is the Xon/Xoff for the same modems) you
should change 32BF SetUp options from [Rts/Cts] to [Xon/Xoff]. Look in
your modem manual under AT commands to see what part of the Initialization
String is the Flow Control.

The USRobotics 28,800 baud class 1,2,2.0 uses Xon/Xoff Flow Control while
running in the Class 2.0 fax mode but uses Rts/Cts in Class 1.

Q3
While sending/receiving faxes only one page is delivered.

A3
Flow Control can inadvertently effect page changing. See above. If your

FaxModem supports more than one class, the highest class will usually give
the highest performance. The [Dynamic] selection will set your FaxModem
to the highest supported class. If your modem supports more than one
class, try doing a [Class Override] to Class 1.

Q4
32bit Fax does not run or does not run properly.

A4
If you are currently using another Fax-Program, be sure it is not using
the modem while 32bit Fax is. Only one fax program can use a modem at a
tine.

Q5
None of the FaxModem Initialization Strings work.

A5
Be sure you have the latest Version. 32bit Fax is being updated
continuously. We may have a new FaxModem Drivers that will work for you.

Q6
I set the sound/volume/retries but my FaxModem ignores my changes.

A6
The DoveFax and some other FaxModem do not support volume and speaker
manipulation.

Q7
I do not know what kind of FaxModem I have. Who made my FaxModem? I want
to know more about my FaxModem. Is it Class 1, Class 2, etc?

I ran Modem Tester and read the log file that it generated. What does all
that "gibberish" mean?

A7
OUT: mean OUT to your FaxModem. That is the way 32BF talks to your
FaxModem.

IN: mean IN from your FaxModem. That is the way your FaxModem talks to
32bit Fax.

Typical dialog between 32bit Fax and your FaxModem follows:

OUT: AT+FCLASS=? }32BF to FaxModem; What Class are you?
IN: 0,1,2   }FaxModem to 32bit Fax;
                 }I am Class 0 (Data, BBS), Class 1 Fax and Class 2 Fax.

IN: OK   }Means your FaxModem supports said function.
IN: ERROR   }Means your FaxModem does not supports said function.

To learn more about your four COM-Ports (COM?-IRQ?), run Modem Tester.

Q8
I tried the FaxModem String that was suggested for my FaxModem, but it did
not work.

A8
Run: Modem Tester and read the log report it generates.

Notes:
The Universal FaxModem Drivers are designed to overcome special Problems.

You should turn your FaxModem off-on just before each test. In the case

of an internal FaxModem, turn your computer off-on.

Q9
I called the ElectraSoft Fax phone number 281-499-5939 and it did not
work.

A9
Call voice 281-261-0307 first to make sure that there is no phone line
problem.

Q10
I am in Windows and I try to print but the 32bit Fax "32BF Convert to Fax"
intercepts the print-job and wants to send it to a remote Fax-Machine.

A10
You have 32BF Convert to Fax as your default printer. Go to your print
manager and select the driver you want to be the default.

Q11
As I am using 32bit Fax, a message keeps popping up; asking me if I want
to allow the system to write to FAXMODEM.CFG file.

A11
You have a Virus detection program that is not working properly.

Solution:
Remove the "Virus detection" software from your AUTOEXEC.BAT and/or
elsewhere.

Note:
The 32bit Fax FaxModem Driver tracks the ever changing
"dynamically-flowing" defaults that make it easier for you to operate.

Q12
I am prone to losing dialog boxes behind other boxes and windows.

A12
If you lose a dialog boxes while using 32bit Fax, simple reload from
button or ICON. Actually when you try to reload a lost dialog box, the
new instance detects the old instance and sends a message to it that
brings it to the top and then does not load itself. Because you get back
the one you lost, you do not lose any of your work.

Q13
USRobotics Sportster FaxModem Problems and Solutions.

A13
There are several FaxModem sold by USRobotics that are sold under the name
of USRobotics Sportster 14.4 Class 1. For that reason there are more than
one method of solving the problems, depending on which one you have.

Note:
There are some versions of the USRobotics Sportster 28.8 Class 1, Class
2.0 FaxModems that may not work properly. If, while sending faxes, you
get Fatal Errror: 2019 often, read Note 2019 near the end of this Q and A
file.

Note:
There are several versions of the USRobotics Sportster 14.4 Class 1
FaxModems that may not work properly with 32bit Fax. To find out if you
have one of these FaxModems.

Load a terminal program such as the Windows Terminal program. Set

terminal to the COM-Port where your USRobotics Sportster 14.4 Class 1
FaxModem is, and type:

ATI7 [Enter]

Part of the response will be the Supervisor Date for the firmware of the
FaxModem. If you receive any one of the following dates:

2/18/94, 4/21/94 or 6/27/94

call USRobotics at (708) 982-5151 and ask for a firmware update.

If the Supervisor Date is:

10/29/93 or 11/16/93

remove the phone wire from the back of your FaxModem and type:

AT+FCLASS=1 [Enter]
ATX3D [Enter]

You should hear the Fax-Tone every three seconds. If you do not, call
USRobotics at (708) 982-5151 and ask for a firmware update.

Q14
I have pulse-dial-phone and can not get tone dial in my area.

A14
Click on the "Configuration" button and you can select "Tone Dial" or
"Pulse".

Q15
I Viewed a Fax but when I tried to Print it, the paper came out of my
Printer blank.

A15
Be sure your printer is set to Portrait and *not* Landscape.

Q16
When I use the 32bit Fax Cover-Page feature; How wide can I make it? And;
What about the left and right margins?

A16
No more than 72 characters wide. You do not have to concern yourself with
the left or right margin as there is a 3/8" left and right margin built
into 32bit Fax NotePad for you. This will permit compatibility on Fax
Machines as well as FaxModem to FaxModem to Printer supports.

Q17
When building a Cover-Page; Where should I put the Logo?

A17
Go into the 32bit Fax NotePad and open a Cover-Page file (*.CVR) and put
your cursor on the first line. Select Fields and Logo. Be sure that the
[Logo-Field] is on the first line in the Cover-Page file, by itself, with
no other text on that line. When the Send-Fax program processes the
Cover-Page file, it will use the information on that line and then remove
that line, so your second line will become the first.

Q18
My FaxModem Driver loads all right but when it tries to send/receive; the
FaxModem hangs up immediately.

A18A
You may have the phone-line plugged into the wrong jack on the back of
your FaxModem.

A8B
You may have to change the [Class Override].

A18C
You may have a hardware conflict. If so, call ElectraSoft and they will
help resolve it.

Q19
How do I convert a file to Fax?

A19
Select [Files], [Printer Setup] and choose [32BF Convert to Fax] as your
Printer. Now print normally.

Q20
I ran Modem Tester. When I read the log report that it generated, I found
a lot of OUT:s to my FaxModem but no IN:s. After installation the FaxMail
Network for Windows FaxModem Drivers will not load.

A20
OUT: mean OUT to your FaxModem. That is the way 32BF talks to your
FaxModem.

IN: mean IN from your FaxModem. That is the way your FaxModem talks to
32bit Fax.

Check with your FaxModem manual and make sure that you know for sure which
COM-IRQ is selected. Also check for COM-Port and IRQ Conflicts.

COM-Port Conflicts, assuming we are working with internal FaxModems: You
can not skip COM-Ports when installing "COM using" devices. For example,
if your computer came with a COM1-IRQ4 and a COM2-IRQ3 (very common) and
you, now, buy a FaxModem; you can not configure your FaxModem for COM4.
You must put it on COM3-IRQ?(find and use an unused one) or disable COM2
on your IO-Board and configure your FaxModem for COM2-IRQ3.

IRQ Conflicts present themselves when for example you have a mouse on
COM1-IRQ4 (the proper configuration) and you configure your FaxModem for
COM3-IRQ4. Normally COM3 should/would use IRQ4; but it assumes that COM1
is not using IRQ4 and that nothing else is using IRQ4. If this type of
"IRQ Conflict" happens to you; simple set your FaxModem to: COM3 and use
another UN-USED IRQ such as COM3-IRQ5, COM3-IRQ7, COM3-IRQ2. IRQ4 is
usually used by COM1 so you should *not*, normally, use COM3-IRQ4. For
details, read "USING MODEM TESTER" in the README.

To configure your COM-Ports or FaxModem you will have to remove (or get a
professional to) your device, get the manual and move jumpers or set
DIP-switches. For details on this subject, read the 32BF [USING MODEM
TESTER] section of the README.

Q21
My FaxModem is *not* listed in the 32bit Fax installation FaxModem
Selections. I ran Modem Tester. I know that I chose the correct COM-IRQ
yet when I read the log file, that Modem Tester generates, I find that it
only OUT:s to my FaxModem but did not IN: from the FaxModem.

A21
Some FaxModems do not have Fax capabilities built in their firmware. These
FaxModems have programs that you load into them just before using them.

Before using the FaxModems, you select and load the appropriate
PRE-FAX-PROGRAM and then load the FaxModem Driver. 32bit Fax puts its
FaxModem Driver on the first line in your AUTOEXEC.BAT; so you will have
to move the line(s) that load the PRE-FAX-PROGRAM into your FaxModem ahead
of the 32BF FaxModem Driver. Read the next Question and Answer for a
specific example.

Q22
My "Supra FAX Modem" does not work right.

A22
Go to Configuration and do a class over ride to class 1.

Q23
My "HP Deskjet 500C" takes 30 minutes per page to print a Fax. ! HELP !

A23
The slowness is due to the "HP Deskjet 500C" Printer-Driver.

Use the Microsoft Windows "HP Deskjet 500" Printer-Driver for printing
Fax. The suffix C stands for color. Faxes are black and white and should
only take about 30 seconds per page on the "HP Deskjet 500"
Printer-Driver.

Q24
When using [32BF Convert to Fax] with programs such NotePad the font is
replace with a substitute.

A24
When the Windows UNIDRV.DRV (Print Driver) Scans for a font, it may select
the wrong one if they have similarities. To avoid this you need put your
fonts in alphabetical order. To do this, open your WIN.INI (usually in
C:\WINDOWS\WIN.INI. Your fonts are listed under [font] like this:

[fonts]
Arial (TrueType)=ARIAL.FOT
Arial Bold (TrueType)=ARIALBD.FOT
Arial Bold Italic (TrueType)=ARIALBI.FOT
Arial Italic (TrueType)=ARIALI.FOT
Courier (TrueType)=GSTCOURM.FOT
Courier Bold (TrueType)=GSTCOUBD.FOT
Courier Bold Italic (TrueType)=GSTCOUBI.FOT
Courier Italic (TrueType)=GSTCOUIT.FOT

This problem was observed in a WIN.INI that was as follows:

[fonts]
WP Greek Courier (TrueType)=WPCO08N_.FOT
. . .
. . . (Dots symbolize more lines)
. . .
Courier (TrueType)=GSTCOURM.FOT
Courier Bold (TrueType)=GSTCOUBD.FOT
Courier Bold Italic (TrueType)=GSTCOUBI.FOT
Courier Italic (TrueType)=GSTCOUIT.FOT
. . .
. . .
. . .

Q25
I have a problem that is not covered here.

A25

Most likely there is either a solution to your problem, or a newer version
of 32bit Fax does not have the problem. Contact ElectraSoft at
281-261-0307.

Q26
Everything works except I can't print faxes.

A26
If you are using the printer driver that came with Windows, you might try
using the one that came on the disk with your printer. When installing
it, Windows may say that it is older. Ignore this and use it anyway
because it may be a better an faster one. If this does not fix the
problem, call the printer manufacture or ElectraSoft.

Q27
Why two fax files when I do a [Convert to Fax] and [Send Fax]?

A27
When you do a [Convert to Fax] a fax file belonging to [This Computer's
HardDrive] is created. To delete this fax, from the [Send Fax] box, use
the [Send Fax and: Delete] function. This fax file will be deleted the
next time you go to the [Events Log] and click the [Purge Send+Deletes]
button.

When you do a [Send Fax] a fax file belonging to [Server HardDrive] is
created. This fax file will be deleted when you go to the [Events Log],
highlight the event, and click the [Delete] button.

The reason for the two files is to avoid the possibility of deleting a
group of events, and later finding out that you accidentally deleted some
of your permanent faxes. For instance, to test the fax software, you may
send ElectraSoft the SAMPLE.DCX fax. Later, when you delete this entry
from the Events Log, you will delete the send copy, but the original
SAMPLE.DCX will still be there, unless you selected [Send Fax and:
Delete].

Example:
Workstation 1 (server workstation) is installed on computer A, and
Workstation 2 (client workstation) is installed on computer B.
Workstation 2 creates a special fax and puts it in
C:\SAVEFAX\SPECIAL.DCX. Workstation 2 has access to this fax, but
Workstation 1 does not. Workstation 2 does a [Send Fax]. A copy of this
fax must be made and copied to the Workstation 1 OUTBOX. Now you have
another copy of the same fax file. The first copy is accessible only to
Workstation 2. The second copy is accessible to workstation 1 and 2.
Workstation 1 needs access to this copy of the fax because it is will be
sending the fax over its modem. To ask the fax software user to remember
and be sure that the files are where all workstations have access at all
needed times would cause confusion. Making a copy just for the server
workstation resolves this problem.

Q28
List of Fatal Error Code meanings.

A28
[Soft Errors] or [Number of Errors] means number of errors encountered
during the event.

[Fatal Error] is the reason the event ended.

List of [Fatal Errors]:
0000 No Fatal Error

```
Rcv_XXX, Receive Fax Fatal Error Codes:
1001  Rcv_AnswerPhone
1002  Rcv_AnswerNow
1003  Rcv_NSF
1004  Rcv_CSI
1005  Rcv_DIS
1006  Rcv_DCS_1
1007  Rcv_DCS_2
1008  Rcv_TCF_1
1009  Rcv_TCF_2
1010  Rcv_TCF_3
1011  Rcv_CFR
1012  Rcv_EstabConnection
1013  Rcv_CreateDCX_1
1014  Rcv_CreateDCX_2
1015  Rcv_CreateDCX_3
1016  Rcv_CreateDCX_4
1017  Rcv_AnotherPage
1018  Rcv_Find1stFF
1019  Rcv_GetAnotherT4Byte
1020  Rcv_WritePcxHdr
1021  Rcv_WriteDcxHdr
1022  Rcv_WasAborted
1023  Rcv_GetAllPageData_1
1024  Rcv_GetAllPageData_2
1025  Rcv_GetAllPageData_3
1026  Rcv_GetAllPageData_4
1027  Rcv_BaudRate

Snd_XXX, Send Fax Fatal Error Codes:
2001  Snd_AddCoverPage
2002  Snd_AnotherPageProc_1
2003  Snd_AnotherPageProc_2
2004  Snd_OpenFaxFile
2005  Snd_ReadFaxFile
2006  Snd_MPS_1
2007  Snd_MPS_2
2008  Snd_EstabConnection_1
2009  Snd_EstabConnection_2
2010  Snd_EstabConnection_3
2011  Snd_EstabConnection_4
2012  Snd_EstabConnection_5
2013  Snd_EstabConnection_6
2014  Snd_EstabConnection_7
2015  Snd_EstabConnection_8
2016  Snd_EstabConnection_9
2017  Snd_EstabConnection_10
2018  Snd_EstabConnection_11
2019  Snd_EstabConnection_12 (see Note 2019 below)
2020  Snd_DialThePhone
2021  Snd_FTT
2022  Snd_ReadDcxHdr
2023  Snd_ReadDcxData
2024  Snd_FaxTooWide
2025  Snd_StartTransmision
2026  Snd_SendPage
2027  Snd_FinishPage
2028  Snd_InvalidFax
2029  Snd_AnotherPage
2030  Snd_SendFaxEnd
2031  Snd_EndSendFaxProc

Log_XXX, Receive/Send Log Fatal Error Codes:
```

```
3001  Log_SaveRcvOrEventLog08h_1
3002  Log_SaveRcvOrEventLog08h_2
3003  Log_SaveRcvOrEventLog08h_3
3004  Log_SaveRcvOrEventLog_1
3005  Log_SaveRcvOrEventLog_2
3006  Log_SaveRcvOrEventLog_3
3007  Log_OpenCreateAppendQueFile08h_1
3008  Log_OpenCreateAppendQueFile08h_2
3009  Log_UpDateUnqNum08h
3010  Log_SndNowTaskAndUpDateQue_2
3011  Log_SndNowTaskAndUpDateQue_4
3012  Log_SndNowTaskAndUpDateQue_5
3013  Log_GetTheSendFile_1
3014  Log_GetTheSendFile_2
3015  Log_GetTheSendFile_3
3016  Log_GetSndFutTaskAndUpDateQue_2
3017  Log_GetSndFutTaskAndUpDateQue_4
3018  Log_GetSndFutTaskAndUpDateQue_5
```

Possible causes of above errors:

```
1019  Rcv_GetAnotherT4Byte (see Note 2019 below)
```

```
1001  Rcv_AnswerPhone
1002  Rcv_AnswerNow
2020  Snd_DialThePhone
```
a. Phone line plugged into the wrong FaxModem Jack. Should be in [Line]
   or [Wall] jack and not in [Phone].
b. Caller is not a fax modem.

```
1006  Rcv_DCS_1
1007  Rcv_DCS_2
2008  Snd_EstabConnection_1
2009  Snd_EstabConnection_2
2010  Snd_EstabConnection_3
2011  Snd_EstabConnection_4
2012  Snd_EstabConnection_5
2013  Snd_EstabConnection_6
2014  Snd_EstabConnection_7
2015  Snd_EstabConnection_8
2016  Snd_EstabConnection_9
2017  Snd_EstabConnection_10
2018  Snd_EstabConnection_11
2019  Snd_EstabConnection_12 (see Note 2019 below)
2020  Snd_DialThePhone
2027  Snd_FinishPage (see Note 2019 below)
```
a. Remote FaxModem out of paper or glitched.
b. Remote FaxModem not compatible.
c. Remote FaxModem not a FaxModem.
Possible work-around or fix:
o Go to the Configure/Setup and remove the modem initialization string
 entirely
o Set flow control from Rts/Cts

```
2006  Snd_MPS_1
2007  Snd_MPS_2
```
Your modem told the remote fax modem/machine that you were going to send
another page, but fax modem/machine did not respond or would not accept
another page.

```
2021  Snd_FTT (Failure To Train)
2025  Snd_StartTransmision
```

```
2026  Snd_SendPage
2029  Snd_AnotherPage
a. FaxModem problem.
b. Remote FaxModem not compatible


1013  Rcv_CreateDCX_1
1014  Rcv_CreateDCX_2
1015  Rcv_CreateDCX_3
1016  Rcv_CreateDCX_4
3001  Log_SaveRcvOrEventLog08h_1
3002  Log_SaveRcvOrEventLog08h_2
a. Your HardDrive could be full.
b. Too many files open.


2030  Snd_SendFaxEnd
```

We sent the fax and all seemed ok up until we said good-bye, but, the remote fax modem/machine did not say good-bye to us after it presumably received the fax.

```
2028  Snd_InvalidFax
```

You can not fax a file. You must convert it to a fax first, by printing it to ElectraSoft's [32BF Convert to Fax].

Notes:
Note 2019:
Most of the new USRobotics modems have a defective class 2.0 chip.

If you are using a USRobotics with the 32BF [Class Override] set to [dynamic] or [class 2.0] mode, and you are getting fatal error 2019, 2027 or 1019, you may need to do a [Class Override] to class 1. To do a class override, go to the 32BF SetUp/Configure, and select [USRobotics, choice 1, Rts/Cts flow control] from the initialization string list. 32BF will automatically set the flow control to Rts/Cts and the [Class Override] to class 1 for you. Always let 32BF set the flow control for you.

If the above does not fix it, run Modem Tester and [copy], [paste] the resulting log in an email message to us. Do not attach it to the message, as we may want to use my quote features.

Some USRobotics modems can be fixed by going to the USRobotics at:
http://www.usr.com/home/online/
and select [MODEM UPDATE WIZARD]

ZyXEL, ViVa, Cardinal, Zoom, Practical Peripherals and many other modem companies make some good modems and some bad ones. Examples:
1. Zoom class 0,1 - do not buy for fax:-(
2. Zoom class 0,2 - do not buy for fax:-(
3. Zoom class 0,1,2 - do buy for fax:-)
4. ZyXEL class 0,1,2/2.0 - do buy for fax:-)
To determine the class support, use the ElectraSoft Modem Tester to interrogate and evaluate modems. Be sure the modem you select supports group 3 class 0,1,2 or class 0,1,2.0. A good modem usually supports class 1 and class 2/2.0.