

LANSource™ Technical Information

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Topic Number: FXP5016

Subject: Send Log Viewing problems in FAXport Administrator

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1.0 Situation

A customer using the FAXport Administrator to connect to his server and view the send log is getting a faxport.out error after receiving approximately 490 out of 600 entries.

1.1 Description of problem

If a FAXport server has been setup to 'auto delete stale faxes', and there are more than 200 faxes in the logs than need to be deleted, when you connect to the server with the FAXport Administrator you may receive a faxport.out message.

The error that is logged in the faxport.out file is:

```
FAXPORTX.DLL v1.0 950725 9372 1177 9380 4A42 0000 D501 93C6 9392 4BBA 0002 7000 1177 00FA 0000  
D501 1177 939F 387F 117F 00FA
```

This is because the FAXport administrator has a limitation on the number of faxes it can delete in one batch (200), and there are more than 200 that need to be deleted.

1.2 Solution to problem

Until this is corrected (via a patch or maintenance release), the workaround is as follows:

Turn off auto delete of stale faxes in the server setup, and delete the faxes manually.

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