

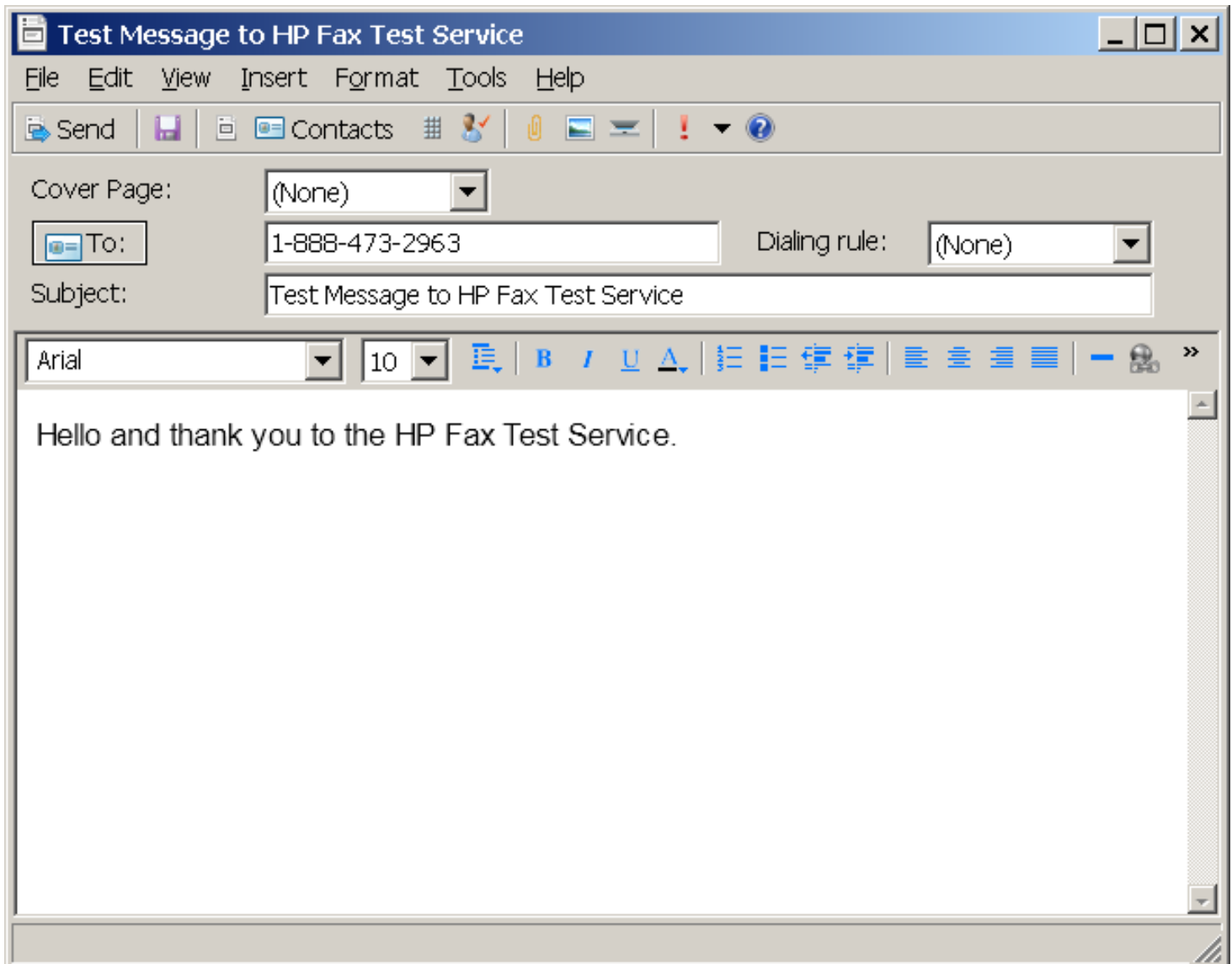
# TEMPORARY WORKAROUND FOR THE FAILURE OF "WINDOWS FAX" TO TRANSMIT OUTGOING FAXES

## **OBJECTIVE AND EXECUTIVE SUMMARY:**

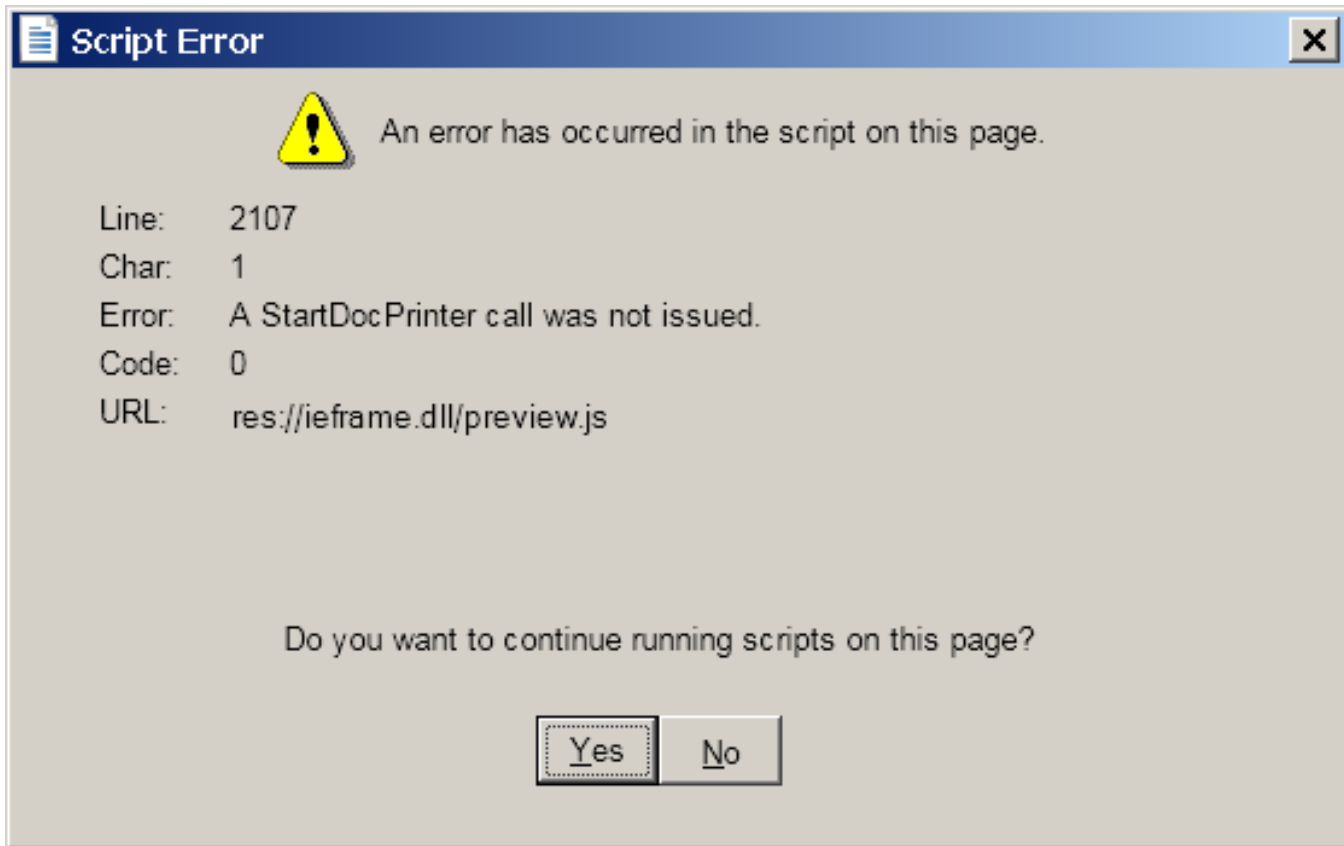
One Microsoft's updates for "Windows 7 Professional" and higher inactivated the ability of "Windows Fax" to transmit outgoing fax messages. We expect Microsoft to resolve the problem in a future update or service pack for "Windows 7.." In the meantime, the workaround is to NOT type anything into the "message body" section of the cover page.

# DESCRIPTION OF THE PROBLEM

When you click on the "Send" button of an outgoing message windows in "Windows Fax":



you get this error message:



and then you get this error message:



Microsoft Windows Fax and Scan



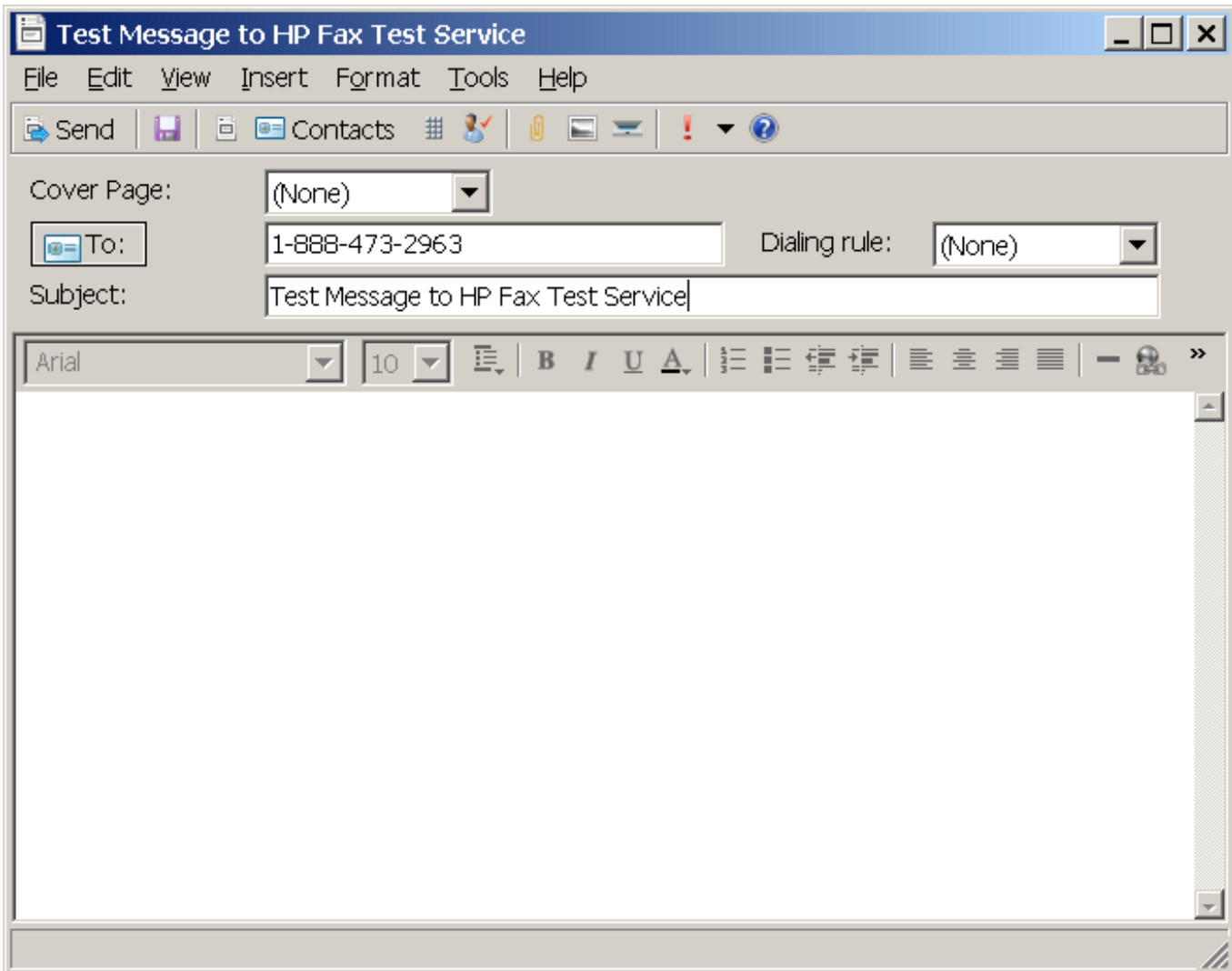
## Microsoft Windows Fax and Scan has stopped working

A problem caused the program to stop working correctly. Windows will close the program and notify you if a solution is available.

Close program

# WORKAROUND FOR THE PROBLEM

The temporary workaround for this problem is to leave the message section blank:



Then, your fax will be sent out just fine when you click on the "Send" button.

Reference:

<http://social.technet.microsoft.com/Forums/en/ieitprocurrentver/thread/7e4156be-590d-42df-b393-dc95160cb2ff>