



Third-Party Fax Integration

About Problems With a Third-Party Fax Integration

Problems and troubleshooting procedures specific to a fax integration are described in this section.

A Subscriber Cannot Send or Receive Faxes

To verify the subscriber fax settings

- Step 1** In the Cisco Unity Administrator, click **Subscribers > Subscribers > Profile** for the subscriber.
- Step 2** Click **View**.
- Step 3** Confirm that the licensed features for the class of service include FaxMail.
- Step 4** Confirm that the subscriber is listed as a fax user in the fax server database.

If the subscriber is in a class of service licensed for FaxMail and is listed as a fax user in the fax server database, and still is unable to send or receive faxes, contact the Cisco Technical Assistance Center (TAC).

A Subscriber Cannot Send an E-Mail Attachment as a Fax

Cisco Unity sends only those attached files that have .txt, .tif, or .dcx file name extensions.

A Subscriber Fax Did Not Arrive at the Destination

To research an outbound fax problem

- Step 1** Verify the fax phone number. Ask the subscriber to resend the fax to confirm that the problem was not with the receiving station or with an incorrect fax phone number.
- Step 2** In the fax server administration program, look for the fax in the outbound queue. If the fax is there, continue with [Step 3](#).
If the fax is not there, verify the configuration of the Exchange gateway, make changes as necessary, and resend the fax. If the fax still is not in the queue, contact Cisco TAC.
- Step 3** Confirm that the fax server is configured correctly for the fax card(s) that are installed.
If the server is not configured correctly, make changes as necessary and resend the fax.
If the server is configured correctly, then the problem is most likely with the fax card(s). Contact Cisco TAC.
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Related section

- The “Overview: Fax Server Integration” section in the “Integrating a Fax Server with Cisco Unity” chapter of the *Cisco Unity System Administration Guide*. The *Cisco Unity System Administration Guide* is available on Cisco.com at http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/sag/index.htm.