Pangea
Internet Fax Solutions

<u>Troubleshooting ERRORS with Internet Fax print drivers:</u>

Port Access:

Print to Fax App uses Port 8094 to communicate with the Pangea server. Make sure this port is open for outbound traffic on user's firewall.

Installation Method:

The print to fax app cannot be installed on a remote print server. It must be installed individually to each user machine.

Troubleshooting:

1. Check and confirm that the user for which the print driver is installed has read/write access enabled to the following path: C:\Users\[name]\Documents\Internet Fax\ (and all subdirectories).

2. Make sure a default PDF reader/viewer is associated to the PC (Adobe, Foxit, etc.) -

   Open the Settings panel, using Win + I as a keyboard shortcut if you'd like.

   - Select the Apps entry, and choose Default apps on the left sidebar.

   - To look over the complete list of file associations, scroll down and click Choose default apps by file type. Find PDF (it's a long list - scroll way down) Make sure it has a valid default program associated. If not, download one and make it the default pdf file association program.

3. Try printing to 'Internet Fax' from different applications – such as Word, Internet Browser, PDF reader*, etc. If you have success with one app, and not another it could be a compatibility issue with a particular application.

   *Especially if this is a new PC/Laptop, make sure you have defined a *default PDF reader* for PDF file type (e.g. Adobe reader). Having no default PDF reader associated to the PC has been reported to cause issues with file creation.

   If the Internet Fax application does not open with any app, proceed to try the following: 4.

Open Control Panel. ...

-Select view by 'large icon' -or- 'small icon'
-Click on: **System.**
-Next, click on **Advanced system settings**.
-Next, in the **Advanced** tab find the Performance section and click the Settings button. -Go to **Data Execution Prevention** tab.
-Check to see if DEP is turned **on** for essential Windows programs and services only.

-If DEP is on for 'all programs and services' then change it to ON for essential Windows programs and services only. Then click Apply.

Reboot
try print to 'Internet Fax' again.

5. If that is not the issue, it may be a third-party virus protection stopping program execution. Temporarily turn off any virus protection running. Virus protection should have an option to temporarily turn it off (varies by software provider).

try print to 'Internet Fax' again.

6. If this is not the issue, you may need to uninstall the software and re-install. The TLS version should be installed: v 11 +. This version creates documents in the user's personal directory and should not have an issue with execution or access error (it builds the file to be sent in the user's personal directory).

User will need to remove existing version by doing the following:
- Type 'add or remove programs' in the search Window.
- Find 'Internet Fax Version ##' in the Apps & Features and click 'uninstall'.
- Do you want to uninstall? 'Y'. Answer 'N' to remove all associated data files (if you want to preserve user name, password).

- Download Print to Fax appropriate app for your type of PC (most PCs are 64 bit) from this source

Check for most current version and date stamp – as the app package will be occasionally updated. Print Drivers are at:

http://download.pangea-comm.com/ftp/printdrivers/

Current 32 bit version as of Jan 2021:

12/28/2020 30887011 InternetFax-v11.0.1-TLS-32bits-latest.zip

Current 64 bit version:

12/28/2020 33223372 InternetFax-v11.0.1-TLS-64bits-latest.zip

Extract the files to a directory of your choosing (do not try to install directly from the ZIP file before extracting).
Right click on 'Setup'. Select '**Run as Administrator'**.
Setup the Internet Fax app again.

When installation is complete, try to print to 'Internet Fax' again.

Print to Fax Errors - Internet Fax - PDMON

If this still fails, there is some deeper compatibility issue. Please try to get a screen shot of any error you see and we can look for a solution.

There are some versions of some programs that may cause a compatibility issue. It has been reported that some versions of QuickBooks may create an error within the print to fax driver.

If all troubleshooting fails, please advise of any specialized software running in the users PC along with the Version number. Unfortunately, the only solution to persistent incompatibility errors may be to remove the software causing the error, or to use a different method for faxing such as web to fax or email to fax.