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Medigrate™
Corporation
Medical Office Technology

Technical Support Documentation

#BP002 - Error #32001 'Error Scheduling Fax' or 'Unable to get filename for port: Medigrate' occurs when Batch Processor attempts to fax a report

Product:	Electronic Office Batch Processor
Level of Computer Knowledge Required:	The user must be familiar with the location of the computer's Windows System folder, and know how to locate and view Registry Keys and Values.
Document Created:	4/11/2000
Information Modified:	5/02/2002

This error is generated when Batch Processor cannot initialize the Fax Modem or when the Fax image has not been created.

Solutions:

1. Check to make sure that the modem is properly installed and functioning.
2. Check to make sure that there is a dial tone on the phone line.
3. Make sure that the *im31xfax.del* file and the *faxprint.dll* file are both located in the Windows System folder. For example, on a Windows 95 machine, the system folder is C:\Windows\System\. On an NT/2000 machine, the path is C:\WinNT\System32. If the *im31xfax.del* file does not exist on Windows NT or Windows 2000 machines, that will not cause the error. Refer to Step 4 if the error is occurring on a Windows NT/2000 workstation.
4. **FOR WINDOWS NT/2000 ONLY:**
(The following instructions will solve the *Unable to get filename for port: Medigrate* error)
Make sure that the *FaxMan Medigrate* printer property's *Interface DLL* field contains the Windows System path (typically C:\WinNT), then *\FaxPrint.Dll*. For example, the value within the field would typically look something like C:\WinNT\System32\FaxPrint.Dll. The *Interface DLL* field can be located by opening the Printers folder, right-clicking on *FaxMan Medigrate*, selecting *Properties* from the pop-up menu, clicking on the *Ports* tab on the *FaxMan Medigrate Properties* window, then clicking on the *Configure Port* button.

If the above steps do not fix the error then uninstall and reinstall Electronic Office Batch Processor.
