ATA 190 with FAX
Answered Question

Thomas POMMEREUL Feb 5th, 2015

Hello,

I have a fax (Brother FAX-2920) connected to an ATA 190 and I cannot send or receive fax.

My CUCM is connected to the PSTN gateway with a SIP trunk.

FAX==>ATA190==SIP==>CUCM==SIP==>2911PSTN-GW==>E1

What I have done so far:

-Reduced the baud rate to the minumum on the fax machine

-Enabled the option Fax Error Correction Mode Override on the ATA port

-Collected some traces with RTMT. The debugs show that the CUCM does not received all the digits dialed from the fax machine. For example, if I dialed the number 00123456789 from the fax machine, on the traces I see that the number 001345789 is dialed or 0012345678 and so on...

Could you please help me with this issue? I'm running out of idea.

Thank you in advance.

Thomas.

I have this problem too
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1
2
3
4
5

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Correct Answer

Gordon Ross Thu, 02/05/2015 - 09:38

You've hit BugiD CSCuj09108

You'll have to log a call with TAC to get a fixed firmware. (There is one, but the last time I checked it wasn't public)

GTG

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1
2
3
4
5

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[Thomas POMMEREUL](#) Thu, 02/05/2015 - 09:54

Hi Gordon,

Thank you for your answer.

Tomorrow, I will update my ATA with the latest software available (1.1.2).

I will let you know if it fix my problem.

Thomas.

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[1](#)
[2](#)
[3](#)
[4](#)
[5](#)

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Hi,

FYI, I oppened a case and Cisco sent me the firmware : cmterm-ata190.1-2-0-003a.cop.

Now it works fine.

Thomas.

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- [1](#)
- [2](#)
- [3](#)
- [4](#)
- [5](#)

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[rajesh.kumar](#) Tue, 04/21/2015 - 04:05

Dear Thomas

We are also facing same issue. Can you pls. share firmware : cmterm-ata190.1-2-0-003a.cop

with us? It will help us to fix the issue.

Rgds

Rajesh Kumar

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[1](#)
[2](#)
[3](#)
[4](#)
[5](#)

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[Thomas POMMEREUL](#) Tue, 04/28/2015 - 01:15

Hello Rajesh,

Sorry for my late answer I was in holidays last week.

How can I share with you the firmware? Via dropbox or is there an easy way?

Kind regards.

Thomas.

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  [1](#)
  [2](#)
  [3](#)
  [4](#)
  [5](#)

Overall Rating: 0 (0 ratings)

[jaruneesup](#) Tue, 04/28/2015 - 08:48

Dear Thomas,

Can you please share the firmware : cmterm-ata190.1-2-0-003a.cop with me?

I am having the same issue as you. I have tried upgrade with 1.1.2, can register but cannot fax in/out

Regards,

Jarunee.

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1
2
3
4
5

Overall Rating: 0 (0 ratings)

https://supportforums.cisco.com/discussion/12416226/ata-190-fax