Fax Failure Codes, Definitions, and Typical Resolutions

Overview & Purpose

The purpose of this document is to provide further context and definitions for the most common fax failure result codes. Many of the result codes may be resolved by retries and other methods, while others may require additional support from Documo to resolve. Each fax failure below will be listed with the error code, error message, more detailed information about this type of error, followed by the path to resolving.

Failure Codes, Definitions, and Resolution Path

1000

- Fax pending
- The fax has not been transmitted yet
- Please allow subsequent time for transmission to complete. No action is typically needed for this type of failure.

4000

- Fax failed
- This is a generic failure response
- Support from Documo may be required to troubleshoot further

4100

- Fax number invalid.
- This error will typically occur when an invalid country code is utilized when sending a fax. Through the web portal, country codes are automatically included, however faxes sent via API and email to fax would need to have the country code added to the recipient fax number.

5000

- Fax resource issue
- Caused by a user function which results in an interruption
- This error can typically be mitigated by attempting to resend a fax.

5100

- Fax request blocked
- This failure occurs when the recipient of the fax has blocked the sending fax number
- If an unintentional block has occurred by the recipient, a different fax number can be utilized to send a fax successfully, otherwise no action can be performed by the sender to remove the block.

5200

- Fax rendering issue
- This would mean there is an issue with the document being sent
- In most cases, this will require investigation by Documo to resolve. Example files of the original document being sent may also be needed to assist in investigating these types of failures.

5300

- Fax rate plan exceeded.
- Cost for the international number exceeded for country code
- In some cases when sending international faxes, this error code may occur if the rate for sending a fax to the destination country is higher than the allowed limit. This would not occur without international faxing enabled on any customer account (must be enabled by Documo first).

5900

- Fax rendering error
- When a document/rendering conversion happens outside/before the Documo internal network is called.
- This usually means there is an issue with the document (typically occurs with PDFs). Additional support assistance would be required by Documo.

6000

- Fax connect failed
- This means that the fax failed to connect with the receiving end.
- In most cases, retrying the fax should assist in resolving the issue. If the recipient fax number is still not able to be reached, it may be necessary to reach out to the recipient to have them investigate with their telecom provider further.

6100

- Fax number busy
- This can mean a multitude of things, but typically means the fax number is having intermittent issues.
- Documo will automatically attempt to deliver a fax 3 times before reporting any failure. In this case, if all 3 attempts were exhausted and this error occurs, the sender may need to wait before attempting to transmit their fax again.

6200

- Fax machine not answering
- This means that the fax can not be delivered due to the receiving machine not responding.
- This error may occur when the recipient fax machine is not responding. Typically, resending a fax that occurs with this error will assist in resolving.

6300

- Fax detection failed
- This means that the fax failed to detect a recipient on the receiving end.
- Most commonly, this will happen when attempting to send a fax to a number that is not a fax line. Check the recipient fax number and try again.

6700

- Fax blocked by the receiving party
- This error will occur when the recipient has blocked the fax number that a fax is being sent from.
- Like the other blocked failure, this can be mitigated by using a different fax number as the caller ID, otherwise no action can be performed by the sender to inherently resolve.

6800

- Fax negotiation failed
- This means that the connection between the two faxes failed to negotiate on a fax speed.
- Documo will always attempt to transmit a fax with a fax speed (also referred to as the baud rate) that matches what the recipient line is capable of. Occasionally, the telecom will fail to meet the speed which may require further investigation / resolution by Documo.

7000

- Fax training failed
- This means that a telecom component of the call exchange failed to meet the same parameters on both the sending and receiving end.
- In some cases, attempting to resend a fax that fails with this type of error code may resolve, otherwise further telecom investigation / support may be needed.

8000

- Fax transmit failed
- That connection error code is for a failed connection.
- This could happen for numerous reasons, i.e., a poor line connection, latency, dropped calls, etc. These error codes are one of the most common in fax. For inbound, since we're at the receiving end, we have no ability to alter any of these things. For outbound faxes, resending is generally recommended.

8100

- Fax transmit failed
- Pages delivered between 1 and 10
- Resending is generally recommended, however further investigation by Documo may be required to assist in identifying / resolving faxes that fail with this error code.

8200

- Fax transmit failed
- Pages delivered between 11 and 20
- Resending is generally recommended, however further investigation by Documo may be required to assist in identifying / resolving faxes that fail with this error code.

8300

- Fax transmit failed
- Pages delivered between 21 and 30
- Resending is generally recommended, however further investigation by Documo may be required to assist in identifying / resolving faxes that fail with this error code.

8400

- Fax transmit failed
- Pages delivered > 30
- Resending is generally recommended, however further investigation by Documo may be required to assist in identifying / resolving faxes that fail with this error code.

9000

- Fax failed
- This is a generic failure response
- Direct assistance from Documo would be needed to assist in resolving faxes that fail with this error code.