

# Faxes are queuing up into Pending and never going out.

Category: Product Support -> FaxAdmin -> FaxAdmin 2008

Situation

You are sending faxes using FaxAdmin 2008 or 2010 and the ASDS FaxManager being register and faxes are just going into Pending and never get sent or the ASDS FaxManager is not showing any faxes.

Solution

This issue can be caused by the ASDS FaxManager program not being run as an Administrator under Windows Vista or Windows 7. Try the following steps to run the FaxManager as an administrator and see if the faxes go away.

1. Close ACT!
2. Open My Computer and browse to C:\Program Files\ASDS\FaxAdmin 2008.
3. Right-click "ASDS FaxManager" and choose "Properties".
4. Click on the "Compatibility" tab.
5. Check the box towards the bottom labeled "Run this program as an administrator".
6. Click "Apply", then "OK".
7. Restart ACT! and try going into the ASDS FaxManager again.

This should correct the problems with the software etc. It may resolve faxes sitting in Pending as well.

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