

SOP: Solution to the issue of intermittent fax failures:

Begin by gathering information about the problem. The issue was reported by the business unit (BU) experiencing the fax failures.

Examine the log files related to the fax service. These logs may provide insights into the cause of the intermittent failures.

Escalate the issue to the Fax service team. They should have expertise in troubleshooting fax-related problems and can investigate further.

During the investigation, it was discovered that one of the vendors providing the Fax service was experiencing an issue. This vendor's service may be the root cause of the intermittent failures.

Temporarily remove the problematic vendor from the rotation of Fax service providers. By doing so, the reliance on the vendor experiencing issues is eliminated, reducing the likelihood of further intermittent failures.

Please note that this solution assumes that the intermittent fax failures are related to the vendor's service issue. If the problem persists or additional factors are identified, further actions may be required to resolve the problem effectively.