

# Re: 'Help & Support' on XP Home

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.accessibility/2005-07/msg00026.html>

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- *From:* "Ramesh, MS-MVP" <[ramesh@xxxxxxxxxxxxx](mailto:ramesh@xxxxxxxxxxxxx)>
  - *Date:* Sat, 2 Jul 2005 21:09:41 +0530
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Starting with a DLL registration. (Proceed to next method if one fails to resolve the problem):

Type in Start, Run dialog:

```
helpctr -regserver
regsvr32 itss
regsvr32 hhctrl.ocx
regsvr32 jscript
```

Fix Windows XP Help - from Doug's site:

[http://www.dougnknox.com/xp/utils/fix\\_windows\\_xp\\_help.htm](http://www.dougnknox.com/xp/utils/fix_windows_xp_help.htm)

In `_nothing_` helps, try reinstalling HelpCenter:

Open `%systemroot%\inf` folder and locate the PCHealth.inf file (might show as PCHealth in W.Explorer). Right-click the file and choose "Install". Insert your XP CD when prompted. If you have a Service Pack installed, be sure to point to the `%Windir%\i386\ServicePackFiles` folder, or your slipstreamed XP CD (if available).

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Ramesh, MS-MVP  
Windows Shell/User

Windows XP Troubleshooting  
<http://www.winhelponline.com>  
<http://windowsxp.mvps.org>

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Windows XP Newsgroup Setup Instructions for Outlook Express:  
<http://www.microsoft.com/windowsxp/expertzone/newsgroupsetup.mspx>

"Grumpy-Bob" <unclevanya@xxxxxxxxxxxxxxxxxx> wrote in message  
[news:DA8759A4-2EBA-4AF1-8D95-0ABA71EB86D3@xxxxxxxxxxxxxxxxxx](mailto:news:DA8759A4-2EBA-4AF1-8D95-0ABA71EB86D3@xxxxxxxxxxxxxxxxxx)

I have a PC which has XP Home.

System is Maxdata Alpha XP1, 256, DDR, 40, DVD Combo, 56 K, XP?

I may have changed some setting, or probably have a system corrupted file.

Over a period of time, I have installed various 'free' system 'tweak' programmes given away with PC/computer Magazines I have also 'uninstalled' various programmes, and have used 'System Restore' points etc to 'Roll Back'.

My problem is that I cannot launch/access the system 'Help & Support' facility. When I 'double-click' on it, nothing happens.

I have checked the 'C:\WINDOWS\PCHEALTH\HELPCTR\Binaries' file and checked that this is on the system and the version number - 5.1.2600.2180 about 750KB in size.

I have also checked the 'Service Manager' and according to that, the 'HELP & SUPPORT' facility is started and running.

Is there any way to correct his problem without going to the extreme of backup up my Hard Drive, and then having to reformat the whole drive?

I have also checked the Microsoft Windows UK website to see if I can find a 'fix' for this problem. However I am unable to find anything specific to the

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problem. The problem may have occurred during one of the  
'automatic Updates'  
for XP Home. I understand that the original XP Home operating  
system had  
'problems' with it.

My system has 'Service Pack 2' on it.

I dont really feel competent enough to start any more 'fiddling' with the  
system without doing any mor 'damage'.

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Uncle Vanya - (Failed Jedi Knight & Eater of Cheese)