

Re: "Help & Support" Does Not Work !

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From: Harry Ohrn (*harry---_at_webtree.ca*)

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If you want to try System Restore go to Start->Programs->Accessories->System Tools->System Restore or click Start->Run and type "restore" (without the quotes) When the window opens click restrui.exe to run the System Restore Wizard

To try and repair corrupt, damaged or missing system files go to Start->Run and type "SFC /SCANNOW" (without the quotes). You will be prompted for your Windows XP CD.

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Harry Ohrn MS-MVP [Shell/User]

www.webtree.ca/windowsxp

"Mike D" <mike_d@hotmail.com> wrote in message

news:17f6801c419f2\$fc2a57f0\$a401280a@phx.gbl...

> I'm experiencing several problems, possibly stemming from
> a virus. Earlier today, NAV "quarantined" some files and
> I mistakenly deleted them all. I think I may have deleted
> a file I need in the WINNT directory.

>

> I wanted to "restore" my system to a previous checkpoint
> hoping to get the system back to what is was, but when I
> hit the "Help and Support" under "Start", nothing happens.

>

> Then I went to send an email (I'm running MSN Premium)
> and I get an error message that states: "Your current
> security settings prohibit running ActiveX controls on
> this page. As a result, the page may not display
> correctly." Indeed, it does not and it won't even let me
> type anything in the "body" field. The "INBOX" icon is
> the small yellow "yield" sign with an exclamation in it.

>

> Then I tried re-running NAV which gives me all sorts
> of "errors" now and it can't even run the "repair
> wizard". It told me to re-install Windows Script 5.6 and
> re-boot, which I did, but I get the same error.

>

> I'm pretty sure I'm missing a much needed system file but
> how can I find out what file it is and how to restore it ?

>

> Any ideas and suggestions would be greatly appreciated..
> Thank you..

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