

Re: Multiple problems – one source (?)

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2005-12/msg00024.html>

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- *From:* "Torgeir Bakken \(\MVP\)" <[Torgeir.Bakken-spam@xxxxxxxxxx](mailto:Torgeir.Bakken-spam@xxxxxxxxxx)>
  - *Date:* Wed, 30 Nov 2005 17:30:40 +0100
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Hi,

A shot in the dark here, see if this helps:

Download the file OLEfix.zip available here (it is a registry file that origin from MS Support, and it has fixed an ActiveX problem for several people, getting this problem after installing KB896688):

<http://patch-info.de/IE/Downloads/OLEfix.zip>

Extract it and double click the contained OLEfix.reg file. Click Yes on the dialog box that asks you if you are sure to add the information in OLEfix.reg to the registry.

You may have to reboot your machine afterwards.

idoesh wrote:

Hi,

I've encountered a chain of problems which all began on the same day. The problems are as follows:

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- Help and Support does not work - when clicking on the icon nothing happens.
- System Information does not work - when clicking on the icon nothing happens.
- Remote assistance does not work - when sending an invitation through MSN Messenger the computer on the other end gets a "<user> has denied the request" (while I have not received any notification).
- Opening Word or Excel files doesn't work - Word/Excel opens, but without opening the document. Using File->Open does work however.
- When looking in "System properties" General Tab - only the amount of RAM is shown, not the CPU as before.
- A canon Scanner reports of TWAIN errors and refuses to scan.

I've tried all of the Help & Support fixes that are floating around on the internet including re-installing - but to no avail. A repair install of XP didn't help either.

I've formatted my computer 3 times (!) already but somewhere along the way these problems reoccur simultaneously.

Is there any way to avoid a fourth format? Is there a common denominator for all of these issues that may provide a clue to a solution?

Any help will be greatly appreciated.  
Many thanks in advance!

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torgeir, Microsoft MVP Scripting, Porsgrunn Norway  
Administration scripting examples and an ONLINE version of  
the 1328 page Scripting Guide:  
<http://www.microsoft.com/technet/scriptcenter/default.mspx>

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