

Re: fix of help and support

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2008-06/msg00444.html>

- *From:* Jessie the flower of Dunblane <JessiethflowerofDunblane@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 2 Jun 2008 10:54:01 -0700
-

Thanks David for all your help tried everything and still no joy so wont use reg cleaners again .
Thanks again
Jessie

"David Webb" wrote:

Here's a link that explains how to check and enable the "Help and Support" service and if it's not available on the list, there's also a fix for that issue.

<http://windowsxp.mvps.org/helpsvc.htm>

Google has provided many reference links for this problem, most of which point to registry cleaners being the root cause of this problem. After you get this issue resolved, stay away from using any registry cleaners. They usually cause more problems then they fix.

"Jessie the flower of Dunblane"
<JessiethflowerofDunblane@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:1C168788-C95E-430A-A0CF-03A5A383EE85@xxxxxxxxxxxxxxxxxxxxx>

David thanks for your help i followed your instructions and did both of your suggestions and now have cannot find helpctr exec message so i have some improvement that instead of nothing i at least have error message can you help with this ????

Thanks

"David Webb" wrote:

Note: If you're having a problem running the script, your file associations may need attention. If so, go to the Doug Knox home page and

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click on Win XP
Fixes >
File Association Fixes. There you'll find instructions and a
download to fix
the
VBS file association.

"David Webb" <dwebb211@xxxxxxxxxxxxxxxx> wrote in
message
news:OBCf2xDxIHA.2360@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

The instructions are on the same page that
you downloaded the VBS script
from.
Here's the portion that answers your
question:

To use:
Double-click the fixwinxphelp.vbs file. You
will be prompted when the
repairs
have been completed. This script can be
viewed in Notepad or any text
editor,
as to the specific Registry key and value that
are updated.

Here's a link to the webpage:
http://www.dougknox.com/xp/scripts_desc/fixwinxphelp.htm

"Jessie the flower of Dunblane"
<JessietheflowerofDunblane@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in message
news:3D652B4E-B306-4E8D-8666-F3ED1049B4C2@xxxxxxxxxxxxxxxxxxxx

i downloaded a script from
Doug Knox which went into
notepad the script is
as
follows Fixwinxphelp.vbs
can someone please tell me
how to run this from
note book to fix problem
with help and support no
error message just does
not
run
my computer : windows x/p
sp3.

Thanks Jessie a Sottish

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flower