

Re: fix of help and support

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2008-06/msg00645.html>

- *From:* "David Webb" <dwebb211@xxxxxxxxxxxxxx>
 - *Date:* Tue, 3 Jun 2008 15:37:30 -0400
-

Go back to the first suggestion and this time create a batch file with the content as shown. Do not attempt to type each line in, this only introduces the chance of mistakes which will cause a failure.

To create a batch file, simply start with a text file and then use copy & paste to populate the file. You can create a text file on your Desktop by right clicking on an empty space then select New > Text Document. Open this text file and past the content from the web page (Step II). Use Save As to save the file as fixhelp.bat

Don't forget to perform Step I first (end/stop processes as shown)

Double click on the bat file to execute the commands.

After completion, restart your system.

"Jessie the flower of Dunblane"
<JessietheflowerofDunblane@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:9758AF03-073B-4E4F-88D5-BAF55083E3C9@xxxxxxxxxxxxxxxxxxxx

Hi David,
I tried your next suggestion got to second input line " cd /d
%windir%\pchealth\helpctr " without the quotes and got error cannot find cd
so went ahead with your second suggestion applied startmenuhelp.reg, helpsvc
fix.zip, fixwinxphelp.vbs, helpand supportmissing.reg none of which seemed to
fix problem I was tempted to try and add back the file in question from the
reinstallation cd but its for sp1 and i am on sp3 i also looked at the disk
and could not figure out what it would be under so i could reload just the
help and support file.
Thanks again for your great help in trying to resolve this problem

Jessie a wilted flower now

"David Webb" wrote:

Don't give up yet. There are many more tricks to try. Start with this one:

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

If still no joy, look through this list for other untried tweaks:

Troubleshooting problems with Help and Support Center

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

"Jessie the flower of Dunblane"

<JessietheflowerofDunblane@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

news:6E87CD14-2641-40FF-A3E4-10E065BE4AD1@xxxxxxxxxxxxxxxxxxxx

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"

<JessietheflowerofDunblane@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

news:1C168788-C95E-430A-A0CF-03A5A383EE85@xxxxxxxxxxxxxxxxxxxx

David thanks for your help i followed your instructions and did both of

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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 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@xxxxxxxxxxxxxx>
wrote in
message

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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,

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as
to
the
specific
Registry
key
and
value
that
are
updated.

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

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

i
downloaded
a
script
from
Doug
Knox
which
went
into
notepad
the
script
is
as
follows
Fixwinxphelp.vbs
can
someone
please

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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
flower

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