

RE: Help & Support

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-09/msg02793.html>

- *From:* v-chayan@xxxxxxxxxxxxxxxxxxxxxxxx ("Charles Yang [MSFT]")
 - *Date:* Mon, 12 Sep 2005 01:08:43 GMT
-

Hi,

Thanks for updates.

I will be here waiting for your updates. Please paste as your convenience, I am glad to help you.

Best regards,

Charles Yang (MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

=====
This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:
<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

RE: Help & Support

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This posting is provided "AS IS" with no warranties, and confers no rights.

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| Thread-Topic: Help & Support
| thread-index: AcW1pcQtIAYi93yPR+Oor3jP8cjBaA==
| X-WBNR-Posting-Host: 209.242.58.136
| From: "?Utf-8?B?V29ya3dpdGhjaXNjbw==?"
<Workwithcisco@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| References: <C257FC64-87AB-47EB-B8A9-0C3BCE8C3E58@xxxxxxxxxxxxxxxx>
<p91iUxPtFHA.1468@xxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: RE: Help & Support
| Date: Fri, 9 Sep 2005 18:20:01 -0700
| Lines: 161
| Message-ID: <9A3741D9-457D-4C1A-9E3C-2D13264F954C@xxxxxxxxxxxxxxxx>
| MIME-Version: 1.0
| Content-Type: text/plain;
| charset="Utf-8"
| Content-Transfer-Encoding: 7bit
| X-Newsreader: Microsoft CDO for Windows 2000
| Content-Class: urn:content-classes:message
| Importance: normal
| Priority: normal
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0
| Newsgroups: microsoft.public.windows.server.sbs
| NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250
| Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:152206
| X-Tomcat-NG: microsoft.public.windows.server.sbs

|
| It appears it was never installed. I will give this a try on Monday and see if

| I can get it installed, other than that everything else on the server is working just fine.

|
| ""Charles Yang [MSFT]"" wrote:

|
| > HI,

| >

| > Welcome to SBS newsgroup.

| >

| > Issue description:

| > =====

RE: Help & Support

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|>
|> I understand that you could not start help and support on your SBS 2003.
|>
|> Analyzing and suggestions:
|> =====
|>
|> 1. It is important to note if you have recently made alterations to
your
|> computer before this problem occurred, or if the Help and Support
Center
|> ever worked correctly. If you have recently made alterations to your
|> computer before this problem occurred, try to undo the changes you made
or
|> uninstall the hardware or software that could have caused the issue.
After
|> you do so, test to determine if the issue is resolved, and if it is,
skip
|> the remaining steps. If the issue is not resolved, continue to the next
|> step.
|>
|> 2. Remove the .cab files from the Packagestore folder, and then rebuild
the
|> original Help and Support Center:
|>
|> a. Click Start, click Run, type "cmd" (without the quotation marks),
and
|> then click OK to open a command prompt. Type "net stop helpsvc"
(without
|> the quotation marks), and then press ENTER.
|>
|> b. Type "cd /d windir\pchealth\helpctr" (without the quotation marks),
|> where windir is the Windows folder, and then press ENTER.
|>
|> c. Type "rd packagestore /s /q" (without the quotation marks), and then
|> press ENTER.
|>
|> d. Type "cd binaries" (without the quotation marks), and then press
|> ENTER.
|>
|> e. Type "start /w helpsvc /svchost netsvcs /regserver /install"
(without
|> the quotation marks), and then press ENTER.
|>
|> f. If any of the following processes are running, stop them:
|>
|> helpsvc.exe
|> helpost.exe
|> helpctr.exe
|>
|> To stop a process, right-click the taskbar, and then click Task
|> Manager. Click the Processes tab, click the process you want to

RE: Help & Support

stop,

|> and

|> then click End Process.

|>

|> g. At the command prompt, type "net start helpsvc" (without the

|> quotation marks), and then press ENTER.

|>

|>

|> 3. Follow these steps to confirm that the necessary registry value exists:

|>

|> a. Click "Start", click "Run", and then type "regedit32" (without the

|> quotation marks), and then click "OK".

|>

|> b. Locate and then click the following registry subkey:

|>

|> "HKEY_LOCAL_MACHINE\Software\Microsoft\WindowsNT\CurrentVersion\SvcHost"

|>

|> c. Double-click the "netsvcs" value in the right-hand pane.

|>

|> d. Confirm that "helpsvc" is in the list. If it does not exist, add it

at

|> the bottom.

|>

|> e. Click "OK", and then quit Registry Editor.

|>

|>

|> Please feel free to post back, if you have any further concerns. I am

glad

|> to help you.

|>

|>

|>

|> Best regards,

|>

|> Charles Yang (MSFT)

|>

|> Microsoft CSS Online Newsgroup Support

|>

|> Get Secure! – www.microsoft.com/security

|>

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> -----

> | Thread-Topic: Help & Support

> | thread-index: AcW0pkOXQioa4vXCSsyyZ56UU0Vq8g==

> | X-WBNR-Posting-Host: 66.155.138.45

> | From: "=?Utf-8?B?V29ya3dpdGhjaXNjbw==?="

> | <Workwithcisco@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

> | Subject: Help & Support

> | Date: Thu, 8 Sep 2005 11:51:04 -0700

> | Lines: 6

> | Message-ID: <C257FC64-87AB-47EB-B8A9-0C3BCE8C3E58@xxxxxxxxxxxx>

> | MIME-Version: 1.0

> | Content-Type: text/plain;

> | charset="Utf-8"

> | Content-Transfer-Encoding: 7bit

> | X-Newsreader: Microsoft CDO for Windows 2000

> | Content-Class: urn:content-classes:message

> | Importance: normal

> | Priority: normal

RE: Help & Support

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|> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0
|> | Newsgroups: microsoft.public.windows.server.sbs
|> | NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250
|> | Path: TK2MSFTNGXA02.phx.gbl!TK2MSFTNGXA03.phx.gbl
|> | Xref: TK2MSFTNGXA02.phx.gbl microsoft.public.windows.server.sbs:203341
|> | X-Tomcat-NG: microsoft.public.windows.server.sbs

|> |
|> | is missing on the server and I cant figure out how to install it.

When I

|> go
|> | into event viewer and pull up an event, if I click on the link in the
|> event I
|> | get a help and support service not started, and when I go into
services
|> there
|> | is no help and support service. I tried looking through the add
windows
|> | components and do not see it listed either. How can I install it and
why
|> | would it be missing?
|> |
|>
|>
|

• **References:**

- ◆ **[Help & Support](#)**
 ◇ From: Workwithcisco
- ◆ **[RE: Help & Support](#)**
 ◇ From: "Charles Yang [MSFT]"
- ◆ **[RE: Help & Support](#)**
 ◇ From: Workwithcisco

- Prev by Date: **[RE: Dial-in properties access denied](#)**
- Next by Date: **[Sharepoint, Company Web & Email](#)**
- Previous by thread: **[RE: Help & Support](#)**
- Next by thread: **[RE: Help & Support](#)**
- Index(es):
 - ◆ **[Date](#)**
 - ◆ **[Thread](#)**