

RE: Help and Support Service – Missing File +=+=+ Long Running Iss

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-02/msg02351.html>

- *From:* "David" <David@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 13 Feb 2006 05:36:05 -0800
-

Brandy

Many thanks for your response. I ve posted this email text back to the discussion thread for the benefit of others.

The helpsvc ImagePath registry key was incomplete, it read:

%SystemRo

I ve subsequently edited it, but have not restarted the server yet, and now the splash screen appears on clicking Help and Support in the Start Menu and clicking on the link in one of the errors (<http://go.microsoft.com/fwlink/events.asp>) produces an incomplete window (screen caps attached).

I was given the instructions to install the Service Packs by an MS Professional in the Discussion Groups (attached) for another server. No errors were produced during the installation process.

Attached are also the logs after the last restart.

This morning I disabled all non-microsoft services again and restarted the server. I then re-enabled them and again restarted the server. I am working remotely and I now can't log back on. The connection goes through the two warnings – Secure Connection and Certificates then hangs and times out. I'll need to drive up there at some point this week and try to find out what's going on. I just had one of the engineers (customer staff) re-run the RRAS wizard to no effect...

When I can get back up there later this week (hopefully as my wife is beginning labour with our second son!) I'll get the logs off to you. However on none of the restarts did the "Access denied error was returned ..." appear.

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David @ Solsletta

""Brandy Nee [MSFT]"" wrote:

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Hello David,

Thank you for posting back and keeping us updated!

I am sorry for the delayed response due to the weekend. Please understand that the newsgroups are staffed weekdays by Microsoft Support professionals to answer your systems and applications questions. Your understanding is greatly appreciated!

David, please take your time to read through my reply:

I understand that the issue occurs after you installed the SBS SP1 on your Server. Error ID 10005 disappears now, but the other errors have been generated. Please understand that we need to troubleshoot your issues one by one in case they are relates.

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Actually, Event ID 7000 is a general event, potentially any service may cause this to be recorded. Missing or corrupted files, insufficient rights, missing registry entries, antivirus software, faulty hardware, software bugs and probably many other reasons may cause a service to fail in the starting process.

From the Event ID 7000 description, it seems that the Help and Support Service was not uninstalled properly (not removed from the service database). The Service Control Manager is trying to start the service but the executable is not there. Remove the entries for the service from the registry. This may also occur if one of the dependent files are missing.

Please check:

- a. On your SBS Server, run "regedit" (without quotation marks).
- b. Locate HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\helpsvc.
- c. On the right pane, double click ImagePath.
- d. Its Value Data should be: %SystemRoot%\System32\svchost.exe -k netsvcs

I also need to gather following information for research:

1. Did you follow any documents or instructions to install the SBS SP1? If yes, please let me know the web link.
2. Did you meet any error message when installing SBS SP1?
3. Please zip all the log files locate at %system drive%\program files\Microsoft Integration\windows small business server 2003\logs, and send it as an attachment to my mailbox: v-branee@xxxxxxxxxxxxxx
4. By the way, please help me to capture two screen shots (with background

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so I can have a better idea where you met these error message):

a. The first screen shot is "Could not start the Help and Support Service on the local computer. Error 2: The specified file could not be found."

b. The second screen shot is "Access denied error was returned on attempting to change a service. You may need to log on using an Administrator account to make the specified changes."

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Regarding another issue Event ID 0 with Event Source SBS.RWW, this issue may be occurred if you have CRM install on the SBS Server. I have found following KB article, please see:

306996 How To Disable ASP Session State in ASP.NET
<http://support.microsoft.com/default.aspx?scid=kb;EN-US;306996>

Please take your time to gather the information for further research. I am looking forward to hearing from you!

Best regards,

Brandy Nee

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

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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.

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Thread-Topic: Help and Support Service – Missing File +++ Long Running

Iss

thread-index: AcYvSQPrtoeVLgseQr22z/3fgnIdcA==
X-WBNR-Posting-Host: 86.137.151.189
From: "=?Utf-8?B?RGF2aWQ=?=" <David@xxxxxxxxxxxxxxxxxxxxxxxx>
References: <E4ACC9DD-43B0-42BA-AA9F-A751458D3094@xxxxxxxxxxxxxxxx>

<fkIStGLGHA.2336@xxxxxxxxxxxxxxxxxxxxxxxx>

Subject: RE: Help and Support Service – Missing File +++ Long Running Iss

Date: Sat, 11 Feb 2006 12:23:27 -0800

Lines: 285

Message-ID:

<E09C028D-0080-4CFE-BCA4-79DA47AD1A09@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:243860

X-Tomcat-NG: microsoft.public.windows.server.sbs

Brandy

To answer your questions in order:

1) KB841996 is not installed. If it will not install properly I'd rather not try.

2) The server is Win2003SBS Standard, SBS SP1 is applied. As is SharePoint SP2, Exchange SP1 and Windows Server SP1 plus pre-reqs.

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- 3) The issue occurred after installing the updates in (2) above
- 4) There are dozens of errors in the Application and System logs (1005

has

disappeared!). However 1001 & 1004 repeat in the Application Log:

Event Type: Warning
Event Source: MsiInstaller
Event Category: None
Event ID: 1001
Date: 11/02/2006
Time: 18:11:38
User: CAMIS\administrator
Computer: CAMIS-SBS
Description:
Detection of product '{F28BB750-4E31-4F43-BAEC-F94B9339FCCB}',
feature
'NewFeature1' failed during request for component
'{D2D7B4BF-6CCA-11D5-8B3F-00105A9846E9}'

For more information, see Help and Support Center at
<http://go.microsoft.com/fwlink/events.asp>.

Event Type: Warning
Event Source: MsiInstaller
Event Category: None
Event ID: 1004
Date: 11/02/2006
Time: 18:11:38
User: CAMIS\administrator
Computer: CAMIS-SBS
Description:
Detection of product '{F28BB750-4E31-4F43-BAEC-F94B9339FCCB}',
feature
'NewFeature1', component
'{5CC2D105-DDDD-4EC4-8B74-750194E57B99}' failed.
The resource
'HKEY_CURRENT_USER\Software\InstallShield\UpdateService\'

does

not exist.

For more information, see Help and Support Center at

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<http://go.microsoft.com/fwlink/events.asp>.

and 7000 appears repeatedly in the System Log:

Event Type: Error

Event Source: Service Control Manager

Event Category: None

Event ID: 7000

Date: 11/02/2006

Time: 18:29:17

User: N/A

Computer: CAMIS–SBS

Description:

The Help and Support service failed to start due to the following error:

The system cannot find the file specified.

For more information, see Help and Support Center at

<http://go.microsoft.com/fwlink/events.asp>.

5) 1005 has disappeared. (!?!)

6) After disabling all but the MS services on a restart the attempting to launch Help and Support I was warned that a service was missing then on attempting to start the service:

Could not start the Help and Support Service on the local computer.

Error 2: The specified file could not be found.

Upon re–enabling normal start up I received the error:

Access denied error was returned on attempting to change a service. You

may

need to log on using an Administrator account to make the specified

changes.

Incidentally this is the server that will only accept incoming Remote Web Workspace connections from Administrators. Power User, Remote Desktop and

Mobile user access provokes this in the logs:

Event Type: Error

Event Source: SBS.RWW

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Event Category: None

Event ID: 0

Date: 20/01/2006

Time: 23:02:59

User: N/A

Computer: CAMIS–SBS

Description:

The following fatal error occurred in the Remote Web Workplace application:

URL: <https://81.149.143.15/Remote/header.aspx>

Error Message: Requested registry access is not allowed.

Stack Trace: at Microsoft.Win32.RegistryKey.OpenSubKey(String name, Boolean writable)

at Microsoft.Win32.RegistryKey.OpenSubKey(String name)

at remote.RAPLinks.get_orgName()

at ASP.header_aspx.__Render__control1(HtmlTextWriter __output, Control parameterContainer) in c:\inetpub\Remote\header.aspx:line 5

at System.Web.UI.Control.RenderChildren(HtmlTextWriter writer)

at System.Web.UI.Control.Render(HtmlTextWriter writer)

at System.Web.UI.Control.RenderControl(HtmlTextWriter writer)

at System.Web.UI.Page.ProcessRequestMain()

at System.Web.UI.Page.ProcessRequest()

at System.Web.UI.Page.ProcessRequest(HttpContext context)

at

System.Web.CallHandlerExecutionStep.System.Web.HttpApplication+IExecutionSt

ep.Execute()

at System.Web.HttpApplication.ExecuteStep(IExecutionStep step, Boolean& completedSynchronously)

For more information, see Help and Support Center at

<http://go.microsoft.com/fwlink/events.asp>.

So I rather expect that there are registry permission errors also. If I could find the key I'd happily change its permissions!

If there is any further information you require please let me know and

many

thanks for your assistance.

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David @ Solsletta

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