

Re: RANT ! SP2 !

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-06/msg02984.html>

- *From:* "Susan Bradley, CPA aka Ebitz – SBS Rocks [MVP]" <sbradcpa@xxxxxxxxxxxx>
 - *Date:* Wed, 20 Jun 2007 09:07:52 -0700
-

I don't install service packs as soon as they come out. That's the bottom line and the service pack is only 3 months old and thus well within the tolerance window of not installing it on our systems.

Tell CSS to go jump in a lake about reinstalling... my guess is something else occurred because I've never met a patch that I've not been able to roll back/recover from.

Teneo wrote:

Thanks for the link to a Microsoft fix, for the HELP issue..

Totally different to the steps on the <http://blogs.technet.com/sbs/default.aspx>

1. Open a command prompt.
2. Navigate to %windir%\PCHealth\HelpCtr\Binaries
3. Run "start /w helpsvc /svchost netsvcs /regserver /install"
4. Once this command completes the Help and Support service should now appear in services.msc
5. Start the Help and Support service

But then I notice the microsoft KB as reference to starting help at the command prompt ? Always wonder why they refer to DOS stuff when we now have GUI systems... haven't tested those commands so add it to our every growing checklist for SP2

With reference to protecting clients, I do not like installing older patches over new patches / updates. I got burned few years ago and cost me a lot of money and time by installing an older patch, PSS instructions I was following (sorry its now CSS) their solution... sorry, reinstall. So as waiting for SP2 issues to be solved, it has been a few months now been holding off all updates on servers but cant wait any longer now.

"Susan Bradley, CPA aka Ebitz – SBS Rocks [MVP]" <sbradcpa@xxxxxxxxxxxx> wrote in message news:OUI06otsHHA.4476@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

"Help and Support" feature is missing after you install Microsoft Windows Server 2003 SP2 on a computer that is running Windows Small Business Server 2003:
<http://support.microsoft.com/kb/937231>

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Susan Bradley, CPA aka Ebitz – SBS Rocks [MVP] wrote:

Not protecting them from what? What is your concern here?
You getting security patches? If so don't beat yourself up
here.

There is a help and support hotfix that is out but you have to
call for it. Yeah I know... stupid.

I personally would like to rant that these are not documented
in the release notes of SP2. But I hear ya... this is not an easy
service pack for us and Microsoft's attitude towards service
packs (they are more tested! yeah right) and my personal past
history means that I don't trust them.

Teneo wrote:

I refer mainly to:–
"This issue is currently under investigation,
however if you are currently experiencing
this issue you can run the following
commands to resolve the issue" (see below)

This was posted in MARCH !

I have just updated a server with SP2 after
seeing issues and waiting but cant wait any
longer, am I not protecting my clients by
delaying ?

Before I applied the patch below I then
proceeded to update completely with all
latest patches, maybe there is an automatic
fix in a future download. No, issue is still
there.

Surely this could have been added into the
service pack, tag it on the end of the install
and run on reboot?

Reviewing
<http://blogs.technet.com/sbs/default.aspx> we
have nearly 20 point checklist to see if SP2
has affected the server, why are we doing
Microsoft work.

Whilst I do appreciate every system is not
the same and there can be issues, when a

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simple small fix cannot be resolved by Microsoft some 4 MONTHS later, where is their CARE to their customers.

Usually apply patches and away we go, now we see we are spending 2 –3 hours testing the system, RDP, RWW, VPN, PC Connectivity, logs etc.

Oh well, Ill check back for comments after finishing this server and maybe in a months time we will have finished all our clients servers.

Windows cannot open Help and Support because a system service is not running. To fix this problem, start the service named 'Help and Support'.

OK

This issue is currently under investigation, however if you are currently experiencing this issue you can run the following commands to resolve the issue:

1. Open a command prompt.
2. Navigate to
%windir%\PCHealth\HelpCtr\Binaries
3. Run "start /w helpsvc /svchost netsvcs /regserver /install"
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Regards,

The SBS Bloggers team