

RE: MSINFO32.exe will not open.

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-12/msg01453.html>

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 - *Date:* Mon, 10 Dec 2007 10:16:01 -0800
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Yes, I did follow KB 937231 and it is noted in the original post. I'll try the other fix you recommended. And yes, the SP1 process has been implemented.

Thanks – JT

"John Tawney" wrote:

I have a client running SBS2k3 with the latest SP. I cannot get MSINFO32.exe to run. When I execute it I get the hourglass for a second but it doesn't open. I've tried running this:

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CD \windows\pchealth\helpctr\binaries
Start /w helpsvc /svchost netsvcs /regserver /install
net start helpsvc
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I've also tried this: (While running the "HSCUpd.exe -i hscsp\_s3.cab" section of this fix I get an error saying file not found. I figured that's because this fix is not for SBS.)

- Click Start, click Run, type cmd in the Open box, and then click OK.
2. At the command prompt, locate the following folder:  
%windir%\PCHealth\HelpCtr\Binaries
  3. At the command prompt, type the following commands, and then press ENTER after each command:  
" HelpSvc.exe /regserver /svchost netsvcs /RAInstall  
" HSCUpd.exe -i hscmui.cab  
" HSCUpd.exe -i hscsp\_s3.cab

Note The following commands do not apply to some language versions of Windows Server 2003: " HSCUpd.exe -i hscmui.cab  
" HSCUpd.exe -i hscsp\_s3.cab

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And lastly I installed the following fix:

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WindowsServer2003-KB937231-x86-ENU

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Unfortunately none have worked. Can anyone advise?