

Re: MSINFO32.exe will not open.

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*Source:*

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- *From:* John Tawney <[JohnTawney@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:JohnTawney@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Mon, 10 Dec 2007 13:22:02 -0800
- 

Unfortunately we don't need it to run that badly so as to go to those lengths. Thanks for your time.

"Merv Porter [SBS-MVP]" wrote:

You might try uninstalling and then reinstalling Windows 2003 SP2.

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Merv Porter [SBS-MVP]

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"John Tawney" <[JohnTawney@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:JohnTawney@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:B73DA514-C685-4997-BA62-DB8927814695@xxxxxxxxxxxxxxxxxxxxx](mailto:news:B73DA514-C685-4997-BA62-DB8927814695@xxxxxxxxxxxxxxxxxxxxx)

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:

```
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

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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:

WindowsServer2003-KB937231-x86-ENU

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Unfortunately none have worked. Can anyone advise?