

Re: MSINFO32.exe will not open.

## Re: MSINFO32.exe will not open.

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-12/msg01708.html>

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- *From:* [v-terliu@xxxxxxxxxxxxxxxxxxxxxx](mailto:v-terliu@xxxxxxxxxxxxxxxxxxxxxx) (Terence Liu [MSFT])
  - *Date:* Wed, 12 Dec 2007 06:00:52 GMT
- 

Hello John,

Thank you for your posting.

According to your post, I understand that when you start the MSINFO32.exe, the application does not launch. If I am off-base on that, please let me know.

Generally, this indicates that there are some problems about the PCHealth components in the computer. Firstly, I would like to know if you have recently made any alternation to your computer before this issue occurred. Or if the MSINFO32 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, If the issue is not resolved, continue to the following steps.

NOTE: The steps below applies when you try to start any of the following tools, the tool may not start:

Help and Support Center  
System Information (Msinfo32.exe)  
System File Checker

Step 1: Remove the .cab files from the Packagestore folder, and then rebuild the original Help and Support Center:

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a. Click Start, click Run , type cmd , and then click OK to open a command prompt.

Type net stop helpsvc , and then press ENTER.

b. Type cd /d windir \pchealth\helpctr , where windir is the Windows folder, and then press ENTER.

c. Type rd packagestore /s /q , and then press ENTER.

d. Type cd binaries , and then press ENTER.

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e. Type `start /w helpsvc /svchost netsvcs /regserver /install` , and then press ENTER.

f. If any of the following processes are running, stop them:

helpsvc.exe

helphost.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 stop, and then click End Process.

g. At the command prompt, type `net start helpsvc` , and then press ENTER.

Then, try again to see if the issue is fixed.

Step 2: Reinstall the Help and Support service to see if it help:

1. 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:

a. `HelpSvc.exe /regserver /svchost netsvcs /RAInstall`

b. `HSCUpd.exe -i hscmui.cab`

c. `HSCUpd.exe -i hscsp_s3.cab`

Note: The following commands do not apply to some language versions of Windows Server 2003:

a. `HSCUpd.exe -i hscmui.cab`

b. `HSCUpd.exe -i hscsp_s3.cab`

The reason is that the `Hscmui.cab` compressed file is not included in some language versions of Windows Server 2003, such as the Japanese version of Windows Server 2003.

Step 3: If the issue persists, please do clean boot on the SBS to narrow down this issue:

To clean boot the problematic computer, please use the steps below:

a. Click Start, click Run, and then in the Open box, type "MSCONFIG" (without the quotation marks). Click OK.

b. In the System Configuration Utility (MSConfig) window, click to select the Selective Startup button.

c. Click to clear the check mark from the "Load startup items" below Selective Startup.

d. Click the Services tab, click to check the "Hide All Microsoft Services" box, and remove all the check marks from the remained Non-Microsoft Services. Please note that the Exchange services could be marked as non-Microsoft. Please do not disable those services.

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e. Click OK to close the MSConfig window. Click Yes when you are asked to restart your computer in order to enable the changes.

f. After restarting, please check whether this issue will reoccur.

g. If there are no more problems, please use the above steps to enable services and startup items one by one in order to figure out the root cause of this issue.

Step 4: Ensure you apply the SBS 2003 sp1:

On the SBS server, click Start, click Run, type "regedit" (without the quotation marks) and click OK. Navigate to HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer, and check the data of the registry value ServicePackNumber. Is it set to "1"? If not, then this problem will occur because SBS 2003 SP1 has not been completely installed. To successfully install SBS 2003 SP1, we must install all five updates listed below. Additionally, the updates must be installed in the sequence listed.

Downloading and Installing Windows Small Business Server 2003 Service Pack 1  
<http://download.microsoft.com/download/e/0/f/e0fee8ce-768d-41c0-8871-9bc48e9b3fc3/ToDownloadFilesandReadInstructions.htm>

- A. Service Pack 1 for the Windows Server 2003 operating system
- B. Windows SharePoint Services 2.0 Service Pack 1
- C. Exchange Server 2003 Service Pack 1
- E. Windows XP SP2 for Client Deployment
- F. Windows Small Business Server 2003 Service Pack 1

Note: Since you had applied Windows Server 2003 sp2, please skip the step A.

After you applied the whole SBS 2003 SP1, please run CEICW to reconfigure the SBS:

How to configure Internet access in Windows Small Business Server 2003  
<http://support.microsoft.com/kb/825763/en-us>

If we cannot resolve the issue after we perform the above steps, please help me collect some information for further investigation:

Gather MPS network report on SBS:

a. Download MPSrepot\_network from  
[http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT\\_NETWORK.EXE](http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_NETWORK.EXE)

b. Run MPSRPT\_NETWORK.exe.

c. The tool will automatically collect the information. This procedure will take 10~15 minutes.

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d. Open Windows Explorer, navigate to the folder:  
%SystemRoot%\MPSReports\Network\Reports\Cab\

e. Send the .cab file directly to me at v-terliu@xxxxxxxxxxxxxx

I hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

Terence Liu(MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – [www.microsoft.com/security](http://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.

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| Thread-Topic: MSINFO32.exe will not open.  
| thread-index: Acg7crTghf9IbGhgQS+xCSU8l2Yrqg==  
| X-WBNR-Posting-Host: 207.46.193.207  
| From: =?Utf-8?B?Sm9obiBUYXduZXk=?= <JohnTawney@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
| References: <4772C546-23C1-4EED-9422-0B8BD6496ADB@xxxxxxxxxxxx>  
<B73DA514-C685-4997-BA62-DB8927814695@xxxxxxxxxxxx>

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<eyRoi\$2OIHA.4712@xxxxxxxxxxxxxxxxxxxxxx>  
| Subject: Re: MSINFO32.exe will not open.  
| Date: Mon, 10 Dec 2007 13:22:02 -0800  
| Lines: 62  
| Message-ID: <420ADD2C-57D3-4226-A2E8-0BA714920399@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  
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.2992  
| Newsgroups: microsoft.public.windows.server.sbs  
| Path: TK2MSFTNGHUB02.phx.gbl  
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:81175  
| NNTP-Posting-Host: tk2msftsbm01.phx.gbl 10.40.244.148  
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| 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.

| >

| > --

| > Merv Porter [SBS-MVP]

| > =====

| >

| > "John Tawney" <JohnTawney@xxxxxxxxxxxxxxxxxxxxxx> wrote in message

| > [news:B73DA514-C685-4997-BA62-DB8927814695@xxxxxxxxxxxxxxxxxx](mailto:news:B73DA514-C685-4997-BA62-DB8927814695@xxxxxxxxxxxxxxxxxx)

| >> 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

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```
|>>> net start helpsvc
|>>> ~~~~~
|>>>
|>>> 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
|>>> ~~~~~
|>>>
|>>> And lastly I installed the following fix:
|>>>
|>>> WindowsServer2003-KB937231-x86-ENU
|>>>
|>>> ~~~~~
|>>>
|>>> Unfortunately none have worked. Can anyone advise?
|>
|>
|>
|
```

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