

Re: system restore and help wont open

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Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2005-10/msg00846.html>

- *From:* "Noel Paton" <NoelDPspamless@xxxxxxxxxxxxxxxx>
 - *Date:* Mon, 24 Oct 2005 23:00:43 +0100
-

in MSCONFIG, click on the Expand File button
type
MSXML3.DLL
in the box and click OK
Restore from: C:\Windows\Windows Update Setup Files
Save file in: C:\Windows\System
(you can find these folders easily using the Browse option button)
click OK
OK the backup (just in case!)
and OK again

No Precopy1.CAB?? – it **should** be in the C:\Windows\Options\CABS (or
.....Install) folder!
try just doing a Search for files named "precopy" (without the quotes, of
course!)

--
Noel Paton (MS-MVP 2002-2006, Windows)

Nil Carborundum Illegitemi
<http://www.crashfixpc.com/millsrpch.htm>

<http://tinyurl.com/6oztj>

Please read <http://dts-l.org/goodpost.htm> on how to post messages to NG's

"webig5" <webig5@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:DAACB2F2-45C3-411A-940B-06ECC2B070A4@xxxxxxxxxxxxxxxx
> I've tried extracting msxml3.dll using msconfig and startup disk but I've
> had
> no luck (system information won't open either). It could be that I'm just
> messing up the commands for the extract. Would you be able to spell out
> the
> <from:>, <file name> and <to:> paths (sorry if my syntax is incorrect)?
> Also
> sorry, but I've tried several ways of doing it and none of them work.

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> Using
> startup disk, the file always comes up "null". If I go this route, should
> I
> extract msxml3.dll, msxml3a.dll, msxml3r.dll or all of them?
>
> I was going to go straight to the uninstall/reinstall H+S process but when
> I
> searched for PRECOPY1.CAB, I got no results. I'm glad I read the entire
> document first.
>
> I really don't use the help files all that much; is it really worth it at
> this point to pursue a resolution or should I just workaroud? Thanks very
> much Noel!
> --
> Frankie
>
>
> "Noel Paton" wrote:
>
>> See inline....
>>
>> also..
>> "Cannot View the Windows Me Help and Support Page:
>> <http://support.microsoft.com/?scid=276995>
>> Note: If you have IE6 extract msxml3.dll, rather then msxml.dll.
>> You must extract msxml3.dll from the "C:\Windows\Windows Update Setup
>> Files"
>> folder that was created when you installed IE6. It is located in the
>> IEMIL_3.CAB file. Extract a copy to C:\Windows\System."
>>may be relevant
>>
>> If all else fails, you may have to go the route of uninstalling and
>> reinstalling H&S completely –
>> <http://www.btinternet.com/~winnoel/UnReHS.htm>
>>
>>
>> --
>> Noel Paton (MS-MVP 2002-2006, Windows)
>>
>> Nil Carborundum Illegitemi
>> <http://www.crashfixpc.com/millsrpch.htm>
>>
>> <http://tinyurl.com/6oztj>
>>
>> Please read <http://dts-l.org/goodpost.htm> on how to post messages to NG's
>>
>> "webig5" <webig5@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>> news:4F8AE09A-BE97-449C-85B1-96DEDD4A7E4B@xxxxxxxxxxxxxxxxxxxx
>> > Noel,
>> >
>> > Followed the link and:

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>>>
>>> 1. Only 1 folder named "Windows Update Setup Files"
>>
>> good
>>
>>> 2. Ran Belarc advisor anyway. There was neither a "check" nor an "x"
>>> next
>>> to
>>> IE6 SP1. Add/Remove programs lists it (with "Internet Tools").
>>
>> This is normal – were any of the hotfixes tagged as broken?? (how many IE
>> Hotfixes were there?)
>>
>>
>>> 3. Ran PC Cillin, Ad Aware and Spy Bot. PC Cillin and Spy Bot are
>>> clean;
>>> Ad
>>> Aware keeps showing the following entries as negligible threats:
>>>
>>> .DEFAULT\software\realnetworks\realplayer\6.0\preferences\mostrecentskins1
>>>
>>> .DEFAULT\software\realnetworks\realplayer\6.0\preferences\mostrecentclips1
>>>
>>> .DEFAULT\software\realnetworks\realplayer\6.0\preferences\mostrecentclips2
>>>
>>
>> They're called 'negligable' for a reason – you can ignore them!<g>
>>
>>
>>> As an aside, Belarc listed my AV as McCaffee but I had thought I was
>>> thorough in removing all of the McAfee files before I installed PC
>>> Cillin
>>> (I
>>> could be wrong since I'm just a cheap computer hack!).
>>
>> Hmm – McAfee is rather like Norton in some respects – it crawls all over
>> your system like a wet dishrag.
>> Which version did you have on there?
>>
>>
>>>
>>> 4. Had to download EXF.zip since all of the listed files were missing.
>>> Seems
>>> to have worked but I had to create a new folder called "Binaries". All
>>> the
>>> files listed in the document are in the
>>> c:\Windows\PCHealth\Helpctr\Binaries
>>> folder now.
>>
>> That's rather worrying – and leads to the question of whether you perhaps
>> used IERadiator at some time??

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>> What are the Properties for the Binaries folder now? – how many other
>> folders are there in the Helpctr folder??(there should be 8 in total)
>>
>>
>> >
>> > 5. Ran helpctr –regserver (also seems to have worked).
>>
>> good
>>
>>
>> >
>> > Let me know what you think. Your ongoing help is greatly appreciated.
>> > --
>> > Frankie
>> >
>> >
>> > "Noel Paton" wrote:
>> >
>> >> Did you follow the link I put in my earlier message?
>> >> what did you try there?
>> >>
>> >> just in case – here it is again
>> >> Look here for help with Help
>> >> <http://www.btinternet.com/~winnoel/HSfails.htm>
>> >>
>> >> --
>> >> Noel Paton (MS–MVP 2002–2006, Windows)
>> >>
>> >> Nil Carborundum Illegitemi
>> >> <http://www.crashfixpc.com/millsrpch.htm>
>> >>
>> >> <http://tinyurl.com/6oztj>
>> >>
>> >> Please read <http://dts-l.org/goodpost.htm> on how to post messages to
>> >> NG's
>> >>
>> >> "webig5" <webig5@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>> >> <news:27CE4836-9A44-43FD-A878-AD89D8513C30@xxxxxxxxxxxxxxxxxxxx>
>> >> > Thanks Noel. System restore seems to work fine now (at least it let
>> >> > me
>> >> > create
>> >> > a restore point). I don't get an error message when I try to open
>> >> > help
>> >> > now
>> >> > but it immediately closes after I click to open (basically, it
>> >> > flashes
>> >> > on
>> >> > the
>> >> > screen for less than a second). Any suggestions? Thanks again!
>> >> > --
>> >> > Frankie

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>>>>
>>>>
>>>> "Noel Paton" wrote:
>>>>
>>>>> Unk
>>>>> This is Windows ME – not XP
>>>>>
>>>>> --
>>>>> Noel Paton (MS–MVP 2002–2006, Windows)
>>>>>
>>>>> Nil Carborundum Illegitemi
>>>>> <http://www.crashfixpc.com/millsrpch.htm>
>>>>>
>>>>> <http://tinyurl.com/6oztj>
>>>>>
>>>>> Please read <http://dts-1.org/goodpost.htm> on how to post messages
>>>>> to
>>>>> NG's
>>>>>
>>>>> "Unk" <not@xxxxxxx> wrote in message
>>>>> news:affn115cb0v1jvi099l62hv6q2n8lklo1s@xxxxxxxxxxx
>>>>>
>>>>>>
>>>>>> A Register Fix is available from
>>>>>> <http://www.toniarts.com/downloads.htm>
>>>>>> called "FixWinXPHelp.reg"
>>>>>> EasyCleaner's Windows XP bug fix file. Restores the needed
>>>>>> entries
>>>>>> accidentally deleted by
>>>>>> EasyCleaner. Works only with Windows installed in C:\Windows,
>>>>>> otherwise
>>>>>> edit the file (with
>>>>>> notepad) to correspond to your Windows location.
>>>>>> Direct download: <http://www.toniarts.com/files/FixWinXPHelp.reg>
>>>>>>
>>>>>> Also available from Doug Knox: Fix Windows XP Help...
>>>>>> http://www.dougknox.com/xp/scripts_desc/fixwinxphelp.htm
>>>>>> http://www.dougknox.com/xp/utills/fix_windows_xp_help.htm
>>>>>>
>>>>>>>

>>>>>>>
>>>>>>> You can reinstall System Restore with these two steps:
>>>>>>>
>>>>>>> First Step – Delete the System Restore Folder as it may be
>>>>>>> damaged:
>>>>>>> Disable system restore, delete the System Restore folder "System
>>>>>>> Volume
>>>>>>> Information",
>>>>>>> reboot, then re-enable System Restore. The folder will be
>>>>>>> re-created

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>>>>> > automatically.
>>>>> > It's located in the root directory of Drive C:\ . It may be
>>>>> > hidden...
>>>>> > Open any folder, click "Tools", "Folder Options", and the "View"
>>>>> > tab.
>>>>> > Check the box, "Show hidden files and folders"
>>>>> > Uncheck "Hide file extensions for known file types",
>>>>> > Uncheck "Hide protected operating system files", Click "Apply",
>>>>> > "OK"
>>>>> >
>>>>> > To disable System Restore, Click Start, Programs, Accessories,
>>>>> > System
>>>>> > Tools, System Restore,
>>>>> > System Restore Settings, "System Restore" tab, and check the box.
>>>>> > "Turn
>>>>> > Off System Restore on
>>>>> > all drives", click "Apply" and "OK".
>>>>> >
>>>>> > Now go to Drive C:\System Volume Information\ and delete it.
>>>>> >
>>>>> >
>>>>> > Second Step – Reinstall System Restore:
>>>>> > 1. Click Start, Run, In the Run box, type "C:\windows\inf"
>>>>> > without
>>>>> > the
>>>>> > quotes and press enter.
>>>>> > 2. Look for SR.INF and RightClick on it, then select "Install"
>>>>> >
>>>>> > Follow the prompts, Reboot, and System Restore will be ready to
>>>>> > use.
>>>>> > NOTE: If it asks for the Windows CD, point it to
>>>>> > C:\WINDOWS\ServicePackFiles\i386
>>>>> > NOTE: If it asks for "srframe.mmf", point it to
>>>>> > C:\WINDOWS\system32\dlcache
>>>>> >
>>>>> >
>>>>> > System Restore Resources:
>>>>> >
>>>>> > Blank System Restore Calendar
>>>>> > http://www.dougknox.com/xp/utills/xp_sysrestore_blank.htm
>>>>> >
>>>>> > How to FIX the rstrui.exe entry point not found error...
>>>>> > <http://www.updatexp.com/rstrui-exe-entry-point-not-found.html>
>>>>> >
>>>>> > System Restore Information, Issues and Tweaks
>>>>> > http://www.kellys-korner-xp.com/xp_abc.htm
>>>>> > Select S and scroll to System Restore (Near the bottom of the
>>>>> > page)
>>>>> >
>>>>> > How to troubleshoot the System Restore tool in Windows XP
>>>>> > <http://support.microsoft.com/?kbid=302796>

Re: system restore and help wont open

◇ *From:* webig5

◆ ***Re: system restore and help wont open***

◇ *From:* Noel Paton

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