

INSTALLING INTEL ® ACTIVE CONSOLE

Sometimes you can get a script error message when installing the software Intel ® Active Console.

How to install the software?

Download the software from Intel Website.

Extract the folders

Run the file named 'default.hta'

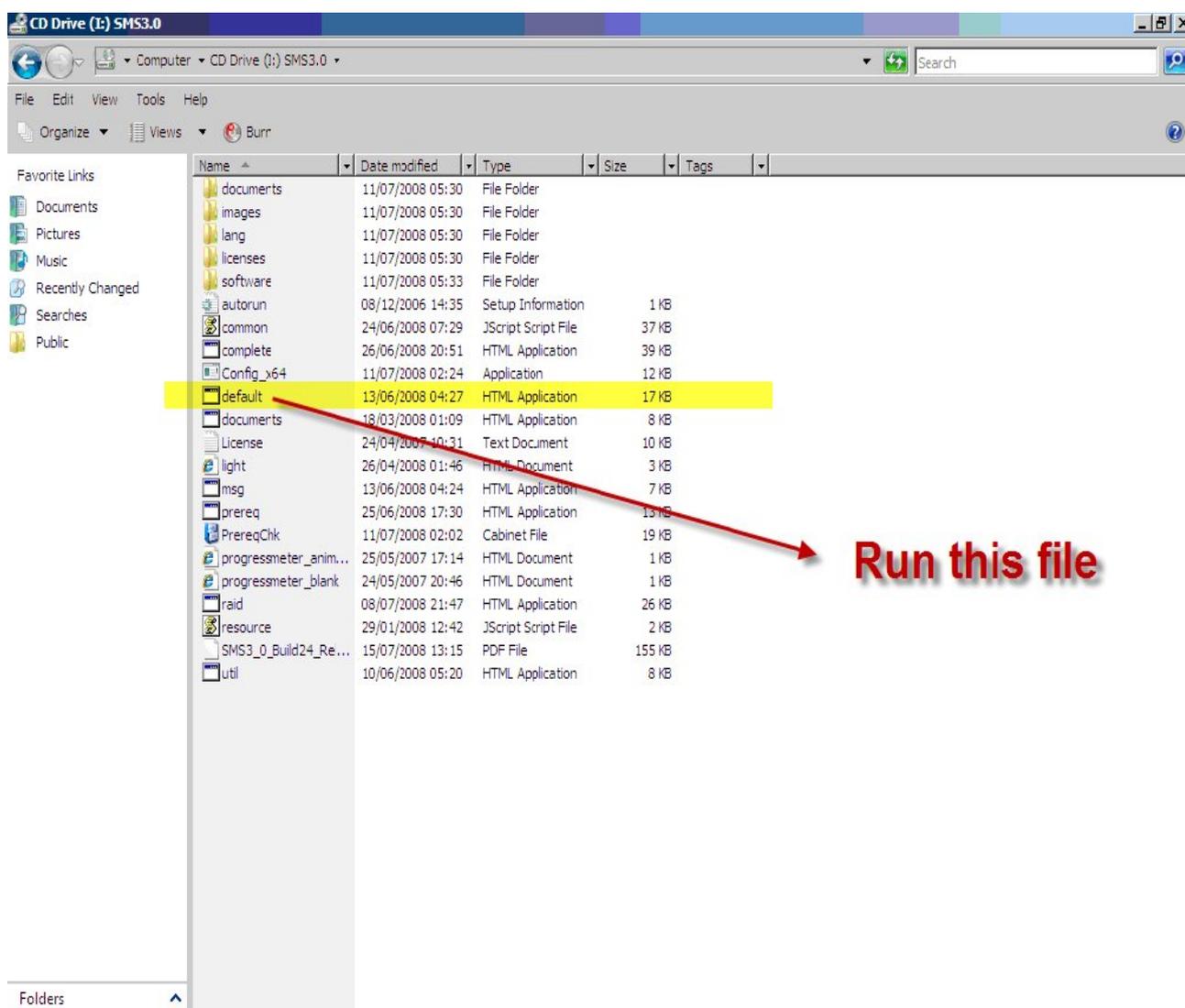
Or

From the Intel System Management Software

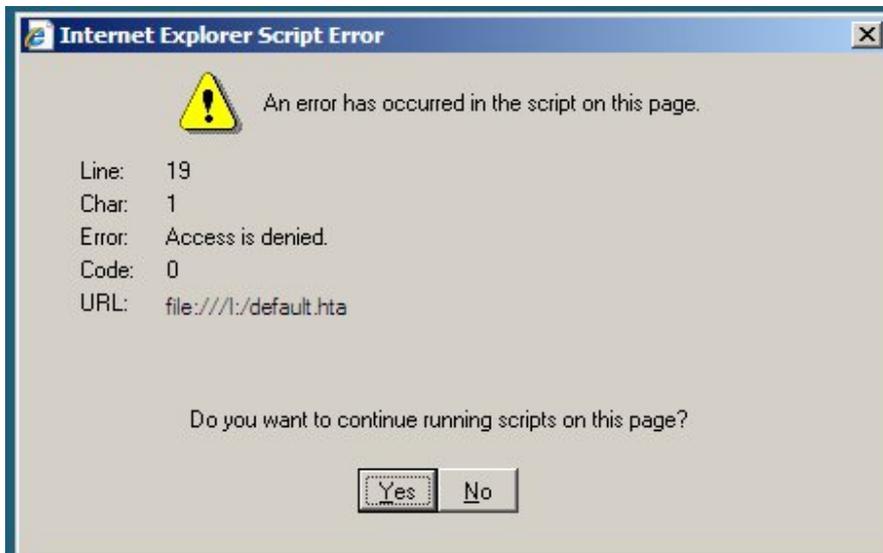
Browse into the CD folders

Run the file named 'default.hta'

See screenshot below to get an idea:



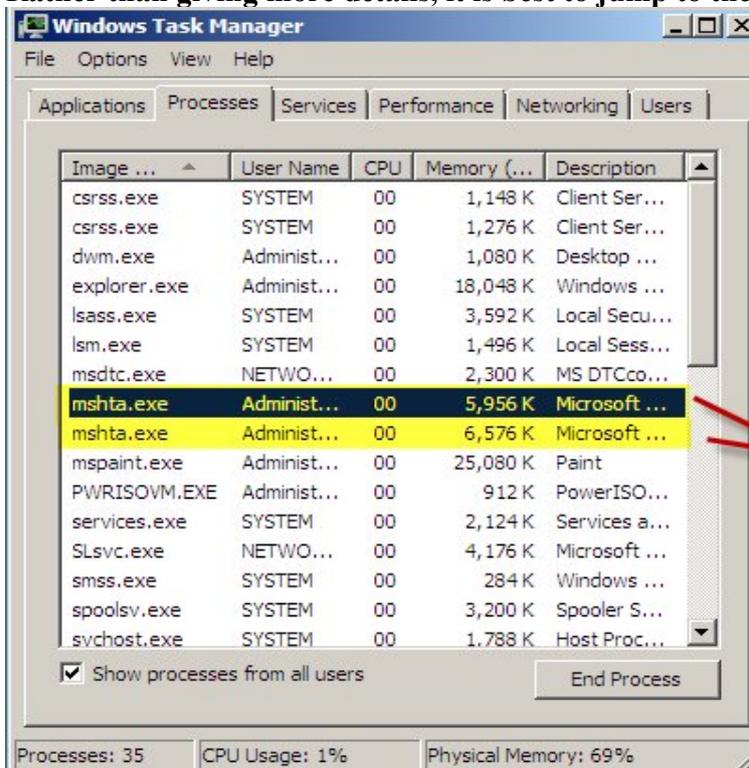
A screenshot of the error is attached below:



When can this happen?

- When uninstalling the software incorrectly
- If more than one 'default.hta' is opened at the same times.
- There is already the file 'mshta.exe' running in the Task Manager.

Rather than giving more details, it is best to jump to the main thing. How to fix this?



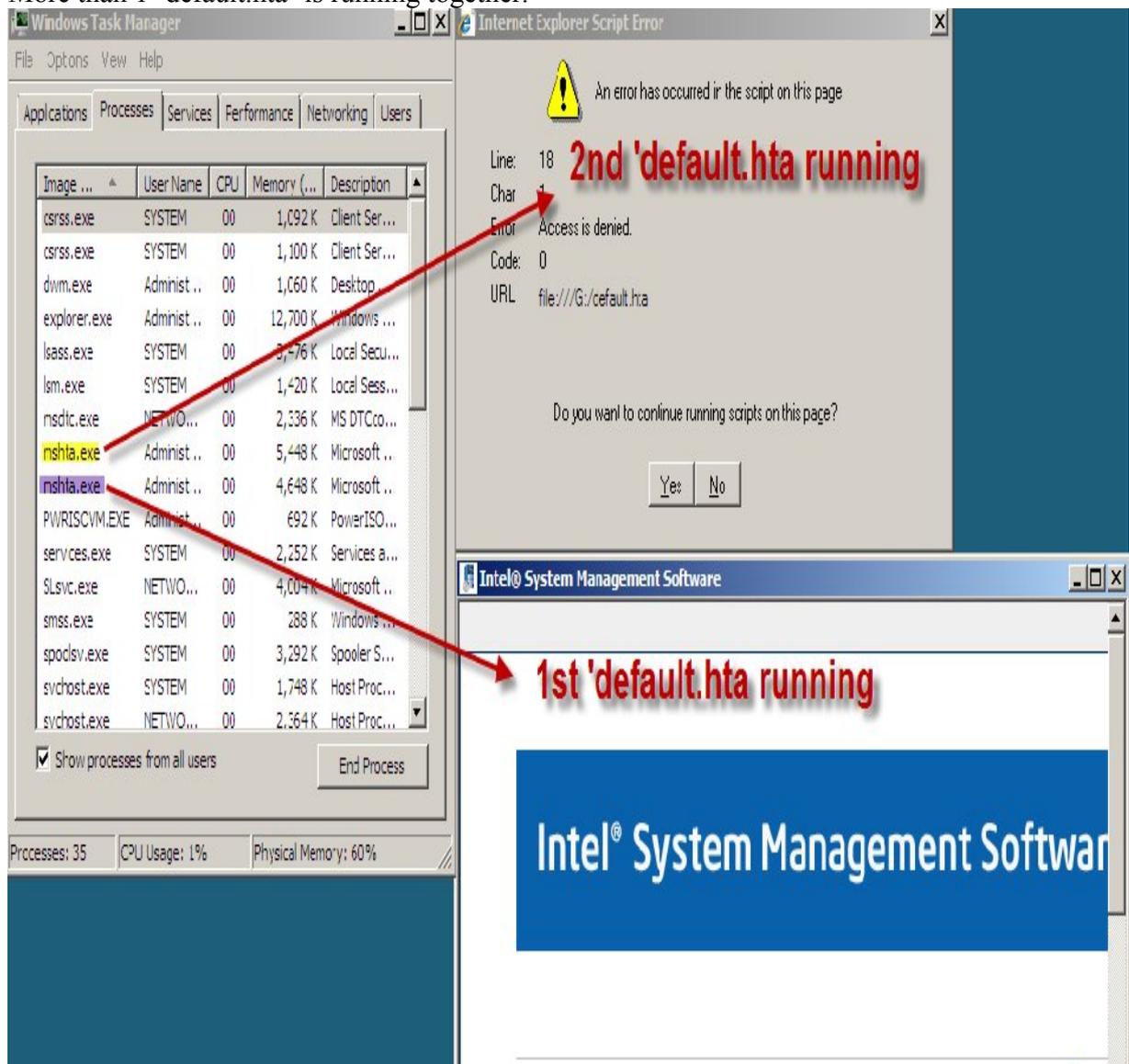
End this 2 processes

- End all the running processes 'mshta.exe'
- Restart the system necessary.
- Check again in the Task Manager if there is still any 'mshta.exe' file.

Note: For those who wrongly uninstall the software, use software like **Your Uninstaller** to remove the Intel® Active Console completely. Files like **Management Agent driver**, **LSI WMI Legacy SAS Storage Provider**, **LSI SAS Storage SNMP Agent** and **Intel Active Console** are all associated files that were installed when installing the whole package. So make sure to remove all these and run follow the above instructions.

Scenario1:

More than 1 'default.hta' is running together.



Scenario2:

More than 3 'default.hta' are running together.

The screenshot displays a Windows XP desktop with several overlapping windows. Three 'Internet Explorer Script Error' dialog boxes are visible, each showing an error message: 'An error has occurred in the script on this page. Line: 18, Char: 1, Error: Access is denied, Code: 0, URL: file:///G:/default.hta'. The dialog boxes are labeled with red text: '3rd 'default.hta' running', '2nd 'default.hta' running', and '4th 'default.hta' running'. A 'Windows Task Manager' window is open, showing the 'Processes' tab. The task list includes several instances of 'nshhta.exe' running under the 'Administrat...' user. The background shows a webpage for 'System Management Software' with a blue header and text about 'System Center Essentials 2007 and Intel®'. The taskbar at the bottom shows the Start button, CD Drive (G:) SMS3.5, Intel@ System Managem..., Windows Task Manag..., and 3 - Paint. The system tray shows the date and time as 16:02.

Image Name	User Name	CPU	Memory	Description
csrss.exe	SYSTEM	00	1,100 K	ClientSer...
csrss.exe	SYSTEM	00	1,100 K	ClientSer...
dmn.exe	Administ...	00	1,260 K	Desktop ...
explorer.exe	Administ...	00	14,744 K	Windows ...
lsass.exe	SYSTEM	00	3,468 K	Local Secu...
lsn.exe	SYSTEM	00	1,412 K	Local Sess. .
msdtc.exe	NETWC...	00	2,312 K	MS DTCoo...
nshhta.exe	Administ...	00	5,468 K	Microscf...
nshhta.exe	Administ...	00	4,540 K	Microscf...
nshhta.exe	Administ...	00	4,500 K	Microscf...
nshhta.exe	Administ...	00	4,460 K	Microscf...
nspaint.exe	Administ...	00	19,164 K	Paint
PWRISCMV.EXE	Administ...	00	592 K	PowerISO...
services.exe	SYSTEM	00	2,256 K	Services a...
SLsvc.exe	NETWC...	00	3,392 K	Microscf...
smss.exe	SYSTEM	00	288 K	Windows ...

FYI:**What is the file 'mshta.exe' used for?**

Mshta.exe is the Microsoft HTML Application Host. It is a part of Microsoft Windows Operating System which is needed to execute .HTA files. This program is a non-essential system process, but should not be terminated unless suspected to be causing problems.

Common problems

This process can use 100% of the CPU. It is possible that you have spyware or a virus. Since this process can execute any .hta script, the fact that mshta.exe is a legitimate executable does not mean that what it is running is.

What are the '.hta' files?

An **HTML Application** (HTA) is a Microsoft Windows application written with HTML and Dynamic HTML. The ability to write HTAs was introduced with Microsoft Internet Explorer 5.0.

HTAs can be made from regular HTML files by simply changing the file extension to .hta.

A regular HTML file is confined to the security model of the web browser i.e. communicating with the server, manipulating the page's object model (usually to validate forms and/or create interesting visual effects) and reading/writing cookies.

An HTA runs as a fully trusted application and therefore has more privileges than a normal HTML files — for example an HTA can create/edit/remove files and registry entries.

Because an HTA has more privileges than an HTML page, it cannot be executed via HTTP. Rather, the HTA must be downloaded (just like an EXE file) and executed from local file system.

For More information: http://en.wikipedia.org/wiki/HTML_Application
[http://msdn.microsoft.com/en-us/library/ms536496\(VS.85\).aspx](http://msdn.microsoft.com/en-us/library/ms536496(VS.85).aspx)

Other:

I installed Intel ® Actice Console Version 3.0, and then I upgraded it to the latest version 3.5. It worked fine as long as instructions are followed correctly.

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