

RUNNING HELP FILES ACROSS A NETWORK

Microsoft security patch #896358 prevents users from viewing Help files (.CHM) that are stored on a network drive (as opposed to CHM files stored on your own computer). The help file will appear, but instead of the topic text you will see an error message "this page cannot be displayed".

The security update may also prevent you from opening CHM files that you downloaded from the Internet, even if you saved them to your local hard disk.

The security patch and its effects are fully described on Microsoft's web site at

<http://support.microsoft.com/kb/896358>

This article will walk you thru the process to fix these two issues.

Viewing Help Files Across A Network

If you trust all the computers on your LAN or intranet (and the people using them), you can lower the restrictions on the Local Intranet zone to allow CHM files to be displayed with the following steps:

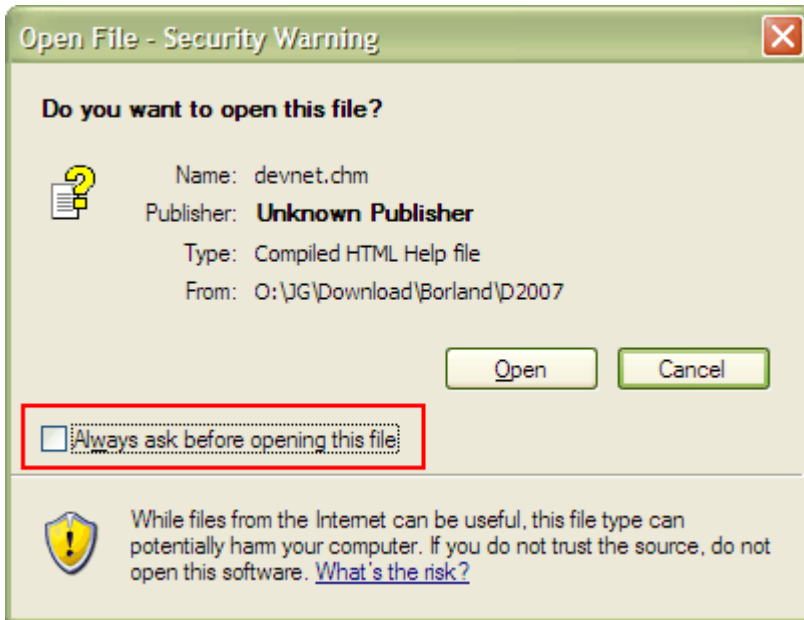
1. Click Start, click Run, type regedit, and then click OK.
2. Locate and then click the following subkey. If this registry subkey does not exist, create it.

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\HTMLHelp\1.x\ItssRestrictions
3. Right-click the ItssRestrictions subkey, point to New, and then click DWORD Value.
4. Type MaxAllowedZone, and then press Enter.
5. Right-click the MaxAllowedZone value, and then click Modify.
6. In the Value data box, type 1, and then click OK.
7. Quit Registry Editor.

If this solution does not work for you, please see <http://support.microsoft.com/kb/896358> for alternatives.

Viewing Downloaded Help Files

When opening the help file, uncheck the "Always ask before opening this file" check box in the Open File-Security Warning dialog box, and then click Open. If you click Open without clearing the checkbox, the help file's table of contents will appear, but the body text will not.



Alternatively, in Windows Explorer, right-click the file that you want to open, click Properties, and then click Unblock. See <http://support.microsoft.com/kb/902225/> for more information.

Please contact support if you experience any issues viewing help files after applying these fixes.

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