

Fix for problems viewing Help-Files

If you are having problems viewing Help Files on a network, in particular if you are getting an error saying that the page cannot be displayed, you can try to apply this fix.

First, download the file “HelpFile_Registry.ZIP” to the machine experiencing the problem.

Next, extract the “CHM_On_Network.reg” file contained in that ZIP-file.

Finally, locate that extracted reg-file, and double-click it to apply the Registry-changes.

You will receive a message asking if you are sure you want to add the information from that reg-file to the registry. Respond ‘Yes’.

You will then receive a confirmation that the fix was installed. Click ‘OK’.

After applying the fix, if you are still experiencing the problem, try re-booting the machine. If the problem is still happening after this, please refer to the document named “HelpFile_TechNotes.PDF” for other solutions to try; or pass that document along to your network-support department.