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Problems with viewing Help messages

in WALLAP, SLOPE and GWALL
under Windows XP, Vista and Windows 7 / 8

There are (at least) 4 problems which you might encounter with viewing Help files under Windows XP, Vista and Windows 7 / 8

1. HLP files not recognized by Windows Vista and Windows 7
2. HLP files not accessible across an Intranet
3. CHM files downloaded from a website cannot be viewed
4. CHM files not displaying correctly across a network

HLP files are the older style Help files used up to and including Windows XP.
CHM files are the new style Help files used by Windows Vista and Windows 7

1. HLP files not recognized by Windows Vista and Windows 7

Windows Vista and Windows 7 cannot access HLP files unless you apply a special "patch" provide by Microsoft. SLOPE and GWALL and older versions of WALLAP, use HLP files to contain the Help information. To run these programs under Vista and "7" you should follow these instructions.

The following utilities are provided by Microsoft

Please look at this link http://support.microsoft.com/kb/917607

Read the INTRODUCTION and scroll down and click on the appropriate link

Download WinHlp32.exe for Windows Vista
http://go.microsoft.com/fwlink/?LinkID=82148

Download WinHlp32.exe for Windows 7
http://go.microsoft.com/fwlink/?LinkId=166421

Download WinHlp32.exe for Windows Server 2008
http://go.microsoft.com/fwlink/?LinkId=114216

Download WinHlp32.exe for Windows 8
http://www.microsoft.com/en-us/download/details.aspx?id=35449

Then click where it says "*Continue Validation required"* and follow the instructions

2. HLP files not accessible across an Intranet

How to unblock .hlp files that are stored on the intranet

Network administrators can use the **Allow WinHlp32.exe to access .hlp files stored on intranet sites** policy setting to unblock .hlp files that are stored on the intranet. Administrators can use the GPCM to manage this Group Policy setting. For more information about Group Policy, see the "References" section.

If neither Group Policy for this feature has been set, users can modify the user registry setting for this feature to block or to unblock .hlp files that are stored on intranet sites. To change this setting, users must first add the following new subkey to the registry:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\WinHelpThen, users must add a DWORD value that is named AllowIntranetAccess to this subkey. If the value for AllowIntranetAccess is set to 1, the .hlp files that are stored on intranet sites will be available. If the value is set to 0, the .hlp files that are stored on intranet sites will be blocked. If this registry value does not exist, the .hlp files that are stored on intranet sites will be blocked.

More information on Registry entries and group policies for network administrators at
http://support.microsoft.com/kb/917607

3. CHM files downloaded from a website cannot be viewed

Due to excessive caution on the part of some Windows systems you may get an "Action cancelled" message on opening a CHM file which you have downloaded from a website.

The work around is as follows. In Windows Explorer, right click on the CHM file name and select Properties. Click "Unblock" and "Apply".

4. CHM files not displaying correctly across a network

When viewing CHM files (as when using the Help facilities in recent versions of WALLAP), you may see this message :
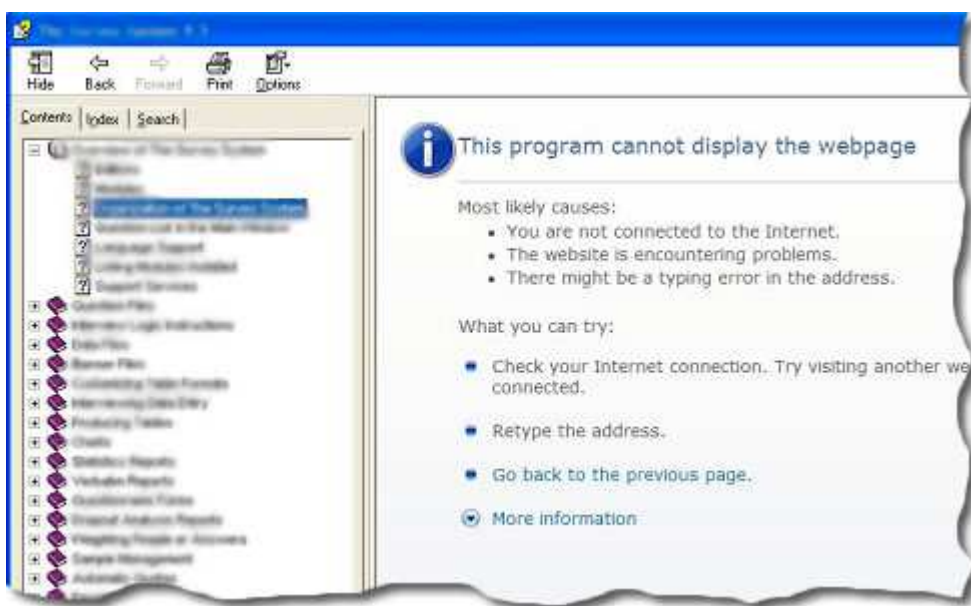
If the Contents displays OK, but the help text does not, then you are probably viewing your CHM file over a network. Microsoft in its wisdom decided that CHM files were a security risk because you can embed ActiveX's, external links to exe's etc. So, they released a Windows Critical Update, KB896358, which effectively means that CHM files can not be viewed on a network shared folder.

This problem applies to all CHM files on a network. If you view the CHM file from your local disk, i.e. the C drive, it will display as expected.

Geosolve has attempted to solve this problem by getting WALLAP to make a copy of the CHM file on your local Hard Disk. If the problem persists then you should implement the following :

The solution is to add a MaxAllowedZone registry value and to set it to at least 1, as this permits access to HTML Help files stored both locally (Local Machine zone) and remotely (Local intranet zone). In case that is something you don't feel entirely comfortable with there is a handy utility which you can download from

http://www.Fast-Help.com/download/misc/ChmFileFix.zip

If you want to apply this fix, open the zip file and double-click the reg file and the setting will be added to your Registry. This needs to be done on each workstation that access CHM files on the server.

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