

Error reading CHM Help File

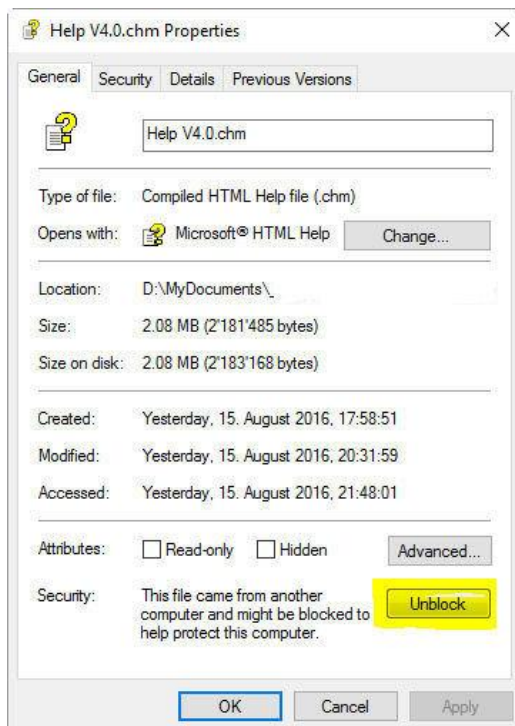
Symptoms

Microsoft HTML/CHM Help files may not display correctly. There are several possible reasons why your CHM documentation files are unreadable.

Windows may block access to CHM files for security reasons

Windows security update blocks active content in CHM files to protect your system security. Additional information is available [Microsoft Knowledgebase Article 896054](https://support.microsoft.com/kb/896054).

Solution: Run File Explorer, right-click on the CHM file, and select Properties from the popup menu. Click on the Unblock button immediately below the Advanced button on the General page. Click Apply to show the content. Once the CHM file has been unblocked, the Unblock button disappears.



Now, when you open the file, no security warning will be displayed and the contents will be displayed properly.

The CHM file is on an external media, network drive or in restricted Internet zone

CHM files are blocked by Windows for security reasons. The help file normally opens, however, the topic text is not displayed and an error message such as 'Navigation to the webpage was canceled', 'Action cancelled', or 'DNS error' is displayed.

Solution: If the CHM help files cannot reside on the local hard drive for technical reasons, you will have to make changes to the registry of the computers that will view the CHM help file.

Warning: The following procedure shows how to extend the security zone of HTML Help files to network shares (Local intranet zone). Extending the security zone for all help files may pose a security risk to your computer. Details on the required registry changes can be found in the [Microsoft Knowledgebase Article 896054](https://support.microsoft.com/kb/896054).

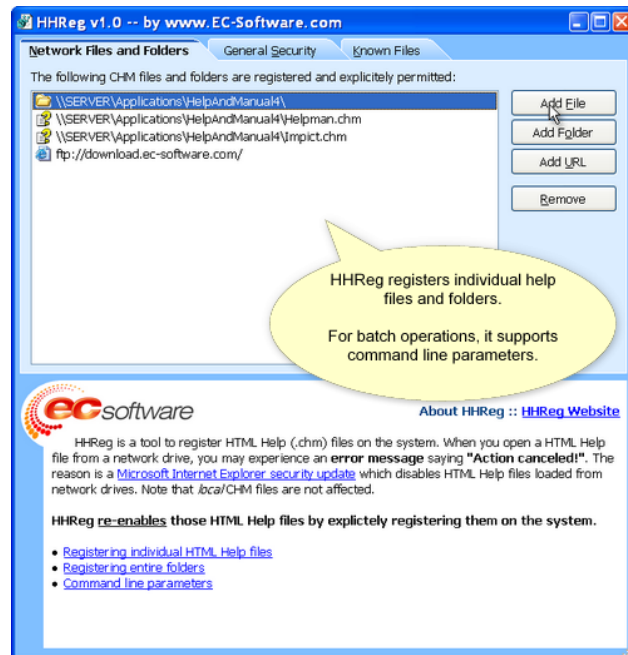
Enable HTML Help for network shares

1. Log in as an Administrator.
2. Run attached tool HHRReg.exe to change registry key

HHReg is a small and self-contained tool, just one EXE file in a zip archive. It runs right out of the box and does not require installation. E.g. you can run it from a CD Rom or from a server location to perform automated batch registrations of help files on multiple client PCs.

HHReg is **free for private and commercial use**.

This utility is provided by EC Software GmbH



The security levels are:

0 = *My Computer*

1 = *Local Intranet Zone*

2 = *Trusted sites Zone*

3 = *Internet Zone*

4 = *Restricted Sites Zone*

For most CHM files, the value of 2 should be enough to allow use without access from/to remote CHM files in email/internet locations.

Registration must be performed on every user computer that needs to access the CHM file across a network. Even if you are only installing your software on the server you still need full administrator access to every computer from which the CHM help files will be viewed because the Registry changes must be made on every computer.

Warning: Enable only those security zones that you trust. Do not enable security zones about which you are not sure.

Fritz Dellsperger, October 2016, Jan 2018