

Re: Help Files Don't Show Up

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2006-11/msg00954.html>

- *From:* Malke <notreally@xxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 03 Nov 2006 04:52:43 -0800
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KevinDGA wrote:

The problem is not with XP's Help and Support. Strangely, that program works with no issue at all.

The problem is with any other non-internet application. Their help menus do not work. If I go to the game Hearts and click on Help, the window comes up, but no help data is displayed on the right side window. Only the topics on the left show up.

Pick any application like Hearts or other and you get no help.

KevinDGA wrote:

Hi there,

I've had a problem for quite awhile with every help menu for every program on my computer.

Whenever I click the Help section, the window comes up with the topics to the left. However, the right window never displays the help information. I get the standard "this program cannot display the webpage" or something along those lines. This is with Help files that are not found while online, ranging from Internet Explorer to games like Hearts. The help files are located on my system, but there is a missing

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configuration link to allow them to display.

Please help me to find out what, exactly, needs to be restored to display all Help files again.

Are these *.chm Help files? I found this thread on Google Groups which looks promising: – <http://tinyurl.com/yj96ol>

In addition to going through the fixes mentioned in that thread, what changed between the time things worked and the time they didn't? What is the virus/malware status of the computer? If you think it is clean, how did you determine that? Be sure:
http://www.elephantboycomputers.com/page2.html#Removing_Malware

Malke

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