

## Re: HTML Help Memory Leak (Crash) problem

**Source:**

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2004-11/8929.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2004-11/8929.html)

---

**From:** Pete Lees (*PD.Lees\_at\_btinternet.com*)

**Date:** 11/26/04

Date: 26 Nov 2004 11:42:28 -0800

Michelle,

- > *does Windows XP Service Pack 2 include this "hot fix", because I found*
- > *there's an Update Package (Hhupd.exe) 1.40 for HTML Help Workshop on*
- > *Microsoft website, can I just use this to fix the problem?*

You'll need to contact Microsoft Support to get the hot fix. That's because you need to upgrade one of the HTML Help compiler components (none of which is supplied with out-of-the-box Windows) rather than the "run-time" components used to display HTML Help files. SP2 for Windows XP and utilities like hhupd.exe both upgrade the run-time components, but they don't install or upgrade the compiler components.

If you can obtain a 'phone number for your local Microsoft Support team — go to <http://support.microsoft.com/select/?target=assistance> and select your version of Windows as the product for which you want assistance — the support engineer can make the fix available for downloading. Just tell him or her that you need the fix mentioned in Knowledge Base article 304412.

--

Pete (Microsoft Help MVP)