

# Problems Opening or Viewing HTML Help Files

The purpose of this document is to help you if you are unable to view HTML Help (.chm) files downloaded from the Agilent website, or emailed from Agilent representatives.

In September 2005, Microsoft® released a security patch for Windows® operating systems that protects PCs from the threat of malicious code that could reside in compiled HTML Help (\*.chm) files. When a \*.chm file is downloaded to a PC that has the patch installed, you may see one of the following responses when you attempt to open it:

- You are prompted with the “Open File - Security Warning” dialog. To resolve this problem:
  1. Clear the check box for “Always ask before opening this file”
  2. Click **Open**.

Clear this check box to allow your system to open .chm files without being prompted.



- The HTML Help file displays a “Navigation to the webpage was canceled” error or a “Page cannot be displayed” error. Potential causes:
  - o Attempting to view a .chm file over a network or Internet connection.

**NOTE:** Due to the Microsoft security update, you cannot view a .chm file over a network or Internet connection. The .chm file must be executed locally on your hard drive, CD drive, or USB drive.

- The Microsoft operating system has blocked the .chm file type from being viewed. To resolve this problem:
  1. Right-click on the .chm file and select **Properties** from the context menu.
  2. Click **Unblock**.
  3. Click **OK**.
  4. Your operating system can now view .chm files.

