

FIX FOR ACL Network Edition Help Issue

From: TechSupp  
Sent: Thursday, January 17, 2008 8:51:03 AM  
To: Randall Shane  
Subject: [Call 669537HQ] ACL Help file issue [Syl]

Hi Randall,

As per my voice message, the problem you are experiencing is caused by a Microsoft Security Update (896358 or 890175). More information on this update can be found on Microsoft's site at: <http://support.microsoft.com/default.aspx?scid=kb;en-us;896358> . The first known issue listed on the site (see paragraph below in italics) is the one that prevents proper viewing of ACL Help files:

After you install security update 896358, certain kinds of Web-based applications may not function correctly. For example, an HTML Help table of contents may no longer function. Additionally, certain HTML Help features, such as the Related Topics feature, may not work when the .chm file is opened from a remote location. For more information about this issue, click the following article number to view the article in the Microsoft Knowledge Base: 892675 (<http://support.microsoft.com/kb/892675/>) Certain Web sites and HTML Help features may not work after you install security update 896358 or security update 890175.

The decision to use this registry fix included in the above link should be made by or with your IT department as modifying the registry incorrectly may cause serious problems.

As a workaround, you can try one of the following two options:

- 1) Copy the ACLGuide.chm file to your ACL workstation's local drive and double-click on it to open the Help menu.
- 2) Have ACL Network installed locally on the ACL workstation by following these steps:
  - i) Install ACL version 9 locally including the workstation component.
  - ii) Copy both the ACL.ini and the NETHASP.ini (if present) from the Server location to the local ACL executable folder

Here is another, simple and quick, workaround. Put the following into a .reg file and import it by double clicking on the file. Importing the registry file below will solve the problem as long as your network drive is defined as "Local intranet zone" (it should be).

REGEDIT4

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\HTMLHelp\1.x\ItssRestrictions]
"MaxAllowedZone"=dword:00000002
```

The setting above will open up for Local Machine zone, Local intranet zone, and Trusted sites zone.

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