

OASIS Help function with Windows Vista and Windows 7

Description

As we all know OASIS is a program that was developed for many years ago!

OASIS will run with out any problem on Windows program up to Windows XP.

The help file **can** be a problem with the new Windows operating systems that works with 64 bits.

Symptoms

On a computer that is running Windows Vista, Windows 7, Windows Server 2008, Windows Server 2008 R2, Windows 8 Consumer Preview, or Windows 8 Server Beta, you cannot use the Help in OASIS.

When you try to use Help in OASIS on a computer that is running Windows Vista or Windows Server 2008, you may receive the following error message in the Windows Help and Support window:

The Help for this program was created in Windows Help format, which was used in previous versions of Windows and it is not supported in Windows Vista.

When you try to use Help in OASIS on a computer that is running Windows 7 or Windows Server 2008 R2, you may receive the following error message in the Windows Help and Support window:

The Help for this program was created in Windows Help format, which depends on a feature that isn't included in this version of Windows. However, you can download a program that will allow you to view Help created in the Windows Help format.

When you try to use Help in OASIS on a computer that is running Windows 8 Consumer Preview or Windows 8 Server Beta, you may receive the following error message in the Windows Help and Support window:

The Help for this program was created in Windows Help format, which depends on a feature that isn't included in this version of Windows. For more information, go to the Microsoft Help and Support website.

Cause

This issue *may* occur if you try to use Help in OASIS that uses an older Help component, WinHlp32.exe, to display Help content. Because Windows Vista and later versions of Windows do not include WinHlp32.exe, you must install this component to open the .hlp files in OASIS.

For example, this issue may occur in the following situations:

- You upgrade from Windows XP to Windows Vista or to Windows 7. Then, you try to use Help in OASIS that was installed on your Windows XP-based system.
- You buy a new computer that has Windows 7 or Windows Vista preinstalled. Then, you install OASIS that you used in Windows XP, and you try to use Help in that program.
- You upgrade from Windows Vista or from Windows 7 to Windows 8 Consumer Preview. Then, you try to use Help in OASIS that was installed on your previous system.

Resolution

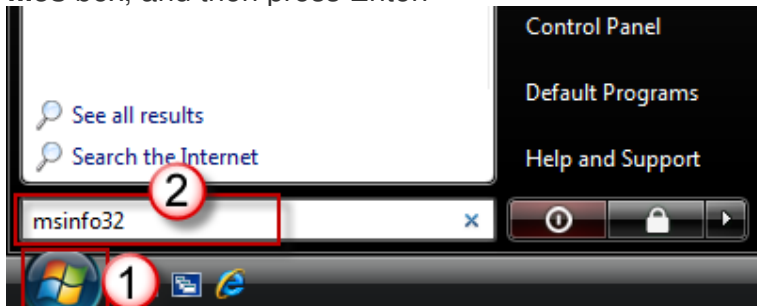
To resolve this issue, obtain the Windows Help program (WinHlp32.exe) for the versions of Windows that support it. To obtain the correct version for your operating system, you must know whether you have a Windows 32-bit or Windows 64-bit system. If you are not sure which version of Windows you are running, follow the steps under "If you are not sure which Windows version is installed."

Note To determine which version of Windows you are running, you must be logged on as an administrator. To verify that you are logged on as an administrator, follow the steps under "To verify that you are logged on as an administrator."

1. If you are not sure which Windows version is installed

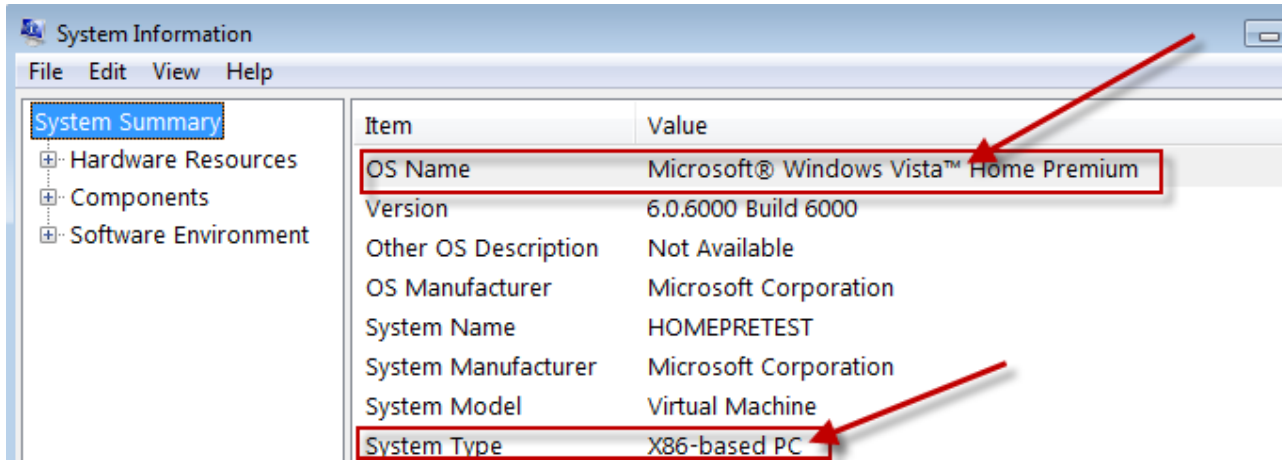
If you are not sure which version of Windows is installed on your computer, follow the steps in the following wizard.

1. Click **Start**, type **msinfo32** in the **Start Search** box or in the **Search programs and files** box, and then press Enter.



2. Locate your operating system next to the **OS Name** line. Locate your architecture type next to the **System Type** line.

3.

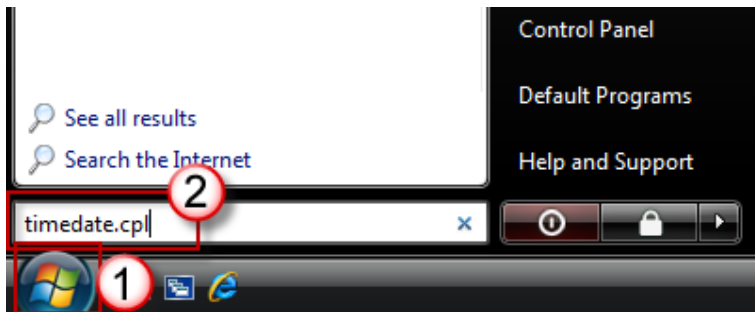


2. To verify that you are logged on as an administrator

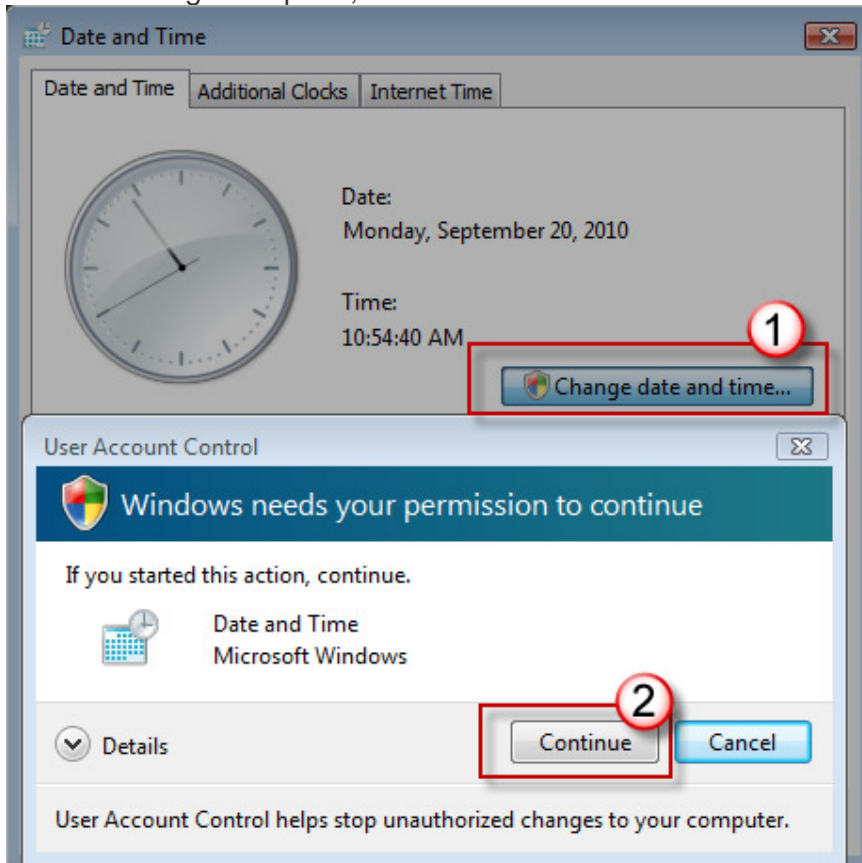
To verify that you are logged on as an administrator, follow the steps in the following wizard.

1. Open the **Date and Time** dialog box.
 - a. Click **Start**.
 - b. Type the following command in the **Start Search** box or in the **Search programs and files** box, and then press Enter:
timedate.cpl

The **Date and Time** dialog box opens.



2. Click **Change date and time** in the **Date and Time** dialog box. When the **User Account Control** dialog box opens, click **Continue**.



3. Now, do one of the following, depending on what happens when you click **Continue**:
 - **If your computer does not prompt you for a password**
You are already logged on by using an administrator account. Click **Cancel** two times to close the **Date and Time** dialog box. Then, you are ready to continue with this task.
 - **If your computer prompts you for a password**
You are not logged on by using an administrator account.

How to obtain the correct version of the Windows Help program (WinHlp32.exe)

1. Click one of the following "Windows Help program" links, depending on the operating system that you are running:
 -  [Windows Help program \(WinHlp32.exe\) for Windows Vista](#)
 -  [Windows Help program \(WinHlp32.exe\) for Windows 7](#)
 -  [Windows Help program \(WinHlp32.exe\) for Windows Server 2008](#)
 -  [Windows Help program \(WinHlp32.exe\) for Windows Server 2008 R2](#)
2. **Note** The Windows Help program is not supported for Windows 8 Server Beta, and no download will be provided for this Windows version. The Windows Help program is supported for the x64 and x86 editions of the Windows 8 client, and a download package for these editions will be made available in this article at a later date.
3. Click **Continue** to run Genuine Windows Validation. For more information about how to install Genuine Windows Validation Component, visit the following Microsoft website: <http://www.microsoft.com/download/en/genuine-validation.aspx?id=5143>
4. Download and install **Windows6.*-KB917607-x64.msu** or **Windows6.*-KB917607-x86.msu**, depending on the edition of the operating system that you are running.

Note After you install the WinHlp32.exe download file, certain macros may be disabled, and .hlp files that are stored on an intranet may be blocked. For more information about these issues, see the "[Known issues that may occur after you install the WinHlp32.exe update](#)" section.

For more information about how to enable macros on a single computer, see the "[How to enable macros on a single computer after you install the WinHlp32.exe download](#)" section.

For information about how to enable macros in a managed environment by using group policies, see the "[Registry entries and group policies for network administrators](#)" section.

Finaly

Starting with Windows Vista, the older Help component (WinHlp32.exe) was replaced with a new Help component that adds more functionality for newer versions of Windows.

The WinHlp32.exe technology will not be supported in its current form in future Windows releases. Therefore, we strongly recommend that software developers no longer use this Windows Help program in Windows Vista, in Windows 7, in Windows Server 2008, in Windows Server 2008 R2, in Windows 8 Consumer Preview, or in Windows 8 Server Beta. Software developers who release programs that rely on .hlp files are encouraged to transition their Help systems to an alternative Help file format, such as .chm, .html, or .xml. They will also have to change their calls from the WinHelp API to the new content source. Several third-party tools are available to help software developers convert Help content from one format to another format.

Note Windows Vista, Windows 7, Windows Server 2008, and Windows Server 2008 R2 do still support WinHelp.exe for 16-bit .hlp files. The WinHelp.exe program is a version of Windows Help for 16-bit .hlp files. The WinHelp.exe program is still included in Windows Vista and in Windows 7.