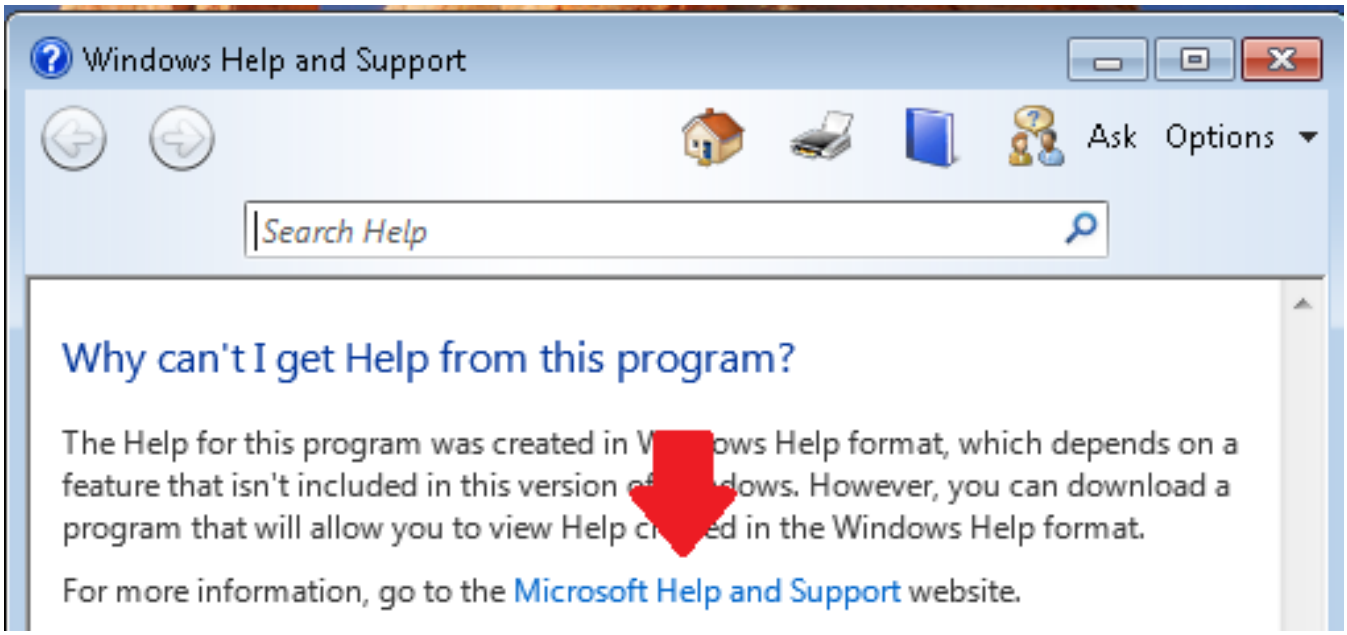
Troubleshooting - Help Menu not working

303 TDO KB October 24, 2023 Troubleshooting 6.60K

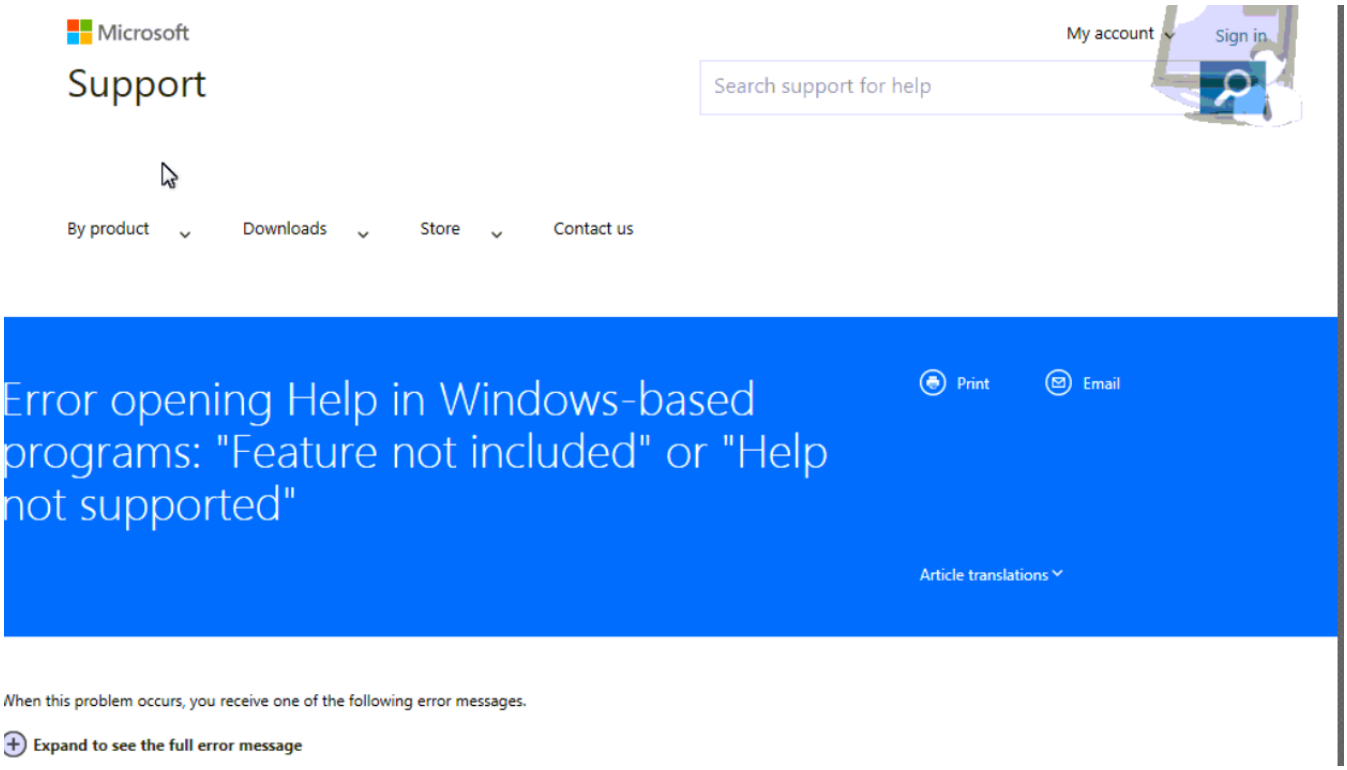
Overview

If the Help menu is not working for you inside TDO, have your IT follow the steps below to resolve.

Detailed Instructions



- Click on the link **"Microsoft Help and Support"**
- You will see the page: Error Opening Help in Windows-based programs: "Feature not included" or " Help not supported"



- Scroll down until you see “To Resolve this problem, download and install the Windows Help Program (WinHl[32.exe for your version of window’. Then select the option that applies to your computer. NOTE: Under ‘Important Notes for downloading this program”, you will see the Operating system: **You are currently using a 64-bit operating system**

- To resolve this problem, download and install the Windows Help program (WinHlp32.exe) for your version of Windows.
  - WinHlp32.exe for Windows 8.1
  - WinHlp32.exe for Windows 8
  - WinHlp32.exe for Windows 7
  - WinHlp32.exe for Windows Server 2008
  - WinHlp32.exe for Windows Server 2008 R2
  - WinHlp32.exe for Windows Vista

Important notes for downloading this program

- Open the links by using Internet Explorer.
- If you see a "Validation Required" message when you open the download page, click **Continue**, and then follow the on-screen instructions.
- When you are prompted to download the file, select the file name that contains "x64" for 64-bit versions of Windows or "x86" for 32-bit versions of Windows. Use the following auto-detection information to make your choice.

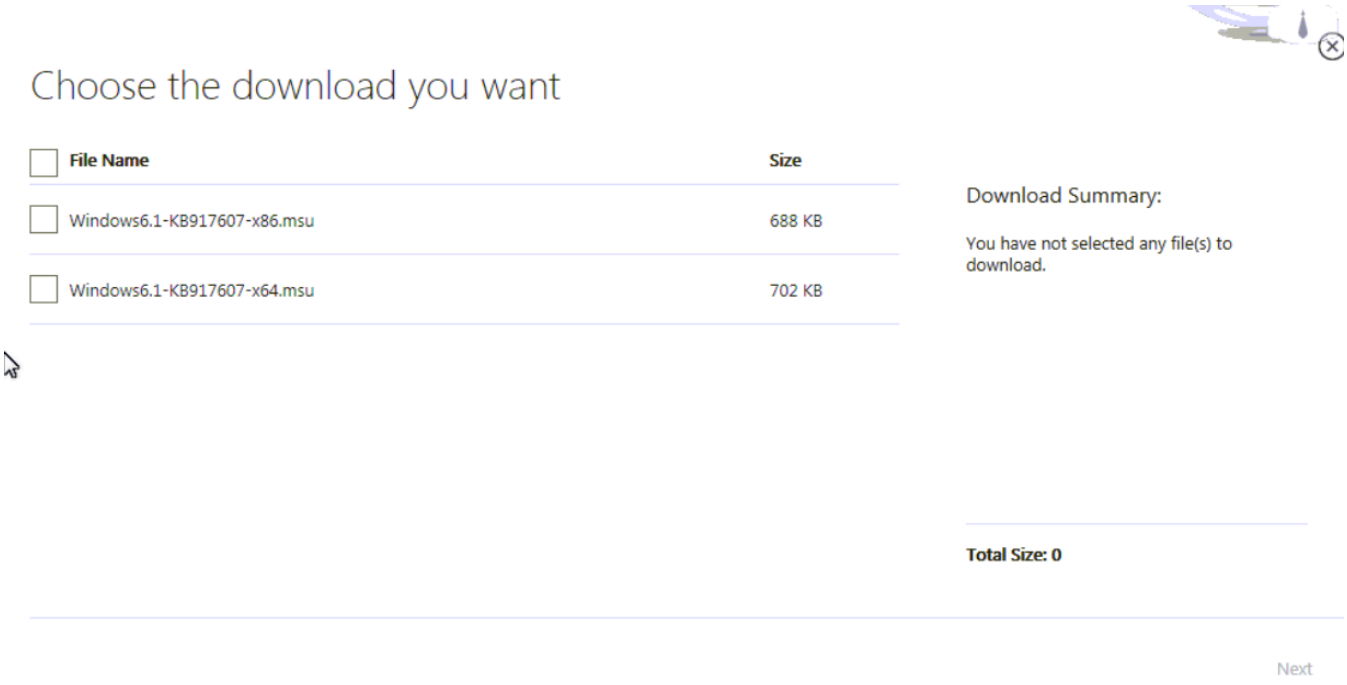
You are currently using a 64-bit operating system.

Then click the **Download** button.

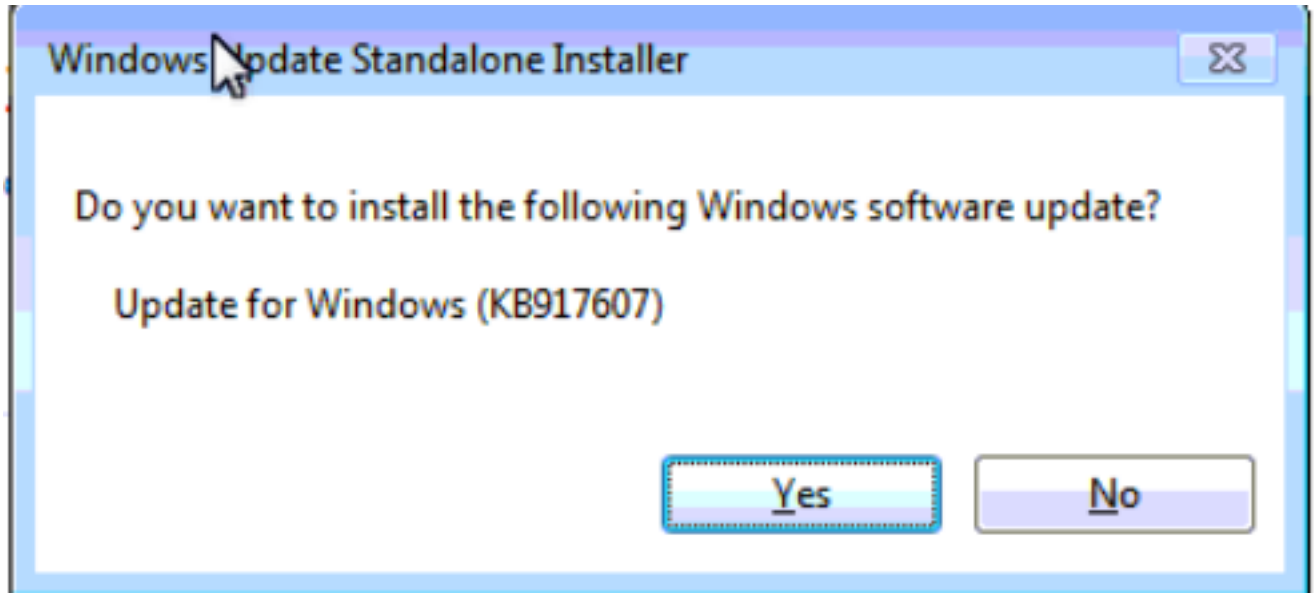
- You will see the options that you want to install. Select the option based on the computer's operating system, since the previous page gave you the operating system, please choose accordingly:

- **Windowsx.x-xxxxxxxx-x86.msu for 32-bit operating system**

- **Windowsx.x-xxxxxxxx-x64.msu for 64-bit operating system**



- Click on **Next.**
- Let it download the file. If your download does not start after 30 sec, click on the **Click Here** link.
- You will see a tab saying: "Do you want to open or save Windowsx.x-xxxxxxxx-x32.msu (or x64.msu) from download.micrsosoft.com?"
- Click on **Open**. Then let it install.
- If you see the pop-up message below, select **Yes.**



- Accept the License terms, then let it install
- Click **Close** when the installation is complete
- Go back to TDO, then go to Help, then select Help TDO and the Help Topics window will open.

Online URL: https://kb.tdo4endo.com/article.php?id=303