
Subject: Re: IDL 6.1 (Windows) Help file problem
Posted by [David Fanning](#) on Sun, 12 Sep 2004 16:21:35 GMT
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James writes:

> I have a little problem with the help file for IDL 6.1 (windows version).
> When I try to get help (CTRL+F1 or F1) the help window pops up but I can
> see the first page only. When I try to access INDEX - there is nothing
> there. It's colpetely empty. The most interesting, when I close the help
> session, IDL crashes. I reinstalled IDL but the problem remains ..
>
> Any ideas ? I'm running IDL6.1 on Windows XP Pro

I had a similar problem. I installed IDL 6.1, then tried to uninstall IDL 5.6. The uninstall seemed to be a bit flaky, or at least it took a LOT less time than I was expected. But after that, I couldn't access IDL Help any longer, and when I tried to, it was complaining about "IDL 5.6 something or other". (I have IDL 6.0 installed on this computer, too. I just didn't think I probably needed three installations on a laptop.)

I happened to be on the road at the time, but when I got home I ran IDL help with the IDL 5.6 CD in the computer. Whatever it thought it was needing got re-installed from the CD and I'm good for IDL 6.1 help now.

For what it is worth...

Cheers,

David

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Coyote's Guide to IDL Programming: <http://www.dfanning.com/>

Subject: Re: IDL 6.1 (Windows) Help file problem
Posted by [R.G. Stockwell](#) on Mon, 13 Sep 2004 17:24:49 GMT
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> James writes:
>
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>> session, IDL crashes. I reinstaled IDL but the problem remains ..
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I had/have the exact same problem.

I got this info from RSI. It worked for me (but of course a windows update made the problem come back. ARGH!)

Here is the solution:

In ENVI 4.0 on Windows 2000 and XP, some customers may see a blank page using the 'Index' tab of the online help. This is most likely due to a problem with a particular version of a file associated with the HTML help system. This Tech Tip article discusses the potential source for the problem and suggests a workaround.

The hhctrl.ocx versions that may have problems are: 5.2.3735.1 and 5.2.3735.0

This is HTML Help version 1.4c, which is the most recent version as of January 2003.

The hhctrl.ocx versions that appear to fix the problem are: 5.2.3669.0 or 5.2.3664.0

* 5.2.3669.0 is HTML Help version 1.4a
*

* 5.2.3664.0 is HTML Help version 1.40

To check and see what version of HTML help is running on your system, please browse to your hhctrl.ocx file. This file is usually located in the C:\WINNT\system32 folder. Locate the hhctrl.ocx file, right click on it, and view Properties. Click on the "Version" tab.

At the Microsoft HTML Help website:

<http://msdn.microsoft.com/library/default.asp?url=/library/e n-us/htmlhelp/html/hwMicrosoftHTMLHelpDownloads.asp>

You can download their latest version, which is 1.40. This may fix the problem.

If you have the newer version, you can uninstall the current one, and reinstall the older version by doing the following:

1. Open a DOS Command Prompt: Start->Run->cmd

2. Unregister hhctrl.ocx in winnt\system32 at command prompt:

```
cd \winnt\system32
```

```
regsvr32 /u hhctrl.ocx
```

3. Copy over the old hhctrl.ocx

4. Register hhctrl.ocx:
regsvr32 hhctrl.ocx
