PROKON Support Portal

Cannot view Help

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> The information in this artical pertains to a version of PROKON that is no longer available.

Why does the Prokon Help display "Action cancelled" or a blank page for all help topics?

This problem applies mostly to network installations of PROKON. Special permissions have to be enabled for the PROKON Help to correct the display problem.

PROKON version 2.4 and later works around this problem by automatically setting the necessary permissions. If the program fails to do so, the permissions can be set manually with the procedure below.

Background:
Microsoft patched a security vulnerability in the InfoTech protocol, this patch causes the server OS to deny access to all clients that attempt to access compiled help files. See the Microsoft Knowledgebase link for a full description of the issue.

Manual setting of permissions:
There are two methods of resolving this. The first method, and also the easiest one, only applies the fix to one specific Help File. The second method requires changes to the Windows Registry and should only be performed by qualified IT personnel.

1. Right-click the CHM file, select properties, then click "Unblock".
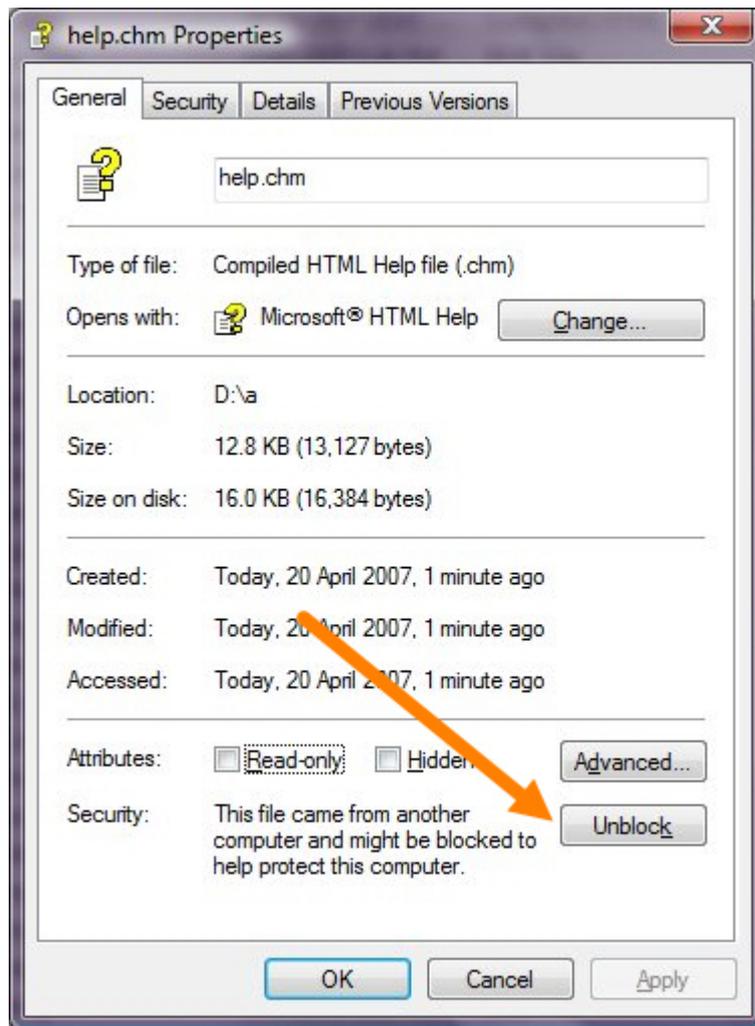
2. This method should only be performed by qualified IT personnel. To modify the ItssRestrictions registry entry to enable a specific Web application, follow these steps on the workstation (not the server) that is accessing PROKON:

- Click Start, click Run, type regedit , and then click OK.
- Locate and then click the following subkey:
  HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\HTMLHelp\1.x\ItssRestrictions If this registry subkey does not exist, create it. To do this, follow these steps:
    - On the Edit menu, point to New, and then click Key.
    - Type ItssRestrictions, and then press ENTER.
    - Right-click the ItssRestrictions subkey, point to New, and then click String Value.
    - Type UrlAllowList, and then press ENTER.
- Right-click the UrlAllowList value, and then click Modify.
- In the Value data box, type the name of the Web application that you want to enable, and then click OK.
- Quit the Registry Editor.

Notes:

- Entries in the UrlAllowList value are separated by a semicolon. If you want to enable more than one Web application, you must separate the entries with a semicolon.
- If you want to enable a UNC path to a network shared folder, you must add two entries, as in the following Prokon example:

    \\appserver\share\Prokon\Help;file//\\appserver\share\Prokon\Help

    where *appserver* is your server name and *share* is the network share name