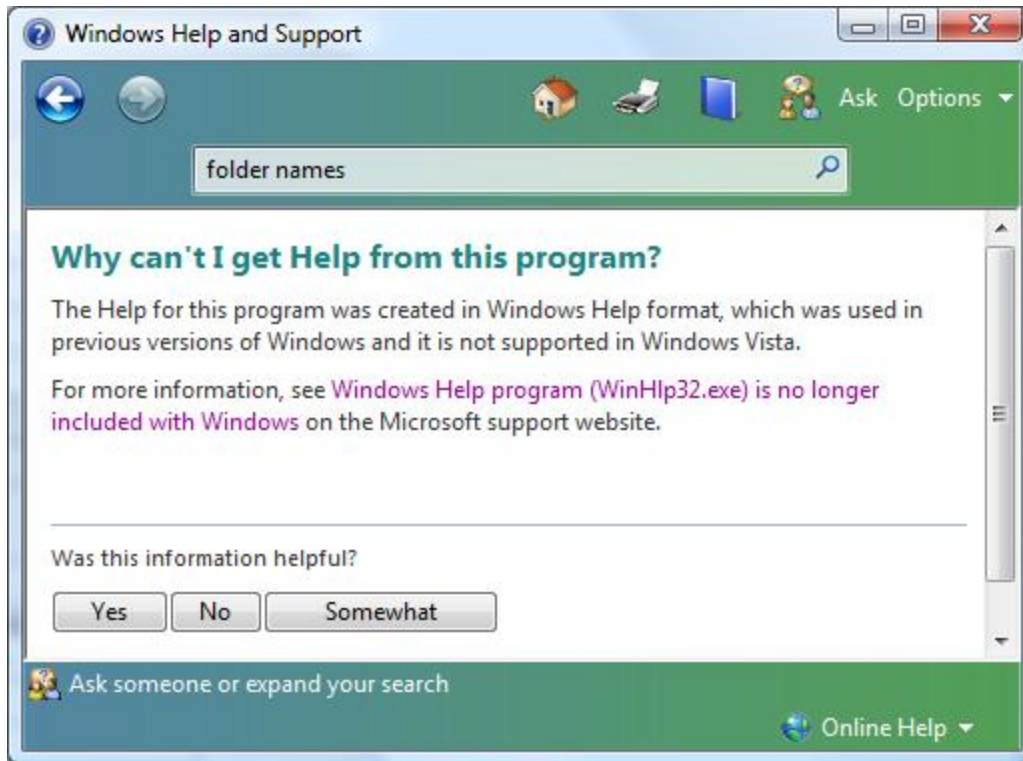




Topic: F1 Help in Windows Vista
Document ID: # 120
Product: ALL
Date: March 16, 2007
Author: Seth Krieger

Problem: When you press F1 or click the Help icon in an SOS product running in Windows Vista, instead of displaying a help topic, your computer will display the following message:



Discussion: SOS applications use the traditional Windows Help system instead of the newer, HTML format help. The older help system components are not included with Windows Vista, so the SOS help topics cannot display.

Solution: There are so many current Windows applications that still use the older help system that Microsoft now provides a means to add this capability to an existing Vista installation.



1. Go to the following address on the Microsoft web site:
<http://go.microsoft.com/fwlink/?LinkID=82148>
2. Follow the instructions displayed there.
3. After validating your copy of Windows Vista, the download page will display. Scroll down on that page and you will see two files listed, as shown below. The one we have highlighted below is the appropriate one for those users running the 32 bit version of Vista, which

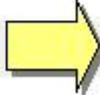
includes most SOS customers. If you know that you are running the 64 bit version of Vista, then you should select the other one, which is not highlighted in our graphic.

4. Click the appropriate Download button, then select **Open** or **Run** when prompted. As usual, Vista will ask you for permission a time or two before proceeding with the installation.

Files in This Download

The links in this section correspond to separate files available in this download. Download the files most appropriate for you.

File Name:	File Size	
Windows6.0-KB917607-x64.msu 	611 KB	<input type="button" value="Download"/>
Windows6.0-KB917607-x86.msu 	601 KB	<input type="button" value="Download"/>



Once the installation is complete, which should take no more than a minute or so, you should be able to display SOS help topics normally.