

Impossible to run video in KOMPA[...]

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FAQ Article Print

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Keywords

KOMPAS, ABC

Problem (public)

Impossible to run video in KOMPAS ABC, pictures are invisible. How to solve the problem?

Solution (public)

This error is caused by wrong version of %WINDIR%\system32\hhctrl.ocx file and security options. It is too difficult to find the reason of the error, so there are several ways to solve the problem. Here are some of them:

- One of the reasons is user settings. So you need to delete user profile and create a new one with standart settings.
- Install an update for HTML help. You need to:
 - go to official Microsoft web site
 - choose your operating system, for which you want to install an update
 - choose your language
 - download an update
- If you are using an Internet Explorer 6, it is strongly recommended to install a service pack 1 for it.
 - go to official Microsoft web site
 - donload an update