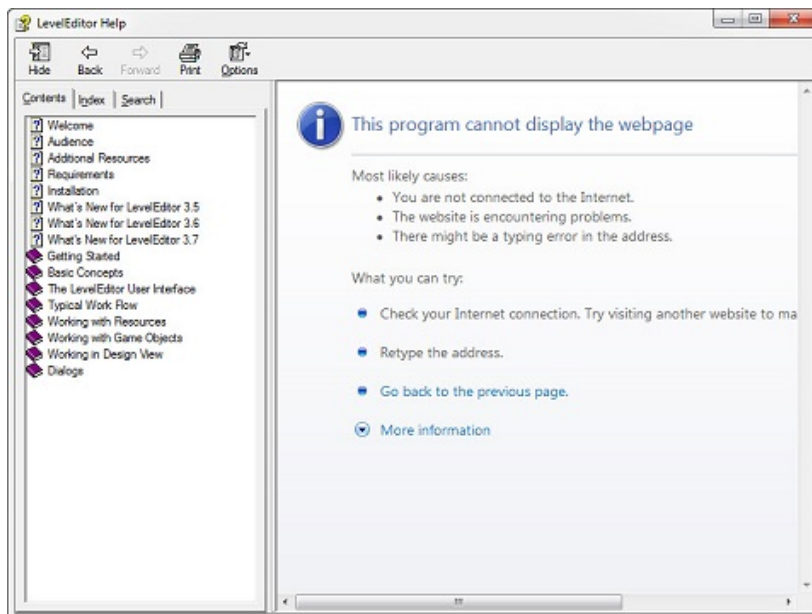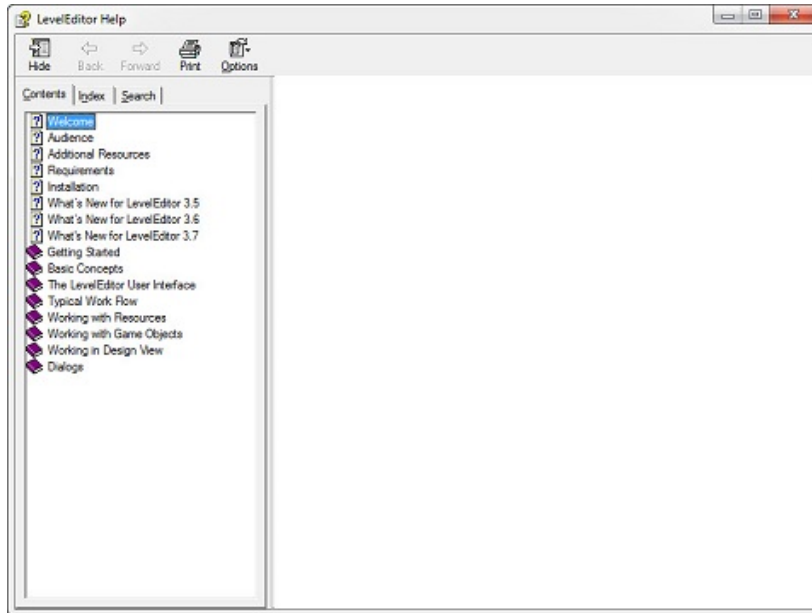# The Problem: No Help Displays

If you open the LevelEditor online help (with the Windows default CHM viewer), and it doesn't show any help topics, or shows a *This program cannot display the webpage* message, as shown below, there is a simple fix. Note that other CHM viewer programs (such as xchm) might not have this problem.

The problem is that the file comes from the Internet (whether you opened it directly from GitHub, downloaded it as part of the **Download ZIP** option, or
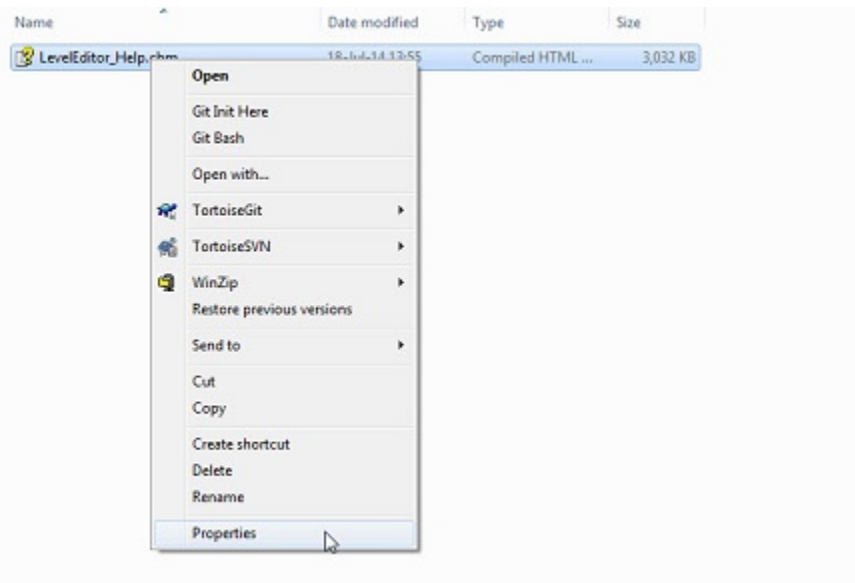
cloned it using the **Clone in Desktop** option). Microsoft Windows marks files that you download from the Internet (including ZIP files and CHM files) as potentially malicious, and does not allow you to browse local Web content in the file on the local machine. And because a compiled help file includes local Web content (HTML files), Windows won't display the help topics.

The Fix: Unblock the Help File

The fix is to unblock the file, thus going around the Windows security for this file. That is, by unblocking the file, you let Windows know that you trust the content of the file, and want to view its content.
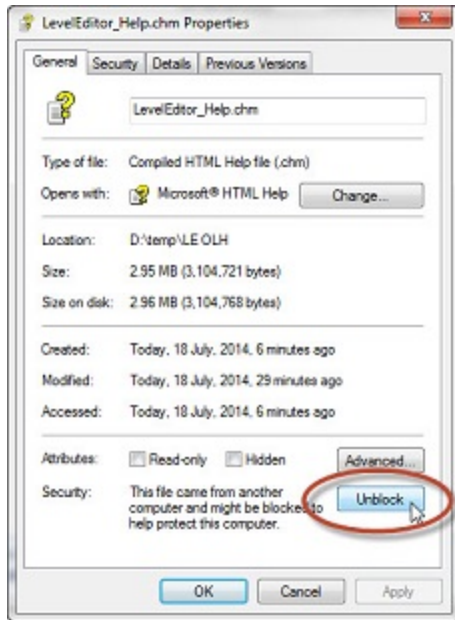
To unblock the file, perform the following tasks:

1. Open Windows Explorer.
2. Navigate to the **LevelEditor_Help.chm** file.
3. Right-click the file, and select **Properties**, as shown below, to open the Properties dialog for the file.

4. In the Properties dialog, select the General tab.
5. Ensure that the file is not marked as *read-only*.
6. Click **Unblock**, as shown below.

7. Click **OK** to save your changes and close the Properties dialog.

Note: If you do not see the "Unblock" option, ensure that there is no pound sign (hash) # in either the LevelEditor CHM file name or the name of the folder it's stored in.

If you want to allow all local Web content, see the following Microsoft Support database item: 896054.

Now, when you open the LevelEditor online help file, it should display all help topic content, as shown in the example below.