

# CHM EBOOK TROUBLESHOOTING FIX

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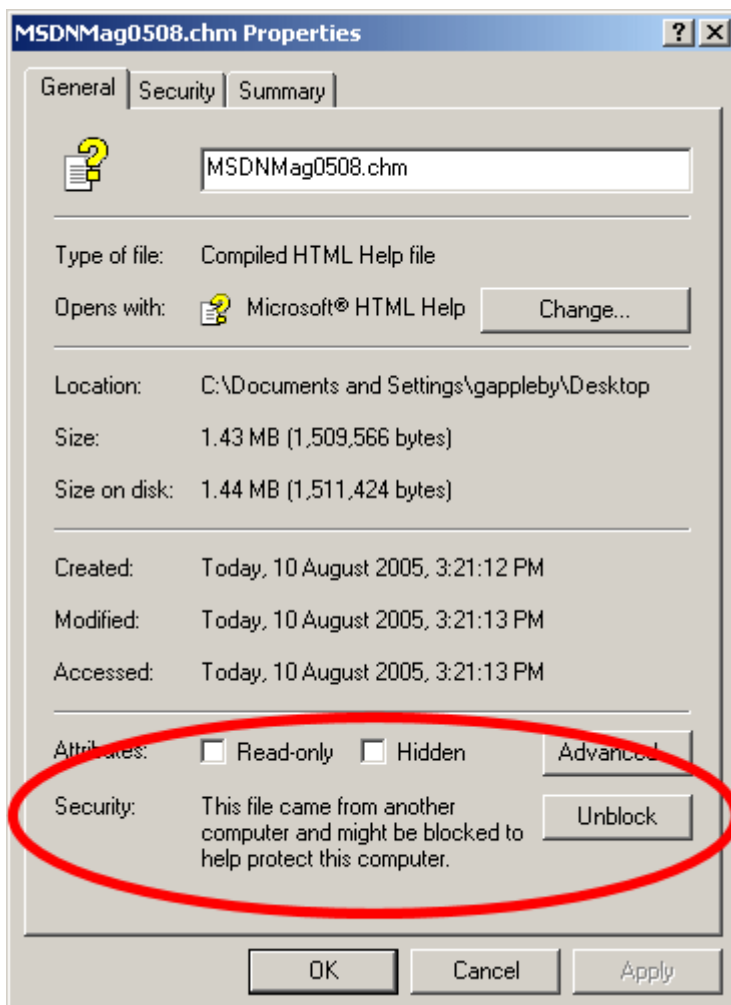
Nityananda! Gauranga! Hare Krsna!

Here is the fix if any windows vista users are having problems with the offline Chm Ebook. [Click here](#)

You may find that on occasion you can not view the content of CHM files on Windows Vista. You can see the table of contents but the actual details are not displayed.

</img >

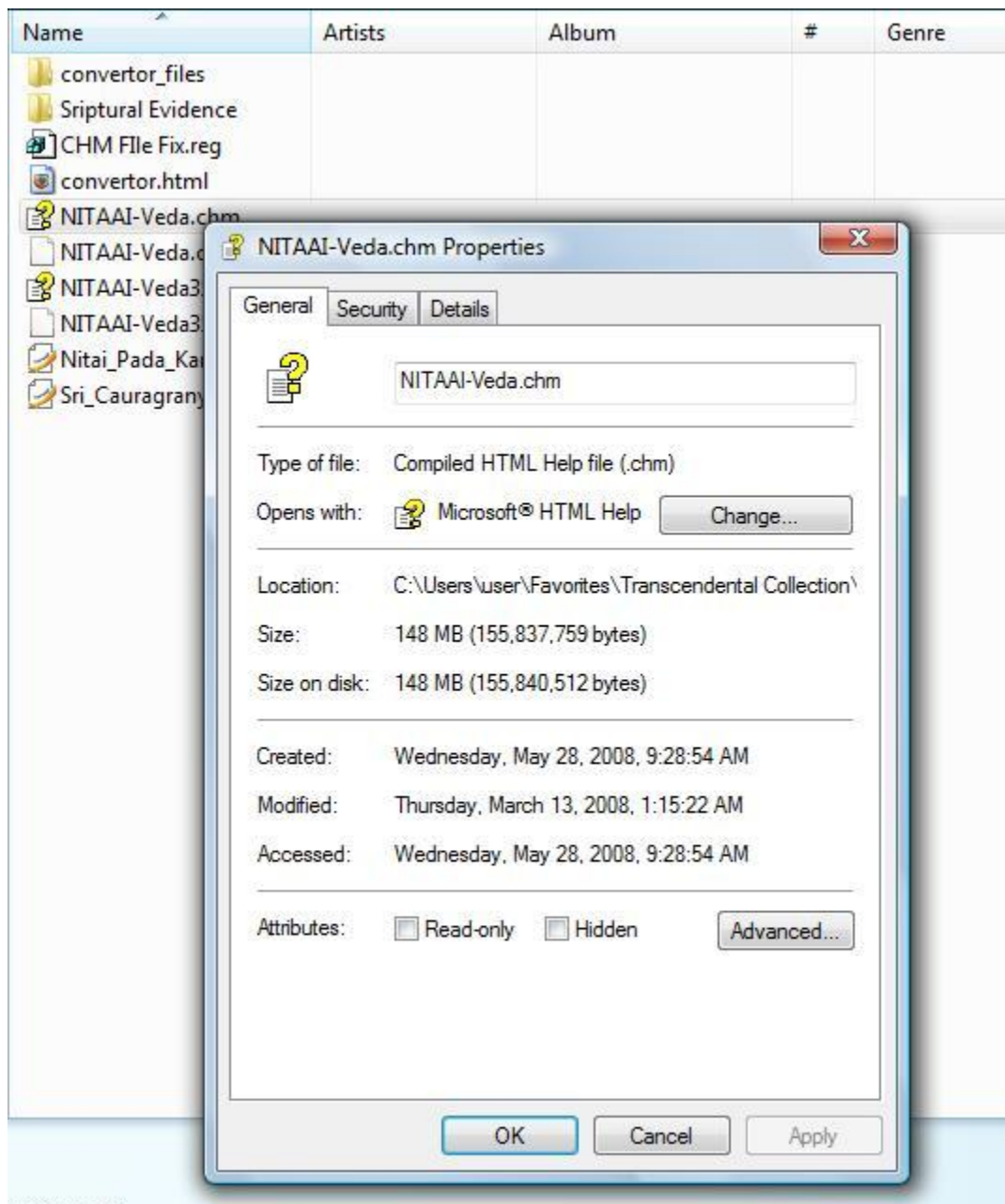
This can occur if the file has come from another computer, and the OS now blocks these from running. CHM is not the only file that can be affected I have seen this issue with Javascript files that are used in Vista Gadgets.



You can click the Unblock button and it will allow the single file to be trusted.

In addition, check that the path to the .CHM file doesn't have any # characters in it anywhere. Otherwise, the help viewer gets confused (# means something specific in HTML). If it does, you'll have to move the file somewhere else.

Thank you for that fix. It works for many users. But in my case it was a bit different. I tried to do that, but unfortunately I found that the option specified to unblock a file was not there. What you said works when transferring Chm Ebook to a vista PC from some other computer, mostly an XP operating system. But this problem is different and it has to do with some internal properties of the file system. What I saw was this.



As you may see the unblock option is not available. This problem happens to those who download Chm Ebook or any other chm file from IE 7 onwards as chm support is actually disabled and no longer part of Windows Services from Vista onwards.

After doing plenty of online research -- I discovered that the problem has to do with certain properties stored in memory that cannot be accessed by the NTFS file system on the regular hard disk. Vista keeps an internal record that this file was imported from the web therefore it does not allow it to be accessed. This is called an alternate data system (ADS).

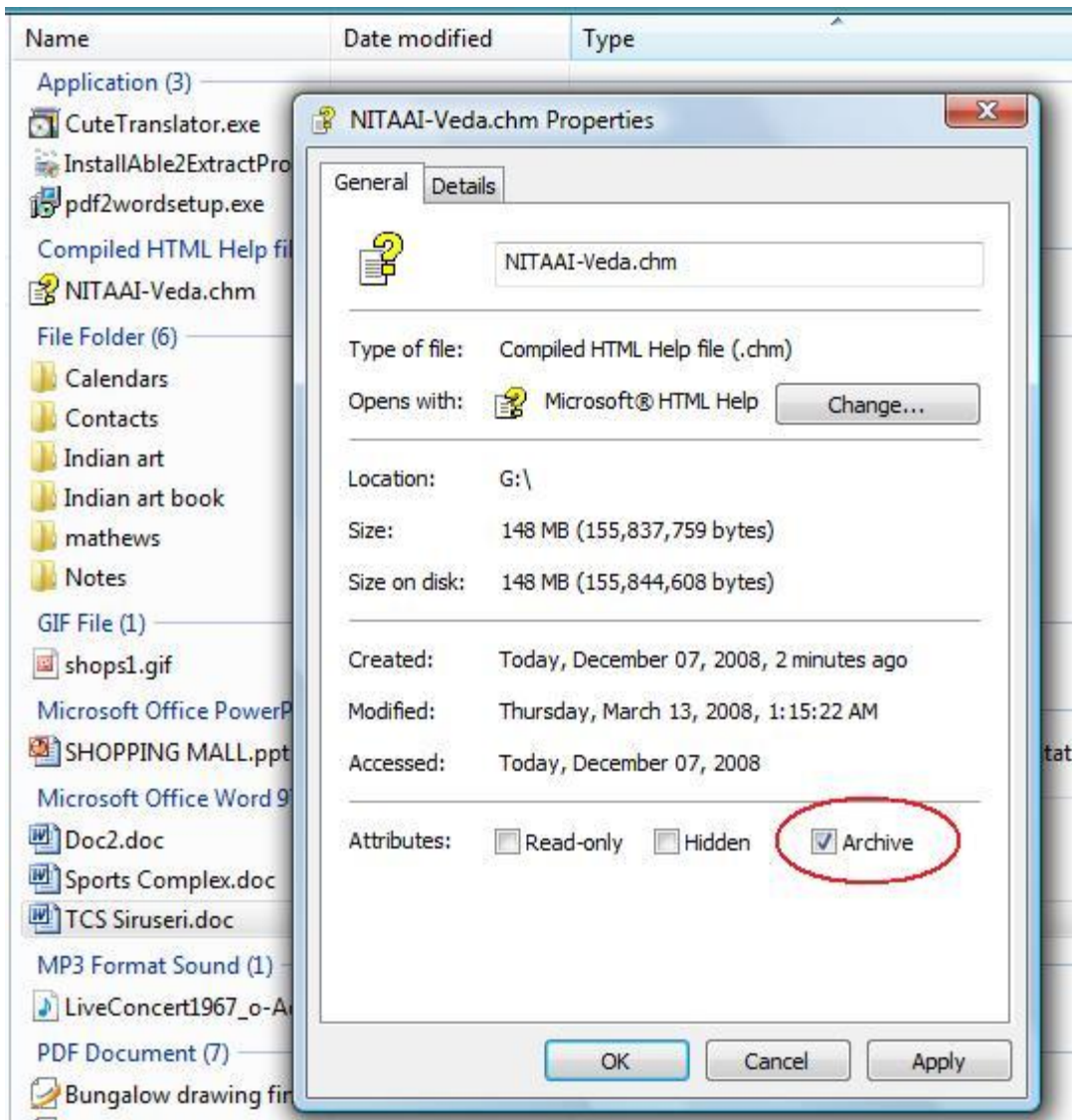
1)To solve the ADS issue, copy the Chm Ebook Chm folder (after unblocking it) to a non-NTFS file storage system like a USB drive or Ipod which are FAT storage systems. Doing so

deletes the ADS.

2)After that you may copy paste back from your FAT drive to NTFS on your harddisk and overwrite the old copy of the file. See if it works now. If it doesn't read further.

However I highly recommend to do some additional work to make it fully secure (Steps 3-5). Better that everyone necessarily do this as this was the only procedure that worked for me

3)After copying to your FAT drive, Right click the file in the FAT drive and select properties. You will see this :



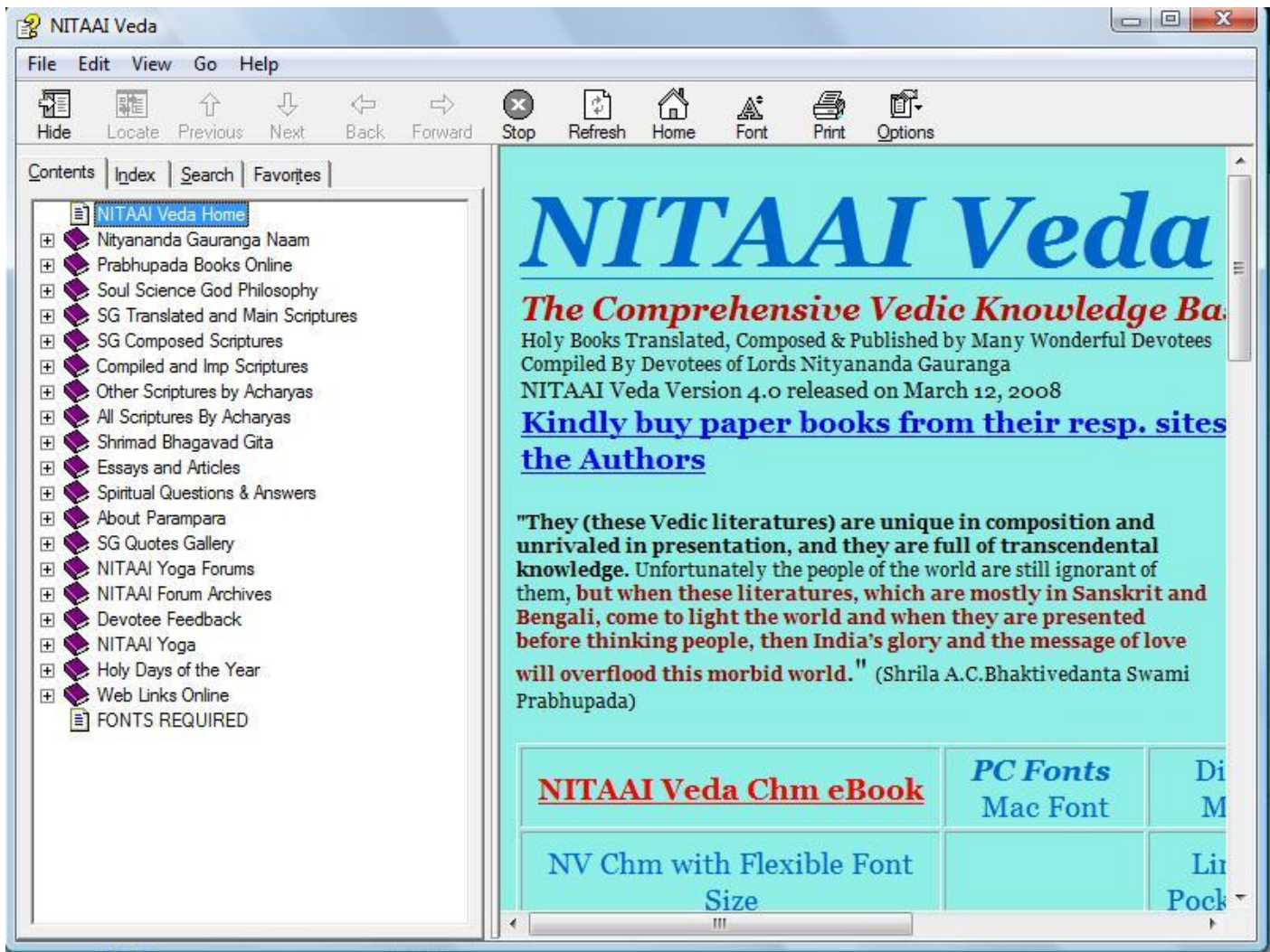
3) Observe that the archive option encircled is checked. Disable "Archive". Click the check-box to uncheck it. Now it will look as below

Attributes: ☐ Read-only ☐ Hidden ☐ Archive

Having done this you can now read the chm file in your FAT drive or USB or ipod without a problem

4) With this the ADS is totally removed. Now copy back to the NTFS hard drive in your PC in the same folder. If it asks for overwrite, select YES. Otherwise you may delete the old file and then copy paste the modified file from your FAT drive to your USB drive.

5) Now the chm file can be opened and read normally without any problem. Hooray! Nityananda Gauranga Hare Krishna!



In your service,

## Troubleshooting CHM files on Vista

Tuesday, July 29, 2008

Recently we got quite a few tickets/forum posts/emails from people complaining about issues they had with the CHM files for RadControls under Vista. There are two types of issues, but the cause is the same. It was that either people couldn't view the CHM files at all (a.k.a. "Navigation Canceled" syndrome) or they could open the CHMs but had a JavaScript error for each page they try to access (a.k.a. "JavaScript permissions error" syndrome).

The typical answer was to send them to <http://www.telerik.com/support/documentation/chm.aspx>. It's an old (well I've updated it today with the content of this post) but still valid article for solving issues with the CHM files. What was strange with these new complaints is that all these people actually download our ZIP archive with the CHMs and extract it to their local folders and still experience the issues. The aforementioned article deals mostly with directly downloaded CHMs (as they are for RadControls for ASP.NET classic version). What was even more confusing is that we couldn't reproduce the issue on a machine in our office. It was obvious that there is a Vista-specific problem and we need a solution for that.



The explanation of the problem includes Alternate Data Streams (ADS) saved in the files. ADS are used to store the info that causes the properties page of the CHM file to present the "Unblock" button.

The workaround is quite simple and it seems it's working for all of the cases. There are two ways to fix the issue:

1. Copy the CHM files to a non-NTFS file system, for example on a flash drive with FAT system. Delete the original files from your hard drive and copy them back from the flash drive.
2. One can delete ADS with a number of different tools or techniques. Microsoft [Streams](#) (ex-Sysinternals application) is one of them that can be used for this purpose.

Alternate Data Streams are a feature of NTFS only; if you move/copy to a non-NTFS file system, the ADS are lost. That's how the workaround works.

Note that if the CHM file resides on a network drive, you will see similar results ("Navigation to the webpage was canceled"), even if you unblock it. (Info on that in the MS KB: "[You cannot open remote content by using the InfoTech protocol](#)"; though it doesn't specifically mention Vista, it certainly seems to apply.)

Alternate data streams (ADS) are used to store the info that causes the properties page to present the "Unblock" button. One can delete ADS with a number of different tools or techniques. Sysinternals' "[Streams](#)" can be used for this.

If you are familiar with DOS prompt, then From the COMMAND prompt, change to the folder with the CHM files you're having problems with, and enter:

```
C:\Path\To\StreamsProgram\streams.exe .\*.chm
```

(Replace "C:\Path\To\StreamsProgram\" with the actual path to streams.exe. Path is the actual directory path).

This will give a listing of all .CHM files in the current folder that have ADS. To delete the streams, enter:

```
C:\Path\To\StreamsProgram\streams -d .\*.chm
```

This will delete the streams from all .CHM files in the current folder. To verify the streams are gone, execute the first command again.

Then, try opening the .CHM files and see if you still have problems.

Or, you could move all .CHM files you're having problems with to a non-NTFS drive or partition. ADS are a feature of NTFS; if you move / copy to a non-NTFS filesystem, the ADS are lost. Then, you can move the .CHM files back to where you want them to be and the streams should be gone.

Posted: 12 March 2007 at 3:40pm

quote

When I enter:

```
streams -d *.*.chm
```

I get the following error for each .CHM file:

Error deleting ;Zone.Identifier:\$DATA: Access is denied.

I'm logged on as a local administrator, and I verified my effective permissions in the Advanced Security Setting for the .CHM files (all permissions are checked). I'll dig up a non-NTFS disk somewhere and try that -- I'm posting this additional info in case someone else needs it and/or someone has another suggestion.

Thanks for the suggestions!

IP Log

Posted: 12 March 2007 at 3:45pm

quote

Solved! (Well, actually, "fixed" rather than "solved"):

I copied the .CHM files to a FAT flash drive, deleted the originals, and copied them back -- and now they all work.