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## Help “Cancelled” Error

Microsoft security updates since early 2005 caused help files accessed across a network to return a “Cancelled” error. These updates tightened down vulnerabilities in the standard Microsoft HTML Help system which affects any software (including LUCIS Software) using this help system.

We have created a registry update, following Microsoft's recommendation ([KB896054](#)), which will allow the HTML Help system to access help files on your local network. This registry update must be installed on every workstation that uses the LUCIS Software.

### Automated Update

RUN the [registry update](#) from the LUCIS website (you must have an open internet connection for this to work). If your firewall, security settings, or network will not allow you to run the update directly from the LUCIS website, perform the manual update instead.

### Manual Update

1. SAVE the [registry update file](#) (AllowIntranet.zip) to your desktop--you must have an open internet connection for this to work.
2. INSTALL the update.
  - a. **Windows XP/Vista:** Double-click the AllowIntranet.zip folder saved to your desktop, then double-click the “AllowIntranet.reg” file it contains. Respond to the dialog to install the update.
  - b. **Windows 98/ME/NT/2000:** The saved file (AllowIntranet.zip) is a zipped file-- unzip or extract it and save the results on your desktop. Double-click the result (AllowIntranet.reg). Respond to the dialog to install the update.
3. DELETE the AllowIntranet file(s) from your desktop.