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17 Aug 2015

#1

bostjanv
Junior Member

Join Date : Aug 2015
Posts : 4
Windows 10

Can't read older *.hlp files on Windows-10

Hello,
I have installed Windows-10, and I'm encountering the problem that I can't read older Windows help files (attempt to read them will result in the display of <https://support.microsoft.com/en-us/kb/917607>). I had the same problem in [Windows 7](#), but the problem could be solved by downloading the winhlp32.exe program from Microsoft, and the older help files could then be read. In Windows-10 I'm being offered to download WinHlp32.exe for Windows 7 or Windows 8.1, but neither will install. Is there any solution?
Regards,
bostjanv

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19 Aug 2015

#2

brno
Junior Member

Join Date : Aug 2015

Posts : 5

Windows 10

I face the same problem, and would be highly interested by a solution

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30 Aug 2015

#3

kimio kanda

Junior Member

How to read an old ".hlp file" on Windows 10 (x64, or, x86)

Join Date : Aug 2015

Posts : 12

Windows 7, 8.1, 10

Originally Posted by **bostjanv**

*Hello,
I have installed Windows-10, and I'm encountering the problem that I can't read older Windows help files (attempt to read them will result in the display of <https://support.microsoft.com/en-us/kb/917607>). I had the same problem in Windows 7, but the problem could be solved by downloading the winhlp32.exe program from Microsoft, and the older help files could then be read. In Windows-10 I'm being offered to download WinHlp32.exe for Windows 7 or Windows 8.1, but neither will install. Is there any solution?
Regards,
bostjanv*

How to read an old ".hlp file (*)" on Windows 10 (x64, or, x86)

(*): The ".hlp file" must be read, without any problem, on Windows XP, 2000, ME, or, 98/98SE.

The following is a procedure to be able to read an old ".hlp file" on Windows 10 (x86).

- (1) First, get the winhlp32.exe existing in the Windows directory of Windows XP (x86).
- (2) Make a temporary folder (for example D:\TEMP) on the HDD of Windows 10 (x86).
- (3) Copy the winhlp32.exe (obtained by the #(1) step) into the temporary folder D:\TEMP.
- (4) Make a file, named Win10-Hlp32-Fix.cmd, by using the text editor.

All of the contents of the file (Win10-Hlp32-Fix.cmd) are as follows;

```
@echo off  
set crtpth=%CD%
```

```
takeown /f "%windir%\winhlp32.exe" >nul
icacls "%windir%\winhlp32.exe" /grant *S-1-5-32-544:F >nul
copy /y "%crtpth%\winhlp32.exe" %windir%
icacls "%windir%\winhlp32.exe" /setowner "NT Service\TrustedInstaller" >nul
echo.
echo Done.
echo.
echo Press any key to Exit
pause >nul
exit
```

(5) Therefore, you can find two files (winhlp32.exe and Win10-Hlp32-Fix.cmd) in the D:\TEMP.

(6) Open the Command Prompt window, by selecting "Run as administrator."

(7) Then, move the prompt to the D:\TEMP directory, by using Change Directory (CD)command.

(8) Under this condition, execute the Win10-Hlp32-Fix.cmd command in the D:\TEMP directory.

(9) After the completion of this execution, you can read an old ".hlp file" on Windows 10 (x86).

Remarks:

In the case of Windows 10 (x64), please use the winhlp32.exe existing in the Windows directory of [Windows XP \(x64\)](#).

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31 Aug 2015

#4

[brno](#)

Junior Member

Join Date : Aug 2015

Posts : 5

Windows 10

Hi,

Thanks!

I just tried this solution, but it seems that I don't have the proper version of Winhlp32.exe, as I get an error "9009". I used the executable contained in this page: [winhlp32 windows 7 x86 x64 komeil.cab - Komeil Bahmanpour Download Center](#)

Do you know where I can get the executable for W10 x64 ?

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31 Aug 2015

#5

kimio kanda
Junior Member

Join Date : Aug 2015

Posts : 12

[Windows 7, 8.1, 10](#)

Please use "winhlp32.exe" contained in Windows XP.

Originally Posted by brno

*Hi,
Thanks!
I just tried this solution, but it seems that I don't have the proper version of Winhlp32.exe, as I get an error "9009". I used the executable contained in this page: [winhlp32 windows 7 x86 x64 komeil.cab](#) - [Komeil Bahmanpour Download Center](#)*

Do you know where I can get the executable for W10 x64 ?

[My comments]

(1) Even replacing the original "winhlp32.exe" (contained in Windows 10) with the "winhlp32.exe" (existing in the Windows directory of [Windows 7, 8, or 8.1](#)), you cannot read an old help file (*.hlp) on Windows 10.

Note: When trying to read an old help file (*.hlp) on Windows 10, an error dialog message appears.

(2) Furthermore, even replacing the original "winhlp32.exe" (contained in Windows 10) with the "winhlp32.exe" (existing in the downloaded *KB917607*.msu --- for Windows 7, 8, or 8.1), you cannot read an old help file (*.hlp) on Windows 10.

Note: When trying to read an old help file (*.hlp) on Windows 10, an error "9009" appears.

(3) Only the way to properly read an old help file (*.hlp) on Windows 10 is as follows;

(a) Replace the original "winhlp32.exe" (contained in Windows 10) with the "winhlp32.exe" (contained in Windows XP).

(b) If you use Windows 10 (x64), replace your "winhlp32.exe" (contained in Windows 10) with the "winhlp32.exe" contained in [Windows XP \[latest SP=SP2\]](#) (x64).

(c) If you use Windows 10 (x86), replace your "winhlp32.exe" (contained in Windows 10) with the "winhlp32.exe" contained in [Windows XP \[latest SP=SP3\]](#) (x86).

(d) The replacement can be done by the procedure mentioned by me yesterday.

(e) Please try the replacement of "winhlp32.exe" by following my description.

Note: If an old help file (*.hlp) cannot be read on [Windows XP](#), 2000, ME, or, 98/98SE, this kind of old help file (*.hlp) cannot be read on Windows 10, even if applying the replacement of "winhlp32.exe" to Windows 10.

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31 Aug 2015

#6

[brno](#)

Junior Member

Join Date : Aug 2015

Posts : 5

[Windows 10](#)

Thanks Kimio for all this information.

I understand clearly: I need to find the "winhlp32.exe" contained in [Windows XP](#) [latest SP=SP2] (x64).

But I can't figure where, as I don't have a [windows XP](#) computer anymore... If you have any idea, or if you can send it to me, I would be grateful!

Bruno

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31 Aug 2015

#7

[kimio kanda](#)

Junior Member

Join Date : Aug 2015

Posts : 12

[Windows 7, 8.1, 10](#)

About getting the "winhlp32.exe" contained in Windows XP

 Originally Posted by [brno](#) 

Thanks Kimio for all this information.

I understand clearly: I need to find the "winhlp32.exe" contained in [Windows XP](#) [latest SP=SP2] (x64).

But I can't figure where, as I don't have a [windows XP](#) computer anymore... If you have any idea, or if you can send it to me, I would be grateful!

Bruno

[My comments]

(1) Regarding the "winhlp32.exe" contained in [Windows XP](#) [SP2] (x64), I think you cannot easily find the "Windows XP (x64) PC."

(2) However, I think you can still easily find the "Windows XP [SP3] (x86) PC."

(3) Therefore, even if you use Windows 10 (x64), please replace your "winhlp32.exe" (contained in Windows 10) with the "winhlp32.exe" contained in Windows XP [SP3] (x86), even not strongly recommending this replacement to you.

(4) According to my simple test, you can read an old help file (*.hlp) even on Windows 10 (x64), by this replacement.

Note: If an old help file (*.hlp) cannot be read on [Windows XP](#), 2000, ME, or, 98/98SE, this kind of old help file (*.hlp) cannot be read on Windows 10, even if applying the replacement of "winhlp32.exe" to Windows 10.

SUPPLEMENT:

I think there might be several stores, which still sell the used PCs having Windows XP (x86), in your town. If you can find a such PC store, it might be better to ask "Can I freely get only a copy of the winhlp32.exe contained in your selling PC?."

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31 Aug 2015

#8

nosecureboot

Banned

Join Date : Jul 2015

Posts : 73

Windows

I check <http://support.microsoft.com/en-us/kb/917607> often, however M\$ still hasn't provided a fix for winhlp32, until they do, it would be nice for someone here to provide better instructions using the latest winhlp32 EXEs.

M\$ should have went with native 32-bit backwards compatibility or virtualized 32-bit backwards compatibility. However, M\$ dropped virtualized XP Mode backwards compatibility in Windows 8, and dropped native winhlp32 backwards compatibility in Windows 10.

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31 Aug 2015

#9

From the technical viewpoint, is the information by M\$ enough good?

kimio kanda

Junior Member

Join Date : Aug 2015

Posts : 12

[Windows 7, 8.1, 10](#) Originally Posted by nsecureboot 

I check <http://support.microsoft.com/en-us/kb/917607> often, however M\$ still hasn't provided a fix for winhlp32, until they do, it would be nice for someone here to provide better instructions using the latest winhlp32 EXEs.

M\$ should have went with native 32-bit backwards compatibility or virtualized 32-bit backwards compatibility. However, M\$ dropped virtualized XP Mode backwards compatibility in Windows 8, and dropped native winhlp32 backwards compatibility in Windows 10.

In the case of "Windows 8.1," an old help file (*.hlp) can be read by applying the "Windows8.1-KB917607-x64.msu [for Windows 8.1 (x64)]," or, "Windows8.1-KB917607-x86.msu [for Windows 8.1 (x86)]," to the installed Windows 8.1 (x64), or, to the installed Windows 8.1 (x86), respectively. However, when applying the "KB3000850," sometimes an old help file (*.hlp) changes to be unable to open.

Note:

The KB3000850 was released around the middle of November (2014).

It might be true that M\$ had known the several problems caused by the KB3000850 applied, just after the release of the KB3000850. However, regarding the opening problem for an old help file (*.hlp), caused by the KB3000850 applied, it seems to be difficult to get appropriate information on the official M\$ site.

A certain intelligent person made a nice bat file, named "KB917607-Fix.cmd," to fix this problem.

In other words, if applying the "KB917607-Fix.cmd" to Windows 8.1, an old help file (*.hlp) can be still read on Windows 8.1 (x64, or x86).

I think that M\$ might not release the "winhlp32.exe" dedicated for Windows 10 (x64, or x86), even in the future.

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01 Sep 2015

#10

kimio kanda
Junior Member

Join Date : Aug 2015

Posts : 12

[Windows 7, 8.1, 10](#)

Getting the "winhlp32.exe" for Windows XP (x86)

Originally Posted by brno

*Thanks Kimio for all this information.
I understand clearly: I need to find the "winhlp32.exe" contained in [Windows XP \[latest SP=SP2\] \(x64\)](#).
But I can't figure where, as I don't have a [windows XP](#) computer anymore... If you have any idea, or if you can send it to me, I would be grateful!
Bruno*

SUPPLEMENT-2:

(1) First, get the service pack SP3 for [Windows XP \(x86\)](#) by,
<https://www.microsoft.com/en-US/download...aspx?id=25129>

Note:

You can get two downloaded files (by waiting roughly 4 minutes),

(A) WindowsXP-KB932823-v3-x86-ENU.exe, and

(B) xpsp3_5512.080413-2113_usa_x86fre_spcd.iso.

But, you can use ONLY "xpsp3_5512.080413-2113_usa_x86fre_spcd.iso."

(2) Then, check the contents of the downloaded "iso" file, by using some tool (for looking the contents of an "iso" file).

(3) You can find a "big file"(in the "iso" file),

WINDOWSXP-KB936929-SP3-X86-ENU.EXE

(4) Copy this "big file" (i.e, WINDOWSXP-KB936929-SP3-X86-ENU.EXE) into a temporary folder on your HDD.

(5) Then, check the contents of this "big file" (at the temporary folder of your HDD) by using some tool (for looking the contents of an archived file).

(6) By this checking, you can find the "winhlp32.ex_" in the "i386" folder (of this "big file").

(7) Copy the "winhlp32.ex_" into a temporary folder on your HDD.

(8) Open the "Command Prompt" window, and then move the prompt to the temporary folder (in which the "winhlp32.ex_" exists).

(9) Execute following command in the temporary folder (in which the "winhlp32.ex_" exists);
expand winhlp32.ex_ winhlp32.exe

By this execution, you can get "winhlp32.exe" (which has been de-compressed from "winhlp32.ex_").

As a result, you can use this "winhlp32.exe."

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