# Welcome

**HC31**

**HCPC**

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**HCW**

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HC1001: Note: The keyword [ ] is already defined in this topic

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HC3043: Warning: The title string exceeds 127 characters. It has been truncated to the following: [ ].

HC3044: Warning: Hotspot exceeds [ ] characters: [ ]

HC3045: Warning: Footnote exceeds [ ] characters: [ ]

HC3046: Warning: The [ ] file is not an RTF (Rich Text Format) file. It appears to have been saved as a Microsoft Word document

HC3047: Warning: No name was specified for the bitmap command

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HC3049: Warning: Invalid Topic IDs in hypergraphic: [ ]

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HC3051: Warning: Cannot jump to window [ ]. No windows have been defined in the project file.

HC3052: Warning: The window name [ ] has not been defined in the project file.

HC3053: Warning: The project file contains more than 255 window definitions

HC3054: Warning: Build tag contains invalid characters. The following is invalid: [ ].

HC3055: Warning: The build tag [ ] has already been used

HC3056: Warning: The window name [ ] in the macro [ ] contains more than eight characters and has been truncated to [ ]

HC3057: Warning: A hotspot is defined with a macro (using !), but the macro is not specified

HC3058: Warning: Topic ID for hotspot contains invalid characters: [ ]

HC3059: Warning: A hotspot is specified without a macro or Topic ID

HC3060: Warning: Window name is specified for a pop-up jump

HC3062: Warning: Window definition is missing an '=' character: [ ]

HC3063: Warning: Window definition doesn't contain anything after the '=' character: [ ]

HC3064: Warning: Window name is not defined before the '=' character: [ ]

HC3065: Warning: A closing quotation mark () is missing in window caption: [ ]

HC3066: Warning: Window caption contains more than 50 characters: [ ]

HC3067: Warning: The [ ] command in the [OPTIONS] section of the project file doesn't specify a value after the '=' character

HC3068: Warning: The following line in the [OPTIONS] section of the project file doesn't contain an '=' character: [ ]

HC3069: Warning: The [ ] option in the [OPTIONS] section of the project file is not recognized

HC3070: Warning: the major browse string exceeds 50 characters: [ ]

HC3071: Warning: One or more browse sequences are set, but browse buttons are not enabled in any window

HC3072: Warning: The macro [ ] doesn't include a control panel name

HC3073: Warning: No section is defined for the line: [ ]

HC3074: Warning: The [ ] section is not recognized by this version of Help Workshop

HC3075: Warning: The [ ] section doesn't follow the [OPTIONS] section in the project file

HC3079: Warning: The alias string [ ] has already been aliased [ ]

HC3080: Warning: The string [ ] has already been aliased [ ]

HC3081: Warning: Both alias and Topic ID are identical: [ ]

HC3082: Warning: The map number [ ] is not a valid number: [ ]

HC3083: Warning: Invalid syntax for window color: [ ]

HC3084: Warning: Invalid window syntax: [ ]

HC3086: Warning: Window position is out of range: [ ]

HC3087: Warning: The following filename exceeds 259 characters: [ ]

HC3088: Warning: More than 20 font ranges are mapped

HC3089: Warning: Invalid font range: [ ]

HC3090: Warning: Current font range overlaps previously defined range: [ ]

HC3091: Warning: Unrecognized forced font name: [ ]

HC3092: Warning: This version of the project file is not supported by this The Help compiler

HC3093: Warning: Keyword type is not a letter or number. [ ] is invalid

HC3094: Warning: More than three keyword types (besides 'K' and 'A') defined

HC3096: Warning: The font name [ ] is longer than 31 characters

HC3097: Warning: The [BUILDTAGS] section is missing from the project file

HC3098: Warning: Invalid build tag expression

HC3099: Warning: Build expression too complex

HC3100: Note: Build expression missing from file

HC3101: Warning: Unknown build error

HC3102: Warning: No macro is specified for the entry macro footnote

HC3103: Warning: The entry macro footnote doesn't precede text

HC3104: Warning: The Topic ID footnote (#) doesn't specify a Topic ID

HC3105: Warning: The minor browse string exceeds 50 characters: [ ]

HC3106: Warning: Browse footnote (+) doesn't appear before any text

HC3107: Warning: A browse sequence has already been defined for this topic

HC3108: Warning: The title footnote ($) doesn't appear before any text

HC3109: Warning: The title footnote ($) doesn't contain any text

HC3110: Warning: A title has already been defined for this topic

HC3111: Warning: This topic contains keywords but no title

HC3112: Warning: The build footnote (*) is not the first footnote in the topic

HC3113: Warning: Build tag is longer than 32 characters: [ ]

HC3114: Warning: The bitmap [ ] has been used as part of another {bmx} command

HC3116: Warning: Table has more than [ ] columns

HC3117: Warning: Side-by-side paragraphs are not supported

HC3118: Warning: Unrecognized RTF (Rich Text Format) graphics format

HC3119: Warning: Hash conflict between [ ] and [ ]. One of these Topic IDs must be changed.

HC3120: Warning: The LANGUAGE option [ ] is not supported

HC3121: Warning: Invalid version of Ftsrch.dll

HC3123: Warning: Missing '=' character in REPLACE option: [ ]

HC3124: Warning: The TMP folder [ ] is invalid

HC3126: Warning: The window (>) footnote doesn't appear after the Topic ID (#) footnote

HC4001: Warning: Cannot find or load Ftsrch.dll

HC4002: Warning: The RTF file [ ] is corrupted at offset [ ]

HC4003: Warning: An error occurred attempting to read the file [ ]

HC4004: Warning: File is not an RTF (Rich Text Format) file

HC4005: Warning: The [ ] Help file has not been created

HC4006: Warning: The folder [ ] specified for the [ ] option doesn't exist

HC4007: Warning: The [ ] option [ ] is not a valid value

HC4008: Warning: Cannot find or load Ftsrch.dll. Hall compression turned off

HC4009: Warning: The Topic ID specified in the project file as the default topic doesn't exist

HC4010: Warning: There are more opening braces than closing braces

HC4011: Warning: There are 20 opening braces without intervening closing braces

HC4012: Warning: The full-text search index cannot be created because neither Phrase nor Hall compression has been selected

HC4013: Warning: Invalid default font number in [ ]. Using [ ] as the default font

HC4014: Warning: There is text after the closing brace in the RTF file

HC5000: Error: The filename [ ] is too long

HC5001: Error: File is a folder, not a file

HC5002: Error: The text for the button in the CreateButton macro is too long

HC5003: Error: Permission to open the file [ ] is denied. Another program has probably locked the file

HC5005: Error: The file [ ] cannot be found

HC5006: Error: Invalid RTF tokens for a table

HC5007: Invalid use of the WinHelp menu [ ] in the [ ] macro.

HC5009: Error: [ ] doesn't contain a comma separating the parameters in the macro [ ]

HC5010: Error: [ ] is an invalid parameter for the macro [ ]

HC5011: Error: Cannot open the file [ ]

HC5012: Error: Too many nested #include files. Cannot include the file [ ]

HC5013: Error: Invalid DBCS escape sequence: [ ]

HC6000: Error: The Help compiler is out of memory. If you have any other programs running, close them and try compiling again

HC6001: Error: Out of disk space writing to the temporary file [ ]. Free up disk space on this drive or change your TMP enviro

HC6002: Error: An error occurred while reading the file [ ]

HC6003: Error: Out of file handles. Increase the FILES= line in CONFIG.SYS

HC6004: Error: The file [ ] is a read-only fil

HC6005: Error: [ ] is a folder, not a file

HC6006: Error: [ ] is a device name and cannot be used as a filename

HC6007: Error: Cannot write to the file [ ]

HC6008: Error: No files have been specified in the [FILES] section of the project file

HC6009: Error: The language identifier [ ] is not supported in this version of Windows

## HC1000: Note: A keyword footnote has been specified without a keyword

**Problem**

There is a keyword footnote (**K**), but there are no keywords listed for this topic. (There are no characters in the keyword footnote in the topic (.RTF) files.)

**Result**

The Help compiler ignores the keyword footnote. If there are no additional keyword footnotes, the topic will be inaccessible from the Index tab in the Help Topics dialog box.

**Solution**

Add one or more keywords to the topic and then recompile.

# HC1001: Note: The keyword [ ] is already defined in this topic

**Problem**

The same keyword has been defined more than once in a topic.

**Result**

The Help compiler ignores the duplicate keyword.

**Solution**

Remove the duplicate keyword:

1   From RoboHELP Explorer's **Topic List**, right-click on the topic and select **Properties**.
    -or-
    From Word, right-click anywhere in the topic and select **Topic Properties**.

2   Click the **Index tab**.

3   Select the duplicate keyword and click **Remove**.

4   Click **OK**.

# HC1002: Note: Using existing phrase table: [ ]

**Problem**

The Help compiler found an existing phrase (.PH) table for the Help file you are building, and the project (.HPJ) file doesn't specify not to use the table.

**Result**

The Help compiler uses the phrase table that was generated from an earlier build instead of creating a new table.

**Solution**

To achieve the best phrase compression when compiling your Help file, you must delete the old key-phrase table:

1  From RoboHELP Explorer's **File** menu, select **Project Settings**.
   -or-
   From Word's **RoboHELP** menu, select **Project Settings**.

2  Click the **Compile tab**.

3  Under **Compression**, clear the **Reuse Phrase File (faster)** option. (This option is only available if either the **Phrase** or **Zeck and Phrase** compression options are selected.)

4  Click **OK**.

### HC1003: Note: A paragraph mark is formatted as a hidden character

**Problem**

A paragraph mark has been formatted as hidden text. This often occurs when a hotspot is the last word in a paragraph.

**Result**

The Help compiler ignores the paragraph mark, so the two paragraphs will run together.

**Solution**

Reformat the paragraph marker as plain text in the topic file and then recompile.

## HC1004: Note: A previous instance of [ ] doesn't contain [ ]

**Problem**

A {bmx} command specifying only one resolution version of a bitmap is followed later in the topic files by a {bmx} command specifying that version plus one or more additional versions.

**Result**

WinHelp treats the earlier single-resolution command as if it were the same as the command specifying multiple resolutions.

**Solution**

Replace the single resolution command with a copy of the multiple-resolution command.

# HC1005: Note: [ ] is not an unsigned number for the macro [ ]. The sign will be ignored.

**Problem**

The parameter for this macro should be unsigned, but the number has been prefixed with a minus character.

**Result**

The Help compiler removes the minus sign when it creates the Help file.

**Solution**

Remove the minus sign from the macro definition and then recompile.

# ◆ HC1006: Note: The ExecProgram macro has been used instead of ExecFile

**Problem**

The ExecProgram macro has been used.

**Result**

The ExecProgram macro ignores the restricted programs that can be set in Windows 95. It doesn't search the registry from programs, so some programs cannot be launched using this command.

**Solution**

Replace instances of ExecProgram macro commands with ExecFile macro commands and then recompile.

# HC1007: The include tag [ ] has been specified in the [EXCLUDE] section

**Problem**

You specified the same tag in the [EXCLUDE] section as in the [INCLUDE] section.

**Result**

The Help compiler ignores the tag in the [EXCLUDE] section.

**Solution**

Remove the tag from either the [EXCLUDE] or the [INCLUDE] section.

# HC1008: Note: Ignoring the transparent flag on the monochrome bitmap [ ]

**Problem**

You've specified the **Transparent** option for a monochrome bitmap. You can only use the **Transparent** option with a 16-color bitmap.

**Result**

The Help compiler ignores the **Transparent** option.

**Solution**

Clear the **Transparent** option from the bitmap:

1    Go to the topic containing the monochrome bitmap.

2    Right-click on the bitmap and select **Properties**. The **Help Image Properties dialog** appears.

3    Clear the **Transparent** check box.

4    Click **OK**.

5    Recompile the Help file.

## HC1009: Note: The map entry for [ ] has text after the number: [ ]

**Problem**

Text occurs after the numeric value specified in a map entry.

**Result**

The Help compiler ignores the text following the number in the entry.

**Solution**

Check the Map file (.HH) to make sure the map entry is correctly entered. (Comments must be preceded by a semicolon.) Recompile after making any changes to the Map file.

**Note:** If the Help author is providing the Map files to the Programmer, use RoboHELP to generate the Map files. If you do, you won't get Map file notes, warnings, or errors.

# HC1010: Note: The following mapped topic IDs are not used in any topic: [ ]

**Problem**

Entries appear in the [MAP] section for which you have no topics.

**Result**

If a program tries to use these mapped IDs, WinHelp displays an error message.

**Solution**

There are two possible scenarios:

The Map IDs have become obsolete. Check with your Programmer to be sure these Map IDs aren't needed. If this is the case, use the **Remove Unused Map IDs** option from RoboHELP Explorer's **Tools** menu to remove them. You can also alias these Map IDs.

There are new Map IDs in the Help project. Create a new topic for each new, unused Map ID.

**Note:** If the Help author is providing the Map files to the Programmer, use RoboHELP to generate the Map files. If you do, you won't get Map file notes, warnings, or errors.

## HC1011: Note: The right-justified table row style is not supported

**Problem**

A table style (right-justified table row) has been specified that WinHelp doesn't support.

**Result**

The Help compiler ignores the style.

**Solution**

Remove the right-justified style from the table and recompile.

# HC1012: Note: Table cell borders are not supported

**Problem**

A table format has been specified that WinHelp doesn't support.

**Result**

The Help compiler ignores the borders on the table.

**Solution**

You have three options:

- Ignore the note. The appearance of the Help text isn't affected.
- Remove the cell borders from the table and recompile.
- Create a bitmap from the table. If the table fits on the screen, do a screen shot and save it as a bitmap. Insert the table bitmap into the topic and recompile.

**Tip:**

Consult RoboHELP's online Help for tips on how to create tables for WinHelp systems.

## HC1013: Note: The "[ ]" section is missing a right bracket

**Problem**

A section in your Help project file (.HPJ) begins with a left bracket but doesn't end with a right bracket.

**Result**

The Help compiler ignores the section heading on this line. The following lines will be processed as if they are part of the previous section in the HPJ file, which may result in errors.

**Solution**

Insert the right section heading bracket or remove the line entirely. Then recompile.

## HC1014: Note: The multikey value [ ] has already been defined

**Problem**

A character used for indicating an alternate keyword table has been already used.

**Result**

The Help compiler ignores the duplicate keyword table assignment on this line in the Help project file (.HPJ).

**Solution**

Remove the duplicate character and then recompile.

## HC1015: Note: A page break is formatted as a hidden character

**Problem**

A page break has been formatted as hidden text.

**Result**

The Help compiler ignores the page break. If the page break was used to separate two topics, the topics appear as one topic.

**Solution**

Reformat the page break in the topic file as plain text and then recompile.

# HC1016: Note: A carriage return is formatted as a hidden character

**Problem**

A carriage return has been formatted as hidden text.

**Result**

The Help compiler ignores the carriage return and doesn't create a new line.

**Solution**

Reformat the carriage return in the topic file as plain text and then recompile.

### HC1017: Note: A nonscrolling region crosses a page break

**Problem**

The **Keep With Next** paragraph formatting used for specifying a non-scrolling region crosses a page break boundary.

**Result**

The topic beginning with the page break will have a non-scrolling region, whether or not one is intended.

**Solution**

Select the entire topic – including the page break for the next topic – and remove the **Keep With Next** paragraph formatting. If you intended to have a non-scrolling region for the topic, select only the topic title, and from the **RoboHELP** menu select **Set Non-Scrolling Region**. Recompile the Help file.

# HC1019: Note: The Language option is obsolete. It should be replaced with the LCID option.

**Problem**

The LANGUAGE option has been used. This option has been made obsolete by the LCID option which should be used instead.

**Result**

The Help compiler will attempt to convert the LANGUAGE option into an appropriate LCID option.

**Solution**

In The Help compiler, open the project file. The Help compiler will automatically remove the LANGUAGE option and replace it with an LCID option.

# HC1024: Note: The [ ] option has been specified more than once

**Problem**

The same option has been specified more than once.

**Result**

The Help compiler uses the last definition for the option and ignores the others.

**Solution**

Remove duplicate option entries from the project file and then recompile.

## HC2002: Note: The keywords [ ] and [ ] differ only by case. The Help compiler has modified one keyword to match the other

**Problem**

Two keywords are identical except for case.

**Result**

The Help compiler automatically changes the case of one of the keywords to agree with that of another otherwise identical keyword. For example: The uppercase letters in the keyword "MyKeyword" may be changed to lowercase letters in order to agree with the keyword, "mykeyword."

**Solution**

Change the keywords so that all instances use the same case and then recompile.

## HC3000: Warning: The keyword [ ] is longer than [ ] characters

**Problem**

Keywords can only be 255 characters. A keyword in the Help project exceeds this limit.

**Result**

The Help compiler ignores the keyword.

**Solution**

Shorten the keyword or check the keyword at the topic level on the **Topic Properties: Index tab** or in the topic footnotes for a missing semicolon. (Multiple keywords for a topic must be separated by a semicolon in the topic footnotes.) Once you've corrected the problem, recompile the Help file.

## HC3001: The file [ ] doesn't contain a valid icon

**Problem**

You have specified an icon using the ICON option in the [OPTIONS] section of your project file. But the file doesn't contain a valid icon image.

**Result**

The Help compiler ignores the icon.

**Solution**

Since WinHelp 4.0 doesn't use the icon anyway, simply remove the ICON option from your project file and recompile. (Open the Help project file .HPJ in Windows Notepad and remove the ICON option.)

## ⚠️ HC3002: Warning: [ ] is a number but should be a string for the macro [ ]

**Problem**

The parameter for the macro should be a string, but it starts with a numeric character.

**Result**

The Help compiler ignores the rest of the macro. WinHelp can't run the macro in the compiled Help file.

**Solution**

Use the **Macro Editor Wizard** to select the appropriate macro. If the macro's parameter string really does begin with a number, place the string in quotation marks (`').

## ⚠️ HC3003: Warning: The macro name [ ] is invalid.

**Problem**

The Help compiler doesn't recognize the macro you have entered.

**Result**

WinHelp may not be able to run the macro in the compiled Help file.

**Solution**

If you meant to use a WinHelp macro, confirm that you have spelled it correctly. Note that macro names are always entered in English no matter what language the text of the topic file is in. If the macro is supplied by a dynamic-link library (DLL), make certain you have registered the macro name using the RegisterRoutine macro in the [CONFIG] section of your project file.

### ⚠️ HC3004: Warning: The variable used in the macro [ ] doesn't match the macro's argument type.

**Problem**

You have used a string for a numeric parameter or a number for a string parameter.

**Result**

WinHelp will not be able to run the macro in the compiled Help file.

**Solution**

Replace the incorrect parameter types and then recompile. If the macro is defined in a custom dynamic-link library (DLL), check the RegisterRoutine macro in the project file for the correct parameter types.

## ⬥ HC3005: Warning: The macro variable [ ] is undefined

**Problem**

The specified macro contains a variable that is not recognized by the Help compiler.

**Result**

The Help compiler ignores the rest of the macro. WinHelp will not be able to run the macro.

**Solution**

Replace incorrect variables and then recompile.

The following is a list of valid macro variables:

hwndContext

hwndApp

qchPath

qError

lTopicNo

hfs

coForeground

coBackground

# ⚠ HC3006: Warning: Missing comma in authorable button command

**Problem**

You have specified a {button} command without specifying a comma followed by the macro to run when the button is clicked.

**Result**

The Help compiler ignores the button command.

**Solution**

Correct the syntax by editing the authorable button or by deleting it and adding it to the topic again. Then recompile the Help file.

## HC3007: Warning: [ ] is an invalid display-state parameter for the macro [ ]

**Problem**

A non-supported display state has been specified for a macro that launches a program.

**Result**

The Help compiler ignores the rest of the macro. WinHelp may not be able to run the macro.

**Solution**

Edit the macro using RoboHELP's **Macro Editor/Wizard** or try deleting the macro and re-inserting it again.

### HC3008: Warning: Missing double quotation mark in macro [ ]

**Problem**

There is an unmatched double quotation mark in the macro.

**Result**

The Help compiler ignores the rest of the macro. WinHelp cannot run the macro.

**Solution**

Add the missing double quotation mark and then recompile. For most macros, it is not necessary to supply quotations marks as The Help compiler will supply them for you.

## HC3009: Warning: Missing end quotation mark (') in macro [ ]

**Problem**

A start quotation mark has been specified without an end quotation mark.

**Result**

The Help compiler ignores the rest of the macro. WinHelp cannot run the macro.

**Solution**

Edit the macro using RoboHELP's **Macro Editor/Wizard** or try deleting the macro and re-inserting it again.

# HC3010: Warning: The macro name [ ] is undefined

**Problem**

The macro name you have used is not a valid WinHelp macro and has not been defined by a RegisterRoutine macro.

**Result**

The Help compiler ignores the rest of the macro. WinHelp cannot run the macro.

**Solution**

If this is a macro that calls a dynamic-link library (DLL) function, add the RegisterRoutine macro to the project file that defines this function name. Otherwise, you have probably misspelled the macro name.

## HC3011: Warning: The accelerator [ ] has already been added

**Problem**

The accelerator you have used in the AddAccelerator macro has already been used.

**Result**

The Help compiler ignores the rest of the macro. You may get a syntax error if WinHelp tries to run the macro.

**Solution**

Use another accelerator key. Using the same format for accelerators will help avoid duplication. For example, 'A', 65, and 0x41 are all the same accelerator.

## ◆ HC3012: Warning: The macro [ ] doesn't include a window name

**Problem**

The macro requires a window name, and you have not specified one.

**Result**

The Help compiler ignores the rest of the macro. WinHelp cannot run the macro.

**Solution**

Edit the macro using RoboHELP's **Macro Editor/Wizard** and specify the window name. Then save and recompile the Help file.

# ⊗ HC3013: Error: [ ] is not a valid numeric parameter for the macro [ ]

**Problem**

The parameter for the specified macro can only be a numeric value or a macro that returns a numeric value, and you have specified a string. Some macros accept a limited type of string parameter in place of a number, but if you do not use one of those values, you get an error.

**Result**

The Help compiler ignores the rest of the macro. WinHelp cannot run the macro.

**Solution**

Change the macro parameter in the topic file to a numeric value and then recompile.

# HC3014: Warning: Window name [ ] has already been used

**Problem**

The same window type has been specified more than once in the [WINDOWS] section of the project file.

**Result**

Only the first definition of the window is used.

**Solution**

Delete the duplicate window definition:

1   From RoboHELP Explorer's **File** menu, select **Project Settings**. The **Project Settings dialog** appears.
2   Click the **Windows tab**.
3   Under **Windows**, select the duplicate window name and click **Delete**.
4   Click **OK**.
5   Save and recompile the Help file.

# HC3015: Warning: This window position is invalid: [ ]

**Problem**

An invalid window position has been used. The window position in a window definition consists of four numbers that define the window's location on the screen and its width and height. The four numbers must be in pixel units 1024-by-1024 (Windows coordinate system), and they must be enclosed in parentheses and separated by commas.

**Result**

The Help compiler ignores the window definition.

**Solution**

Adjust the window's position:

1   From RoboHELP Explorer's **Edit** menu, select **Windows**.

2   Under **Displayed windows**, clear all selections except for the window you need to adjust. If you do, only the window you want appears in the window display area to the left.

3   In **Placement**, adjust the window's top, left, height, and width coordinates. If you are using absolute positioning, make sure **Use Absolute** is selected.

4   Click **OK**.

5   Save and recompile the Help file.

# HC3016: Warning: Invalid syntax for authorable button: [ ]

**Problem**

The syntax used for an authorable button is invalid.

**Result**

The Help compiler ignores the {button} statement.

**Solution**

Edit the authorable button by right-clicking on it and selecting **Properties**. Correct the problem or redefine the button and click **OK**. Recompile the Help file.

Typically the problem occurs by leaving out a comma before the macro definition. The correct syntax for an authorable button is:

{button *button_name*, macro()}

## HC3017: Warning: Topic ID for [ ] macro contains invalid characters: [ ]

**Problem**

There is an invalid character in the Topic ID.

**Result**

The Help compiler ignores the rest of the macro. WinHelp cannot run the macro in the compiled Help file.

**Solution**

Edit the topic's properties and re-enter the Topic ID. RoboHELP automatically replaces any incorrect characters typed with the underscore (_) character. Save and recompile.

### HC3018: Warning: In the project file, an #include statement is specified without a filename

**Problem**

An #include line has been specified in the project file, but the line did not include a filename.

**Result**

The Help compiler ignores the #include line.

**Solution**

Either delete the line or add a correct filename to the statement and then recompile.

# HC3019: Warning: Missing quotation mark or parenthesis in the macro [ ]

**Problem**

There is an unmatched quotation mark or parenthesis.

**Result**

The Help compiler ignores the rest of the macro. WinHelp cannot run the macro.

**Solution**

Use RoboHELP's **Macro Editor/Wizard** to correct or redefine the macro. Then recompile the Help file.

If you wish, you can manually add the missing quotation or right parenthesis to the macro definition in the topic file. The Help compiler will usually supply the quotes for you — deleting all the quotes in the macro can be an effective method for fixing this problem.

# HC3021: Warning: Cannot find the bitmap [ ]

**Problem**

The Help compiler is unable to find the bitmap you have specified.

**Result**

The Help compiler creates a temporary bitmap containing the filename of the missing bitmap.

**Solution**

If the bitmap name is valid, locate the bitmap or add the folder containing the bitmap to the Help project.

To locate the missing bitmap:

1   From RoboHELP Explorer's **Project tab**, open the **Images and Multimedia** folder.

2   Open the **Images** folder and locate the missing image. (It displays with a red **X** through the image.)

3   Right-click on the missing image and select **Locate**.

4   Enter the pathname for the image or navigate to it and click **Open**. The **Image Found dialog** appears.

5   Select the option you want to use. You can add the entire folder to the Image Folders (BMROOT), copy the image to the current Help project folder location, or copy the image to an existing Image Folder.

6   Click **OK**.

7   Save and recompile the Help file.

# HC3022: Warning: The bitmap [ ] has already been used as a non-transparent bitmap

**Problem**

A bitmap cannot be transparent in one instance and non-transparent in another.

Transparent command: {bm*x***t** *imagename.BMP*}

Non-transparent command: {bm*x* *imagename.BMP*}

**Result**

The bitmap will always be displayed as non-transparent.

**Solution**

Change either bitmap command so that all instances using this bitmap image are either transparent or non-transparent. You can switch your viewing mode to **TrueCode**, then use **RoboHELP Find & Replace** to search for the bitmap command and replace it with the one you want – bm*x*t or bm*x*. Or you can create a new file for a bitmap.

## HC3023: Warning: The bitmap [ ] has already been used as a transparent bitmap

**Problem**

A bitmap cannot be transparent in one instance and non-transparent in another.

Transparent command: {bm*x***t** *imagename.BMP*}

Non-transparent command: {bm*x* *imagename.BMP*}

**Result**

The bitmap will always be displayed as transparent.

**Solution**

Change either bitmap command so that all instances using this bitmap image are either transparent or non-transparent. You can switch your viewing mode to **TrueCode**, then use **RoboHELP Find & Replace** to search for the bitmap command and replace it with the one you want – bm*x*t or bm*x*. Or you can create a new file for a bitmap.

### ◆ HC3024: Warning: The window name [ ] contains more than eight characters and has been truncated to [ ]

**Problem**

The window name is too long.

**Result**

The Help compiler truncates the name to 8 characters. If this results in a duplicate window name, you will get another warning message.

**Solution**

Delete the window from the Help project. Then recreate the window, naming it with 8 characters or less. If the window is referenced anywhere in the project – in hotspots, macros, button commands, topics (as the default window), or the TOC, you'll need to remove all references to the window before you can delete it.

**To delete the window:**

1   From RoboHELP Explorer's **File** menu, select **Project Settings**. The **Project Settings dialog** appears.

2   Click the **Windows tab**.

3   Under **Windows**, select the window and click **Delete**.

   **Note:** If the window is referenced, you'll need to remove all references first. Consult the RoboHELP Help system for instructions.

4   Click **OK**.

**To recreate the window:**

1   From RoboHELP Explorer's **File** menu, select **New > Window**. The **New Window dialog** appears.

2   In **Name**, enter a name for the window – 8 characters or less.

3   In **Title**, enter the title for the window. This title is what the user sees at the top of the window whenever it displays.

4   In **Template**, select the template you want to base this window on.

5   Click **OK** to create the window.

6   If you need to modify the window's properties, right-click on it and select **Properties**.

7   Make the changes to the window's buttons, size and location, and so on. Click **OK** when you're done.

8   Save and recompile the project.

## HC3025: Warning: Jump to undefined topic ID: [ ]

**Problem**

No topic has been defined with the Topic ID specified in the hotspot.

**Result**

WinHelp displays the "Topic not found" error message when the user chooses a hotspot with the unresolved Topic ID.

**Solution**

Usually this warning occurs when there are broken links in the Help project. Even a punctuation mark – like a comma or period – that accidentally gets included in the hidden text part of the hotspot can create a broken link. Check the **Broken Links** folder to resolve the problem.

To check the Broken Links folder:

1  From RoboHELP Explorer's **Project tab**, open the **Topics** folder, and then open the **Broken Links** folder.

2  Right-click on the broken link and select **Resolve Broken Links**. The **Resolve Broken Links dialog** appears. Select the option you want to use to resolve the broken link. If there's a spelling error (such as included punctuation in the hidden text area), the **Edit** option usually helps you quickly resolve the problem.

3  Save and recompile the Help file.

# HC3026: Warning: The topic ID [ ] has already been defined in topic [ ] in file [ ]

**Problem**

Another topic exists with an identical Topic ID.

**Result**

The Help compiler ignores the duplicate Topic ID, so the duplicate topic has no identifier.

**Solution**

Change the duplicate Topic ID:

1   From RoboHELP Explorer's **Tools** menu, select **Resolve Duplicate Topics**. The **Resolve Duplicate Topics dialog** appears.

2   From the **Duplicate Topics Found** area, select the **Topic ID** you want to change.

3   Click **Change**.

4   Enter the new Topic ID and press **Enter** to change the selected Topic ID.

5   Click **Close** when finished.

6   Save and recompile the Help file.

### HC3027: Warning: The following alias line doesn't contain an '=' character separating the topic IDs: [ ]

**Problem**

An invalid line has been entered in the [ALIAS] section of the project file.

**Result**

The Help compiler ignores the Alias.

**Solution**

Change the Alias:

1   From RoboHELP Explorer's **Project tab**, open the **Project** folder, and then open the **Aliases** folder.

2   Right-click on the **Alias** that displays with only the Alias icon and select **Properties**.

3   In **Alias**, enter the Alias ID.

4   In **Topic**, make sure the appropriate topic is selected.

5   Click **OK**.

6   Save and recompile the Help file.

# HC3028: Warning: The bitmap file [ ] is corrupted

**Problem**

Either the file is corrupt or it has not been saved as an uncompressed bitmap (.BMP) file.

**Result**

The Help compiler ignores this bitmap, and WinHelp displays the "Unable to display picture" message in the topic instead of the bitmap.

**Solution**

Replace the bitmap file with one that is not corrupt, or remove the bitmap from the topic.

## HC3029: Warning: The file format of the bitmap file [ ] is unrecognized or unsupported

**Problem**

Either the file is corrupt or it has not been saved as an uncompressed bitmap (.BMP) file.

**Result**

The Help compiler ignores this bitmap, and WinHelp displays the "Unable to display picture" message in the topic instead of the bitmap.

**Solution**

Convert the bitmap to a supported format:

1　In the Image Workshop, select **Open**. The **Open Image from Project dialog** appears.
2　Click **Import**. The **Graphics Converter** appears.
3　In **Search For**, enter the file type and path for this image file.
4　Click **Search**.
5　From the **Files** list box, select the image file.
6　Click **Destination** to make sure the destination file is correct.
7　Select **Convert to WinHelp Format (.BMP) During Copy**.
8　Click **Copy File**.
9　Click **Exit**.
10　Click **Cancel** to exit the **Open Image from Project dialog**.
11　You may need to replace the image file inside your Help topics.
12　Recompile the Help file.

## HC3031: Warning: The Help compiler doesn't support compressed BMP files: [ ]

**Problem**

The bitmap (BMP) was saved with RLE compression.

**Result**

The Help compiler displays the message, "Help Workshop does not support compressed BMP Files", and identifies the directory path of the compressed bitmap.

**Solution**

Resave the bitmap in Image Workshop:

1.  Right-click on the compressed bitmap.
2.  Select **Properties**.
3.  Click the **Resize button** to open Image Workshop.
4.  Save the BMP and exit Image Workshop.
5.  Recompile your project.

# HC3032: Warning: The bitmap file [ ] is truncated

**Problem**

The size of the bitmap doesn't match the size of the file. The bitmap is corrupt.

**Result**

The Help compiler ignores this bitmap, and WinHelp displays the "Unable to display picture" message in the topic instead of the bitmap.

**Solution**

Resave or recreate the specified bitmap file.

## HC3033: Warning: The topic ID [ ] contains invalid characters

**Problem**

There is an invalid character in the Topic ID footnote.

**Result**

The Help compiler doesn't assign an identifier to the topic.

**Solution**

Remove invalid characters from the Topic ID:

1   From RoboHELP Explorer, right-click on the topic and select **Properties**.
    -or-
    From Word, right-click on or in the topic and select **Topic Properties**.
    The **Topic Properties dialog** appears.

2   Click the **General tab**.

3   In **Topic ID**, remove any invalid characters.

4   Click **OK**.

5   Save and recompile the Help file.

# HC3034: Warning: Invalid parameter for TCard macro: [ ]

**Problem**

The parameter specified for the TCard macro is invalid.

**Result**

The Help compiler ignores the macro, and WinHelp returns an error when it tries to run the macro.

**Solution**

Correct the invalid TCard macro definition in the topic file and then recompile.

### HC3035: Warning: Map entry doesn't specify a numeric value: [ ]

**Problem**

The Help compiler expected a numeric value and encountered text instead.

**Result**

The Help compiler ignores the entry.

**Solution**

Change the entry to a numeric value.

# HC3037: Warning: The map value for [ ] is the same as the map value for [ ]

**Problem**

A Map number in the [MAP] section of the project (.HPJ) file was previously mapped to a different Topic ID.

**Result**

The Help compiler ignores the line with the duplicate Map number.

**Solution**

1   Run the **Duplicate Map IDs Report** (from RoboHELP Explorer **Tools** menu) to verify the duplicate Map numbers.

2   Resolve the duplicate Map numbers:

   • If your programming team provides the Map files and Map IDs, consult them to resolve this for you.

   • If the Help author provides the Map files and Map IDs, change the Map number on one of the duplicate Map IDs.

3   Save the project and recompile.

### HC3038: Warning: The following topic IDs were not defined in the [MAP] section of the project file

**Problem**

The Help compiler cannot find the specified Topic IDs listed in the [MAP] section of the project (.HPJ) file.

**Result**

The Help compiler ignores the lines in the project file. If the program uses that number in the WinHelp function, WinHelp displays the "Help topic not found" error message.

**Solution**

Verify that all Topic IDs listed in the [MAP] section of the project file are assigned to topics included in the build and that the Topic IDs are spelled correctly. Then recompile the project file.

### ◆ HC3041: Warning: The phrase file [ ] exceeds 64K. Phrase compression turned off.

**Problem**

The Phrase file is invalid and cannot be used.

**Result**

The Help compiler cannot perform Phrase compression on the Help file.

**Solution**

Delete the Phrase file and then recompile. If the problem still occurs, switch to Hall or Maximum compression.

### HC3042: Warning: The copyright string exceeds 255 characters. It has been truncated to the following: [ ].

**Problem**

The copyright string is too long.

**Result**

The Help compiler truncates the copyright string at 255 characters.

**Solution**

Edit the copyright statement:

1   From RoboHELP Explorer's **File** menu, select **Project Settings**.
    -or-
    From Word's **RoboHELP** menu, select **Project Settings**.
    The **Project Settings dialog** appears.

2   Click the **Project tab**.

3   In **Copyright Notice**, edit the text.

4   Click **OK**.

5   Recompile the Help file.

### HC3043: Warning: The title string exceeds 127 characters. It has been truncated to the following: [ ].

**Problem**

The Help system's title is too long.

**Result**

The Help compiler truncates the title string.

**Solution**

Edit the title:

1   From RoboHELP Explorer's **File** menu, select **Project Settings**.
    -or-
    From Word's **RoboHELP** menu, select **Project Settings**.
    The **Project Settings dialog** appears.

2   Click the **Project tab**.

3   In **Title**, edit the text.

4   Click **OK** when finished.

5   Recompile the Help file.

## HC3044: Warning: Hotspot exceeds [ ] characters: [ ]

**Problem**

The hidden text portion of the hotspot is too large.

**Result**

The Help compiler doesn't make the selected text or image a hotspot.

**Solution**

Shorten the hotspot in the topic and then recompile.

### HC3045: Warning: Footnote exceeds [ ] characters: [ ]

**Problem**

The footnote is too large.

**Result**

The Help compiler ignores the footnote.

**Solution**

Reduce the length of the footnote text in the topic file and then recompile. For some footnotes, such as the **K** (Index keywords) footnote, you can use several smaller footnotes instead of one larger footnote.

## HC3046: Warning: The [ ] file is not an RTF (Rich Text Format) file. It appears to have been saved as a Microsoft Word document

**Problem**

You have saved the topic file in Word format instead of RTF format.

**Result**

The Help compiler ignores the file.

**Solution**

Use the **Save As RTF** to save the document and recompile. If you still get this warning, make sure the RoboHELP.DOT template is attached to the document or use the **Import Documentation** or **Convert Document** option to turn the DOC file into a Help document.

## HC3047: Warning: No name was specified for the bitmap command

**Problem**

The bitmap command ({bmc}, {bml}, or {bmr}) was specified in a topic without a bitmap filename.

**Result**

The Help compiler ignores the bitmap command.

**Solution**

Re-insert the image:

1   In the appropriate topic, position the cursor where you want the image to appear.

2   From Word's **Insert** menu, select **Help Image**. The **Insert Help Image dialog** appears.

3   Select the image and the attributes you want associated with this image.

4   Click **OK**.

5   Save and recompile the Help file.

# HC3048: Warning: Nonscrolling region is defined after scrolling region.

**Problem**

The **Keep With Next** attribute was applied to a paragraph after a paragraph that did not have this attribute.

**Result**

The Help compiler ignores the **Keep With Next** attribute; the paragraph is treated as plain text and is displayed as part of the topic text displayed in the scrolling region of the topic.

**Solution**

Find the text that has the **Keep With Next** option (marked as a non-scrolling region) and turn off the option.

# HC3049: Warning: Invalid topic IDs in hypergraphic: [ ]

**Problem**

A Topic ID in the hotspot image SHED (.SHG) contains invalid characters.

**Result**

The hotspot is not active on the image in the Help file.

**Solution**

Edit the hotspot image:

1  Open the hotspot image in the Image Workshop.

2  Right-click on the hotspot area and select **Properties**. The **Hotspot Properties dialog** appears.

3  Select the appropriate Topic ID.

4  Make any other changes you need to make.

5  Click **OK**.

6  Save the image.

7  Recompile the Help file.

## HC3050: Warning: Missing topic IDs in hypergraphic: [ ]

**Problem**

A hotspot was specified on a hotspot image (.SHG), but no Topic ID was specified.

**Result**

The hotspot is not active on the image in the compiled Help file.

**Solution**

Edit the hotspot image:

1   Open the hotspot image in the Image Workshop.
2   Right-click on the hotspot area and select **Properties**. The **Hotspot Properties dialog** appears.
3   Select the appropriate Topic ID.
4   Make any other changes you need to make.
5   Click **OK**.
6   Save the image.
7   Recompile the Help file.

## HC3051: Warning: Cannot jump to window [ ]. No windows have been defined in the project file.

**Problem**

There is no [WINDOWS] section in the Help project file (.HPJ), so you cannot jump to any window type other than Main.

**Result**

The jump is not active in the Help file.

**Solution**

Use RoboHELP to define the secondary window and then recompile.

To define a window:

1  From RoboHELP Explorer's **File** menu, select **New > Window**.

2  In **Name**, enter an internal name for the window 8-characters or less. (The name is only used by the Help author in the Help project.)

3  In **Title**, enter the name for the titlebar when the window is displayed. (Users see this title.)

4  In **Template**, select the template.

5  Click **OK**.

6  If you want, right-click on the window and select **Properties** to change the window's properties. Click **OK** when you're done.


To select a window for a hotspot:

1  Right-click inside the hotspot text in the topic and select **Properties**. The **Help Hotspot Properties dialog** appears.

2  In **Window**, select the window.

3  Click **OK**.

4  Save the Help document.

5  Recompile the Help file.

# HC3052: Warning: The window name [ ] has not been defined in the project file.

**Problem**

You have attempted to display a topic in a window that has not been defined in your Help project file (.HPJ).

**Result**

The hotspot is not active in the Help file.

**Solution**

Either define the secondary window or change the window reference to select an existing window. Then recompile. Windows are referenced in hotspots, hotspot images, topic defaults (**Topic Properties: Advanced tab**), TOC Pages, and Default Window (**Project Settings: Contents tab**) for the Contents file.

To define a window:

1   From RoboHELP Explorer's **File** menu, select **New > Window**.

2   In **Name**, enter an internal name for the window 8-characters or less. (The name is only used by the Help author in the Help project.)

3   In **Title**, enter the name for the titlebar when the window is displayed. (Users see this title.)

4   In **Template**, select the template.

5   Click **OK**.

6   If you want, right-click on the window and select **Properties** to change the window's properties. Click **OK** when you're done.


To select a window for a hotspot:

1   Right-click inside the hotspot text in the topic and select **Properties**. The **Help Hotspot Properties dialog** appears.

2   In **Window**, select the window.

3   Click **OK**.

4   Recompile the Help file.

# HC3053: Warning: The project file contains more than 255 window definitions

**Problem**

You have defined more than 255 window types in your project file.

**Result**

The Help compiler ignores the additional window definitions. If you attempt to jump to a topic in one of the window definitions beyond the first 255, you will get an error message about the window type not being defined.

**Solution**

Remove the extra windows from the Help project and then recompile.

To remove windows:

1   From RoboHELP Explorer's **File** menu, select **Project Settings**. The **Project Settings dialog** appears.

2   Click the **Windows tab**.

3   Under **Windows**, select the window and click **Delete**.

4   Click **OK** to save your changes.

   **Note:** If the window is referenced, you'll need to remove all references first. Consult the RoboHELP Help system or User's Manual for instructions.

5   Recompile the Help file.

## HC3054: Warning: Build tag contains invalid characters. The following is invalid: [ ].

**Problem**

A build tag in the [BUILDTAGS] section contains something other than an alphanumeric character or the underscore (_) character.

**Result**

The Help compiler ignores the line containing invalid characters.

**Solution**

Edit the build tag (RoboHELP Explorer **Project tab**, **Project** folder, **Build Tags** folder) so that it contains only valid characters. Make any necessary changes in topics containing the specified build tag and then recompile.

# HC3055: Warning: The build tag [ ] has already been used

**Problem**

The build tag in the [BUILDTAGS] section of your project file has already been declared previously in the same section.

**Result**

The Help compiler uses the first build tag and ignores the duplicate build tag.

**Solution**

Remove (or rename) the duplicate build tags in the Help project file (RoboHELP Explorer **Project tab**, **Project** folder, **Build Tags** folder) and then recompile.

### HC3056: Warning: The window name [ ] in the macro [ ] contains more than eight characters and has been truncated to [ ]

**Problem**

The window name you specified in the macro is invalid due to its length.

**Result**

The Help compiler ignores the window definition in this macro.

**Solution**

Edit the macro hotspot using the **Macro Editor/Wizard** and specify a valid window name. Then recompile the Help file.

### HC3057: Warning: A hotspot is defined with a macro (using !), but the macro is not specified

**Problem**

You started a hotspot with a '!' character, but did not follow it with a macro.

**Result**

The Help compiler ignores the macro call from the hotspot.

**Solution**

Edit or redefine the macro hotspot using the **Macro Editor/Wizard**. Make certain that all text from the '!' to the end of the macro is marked as hidden. Then recompile the Help file.

# HC3058: Warning: Topic ID for hotspot contains invalid characters: [ ]

**Problem**

An invalid Topic ID has been used in a hotspot.

**Result**

The hotspot is not active in the Help file.

**Solution**

1  Resolve any broken links in the **Broken Links** folder (RoboHELP Explorer **Project tab**, **Topics** folder, **Broken Links** folder).

2  Edit or redefine the hotspot (right-click in the hotspot and select **Properties**).

3  Recompile the Help file.

## HC3059: Warning: A hotspot is specified without a macro or topic ID

**Problem**

A hotspot was specified without specifying either a Topic ID or a macro.

**Result**

The hotspot is not active in the Help file.

**Solution**

1   Edit or redefine the hotspot.

2   Verify the Topic ID or macro is valid, spelled correctly, and formatted as hidden text.

3   Recompile the Help file.

## HC3060: Warning: Window name is specified for a pop-up jump

**Problem**

You have specified a window name in a pop-up hotspot.

**Result**

The hotspot is not active in the Help file.

**Solution**

Remove the right angle bracket and secondary window name from the pop-up hotspot, or change the single underline to double underline (for a topic jump). Then recompile the project file.

# HC3062: Warning: Window definition is missing an '=' character: [ ]

**Problem**

The window definition in the [WINDOWS] section is invalid.

**Result**

The Help compiler ignores the line.

**Solution**

Edit the window:

1  From RoboHELP Explorer's **Edit** menu, select **Windows**.

2  Under **Displayed windows**, clear all selections except for the window you need to edit. If you do, only the window you want appears in the window display area to the left.

3  Modify the window's definition and click **OK**.

4  Recompile the Help file.

### HC3063: Warning: Window definition doesn't contain anything after the '=' character: [ ]

**Problem**

The window definition in the [WINDOWS] section is invalid.

**Result**

The Help compiler ignores the line.

**Solution**

Edit the window:

1   From RoboHELP Explorer's **Edit** menu, select **Windows**.

2   Under **Displayed windows**, clear all selections except for the window you need to edit. If you do, only the window you want appears in the window display area to the left.

3   Modify the window's definition and click **OK**.

4   Recompile the Help file.

# HC3064: Warning: Window name is not defined before the '=' character: [ ]

**Problem**

The window definition in the [WINDOWS] section is invalid.

**Result**

The Help compiler ignores the line.

**Solution**

Delete the window and recreate it.


**To delete the window:**

1   From RoboHELP Explorer's **File** menu, select **Project Settings**. The **Project Settings dialog** appears.

2   Click the **Windows tab**.

3   Under **Windows**, select the window and click **Delete**.

   **Note:** If the window is referenced, you'll need to remove all references first. Consult the RoboHELP Help system for instructions.

4   Click **OK**.


**To recreate the window:**

1   From the **Project Settings: Windows tab**, click **New**.
   -or-
   From RoboHELP Explorer's **File** menu, select **New > Window**.
   The **New Window dialog** appears.

2   In **Name**, enter a name for the window – 8 characters or less.

3   In **Title**, enter the title for the window. This title is what the user sees at the top of the window whenever it displays.

4   In **Template**, select the template you want to base this window on.

5   Click **OK** to create the window.

6   If you need to modify the window's properties, right-click on it and select **Properties**.

7   Make any changes to the window's buttons, size and location, and so on. Click **OK** when you're done.

8   Save and recompile the project.

### ◆ HC3065: Warning: A closing quotation mark () is missing in window caption: [ ]

**Problem**

The window definition in the [WINDOWS] section is invalid.

**Result**

The Help compiler ignores the window definition.

**Solution**

Edit the window:

1   From RoboHELP Explorer's **Edit** menu, select **Windows**.

2   Under **Displayed windows**, clear all selections except for the window you need to edit. If you do, only the window you want appears in the window display area to the left.

3   In **Title**, delete the text and then enter the caption name again.

4   Click **OK**.

5   Recompile the Help file.

# HC3066: Warning: Window caption contains more than 50 characters: [ ]

**Problem**

The window definition in the [WINDOWS] section contains a title that is too long.

**Result**

The Help compiler ignores the window definition.

**Solution**

Edit the window:

1  From RoboHELP Explorer's **Edit** menu, select **Windows**.

2  Under **Displayed windows**, clear all selections except for the window you need to edit. If you do, only the window you want appears in the window display area to the left.

3  In **Title**, edit the window's title and click **OK**.

4  Recompile the Help file.

## HC3067: Warning: The [ ] command in the [OPTIONS] section of the project file doesn't specify a value after the '=' character

**Problem**

You have specified an invalid command in the [OPTIONS] section of your project file.

**Result**

The Help compiler ignores the line.

**Solution**

Edit the option and then recompile.

### ◈ HC3068: Warning: The following line in the [OPTIONS] section of the project file doesn't contain an '=' character: [ ]

**Problem**

You have specified an invalid command in the [OPTIONS] section of your project file.

**Result**

The Help compiler ignores the line.

**Solution**

Edit the option and then recompile.

## HC3069: Warning: The [ ] option in the [OPTIONS] section of the project file is not recognized

**Problem**

You have specified an invalid command in the [OPTIONS] section of your project file.

**Result**

The Help compiler ignores the line.

**Solution**

Edit the option and then recompile.

# HC3070: Warning: the major browse string exceeds 50 characters: [ ]

**Problem**

The name to the left of the colon in a browse footnote contains too many characters.

**Result**

The Help compiler truncates the browse sequence name to 50 characters. The browse sequence may be affected.

**Solution**

Shorten the browse sequence name using either the **Browse Sequence Editor** (easiest) or the **Document Properties dialog**.

**To edit the browse sequence name from the Browse Sequence Editor:**

1   From RoboHELP Explorer's **Tools** menu, select **Browse Sequence Editor**. The **Browse Sequence Editor** appears.

2   In **Browse Sequences**, select the browse sequence.

3   Click **Rename**.

4   Type the new browse sequence name and press **Enter**.

5   Click **OK**. RoboHELP applies the new browse sequence name to all topics in this browse sequence.

6   Recompile the project.

**To edit the browse sequence name from the Document Properties dialog:**

1   From RoboHELP Explorer's **Project tab**, open the **Topics** folder. Then right-click on the Help document containing the browse string and select **Properties**.
    -or-
    From Word's **RoboHELP** menu, select **Document Properties**.
    The **Document Properties dialog** appears.

2   Click the **General tab**.

3   In **Browse String**, shorten the name of the browse string.

4   Select the **Apply Browse Settings to Existing Topics** option.

5   Click **OK**.

6   Recompile the Help file.

### HC3071: Warning: One or more browse sequences are set, but browse buttons are not enabled in any window

**Problem**

You have specified a browse footnote, but none of the windows defined for the Help file contains browse buttons.

**Result**

The browse information is stored in the Help file (taking up space), but users can't access the browse sequence.

**Solution**

You have several options:

- Add browse buttons to one of the existing windows in your Help project (RoboHELP Explorer **Edit** menu, **Windows**).

- Create a new "dummy" window that enables browse buttons (RoboHELP Explorer **File** menu, **New > Window**). You can do this even though the Help file never specifies the dummy window to display topics.

- Remove the browse sequences (**Browse Sequence Editor** or the **Document Properties: General tab**).

### HC3072: Warning: The macro [ ] doesn't include a control panel name

**Problem**

The macro expected a control panel name, but you didn't specify one.

**Result**

The Help compiler ignores the ControlPanel macro.

**Solution**

Edit the macro and specify a control panel name. Then recompile.

## HC3073: Warning: No section is defined for the line: [ ]

**Problem**

The section heading on the specified line is not complete, or the first entry in the project (.HPJ) file is not a section heading.

**Result**

The Help compiler ignores the section heading on this line and all succeeding lines until it encounters a valid section heading.

**Solution**

Edit the specified section in the project file. Then recompile the project file.

## HC3074: Warning: The [ ] section is not recognized by this version of Help Workshop

**Problem**

Your project file contains a section that the Help compiler doesn't recognize.

**Result**

The Help compiler ignores the section heading.

**Solution**

Verify that the section headings in the project file are valid and spelled correctly and then recompile.

## HC3075: Warning: The [ ] section doesn't follow the [OPTIONS] section in the project file

**Problem**

You have specified a section that requires the [OPTIONS] section before you have specified the [OPTIONS] section.

**Result**

The Help compiler may not be able to find some files, or the files may be compiled incorrectly.

**Solution**

Open the Help project file (.HPJ) into RoboHELP and then save it. RoboHELP automatically saves the sections in the correct order.

## HC3079: Warning: The alias string [ ] has already been aliased [ ]

**Problem**

A Topic ID can have only one Alias.

**Result**

The Help compiler ignores this line.

**Solution**

Remove the duplicate Alias:

1   From RoboHELP Explorer's **Project tab**, open the **Project** folder, and then open the **Aliases** folder.

2   Right-click on the duplicate Alias and select **Delete**.

3   Recompile the Help file.

## HC3080: Warning: The string [ ] has already been aliased [ ]

**Problem**

You cannot alias an Alias.

**Result**

The Help compiler ignores this line.

**Solution**

1　From RoboHELP Explorer's **Project tab**, open the **Project** folder, and then open the **Aliases** folder.

2　Right-click on the duplicate Alias and select **Delete**.

3　Recompile the project.

# HC3081: Warning: Both alias and topic ID are identical: [ ]

**Problem**

The alias is the same as the Topic ID.

**Result**

The Help compiler ignores this line.

**Solution**

Change the Alias ID:

1   From RoboHELP Explorer's **Project tab**, open the **Project** folder, and then open the **Aliases** folder.

2   Right-click on the Alias you want and select **Properties**. The **Alias Properties dialog** appears.

3   In **Alias**, edit the name of the Alias and click **OK**.

4   Recompile the Help file.

### ◈ HC3082: Warning: The map number [ ] is not a valid number: [ ]

**Problem**

A context number in the [MAP] section of the project (.HPJ) file contains invalid characters.

**Result**

The Help compiler ignores this line.

**Solution**

The solution depends upon who provides the Map files and Map IDs:

- If the Programmer provides the Map files and Map IDs to you, bring the problem to the attention of your Programmer.

- If the Help author provides the Map files and Map IDs, try removing any unused Map IDs (RoboHELP Explorer **Tools** menu, **Remove Unused Map IDs**). You can also directly edit the Map ID number for the Map ID – either from RoboHELP Explorer's **Project tab**, **Project** folder, **Map IDs** folder or from the **Topic Properties: Advanced tab**.

# HC3083: Warning: Invalid syntax for window color: [ ]

**Problem**

The syntax specified for the window's color in the [WINDOWS] section of your project file is invalid.

**Result**

The Help compiler ignores the window definition.

**Solution**

Edit the window's color definition:

1   From RoboHELP Explorer's **Edit** menu, select **Windows**.

2   Under **Displayed windows**, clear all selections except for the window you need to edit. If you do, only the window you want appears in the window display area to the left.

3   Under **Window Color**, click **Nonscroll** or **Client** – depending on where the problem color is selected. The **Color dialog** appears.

4   Select a valid window color and click **OK** to exit the **Color dialog**.

5   Click **OK** to save the changes to the window.

6   Recompile the Help file.

## HC3084: Warning: Invalid window syntax: [ ]

**Problem**

The syntax you have specified for the window in the [WINDOWS] section of your project file is invalid.

**Result**

The Help compiler ignores the invalid window definition.

**Solution**

Edit the window:

1   From RoboHELP Explorer's **Edit** menu, select **Windows**.

2   Under **Displayed windows**, clear all selections except for the window you need to edit. If you do, only the window you want appears in the window display area to the left.

3   Make any adjustments or corrections to the window and click **OK**.

4   Recompile the Help file.

## HC3086: Warning: Window position is out of range: [ ]

**Problem**

One or more of the window position coordinates exceed the limit of 1024.

**Result**

The Help compiler ignores the invalid window definition.

**Solution**

Edit the window:

1 From RoboHELP Explorer's **Edit** menu, select **Windows**.

2 Under **Displayed windows**, clear all selections except for the window you need to edit. If you do, only the window you want appears in the window display area to the left.

3 Under **Placement**, adjust the top, left, width, or height of the window. If you're using absolute coordinates, make sure **Use Absolute** is selected. (Otherwise, clear this selection.)

4 Click **OK**.

5 Recompile the Help file.

## HC3087: Warning: The following filename exceeds 259 characters: [ ]

**Problem**

You have specified a filename that contains too many characters.

**Result**

The Help compiler ignores the specified file.

**Solution**

Shorten the filename. (You can rename Help documents from RoboHELP Explorer's **Project tab** by right-clicking on them and selecting **Rename**.) Then recompile the project file.

# HC3088: Warning: More than 20 font ranges are mapped

**Problem**

You have specified too many font ranges.

**Result**

The Help compiler ignores additional font ranges.

**Solution**

Remove the excess ranges and then recompile.

## HC3089: Warning: Invalid font range: [ ]

**Problem**

The font range is invalid.

**Result**

The Help compiler ignores the option.

**Solution**

Edit the font range and then recompile.

## HC3090: Warning: Current font range overlaps previously defined range: [ ]

**Problem**

Two or more font ranges overlap each other.

**Result**

The Help compiler uses the first range and ignores the second mapping.

**Solution**

Edit the font range and then recompile.

# HC3091: Warning: Unrecognized forced font name: [ ]

**Problem**

You have tried to force all font names to an invalid font.

**Result**

The Help compiler ignores the font name and uses the default MS Sans Serif font.

**Solution**

Change the font name in the project file to a supported font and then recompile.

## HC3092: Warning: This version of the project file is not supported by this The Help compiler

**Problem**

The project file was created with a more recent version of the Help compiler than you are currently using.

**Result**

The Help compiler may remove options or sections.

**Solution**

Contact Technical Support to get a more recent version of the Help compiler.

# HC3093: Warning: Keyword type is not a letter or number. [ ] is invalid

**Problem**

An invalid character has been used for the MULTIKEY option.

**Result**

The Help compiler ignores the attempted keyword table assignment on this line.

**Solution**

Edit the MULTIKEY option in the Help project file and then recompile.

### HC3094: Warning: More than three keyword types (besides 'K' and 'A') defined

**Problem**

More than three keywords have been defined using the MULTIKEY option.

**Result**

The Help compiler ignores the additional keyword types.

**Solution**

Remove the extra MULTIKEY options from the project file and then recompile.

### ◈ HC3096: Warning: The font name [ ] is longer than 31 characters

**Problem**

The font name is invalid because it is too long.

**Result**

The Help compiler ignores the option on this line.

**Solution**

This is a nuisance warning that doesn't affect the Help file at all. You can ignore this warning.

## HC3097: Warning: The [BUILDTAGS] section is missing from the project file

**Problem**

A BUILD option was specified in the Help project file, but no [BUILDTAGS] section was specified.

**Result**

The Help compiler includes all topics in the build.

**Solution**

There are two solutions to this problem:

- Add a build tag to the project.
- Specify the topics to include or exclude by adding a build tag.


To add a build tag to the Help project:

1  From RoboHELP Explorer's **File** menu, select **New > Build Tag**. The **New Build Tag dialog** appears.
2  In **Build Tag**, enter the name you want to give this build tag.
3  Recompile the Help file.


To add a build tag to more than one topic at a time:

1  From RoboHELP Explorer's **Topic List**, select the topics.
2  Right-click and select **Build tags**. The **Build tags dialog** appears.
3  Under **Select Build Tags**, select one or more build tags for these topics.
4  Click **OK**.
5  Recompile the Help file.

# HC3098: Warning: Invalid build tag expression

**Problem**

The BUILD option specifies an invalid expression.

**Result**

The Help compiler ignores the line with the invalid expression.

**Solution**

Choose from two solutions:

- Add or edit the build expression for the Help project file.
- Add a build tag to the Help project.


To add or edit a build expression:

1   From RoboHELP Explorer's **File** menu, select **Project Settings**.
    -or-
    From Word's **RoboHELP** menu, select **Project Settings**.
    The **Project Settings dialog** appears.

2   Click the **Advanced tab**.

3   In **Build Expression**, enter or edit the build expression.

4   Click **OK**.

5   Recompile the Help file.


To add a build tag to the Help project:

1   From RoboHELP Explorer's **File** menu, select **New > Build Tag**. The **New Build Tag dialog** appears.

2   In **Build Tag**, enter the name you want to give this build tag.

3   Recompile the Help file.

# HC3099: Warning: Build expression too complex

**Problem**

The build expression in the project (.HPJ) file has too many expressions or is nested too deeply.

**Result**

The Help compiler includes all topics in the build.

**Solution**

Edit and simplify the build expression or remove it.


To edit a build expression:

1   From RoboHELP Explorer's **File** menu, select **Project Settings**.
    -or-
    From Word's **RoboHELP** menu, select **Project Settings**.
    The **Project Settings dialog** appears.

2   Click the **Advanced tab**.

3   In **Build Expression**, simplify the build expression syntax.

4   Click **OK**.

5   Recompile the Help file.


To delete a build expression:

1   From RoboHELP Explorer's **File** menu, select **Project Settings**.
    -or-
    From Word's **RoboHELP** menu, select **Project Settings**.
    The **Project Settings dialog** appears.

2   Click the **Advanced tab**.

3   In **Build Expression**, delete the text.

4   Click **OK**.

5   Recompile the Help file.

# HC3100: Note: Build expression missing from file

**Problem**

A build expression is not defined in the project (.HPJ) file.

**Result**

The Help Compiler recognizes that no build expression is defined. A message is issued so that you can include one, if so desired; but it's not necessary to do so.

**Solution**

Ignore the warning or create a build expression.

# HC3101: Warning: Unknown build error

**Problem**

Help Workshop was not able to interpret the BUILD option correctly.

**Result**

Help Workshop includes all topics in the build.

**Solution**

You can either:

- Add or edit the build expression.
- Specify the topics to include or exclude using build tags.


To add or edit a build expression:

1   From RoboHELP Explorer's **File** menu, select **Project Settings**.
    -or-
    From Word's **RoboHELP** menu, select **Project Settings**.
    The **Project Settings dialog** appears.
2   Click the **Advanced tab**.
3   In **Build Expression**, enter or edit the build expression.
4   Click **OK**.
5   Recompile the Help file.


To add a build tag to more than one topic at a time:

1   From RoboHELP Explorer's **Topic List**, select the topics.
2   Right-click and select **Build tags**. The **Build tags dialog** appears.
3   Under **Select Build Tags**, select one or more build tags for these topics.
4   Click **OK**.
5   Save and recompile the Help file.

# HC3102: Warning: No macro is specified for the entry macro footnote

**Problem**

You have specified an entry macro footnote, but the footnote did not contain any macros.

**Result**

The Help compiler ignores the entry macro footnote.

**Solution**

Add a macro to the entry macro footnote or remove the footnote marker. Then recompile the Help file.

## HC3103: Warning: The entry macro footnote doesn't precede text

**Problem**

The entry macro footnote was specified after text was specified for the topic. In most cases, this is due to a missing page break between Help topics.

**Result**

The Help compiler ignores the entry macro footnote.

**Solution**

Find where the topics should be split (look for the footnotes and topic title) and add a page break at the beginning of the line. Save and recompile the Help file.

## HC3104: Warning: The topic ID footnote (#) doesn't specify a topic ID

**Problem**

You have a specified a Topic ID footnote that doesn't contain any characters.

**Result**

The Help compiler doesn't assign the topic an identifier.

**Solution**

Add a valid Topic ID to the footnote and then recompile.

### HC3105: Warning: The minor browse string exceeds 50 characters: [ ]

**Problem**

The browse string to the right of the colon is larger than 50 characters.

**Result**

The Help compiler truncates the string, which may affect the browse sequence itself.

**Solution**

Shorten the browse sequence on the **Topic Properties: Advanced tab** of the affected topics. (You may also need to shorten the browse sequence on the **Document Properties: General tab**.) Save and recompile the Help file.

## HC3106: Warning: Browse footnote (+) doesn't appear before any text

**Problem**

The browse sequence footnote (+) doesn't precede the first paragraph of the topic. In most cases, this is due to a missing page break between Help topics.

**Result**

The Help compiler ignores the browse sequence footnote.

**Solution**

Find where the topics should be split (look for the footnotes and topic title) and add a page break at the beginning of the line. Save and recompile the Help file.

# HC3107: Warning: A browse sequence has already been defined for this topic

**Problem**

The browse sequence footnote (+) has been specified twice in the same topic. In most cases, this is due to a missing page break between Help topics.

**Result**

The Help compiler uses the first browse sequence footnote and ignores the duplicate footnote.

**Solution**

Find where the topics should be split (look for the footnotes and topic title) and add a page break at the beginning of the line. Save and recompile the Help file.

## HC3108: Warning: The title footnote ($) doesn't appear before any text

**Problem**

The title footnote doesn't precede the first paragraph of the topic. In most cases, this is due to a missing page break between Help topics.

**Result**

The Help compiler ignores the title footnote, and the topic doesn't have any title.

**Solution**

Find where the topics should be split (look for the footnotes and topic title) and add a page break at the beginning of the line. Save and recompile the Help file.

# HC3109: Warning: The title footnote ($) doesn't contain any text

**Problem**

A title footnote was specified that doesn't contain any text.

**Result**

The Help compiler ignores the title footnote, and the topic doesn't have any title.

**Solution**

Add a title to the topic:

1   From RoboHELP Explorer, right-click on the topic and select **Properties**.
    -or-
    From Word, right-click anywhere in the topic and select **Topic Properties**.
    The **Topic Properties dialog** appears.

2   Click the **General tab**.

3   In **Title**, enter the title for the topic.

4   Click **OK**.

5   Save and recompile the project.

# HC3110: Warning: A title has already been defined for this topic

**Problem**

A title footnote has already been specified for the topic. In most cases, this is due to a missing page break between Help topics.

**Result**

The Help compiler uses the first title footnote and ignores the duplicate title footnote.

**Solution**

Find where the topics should be split (look for the footnotes and topic title) and add a page break at the beginning of the line. Save and recompile the Help file.

# HC3111: Warning: This topic contains keywords but no title

**Problem**

One or more keywords have been specified for the topic, but a title footnote was not specified.

**Result**

If no title is specified for the topic, and the keyword appears in more than one topic (including other Help files), WinHelp will display "Untitled topic #n" in the Topics Found dialog box.

**Solution**

**For standard topics − add a title:**

1   From RoboHELP Explorer, right-click on the topic and select **Properties**.
    -or-
    From Word, right-click anywhere in the topic and select **Topic Properties**.
    The **Topic Properties dialog** appears.

2   Click the **General tab**.

3   In **Title**, enter the title for the topic.

4   Click **OK**.

5   Save and recompile the project.


**For popup topics − remove the keyword:**

1   From RoboHELP Explorer, right-click on the topic and select **Properties**.
    -or-
    From Word, right-click anywhere in the topic and select **Topic Properties**.
    The **Topic Properties dialog** appears.

2   Click the **Index tab**.

3   Remove all keywords.

4   Click **OK**.

5   Save and recompile the Help file.

## HC3112: Warning: The build footnote (*) is not the first footnote in the topic

**Problem**

The build footnote doesn't precede all other text and footnotes in the topic. In most cases, this is due to a missing page break between Help topics.

**Result**

The Help compiler ignores the build tag footnote, and the topic is not assigned a build tag.

**Solution**

Find where the topics should be split (look for the footnotes and topic title) and add a page break at the beginning of the line. Save and recompile the Help file.

# HC3113: Warning: Build tag is longer than 32 characters: [ ]

**Problem**

The build tag is too long when used in conjunction with the BUILD option in the project file.

**Result**

The Help compiler ignores the build tag assigned to the topic.

**Solution**

There are two ways to resolve this problem:

- Delete the build tag and re-add it with a shorter name.
- Specify topics to include or exclude from the build.


To delete a build tag and then re-add it:

1   From RoboHELP Explorer's **Project tab**, open the **Project** folder, and then open the **Build Tags** folder.
2   Right-click on the build tag and select **Delete**.
3   From the **File** menu, select **New > Build Tag**. The **New Build Tags dialog** appears.
4   In **Build Tag**, enter the name (32 characters or less) of the build tag.
5   Click **OK**.
6   Recompile the Help file.


To add a build tag to more than one topic at a time:

1   From RoboHELP Explorer's **Topic List**, select the topics.
2   Right-click and select **Build tags**. The **Build tags dialog** appears.
3   Under **Select Build Tags**, select one or more build tags for these topics.
4   Click **OK**.
5   Save and recompile the Help file.

## HC3114: Warning: The bitmap [ ] has been used as part of another {bmx} command

**Problem**

Two {bmx} commands that specify bitmaps for multiple color depths have a bitmap in common but are otherwise different or in a different order.

**Result**

WinHelp will treat the shared bitmap files as separate files, and this effectively doubles the space required for each of the specified bitmaps.

**Solution**

Make sure that bitmap commands that are intended to be identical include the same bitmaps in the same order.

## ◈ HC3116: Warning: Table has more than [ ] columns

**Problem**

The table has more columns than WinHelp is able to display.

**Result**

The Help compiler treats the additional columns as one table cell.

**Solution**

Reduce the number of table columns and then recompile.

## HC3117: Warning: Side-by-side paragraphs are not supported

**Problem**

Side-by-side paragraph formatting has been used.

**Result**

The Help compiler ignores the side-by-side paragraph formatting.

**Solution**

Convert the side-by-side paragraphs to a table or a tabbed paragraph and recompile.

## HC3118: Warning: Unrecognized RTF (Rich Text Format) graphics format

**Problem**

An embedded bitmap contains a format that the Help compiler doesn't recognize. The Help compiler supports only Windows bitmaps (.BMP), Windows device-independent bitmaps (.DIB), and Windows metafiles (.WMF). Make sure that you have not used Macintosh picture formats.

**Result**

The Help compiler ignores the specified graphic.

**Solution**

Convert the graphic and recompile. You can either do a screen shot of the graphic and use RoboHELP's **Paste as Help Image** or use RoboHELP's **Import** feature on the **Insert Help Image dialog**.

## HC3119: Warning: Hash conflict between [ ] and [ ]. One of these topic IDs must be changed.

**Problem**

The hash algorithm used by The Help compiler to convert a Topic ID into an internal number that WinHelp uses, has generated the same hash value for both of the listed Topic IDs.

**Result**

WinHelp displays the topic with the first Topic ID whenever the user chooses a hotspot containing either Topic ID.

**Solution**

Change one of the specified Topic IDs and then recompile.

## HC3120: Warning: The LANGUAGE option [ ] is not supported

**Problem**

The LANGUAGE option has been specified. This option is no longer supported.

**Result**

The Help compiler uses the default English (U.S.) sorting order.

**Solution**

Contact Technical Support.

# HC3121: Warning: Invalid version of Ftsrch.dll

**Problem**

The version of FTSRCH.DLL on your system is invalid.

**Result**

Neither Hall nor Maximum compression can be used and no index file is created for full text search.

**Solution**

Reinstall FTSRCH.DLL from your Windows 95 or later or Windows NT 4 or later installation disks. Then reopen your project in RoboHELP and recompile.

# HC3123: Warning: Missing '=' character in REPLACE option: [ ]

**Problem**

The syntax for the REPLACE option is invalid.

**Result**

The Help compiler ignores the entire option.

**Solution**

Contact Technical Support.

# HC3124: Warning: The TMP folder [ ] is invalid

**Problem**

The folder name is invalid.

**Result**

The Help compiler uses the default folder for temporary files.

**Solution**

Create or select a valid TMP folder:

1   From RoboHELP Explorer's **File** menu, select **Project Settings**.
    -or-
    From Word's **RoboHELP** menu, select **Project Settings**.
    The **Project Settings dialog** appears.

2   Click the **Advanced tab**.

3   In **Temp Directory**, enter or navigate to the appropriate temporary folder.

4   Click **OK**.

5   Recompile the Help file.

## HC3126: Warning: The window (>) footnote doesn't appear after the topic ID (#) footnote

**Problem**

The window footnote was placed before the Topic ID footnote.

**Result**

The Help compiler ignores the window footnote.

**Solution**

Reposition the window footnote after the Topic ID footnote and then recompile.

## HC4001: Warning: Cannot find or load Ftsrch.dll

**Problem**

The Help compiler cannot find the FTSRCH.DLL file.

**Result**

Neither Maximum nor Hall compression can be used and no index file is created for full text search.

**Solution**

Reinstall FTSRCH.DLL from your Windows 95 or later or Windows NT 4 or later installation disks. Then open the Help project in RoboHELP and recompile.

### HC4002: Warning: The RTF file [ ] is corrupted at offset [ ]

**Problem**

The Help compiler encountered an error while processing the topic (.RTF) file. This problem can occur when the number of opening and closing braces don't match, when the end of the file is reached before all columns of a table have been specified, or when the number specified for an RTF token is invalid.

**Result**

The Help compiler ignores the rest of the topic file.

**Solution**

Open the file and save it again as Rich Text Format (RTF) and then recompile. If the problem persists, look for errors in the topic file.

This message should not appear if you are using Microsoft Word for Windows, Microsoft Word for MS-DOS, or Microsoft Word for the Macintosh.. Check the RTF syntax and then recompile. If you are using Microsoft Word for the Macintosh, transfer the file to the PC again, and then recompile.

# HC4003: Warning: An error occurred attempting to read the file [ ]

**Problem**

The Help compiler can not read the specified file. Another program may have locked the file, or if the file is on a network, the network may be down.

**Result**

The Help compiler ignores the file.

**Solution**

Check the file and its path. Correct any errors and then recompile.

### HC4004: Warning: File is not an RTF (Rich Text Format) file

**Problem**

The specified file has not been saved as an RTF file.

**Result**

The Help compiler ignores the file.

**Solution**

Resave the file as RTF and then recompile.

# HC4005: Warning: The [ ] Help file has not been created

**Problem**

Either there are no topics to compile or there are no topics with the build expression specified. The Help compiler reached the end of all topic files without encountering any text.

**Result**

The Help compiler doesn't create a Help file.

**Solution**

Confirm that you have specified at least one Help document file that contains topics with text. If all topics contain build tags, you must specify at least one build expression to include on the **Project Settings: Advanced tab**. Correct any errors and recompile the project.

### HC4006: Warning: The folder [ ] specified for the [ ] option doesn't exist

**Problem**

A nonexistent folder has been specified. Either the folder name was specified incorrectly, or it points to a network location that doesn't (currently) exist.

**Result**

The Help compiler uses the current working folder.

**Solution**

Open the HPJ file in Notepad and remove or correct the specified folder.

## HC4007: Warning: The [ ] option [ ] is not a valid value

**Problem**

The value specified for the option is invalid.

**Result**

The Help compiler ignored the option.

**Solution**

Specify a valid option value. (Look at the tabs in **Project Settings** and **Options**.) Try resaving and recompiling.

### HC4008: Warning: Cannot find or load Ftsrch.dll. Hall compression turned off

**Problem**

The Help compiler either cannot find the FTSRCH.DLL file, or it is out of date or corrupted.

**Result**

Neither Maximum nor Hall compression can be used and no index file is created for full text search.

**Solution**

Reinstall FTSRCH.DLL from Windows 95 or later Windows NT 4 or later installation disks. Then reopen the project in RoboHELP and recompile.

### HC4009: Warning: The topic ID specified in the project file as the default topic doesn't exist

**Problem**

You have specified a default Topic ID in the project file, but none of your topics contains that Topic ID.

**Result**

The Help compiler uses the first topic in the build as the default topic.

**Solution**

Select a valid Topic ID for the default topic:

1   From RoboHELP Explorer's **File** menu, select **Project Settings**.
    -or-
    From Word's **RoboHELP** menu, select **Project Settings**.
    The **Project Settings dialog** appears.

2   Click the **Project tab**.

3   In **Default Topic**, select the appropriate Topic ID.

4   Click **OK**.

5   Recompile the project.

# HC4010: Warning: There are more opening braces than closing braces

**Problem**

When the Help compiler reached the end of the file, the number of opening and closing braces didn't match. Usually this is due to a WinHelp bug that applies hotspot formatting to bulleted or numbered lists, where the first word is part of a hotspot. The bullet or number only appears with the hotspot formatting in the compiled Help file – not in the source Help document.

**Result**

This message is only a warning and can be ignored. If you suspect the problem is due to the hotspot formatting bug RoboHELP provides a workaround solution.

**Solution**

If this message is because the WinHelp compiler applied hotspot formatting to a bullet or number, use RoboHELP's workaround:

1   From RoboHELP Explorer's **Tools** menu, select **Options**. The **Options dialog** appears.

2   Click the **Compile tab**.

3   Under **RTF Output**, select **Remove Hotspot color from Bullets**.

4   Click **OK**.

5   RoboHELP prompts you that changing this option requires that all documents in the project are saved before the change is reflected in the compiled Help file:

   - Click **Yes** for RoboHELP to automatically save all Help documents in the project.

   - Click **No** if you prefer to save the documents at a later time. (The change won't be reflected in the compiled Help file until you open and save all affected documents in the Help project.)


Other possible solutions to get around the WinHelp compiler hotspot formatting bug:

- Change the hotspot, so it doesn't include first word.

- Try placing a space between the bullet or number character and the first word. (The space should be the first character.)

- If you know your users won't be using Windows NT, you could use the Wingdings font for the bullet character. However, if your end-users have Windows NT as their operating system, this can cause the bullet character to appear as another symbol – n, m, ?, or other symbol.

## HC4011: Warning: There are 20 opening braces without intervening closing braces

**Problem**

More opening braces without matching closing braces have been encountered than should ever occur in a normal topic (.RTF) file.

**Result**

The rest of the file is ignored.

**Solution**

Try resaving the Help project and all Help documents. Then recompile. If the problem persists, contact Technical Support.

### ◆ HC4012: Warning: The full-text search index cannot be created because neither Phrase nor Hall compression has been selected

**Problem**

In order to create a full-text search index, you must compile with either Maximum or Hall compression.

**Result**

The Help compiler is unable to generate an full-text search (.FTS) index file.

**Solution**

Select either Maximum (Zeck and Hall) or Hall compression:

1   From RoboHELP Explorer's **File** menu, select **Project Settings**.
    -or-
    From Word's **RoboHELP** menu, select **Project Settings**.
    The **Project Settings dialog** appears.

2   Click the **Compile tab**.

3   In **Compression**, select one of the following:

    • **Maximum**

    • **Hall**

    • **Zeck and Hall** (same as the Maximum selection)

4   Click **OK**.

5   Recompile the Help file.

## ◈ HC4013: Warning: Invalid default font number in [ ]. Using [ ] as the default font

**Problem**

The RTF token \deff specifies as a default font a font number that is not defined in the \fonttbl section.

**Result**

The Help compiler will ignore the specification and use the first font declared in the \fonttbl section as the default font.

**Solution**

In the topic (.RTF) file change the number after the \deff token to specify a font declared in the \fonttbl section. Then recompile.

### HC4014: Warning: There is text after the closing brace in the RTF file

**Problem**

The Help compiler encountered the closing brace that should signify the end of the topic (.RTF) file and then encountered additional text.

**Result**

The Help compiler adds the text to the Help file, but the text cannot be accessed.

**Solution**

Close RoboHELP. In Windows Explorer, delete the .RTF file. Then reopen the project in RoboHELP and allow RoboHELP to regenerate the .RTF file. Recompile the Help file.

# ❌ HC5000: Error: The filename [ ] is too long

**Problem**

The specified filename is too long.

**Result**

The Help file is not created.

**Solution**

Move or rename the folder or file. Then recompile the Help file.

# ❌ HC5001: Error: File is a folder, not a file

**Problem**

You have specified a filename, but the name specified is actually a folder.

**Result**

The Help file is not created.

**Solution**

Move or rename the folder or the file and then recompile.

# ❌ HC5002: Error: The text for the button in the CreateButton macro is too long

**Problem**

You have specified more than 96 characters in the CreateButton macro.

**Result**

The Help file is not created.

**Solution**

Reduce to 96 or less the number of characters in the CreateButton macro and then recompile.

# ⊗ HC5003: Error: Permission to open the file [ ] is denied. Another program has probably locked the file

**Problem**

You do not have the required file privileges to open the requested file. This can happen if the file has been opened by another program. For example, if WinHelp has the Help file open, The Help compiler is not be able to write to that Help file.

**Result**

The Help file is not created.

**Solution**

Try one or both of the following solutions:

- If the Help file is open in another program, switch to that application and either close the Help file or close the application. Try recompiling again.
- If you are trying to write to a file on a networked drive, make sure you have write-permission on that server.
  - Verify the file is not **Read Only**.
  - Set a valid **TMP** variable. Check the **Project Settings: Advanced tab**, **Temp Directory** field. If the folder listed isn't valid, enter or navigate to a valid folder.

# ❌ HC5005: Error: The file [ ] cannot be found

**Problem**

The specified file cannot be located.

**Result**

The Help file is not created.

**Solution**

Verify that you have specified the correct filename and that the file exists in the correct folder. Then recompile the project file.

## HC5006: Error: Invalid RTF tokens for a table

**Problem**

A \row command appeared before a \cell command in the topic (.RTF) file.

**Result**

The Help file is not created.

**Solution**

Change the order of commands in the topic file and then recompile.

### HC5007: Invalid use of the WinHelp menu [ ] in the [ ] macro.

**Problem**

You have attempted to use a standard WinHelp menu ID.

**Result**

The Help file is not created.

**Solution**

Use a menu ID created with a call to the ExtInsertItem, ExtInsertMenu, or InsertMenu macros.

## HC5009: Error: [ ] doesn't contain a comma separating the parameters in the macro [ ]

**Problem**

Either a parameter has been left out of the macro or parameters are not separated with a comma.

**Result**

The Help file is not created.

**Solution**

Add the missing comma or parameter to the macro in the topic file and then recompile.

# HC5010: Error: [ ] is an invalid parameter for the macro [ ]

**Problem**

You cannot use a standard WinHelp menu as a parameter for this macro.

**Result**

The Help file is not created.

**Solution**

Use the name of your own custom menu.

# HC5011: Error: Cannot open the file [ ]

**Problem**

The file cannot be opened. This can occur when another program has the file locked, or the file is on a network and the network is down.

**Result**

The Help file is not created.

**Solution**

If another program has the file open, close the file. In some cases, it may be necessary to close the program.

## HC5012: Error: Too many nested #include files. Cannot include the file [ ]

**Problem**

A file specified in a #include statement can contain an included file which can in turn contain an included file, up to five levels. This limit has been exceeded.

**Result**

The Help file is not created.

**Solution**

Merge the contents of the deepest #include file into its parent and then recompile.

## HC5013: Error: Invalid DBCS escape sequence: [ ]

**Problem**

The DBCS character is invalid.

**Result**

The Help file is not created.

**Solution**

If this is not a DBCS topic file, change the language of the Help file. Otherwise you will need to use a different word that doesn't use this DBCS character.

# HC6000: Error: The Help compiler is out of memory. If you have any other programs running, close them and try compiling again

**Problem**

There is insufficient memory and swap file space.

**Result**

The Help file is not created.

**Solution**

If you are running Windows 95, increase the amount of hard disk space available on the drive Windows is installed on. Otherwise, increase the size of your permanent swap file.

## HC6001: Error: Out of disk space writing to the temporary file [ ]. Free up disk space on this drive or change your TMP environment variable.

**Problem**

There is insufficient space on the drive where the Help compiler is creating temporary files.

**Result**

The Help file is not created.

**Solution**

Either free space on the specified drive, or select another TMP folder:

1   From RoboHELP Explorer's **File** menu, select **Project Settings**.
    -or-
    From Word's **RoboHELP** menu, select **Project Settings**.
    The **Project Settings dialog** appears.

2   Click the **Advanced tab**.

3   In **Temp Directory**, enter or navigate to the appropriate temporary folder.

4   Click **OK**.

5   Recompile the Help file.

# HC6002: Error: An error occurred while reading the file [ ]

**Problem**

The Help compiler was not able to read the file. The file may be corrupt.

**Result**

The Help file is not created.

**Solution**

Confirm that the file is valid or replace it. If the file appears to be valid, run scandisk to verify that your hard disk doesn't have problems.

### HC6003: Error: Out of file handles. Increase the FILES= line in CONFIG.SYS

**Problem**

There are not enough file handles available.

**Result**

The Help file is not created.

**Solution**

If possible, increase the FILES= setting in the CONFIG.SYS file on your computer by 20, up to a maximum of 255. Reboot your computer and then recompile. If you still get this error message, increase by another 20 up to the maximum.

# HC6004: Error: The file [ ] is a read-only file

**Problem**

The Help compiler cannot write to the specified file.

**Result**

The Help file is not created.

**Solution**

Change the file's read-only attribute if you want the Help compiler to overwrite the file. Otherwise, rename the file and recompile the project file.

# HC6005: Error: [ ] is a folder, not a file

**Problem**

The name you have specified for a file is actually a folder.

**Result**

The Help file is not created.

**Solution**

Move or rename the folder or the Help file and then recompile.

# ◈ HC6006: Error: [ ] is a device name and cannot be used as a filename

**Problem**

The name you have specified for a file is a device.

**Result**

The Help file is not created.

**Solution**

Change the name to a file, not a device and then recompile.

# HC6007: Error: Cannot write to the file [ ]

**Problem**

An error occurred while the Help compiler was writing to a file.

**Result**

The Help file is not created.

**Solution**

Run scandisk to fix any problems on your hard drive. Or trying compiling on a different drive or network connection.

## HC6008: Error: No files have been specified in the [FILES] section of the project file

**Problem**

The [FILES] section of your project file did not specify any files. Usually this occurs if the .HPJ file has been manually edited and all documents attached to this project have been deleted.

**Result**

The Help file is not created.

**Solution**

Import the Help document files into the Help project:

1   From RoboHELP Explorer's **File** menu, select **Import Document**.
    -or-
    From Word's **RoboHELP** menu, select **Import Documentation**.
    The **Import Document dialog** appears.

2   Navigate to the Help document .DOC or .RTF file and click **Open**.

3   Click **OK**.

4   Repeat until all Help documents are added to the project.

5   Save and recompile the Help file.

## HC6009: Error: The language identifier [ ] is not supported in this version of Windows

**Problem**

The language specified for the Help file is not supported on your version of Windows.

**Result**

The Help file is not created.

**Solution**

Confirm that correct language has been specified. If the language is correct, you must compile the Help file on a version of Windows appropriate to that language. Contact Technical Support if you have questions.

### ⚠ 1019 Project file extension cannot be .HLP or .PH

**Problem**

You can't specify a project file with an .HLP or .PH extension. Project files must use the .HPJ extension.

**Solution**

Rename the Help project file and then recompile.

## ⚠ 1030 File name exceeds limit of 259 characters

**Problem**

The combined length of the path and file name is more than the MS-DOS limit of 259 characters.

**Solution**

Shorten the path and then recompile.

## ⚠ 1079 Out of file handles

**Problem**

The Help Compiler doesn't have enough available file handles to continue the build.

**Solution**

▶     Close all unnecessary applications and try to compile the Help file again.

If this doesn't work, you need to edit the FILES= line in your CONFIG.SYS file:

1  Open **CONFIG.SYS** located in the root folder of your hard drive.

2  In the **FILES=** line, increase the number by at least 10. (The recommended number on this line is between 80 and 128. The maximum number allowed is 255.)

3  Save the changes to **CONFIG.SYS** and reboot your computer.

4  Open the Help project and compile again.

## ⚠️ 1100 Cannot open file *filename* permission denied

**Problem**

You don't have the required file privileges to open the requested file.

**Solution**

Check with your system administrator or project manager to obtain the appropriate file permissions.

## ⬦ 1150 Cannot overwrite file *filename*

**Problem**

The Help file can't overwrite the specified file because the file has a read-only attribute.

**Solution**

Rename the Help project file or change the read-only attribute.

## ◆ 1170 File *filename* is a directory

**Problem**

A subdirectory in the Help project root directory has the same name as the requested Help file. This is an MS-DOS file error.

**Solution**

Move or rename the subdirectory and then recompile.

## ◈ 1190 Cannot use reserved MS-DOS file *filename*

**Problem**

A file has been referred to by a reserved MS-DOS name such as COM1, LPT2, or PRN. This is a MS-DOS file error.

**Solution**

Rename the file that's part of the Help project and then recompile.

### 1230 File *filename* not found

**Problem**

The specified file could not be found or is unreadable. This is a MS-DOS file error or an out-of-memory condition.

**Solution**

Check to see if the file exists. Also check the amount of available memory.

## 1292 File *filename* is not a valid bitmap

**Problem**

The specified bitmap file could not be found or is not in a recognizable bitmap format. This is a MS-DOS file error or an out-of-memory condition.

**Solution**

Check to see if the file exists, and if it does, check its format. If necessary, save the file again in your paint or draw program, and then recompile.

### ◈ 1319 Disk full

**Problem**

There isn't enough space on the destination disk, so the Help file couldn't be written to disk.

**Solution**

Create more space on the destination disk and then recompile.

# 1513 Bitmap name *filename* duplicated

**Problem**

The [BITMAPS] section contains duplicate bitmap names. The Help Compiler uses the first occurrence of the name.

**Solution**

Rename the duplicate bitmap file names and then recompile.

### 1536 Not enough memory to check and compress bitmap *filename*

**Problem**

The specified bitmaps cannot be compressed because of insufficient memory. If any of the specified bitmaps are segmented hypergraphics, the context strings stored in them are not checked for validity during the build.

**Solution**

Use the protected mode version of the Help compiler (HCP.EXE).

**To switch the Help compiler to HCP.EXE**

1  From RoboHELP Explorer **Tools** menu, select **Options**.
   -or-
   From Word's **RoboHELP** menu, select **Options**.
   The **Options dialog** appears.

2  Click the **Advanced tab**.

3  In **Help Compiler**, select **HCP**.

4  Click **OK**.

5  Recompile the Help project.

## ⬦ 2010 Include statements nested more than 5 deep

**Problem**

The #include statement on the specified line has exceeded the maximum of five include levels.

**Solution**

Do not nest #include statements more than 5 deep.

## ◆ 2030 Comment starting at line *line number* of file *filename* unclosed at end of file

**Problem**

The Help Compiler has unexpectedly come to the end of the Help project file. There may be an open comment in the .HPJ file or in an included file.

**Solution**

Try closing the project, then reopening it and compiling again.

## 2050 Invalid #include statement

**Problem**

There is an invalid #include statement.

**Solution**

Correct the syntax and then recompile. The correct #include syntax is as follows:

#include <*filename*>

### 2091 Bracket missing from section heading *section name*

**Problem**

The right bracket **]** is missing from the specified section heading.

**Solution**

Insert the bracket and then recompile.

# 2111 Section heading missing

**Problem**

The section heading on the specified line is not complete. This error is also reported if the first entry in the Help project file is not a section heading

**Solution**

This usually only occurs if the HPJ file has been edited manually. Open the HPJ file in Notepad and correct the section heading.

# ◈ 2131 Invalid OPTIONS syntax option=value' expected

**Problem**

The specified option uses invalid syntax.

**Solution**

Check the syntax of the options in the [OPTIONS] section and correct it.

# 2141 Invalid ALIAS syntax context=context' expected

**Problem**

The specified Alias uses incorrect syntax.

**Solution**

Check the syntax of the entries in the [ALIAS] section of the HPJ. Or edit the Alias by right-clicking on it, selecting **Properties**, and making the appropriate changes.

### ◈ 2151 Incomplete line in *section name* section

**Problem**

The entry on the specified line is incomplete.

**Result**

The Help Compiler skips the line.

### ◈ 2171 Unrecognized text

**Problem**

There is unrecognizable text following valid text.

**Result**

The Help Compiler ignores the line.

## ◆ 2191 Section heading *section name* unrecognized

**Problem**

A section heading that is not supported by the Help Compiler has been used.

**Result**

The Help Compiler ignores the line.

## 2214 Line in .HPJ file exceeds length limit of 2047 characters

**Problem**

HPJ file exceeds length limit of 2047 characters.   There is a line in the .HPJ file that exceeds the maximum length of 2047 characters.

**Solution**

Either edit the HPJ in Notepad and change the line length or simply open the Help project in RoboHELP.

## ◈ 2273 [OPTIONS] should precede [FILES] and [BITMAPS] for all options to take effect

**Problem**

Incorrect order in the HPJ file.

**Solution**

This happens only if the HPJ file has been manually edited. Make sure the sections are in the correct order.

It is recommended that the [OPTIONS] section be the first section of the .HPJ file so that all the options will take effect. Also, if the ERRORLOG option is used, it should be the first line in the [OPTIONS] section.

## 2291 Section *section name* previously defined

**Problem**

A duplicate section has been found in the Help project file.

**Result**

The Help Compiler ignores the lines under the duplicated section and continues from the next valid section heading.

**Solution**

This happens only if the HPJ file was edited manually. Open the HPJ in Notepad and remove the duplicate section.

# 2305 No valid files in [FILES] section

**Problem**

The file section is either empty or contains only invalid files.

**Solution**

Open the file in RoboHELP and import the Help documents. Save and recompile.

# 2322 Context string *context_name* cannot be used as alias string

**Problem**

A context string that has been assigned an alias cannot be used later as an alias for another context string. That is, you cannot map a = b and then c = a in the [ALIAS] section.   The Help Compiler ignores the attempted reassignment on this line.

**Solution**

Edit the Alias:

1   From the RoboHELP Explorer **Project tab**, open the **Project** folder, and then open the **Aliases** folder.

2   Right-click on the alias you need to change and select **Properties**. The **Alias Properties dialog** appears.

3   In **Topic**, select the correct Topic ID − one that isn't already aliased.

4   Click **OK** to save your changes.

5   Save and recompile the Help file.

# 2331 Context number already used in [MAP] section

**Problem**

The Map number on the specified line in the Help project file was previously mapped to a different Map ID.

**Result**

The Help Compiler ignores the line.

**Solution**

Run the Duplicate Map IDs Report to verify the duplicates. Coordinate with your programming team to either remove the duplicate Map ID/Map number or use RoboHELP's Remove Unused Map IDs option to remove it yourself.

## 2341 Invalid or missing context string

**Problem**

The specified line is missing a Map ID before an equal sign.

**Solution**

If the Map ID came from your programming team, coordinate with them to resolve this problem. If you're generating the Map ID through RoboHELP, delete the Map file and regenerate it by selecting **Auto Generate Map IDs** on the **Document Properties dialog** of the appropriate Help document.

### 2351 Invalid context identification number

**Problem**

The Map number on the specified line is empty or contains invalid characters.

**Solution**

If the Map ID came from your programming team, coordinate with them to resolve this problem. If you're generating the Map ID through RoboHELP, delete the Map file and regenerate it by selecting **Auto Generate Map IDs** on the **Document Properties dialog** of the appropriate Help document.

# 2362 Context string *context_name* already assigned an alias

**Problem**

A Map ID can only have one alias. That is, you cannot map a = b and then a = c in the [ALIAS] section. The specified Map ID has already been assigned an alias in the [ALIAS] section.

**Result**

The Help Compiler ignores the attempted reassignment on this line.

**Solution**

Edit the Alias:

1   From RoboHELP Explorer **Project tab**, open the **Project** folder, and then open the **Aliases** folder.
2   Right-click on the alias you need to change and select **Properties**. The **Alias Properties dialog** appears.
3   In **Topic**, select the correct Topic ID – one that isn't already aliased.
4   Click **OK** to save your changes.
5   Save and recompile the Help file.

## 2372 Alias string *alias name* already assigned

**Problem**

You can't alias an alias. An alias cannot, in turn, be assigned another alias. That is, you cannot map a = b and then b = c in the [ALIAS] section.

**Result**

The Help Compiler ignores the attempted reassignment on this line.

**Solution**

Edit the Alias:

1  From RoboHELP Explorer's **Project tab**, open the **Project** folder, and then open the **Aliases** folder.

2  Right-click on the alias you need to change and select **Properties**. The **Alias Properties dialog** appears.

3  In **Topic**, select the correct Topic ID – one that isn't already aliased.

4  Click **OK** to save your changes.

5  Save and recompile the Help file.

## 2391 Limit of 6 window definitions exceeded

**Problem**

The maximum number of window definitions is one main window definition and five secondary window definitions.

**Solution**

Delete additional windows from the Help project:

1   From RoboHELP Explorer's **File** menu, select **Project Settings**. The **Project Settings dialog** appears.

2   Click the **Windows tab**.

3   Under **Windows**, select the window and click **Delete**.

4   Click **OK** to save the changes.

   **Note:** If the window is referenced, you'll need to remove all references first. For more information, refer to the RoboHELP Help file.

5   Recompile the Help file.

## 2401 Window maximization state must be 0 or 1

**Problem**

The value of the fMax variable in the window attribute specification in the .HPJ file is something other than 0 or 1.

**Solution**

Correct the entry and then recompile.

## 2411 Invalid syntax in window color

**Problem**

The syntax specified for the window's color in the [WINDOWS] section of your project file is invalid.

**Result**

The Help compiler ignores the window definition.

**Solution**

Edit the window's color definition:

1   From RoboHELP Explorer's **Edit** menu, select **Windows**.

2   Under **Displayed windows**, clear all selections except for the window you need to edit. If you do, only the window you want appears in the window display area to the left.

3   Under **Window Color**, click **Nonscroll** or **Client** – depending on where the problem color is selected. The **Color dialog** appears.

4   Select a valid window color and click **OK** to exit the **Color dialog**.

5   Click **OK** to save the changes.

6   Recompile the Help file.

   **Note:** The correct syntax for the text and background color is (rrr, ggg, bbb).

## ◆ 2421 Invalid window position

**Problem**

The window specified has an invalid position.

**Result**

The Help Compiler ignores this line, and the window does not have a predefined position.

**Solution**

Edit the window:

1  From RoboHELP Explorer's **Edit** menu, select **Windows**.

2  Under **Displayed windows**, clear all selections except for the window you need to edit. If you do, only the window you want appears in the window display area to the left.

3  Under **Placement**, adjust the top, left, width, or height of the window.

4  When you're finished adjusting the size and location of the window, click **OK**.

5  Recompile the Help file.

# 2431 Missing quote in window caption

**Problem**

The value of the caption attribute for the window definition in the .HPJ file is not enclosed in quotation marks.

**Result**

The Help compiler ignores the window definition. The window definition in the [WINDOWS] section is invalid.

**Solution**

Edit the window:

1   From RoboHELP Explorer's **Edit** menu, select **Windows**.

2   Under **Displayed windows**, clear all selections except for the window you need to edit. If you do, only the window you want appears in the window display area to the left.

3   In **Window Title**, delete the text and then enter the window's title (caption) again.

4   Click **OK** to save your changes.

5   Recompile the Help file.

## ◈ 2441 Window name *window name* is too long

**Problem**

The window name exceeds the maximum length of 8 characters.

**Solution**

Delete the window from the Help project. Then recreate the window, naming it with 8 characters or less. If the window is referenced anywhere in the project – in hotspots, macros, button commands, topics (as the default window), or the TOC, you'll need to remove all references to the window before you can delete it.

**To delete the window:**

1   From RoboHELP Explorer's **File** menu, select **Project Settings**. The **Project Settings dialog** appears.

2   Click the **Windows tab**.

3   Under **Windows**, select the window and click **Delete**.

   **Note:** If the window is referenced, you'll need to remove all references first. Consult the RoboHELP Help system for instructions.

4   Click **OK** to save your changes.

5   Recompile the Help file.

## 2451 Window position value out of range 01023

**Problem**

One or more of the window position coordinates exceed the limit of 1023.

**Result**

The Help compiler ignores the invalid window definition.

**Solution**

Edit the window:

1   From RoboHELP Explorer's **Edit** menu, select **Windows**.

2   Under **Displayed windows**, clear all selections except for the window you need to edit. If you do, only the window you want appears in the window display area to the left.

3   Under **Placement**, adjust the top, left, width, or height of the window.

4   Click **OK** to save your changes.

5   Recompile the Help file.

# ◆ 2461 Window name missing

**Problem**

The window specification in the .HPJ file is missing the window name.

**Solution**

Create a window with the specified name:

1   From RoboHELP Explorer's **File** menu, select **New > Window**. The **New Window dialog** appears.

2   In **Name**, enter a name for the window – 8 characters or less.

3   In **Title**, enter the title for the window. This title is what the user sees at the top of the window whenever it displays.

4   In **Template**, select the template you want to base this window on.

5   Click **OK** to create the window.

6   If you need to modify the window's properties, right-click on it and select **Properties**.

7   Make the desired changes to the window's buttons, size and location, and so on. Click **OK** when you're done.

8   Save and recompile the Help file.

### ◆ 2471 Invalid syntax in [WINDOWS] section

**Problem**

The entry for a main or secondary window is incorrect.

**Result**

The Help Compiler ignores the window entry.

**Solution**

Check the window entry syntax and then recompile.

## 2481 Secondary window position required

**Problem**

The X, Y, dX, and dY entries for the secondary window definitions must be specified in the .HPJ file.

**Solution**

Edit the secondary window and redefine the window's position:

1   From RoboHELP Explorer's **Edit** menu, select **Windows**.

2   Under **Displayed windows**, clear all selections except for the window you need to edit. If you do, only the window you want appears in the window display area to the left.

3   Under **Placement**, adjust the top, left, width, or height of the window.

4   Click **OK** to save your changes.

5   Recompile the Help file.

## ⬥ 2491 Duplicate window name *window name*

**Problem**

There are duplicate window names in the .HPJ file.

**Solution**

Delete the duplicate windows:

1. From RoboHELP Explorer's **File** menu, select **Project Settings**. The **Project Settings dialog** appears.
2. Click the **Windows tab**.
3. Under **Windows**, select the duplicate window and click **Delete**.
4. Click **OK** to save your changes.
5. Recompile the Help file.

## ◈ 2501 Window caption *window caption* exceeds limit of 50 characters

**Problem**

The caption for the window exceeds the limit of 50 characters.

**Result**

The Help compiler ignores the window definition.

**Solution**

Edit the window:

1   From RoboHELP Explorer's **Edit** menu, select **Windows**.
2   Under **Displayed windows**, clear all selections except for the window you need to edit. If you do, only the window you want appears in the window display area to the left.
3   In **Window Title**, edit the title (window caption) and click **OK**.
4   Recompile the Help file.

## ◈ 2511 Unrecognized option *option name* in [OPTIONS] section

**Problem**

An option has been used that is not supported by the compiler.

**Result**

The Help Compiler skips this line.

## ◈ 2532 Option *option name* previously defined

**Problem**

The specified option has been defined on a previous line.

**Result**

The Help Compiler ignores the attempted redefinition.

### ◈ 2550 Invalid path *pathname* in *option name* option

**Problem**

The Help Compiler cannot find the path specified by the ROOT option.

**Result**

The Help Compiler uses the current working directory.

### ⬧ 2570 Path in *option name* option exceeds number of characters

**Problem**

The path specified by the ROOT option exceeds the MS-DOS maximum limit.

**Result**

The Help Compiler ignores the path and uses the current working directory.

## 2591 Invalid MAPFONTSIZE option

**Problem**

The font range syntax is invalid.

**Solution**

The correct syntax is m[-n]:p.

### ◈ 2612 Maximum of 5 font ranges exceeded

**Problem**

The maximum number of font ranges that can be specified is five.

**Result**

The Help Compiler ignores any additional ranges.

### 2632 Current font range overlaps previously defined range

**Problem**

A font size range overlaps a previously defined mapping.

**Result**

The Help Compiler ignores the second mapping.

**Solution**

Adjust one or both of the font ranges to remove any overlaps.

### 2651 Font name exceeds limit of 20 characters

**Problem**

Font names cannot exceed 20 characters.

**Result**

The Help Compiler ignores this line.

**Solution**

This is a nuisance warning that doesn't affect the Help file at all. You can ignore this warning.

## ◈ 2672 Unrecognized font name *font name* in FORCEFONT option

**Problem**

The Help Compiler has encountered a font name that it does not support.

**Result**

The Help Compiler ignores the font name and uses the default Helvetica font.

# 2691 Invalid MULTIKEY syntax

**Problem**

The Help Compiler does not recognize the syntax used in a MULTIKEY option.

**Solution**

The valid syntax is MULTIKEY = char, where char is any capital letter other than "K."

# 2711 Maximum of 5 keyword tables exceeded

**Problem**

The limit of five keyword tables has been exceeded.

**Result**

The Help Compiler ignores the additional tables.

**Solution**

Reduce the number of tables and then recompile.

# ◈ 2732 Character already used

**Problem**

A character used for indicating the keyword table (MULTIKEY = char) was previously used.

**Result**

The Help Compiler ignores the entry.

**Solution**

Remove the duplicate keyword.

## 2752 Characters K' and k' cannot be used

**Problem**

These characters are reserved for Help's normal keyword table.

**Solution**

Choose another character, and then recompile.

# 2771 REPORT option must be ON' or OFF'

**Problem**

The REPORT option must be either True, 1, ON, YES, False, 0, OFF, or NO.

**Solution**

Select a Report option:

1   From RoboHELP Explorer's **File** menu, select **Project Settings**.
    -or-
    From Word's **RoboHELP** menu, select **Project Settings**.
    The **Project Settings dialog** appears.

2   Click the **Compile tab**.

3   In **While compiling, display: Report (progress messages)**, either select or clear the check box.

4   Click **OK**.

5   Recompile the Help file.

### ◈ 2811 OLDKEYHRASE option must be ON' or OFF'

**Problem**

The OLDKEYPHRASE option must be either True, 1, ON, YES, False, 0, OFF, or NO.

**Solution**

Correct the entry and then recompile.

## ◆ 2832 COMPRESS option must be OFF', MEDIUM', or HIGH'

**Problem**

The COMPRESS option must be either 1, YES, ON, True, HIGH, MEDIUM, 0, NO, OFF, or False.

**Solution**

Select a compression option:

1  From RoboHELP Explorer's **File** menu, select **Project Settings**.
   -or-
   From Word's **RoboHELP** menu, select **Project Settings**.
   The **Project Settings dialog** appears.

2  Click the **Compile tab**.

3  In **Compression**, select a compression option.

4  Click **OK** to save your changes.

5  Recompile the Help file.

# 2842 OPTCDROM option must be TRUE' or FALSE'

**Problem**

The OPTCDROM option must be either True or False.

**Result**

The Help Compiler defaults to False.

**Solution**

Correct the entry and then recompile.

## 2852 Invalid TITLE option

**Problem**

The TITLE option defines a string that is empty or contains more than 32 characters.

**Result**

The Help Compiler truncates the title.

**Solution**

Shorten the Help project title:

1   From RoboHELP Explorer's **File** menu, select **Project Settings**.
    -or-
    From Word's **RoboHELP** menu, select **Project Settings**.
    The **Project Settings dialog** appears.

2   Click the **Project tab**.

3   In **Title**, edit the text.

4   Click **OK** to save your changes.

5   Recompile the Help file.

## 2872 Invalid LANGUAGE option

**Problem**

You have specified an ordering that is not supported by the compiler.

**Result**

The Help Compiler defaults to U.S. sort ordering.

## ◆ 2893 Warning option must be 1, 2, or 3

**Problem**

The warning reporting level can be set only to 1, 2, or 3.

**Result**

The Help Compiler defaults to full reporting (level 3).

## 2911 Invalid icon file *filename*

**Problem**

The Help Compiler cannot find the icon file specified in the ICON option, or the file is not a valid icon file.

**Solution**

Locate the missing file and recompile the Help file.

## 2932 Copyright string exceeds limit of 50 characters

**Problem**

The maximum length of the copyright string in the About box is 50 characters.

**Result**

The Help Compiler truncates the string.

**Solution**

Edit the copyright statement:

1   From RoboHELP Explorer's **File** menu, select **Project Settings**.
    -or-
    From Word's **RoboHELP** menu, select **Project Settings**.
    The **Project Settings dialog** appears.

2   Click the **Project tab**.

3   In **Copyright Notice**, edit the text.

4   Click **OK** to save your changes.

5   Recompile the Help file.

# 3011 Maximum of 32 build tags exceeded

**Problem**

The maximum number of build tags that can be defined is 32.

**Result**

The Help Compiler ignores the additional tags.

**Solution**

Delete the additional build tags:

1   From RoboHELP Explorer's **Project tab**, open the **Project** folder, and then open the **Build Tags** folder.

2   Right-click on the additional build tag and click **Delete**.

3   Repeat until you have 32 or less build tags defined.

4   Recompile the Help file.

# 3031 Build tag length exceeds 32 characters

**Problem**

The build tag on the specified line exceeds the maximum of 32 characters.

**Result**

The Help Compiler skips this entry.

**Solution**

There are two ways to resolve this problem:

- Delete the build tag and re-add it with a shorter name.
- Specify topics to include or exclude from the build.

**To delete a build tag and then re-add it:**

1   From RoboHELP Explorer's **Project tab**, open the **Project** folder, and then open the **Build Tags** folder.
2   Right-click on the build tag and click **Delete**.
3   From the **File** menu, select **New > Build Tag**. The **New Build Tags dialog** appears.
4   In **Build Tag**, enter the name (32 characters or less) of the build tag.
5   Click **OK**.
6   Recompile the Help file.

**To add a build tag to more than one topic at a time:**

1   From RoboHELP Explorer's **Topic List View**, select the topics.
2   Right-click and select **Build tags**. The **Build tags dialog** appears.
3   Under **Select Build Tags**, select one or more build tags for these topics.
4   Click **OK**.
5   Save and recompile the Help project.

### 3051 Build tag *tag name* contains invalid characters

**Problem**

A build tag in the [BUILDTAGS] section contains something other than an alphanumeric character or the underscore (_) character.

**Result**

The Help compiler ignores the line containing invalid characters.

**Solution**

Edit the build tag (RoboHELP Explorer **Project tab**, **Project** folder, **Build Tags** folder) so that it contains only valid characters. Make any necessary changes in topics containing the specified build tag and then recompile.

# 3076 [BUILDTAGS] section missing

The BUILD option declared a conditional build, but there is no [BUILDTAGS] section in the Help project file.   The Help Compiler includes all topics in the build.

**Problem**

A BUILD option was specified in the Help project file, but no [BUILDTAGS] section was specified.

**Result**

The Help compiler includes all topics in the build.

**Solution**

There are two solutions to this problem:

- Add a build tag to the project.
- Specify the topics to include or exclude by adding a build tag.


**To add a build tag to the Help project:**

1    From RoboHELP Explorer's **File** menu, select **New > Build Tag**. The **New Build Tag dialog** appears.
2    In **Build Tag**, enter the name you want to give this build tag.
3    Recompile the Help file.


**To add a build tag to more than one topic at a time:**

1    From RoboHELP Explorer's **Topic List View**, select the topics.
2    Right-click and select **Build tags**. The **Build tags dialog** appears.
3    Under **Select Build Tags**, select one or more build tags for these topics.
4    Click **OK**.
5    Save and recompile the Help project.

# 3096 Build expression too complex

**Problem**

The build expression has too many expressions ("~", "|" or "&") or is too deeply nested.

**Result**

The Help compiler includes all topics in the build.

**Solution**

Edit and simplify the build expression or remove it.

**To edit a build expression:**

1 From RoboHELP Explorer's **File** menu, select **Project Settings**.
   -or-
   From Word's **RoboHELP** menu, select **Project Settings**.
   The **Project Settings dialog** appears.

2 Click the **Advanced tab**.

3 In **Build Expression**, simplify the build expression syntax.

4 Click **OK**.

5 Recompile the Help file.


**To delete a build expression:**

1 From RoboHELP Explorer's **File** menu, select **Project Settings**.
   -or-
   From Word's **RoboHELP** menu, select **Project Settings**.
   The **Project Settings dialog** appears.

2 Click the **Advanced tab**.

3 In **Build Expression**, delete the text.

4 Click **OK**.

5 Recompile the Help file.

# 3116 Invalid build expression

**Problem**

The syntax used on the specified line of the build expression contains one or more logical or syntax errors.

**Result**

The Help compiler ignores the line with the invalid expression.

**Solution**

Choose from two solutions:

- Add or edit the build expression for the Help project file.
- Add a build tag to the Help project.

**To add or edit a build expression:**

1   From RoboHELP Explorer's **File** menu, select **Project Settings**.
    -or-
    From Word's **RoboHELP** menu, select **Project Settings**.
    The **Project Settings dialog** appears.
2   Click the **Advanced tab**.
3   In **Build Expression**, enter or edit the build expression.
4   Click **OK**.
5   Recompile the Help file.


**To add a build tag to the Help project:**

1   From RoboHELP Explorer's **File** menu, select **New > Build Tag**. The **New Build Tag dialog** appears.
2   In **Build Tag**, enter the name you want to give this build tag.
3   Recompile the Help file.

## 3133 Duplicate build tag in [BUILDTAGS] section

**Problem**

A build tag in the [BUILDTAGS] section has been repeated unnecessarily.

**Result**

The Help compiler uses the first build tag and ignores the duplicate build tag.

**Solution**

Remove (or rename) the duplicate build tags in the Help project file (RoboHELP Explorer **Project tab**, **Project** folder, **Build Tags** folder) and then recompile.

### ◆ 3152 Build tag *tag name* not defined in [BUILDTAGS] section

**Problem**

The specified build tag has been assigned to a topic, but not declared in the Help project file.

**Result**

The Help Compiler ignores the tag for the topic.

**Solution**

Ignore the warning or create the build tag.

## 3178 Build expression missing from project file

**Problem**

The topics have build tags, but there is no BUILD = expression in the .HPJ file.   The Help Compiler includes all topics in the build.

**Result**

The Help Compiler recognizes that no build expression is defined. A message is issued so that you can include one, if so desired; but it's not necessary to do so.

**Solution**

Ignore the warning or create a build expression.

### ◈ 3511 Macro *macro string* exceeds limit of 254 characters

**Problem**

The macro string exceeds the maximum limit of 254 characters.

**Solution**

Edit the macro using RoboHELP's **Macro Editor/Wizard** or try deleting the macro and re-inserting it again.

### 3532 Undefined function in *macro name*

**Problem**

The specified macro is not on the list of macros supported by the compiler, nor is it specified in the RegisterRoutine().

**Result**

The Help Compiler nonetheless passes the macro to the .HLP file.

**Solution**

If this is a macro that calls a dynamic-link library (DLL) function, add the RegisterRoutine macro to the project file that defines this function name. Otherwise, you have probably misspelled the macro name.

### 3552 Undefined variable in *macro name*

**Problem**

The macro contains a variable that is not recognized by the compiler.

**Solution**

Edit the macro using RoboHELP's **Macro Editor/Wizard** or try deleting the macro and re-inserting it again.

### 3571 Wrong number of parameters to function in macro *macro name*

**Problem**

There are too many or too few parameters in the macro.

**Solution**

Edit the macro using RoboHELP's **Macro Editor/Wizard** or try deleting the macro and re-inserting it again.

### 3591 Syntax error in macro *macro name*

**Problem**

The syntax of the macro is invalid.

**Solution**

Edit the macro using RoboHELP's **Macro Editor/Wizard** or try deleting the macro and re-inserting it again.

### ◈ 3611 Function parameter type mismatch in macro *macro name*

**Problem**

There is a type mismatch (string or numeric) in the function call.

**Solution**

Edit the macro using RoboHELP's **Macro Editor/Wizard** or try deleting the macro and re-inserting it again.

## ◈ 3631 Bad macro prototype

**Problem**

The prototype string passed to RegisterRoutine is invalid.

**Solution**

Add the RegisterRoutine macro to the project file that defines this function name. Otherwise, you have probably misspelled the macro name.

## 3652 Empty macro string

**Problem**

You started a hotspot with a '!' character, but did not follow it with a macro.

**Result**

The Help compiler ignores the macro call from the hotspot.

**Solution**

Edit or redefine the macro hotspot using the **Macro Editor/Wizard**. Make certain that all text from the '!' to the end of the macro is marked as hidden. Then recompile the Help project.

## ◈ 4011 Context string *context name* already used

**Problem**

The specified context string was previously assigned to another topic.

**Result**

The Help Compiler ignores the latter string, and the topic has no identifier.

**Solution**

Resolve the duplicate context string:

1  Run the Duplicate Map IDs Report (RoboHELP Explorer **Tools** menu) to verify the duplicate context strings.

2  Resolve the duplicates:

  • If the Programmer provides the Map files and Map IDs, consult your Programmer to resolve this for you.

  • If the Help author provides the Map files and Map IDs, change the Map number on one of the duplicate Map IDs.

3  Save the project and recompile.

**Tip:**

  Use the **Duplicate Map IDs Report** or **Diagnostics Report** to help you identify the duplicate Map IDs (RoboHELP Explorer's **Tools** menu, Reports.)

### 4031 Invalid context string *context name*

**Problem**

The context string footnote contains non-alphanumeric characters or is empty.

**Result**

The Help Compiler does not assign the topic an identifier.

**Solution**

Consult with your programming team (if they supply the Map IDs) or re-generate the Map IDs for this document.

## ◆ 4056 Unresolved context string specified in CONTENTS option

**Problem**

The Contents topic defined in the Help project file could not be found.

**Result**

The Help Compiler uses the first topic in the build as the Contents.

**Solution**

### ◈ 4072 context sting exceeds limit of 255 characters

**Problem**

The context string hidden text cannot exceed 255 characters.

**Result**

The Help Compiler ignores the string.

**Solution**

If your programming team supplies the Map IDs, notify them to reduce the Map ID's context string. If you generate the Map IDs through RoboHELP, you'll need to reduce the size of the Map ID – modify the Topic ID by hand.

### 4098 Context string(s) in [MAP] section are not defined in any topic

**Problem**

The Help compiler cannot find the specified Topic IDs listed in the [MAP] section of the project (.HPJ) file.

**Result**

The Help compiler ignores the lines in the project file. If the program uses that number in the WinHelp function, WinHelp displays the "Help topic not found" error message.

**Solution**

Verify that all Topic IDs listed in the [MAP] section of the project file are assigned to topics included in the build and that the Topic IDs are spelled correctly. Then Recompile the Help file.

## 4113 Unresolved jump or pop-up to *context name*

**Problem**

The specified topic contains a context string that identifies a nonexistent topic.

**Result**

WinHelp displays the "Topic not found" error message when the user chooses a hotspot with the unresolved Topic ID.

**Solution**

Usually this warning occurs when there are broken links in the Help project. Even a punctuation mark – like a comma or period – that accidentally gets included in the hidden text part of the hotspot can create a broken link. Check the **Broken Links** folder to resolve the problem.

**To check the Broken Links folder:**

1 From RoboHELP Explorer's **Project tab**, open the **Topics** folder, and then open the **Broken Links** folder.

2 Right-click on the broken link and select **Resolve Broken Links**. The **Resolve Broken Links dialog** appears. Select the option you want to use to resolve the broken link. If there's a spelling error (such as included punctuation in the hidden text area), the **Edit** option usually helps you quickly resolve the problem.

3 Save and recompile the Help project.

## 4131 Hash conflict between *context name* and *context name*

**Problem**

The hash algorithm has generated the same hash value for both of the listed context strings.

**Result**

WinHelp displays the topic with the first Topic ID whenever the user chooses a hotspot containing either Topic ID.

**Solution**

Change one of the specified Topic IDs and then recompile.

## 4151 Invalid secondary window name *window name*

**Problem**

The window name for the secondary window is "main" or another disallowed member name.

**Solution**

Delete the window and recreate it.

**To delete the window:**

1  From RoboHELP Explorer's **Project tab**, open the **Project** folder, and then open the **Windows** folder.

2  Right-click on the window to delete and click **Delete**.

   **Note:** If the window is referenced, you'll need to remove all references first. Consult the RoboHELP Help system for instructions.

3  Click **OK**. The window is now deleted.


**To recreate the window:**

1  From RoboHELP Explorer's **File** menu, select **New > Window**. The **New Window dialog** appears.

2  In **Name**, enter a name for the window – 8 characters or less.

3  In **Title**, enter the title for the window (caption). This title is what the user sees at the top of the window whenever it displays.

4  In **Template**, select the template you want to base this window on.

5  Click **OK** to create the window.

6  If you need to modify the window's properties, right-click on it and select **Properties**.

7  Make the desired changes to the window's buttons, size and location, and so on. Click **OK** when you're done.

8  Save and recompile the Help file.

### ◆ 4171 Cannot use secondary window with pop-up

**Problem**

The hidden text defining the pop-up identifier contains a secondary window name.

**Result**

The hotspot is not active in the Help file.

**Solution**

Remove the right angle bracket and secondary window name from the pop-up hotspot, or change the single underline to double underline (for a topic jump). Then recompile the Help file.

## 4196 Jumps and lookups not verified

**Problem**

Due to the low memory conditions, the build is continued without the jump and keyword validity verification.

**Solution**

Free some memory on your system and recompile. Sometimes, closing other applications works. Or consult your Windows Help system for more information.

## 4211 Footnote text exceeds limit of 1023 characters

**Problem**

The footnote text cannot exceed the limit of 1023 characters.

**Result**

The Help Compiler ignores the footnote.

**Solution**

Reduce the length of the footnote text in the topic file and then recompile. For some footnotes, such as the **K** (Index keywords) footnote, you can use several smaller footnotes instead of one larger footnote.

# ◆ 4231 Footnote text missing

**Problem**

The specified topic contains a footnote that has no characters.

**Solution**

## 4251 Browse sequence not in first paragraph

**Problem**

The browse-sequence footnote is not in the first paragraph of the topic. In most cases, this is due to a missing page break between Help topics.

**Result**

The Help Compiler ignores the browse sequence.

**Solution**

Find where the topics should be split (look for the footnotes and topic title) and add a page break at the beginning of the line. Save and recompile the Help project.

## 4272 Empty browse sequence string

**Problem**

The browse-sequence footnote for the specified topic contains no sequence characters.

**Solution**

Edit the browse sequence for the specified topic.

Open the **Browse Sequence Editor** and edit the specified topic.

-or-

1   Right-click on the topic and select **Properties**. The **Topic Properties dialog** appears.

2   Select the **Advanced tab** and edit the **Browse Sequence Name** or **Browse Sequence Number** fields.

3   Click **OK** to save your changes.

### 4292 Missing sequence number

**Problem**

A browse-sequence number ends in a colon (:) for the specified topic.

**Solution**

Remove the colon, or enter a "minor" sequence number and then recompile.

## 4312 Browse sequence already defined

**Problem**

The browse sequence footnote (+) has been specified twice in the same topic. In most cases, this is due to a missing page break between Help topics.

**Result**

The Help compiler uses the first browse sequence footnote and ignores the duplicate footnote.

**Solution**

Find where the topics should be split (look for the footnotes and topic title) and add a page break at the beginning of the line. Save and recompile the Help project.

# 4331 Title not in first paragraph

**Problem**

The title footnote ($) is not in the first paragraph of the topic.

**Result**

The topic will not have a topic title string.

**Solution**

Edit the topic's properties and make sure a title appears on the **Topic Properties: General tab**. Re-create the topic, if necessary

# ◆ 4352 Empty title string

**Problem**

The title footnote doesn't precede the first paragraph of the topic. In most cases, this is due to a missing page break between Help topics.

**Result**

The Help compiler ignores the title footnote, and the topic doesn't have any title.

**Solution**

Find where the topics should be split (look for the footnotes and topic title) and add a page break at the beginning of the line. Save and recompile the Help project.

## 4372 Title defined more than once

**Problem**

A title footnote has already been specified for the topic. In most cases, this is due to a missing page break between Help topics.

**Result**

The Help compiler uses the first title footnote and ignores the duplicate title footnote.

**Solution**

Find where the topics should be split (look for the footnotes and topic title) and add a page break at the beginning of the line. Save and recompile the Help project.

## 4393 Title exceeds limit of 128 characters

**Problem**

The title for the specified topic exceeds the limit of 128 characters.

**Result**

The Help Compiler ignores the additional characters.

**Solution**

Edit the topic title and shorten the title:

1   From RoboHELP Explorer's, right-click on the topic and select **Properties**.
    -or-
    From Word, right-click anywhere in the topic and select **Topic Properties**.
    The **Topic Properties dialog** appears.

2   Click the **General tab**.

3   In **Title**, shorten the length of the title.

4   Click **OK**.

5   Save and recompile the Help file.

## 4412 Keyword string exceeds limit of 255 characters

**Problem**

Keywords can only be 255 characters. A keyword in the Help project exceeds this limit.

**Result**

The Help compiler ignores the keyword.

**Solution**

Shorten the keyword or check the keyword at the topic level on the **Topic Properties: Index tab** or in the topic footnotes for a missing semicolon. (Multiple keywords for a topic must be separated by a semicolon in the topic footnotes.)   Once you've corrected the problem, recompile the Help project.

## ◆ 4433 Empty keyword string

**Problem**

There is a keyword footnote (**K**), but there are no keywords listed for this topic. (There are no characters in the keyword footnote in the topic (.RTF) files.)

**Result**

The Help compiler ignores the keyword footnote. If there are no additional keyword footnotes, the topic will be inaccessible from the Index tab in the Help Topics dialog box.

**Solution**

Add one or more keywords to the topic and then recompile.

## 4452 Keyword(s) defined without title

**Problem**

One or more keywords have been specified for the topic, but a title footnote was not specified.

**Result**

If no title is specified for the topic, and the keyword appears in more than one topic (including other Help files), WinHelp will display "Untitled topic #n" in the Topics Found dialog box.

**Solution**

**For standard topics − add a title:**

1   From RoboHELP Explorer, right-click on the topic and select **Properties**.
    -or-
    From Word, right-click anywhere in the topic and select **Topic Properties**.
    The **Topic Properties dialog** appears.

2   Click the **General tab**.

3   In **Title**, enter the title for the topic.

4   Click **OK**.

5   Save and recompile the Help file.


**For popup topics − remove the keyword:**

1   From RoboHELP Explorer, right-click on the topic and select **Properties**.
    -or-
    From Word, right-click anywhere in the topic and select **Topic Properties**.
    The **Topic Properties dialog** appears.

2   Click the **Index tab**.

3   Remove all keywords.

4   Click **OK**.

5   Save and recompile the Help project.

# 4471 Build tag footnote not at beginning of topic

**Problem**

The build footnote doesn't precede all other text and footnotes in the topic. In most cases, this is due to a missing page break between Help topics.

**Result**

The Help compiler ignores the build tag footnote, and the topic is not assigned a build tag.

**Solution**

Find where the topics should be split (look for the footnotes and topic title) and add a page break at the beginning of the line. Save and recompile the Help project.

## 4492 Build tag exceeds limit of 32 characters

**Problem**

The build tag is too long when used in conjunction with the BUILD option in the project file.

**Result**

The Help compiler ignores the build tag assigned to the topic.

**Solution**

There are two ways to resolve this problem:

- Delete the build tag and re-add it with a shorter name.
- Specify topics to include or exclude from the build.

**To delete a build tag and then re-add it:**

1   From RoboHELP Explorer's **Project tab**, open the **Project** folder, and then open the **Build Tags** folder.
2   Right-click on the build tag and click **Delete**.
3   From the **File** menu, select **New > Build Tag**. The **New Build Tags dialog** appears.
4   In **Build Tag**, enter the name (32 characters or less) of the build tag.
5   Click **OK**.
6   Recompile the Help file.

**To add a build tag to more than one topic at a time:**

1   From RoboHELP Explorer's **Topic List View**, select the topics.
2   Right-click and select **Build tags**. The **Build tags dialog** appears.
3   Under **Select Build Tags**, select one or more build tags for these topics.
4   Click **OK**.
5   Save and recompile the Help project.

## ◆ 4551 Entry macro not in first paragraph

**Problem**

The entry macro footnote was specified after text was specified for the topic. In most cases, this is due to a missing page break between Help topics.

**Result**

The Help compiler ignores the entry macro footnote.

**Solution**

Find where the topics should be split (look for the footnotes and topic title) and add a page break at the beginning of the line. Save and recompile the Help project.

## 4616 File *filename* is not a valid RTF topic file

**Problem**

The specified file is not in .RTF file format.

**Result**

The Help compiler ignores the file.

**Solution**

Use the **Save As RTF** to save the document and recompile. If you still get this warning, make sure the RoboHELP.DOT template is attached to the document or use the **Import Documentation** or **Convert Document** option to turn the DOC file into a Help document.

## ◆ 4639 Error in file *filename* at byte offset *0x%IX*)

**Problem**

The Help compiler encountered an error while processing the topic (.RTF) file. The specified file contains unrecognized RTF at that byte offset. This problem can occur when the number of opening and closing braces don't match, when the end of the file is reached before all columns of a table have been specified, or when the number specified for an RTF token is invalid.

**Result**

The Help compiler ignores the rest of the topic file.

**Solution**

Open the file and save it again as Rich Text Format (RTF) and then recompile. If the problem persists, look for errors in the topic file.

This message should not appear if you are using Microsoft Word for Windows, Microsoft Word for MS-DOS, or Microsoft Word for the Macintosh.. Check the RTF syntax and then recompile. If you are using Microsoft Word for the Macintosh, transfer the file to the PC again, and then recompile.

## ◈ 4649 File *filename* contains more than 32767 topics

**Problem**

The maximum number of topics allowed in one .RTF file (one Help document) is 32,767.

**Solution**

Create a new Help document and cut and paste topics between the two documents to reduce the number of topics in the larger .RTF file.

**Note:** RoboHELP recommends keeping your DOC files to 200 topics or less, but remember that DOC files are just a way to organize and manage topics. Create as many Help documents as you need to suit your needs.

## 4652 Table formatting too complex

**Problem**

A table format has been specified that WinHelp doesn't support.

**Result**

The Help compiler ignores the borders on the table.

**Solution**

You have three options:

- Ignore the note. The appearance of the Help text isn't affected.
- Remove the unsupported formatting (borders, shading, or right justification) from the table and recompile.
- Create a bitmap from the table. If the table fits on the screen, do a screen shot and save it as a bitmap. Insert the table bitmap into the topic and recompile.

# 4662 Side-by-side paragraph formatting not supported

**Problem**

Side-by-side paragraph formatting has been used.

**Result**

The Help compiler ignores the side-by-side paragraph formatting.

**Solution**

Convert the side-by-side paragraphs to a table or a tabbed paragraph and recompile.

### ◆ 4671 Table contains more than 32 columns

**Problem**

The table has more columns than WinHelp is able to display. (The maximum number of columns in one table is 32. Some word processors may have different limits for the number of columns supported.)

**Result**

The Help compiler treats the additional columns as one table cell.

**Solution**

Reduce the number of table columns and then recompile.

## ◈ 4680 Font *font name* in file *filename* not in RTF font table

**Problem**

A font not defined in the RTF header has been entered into the topic.

**Result**

The Help compiler ignores the font name and uses the default MS Sans Serif font.

**Solution**

Change the font name in the project file to a supported font and then recompile. Alternatively, remove the font ranges and instead use the font substitution in the Fonts tab of the Options dialog box in The Help compiler.

## 4692 Unrecognized graphic format

**Problem**

An embedded bitmap contains a format that the Help compiler doesn't recognize. The Help compiler supports only Windows bitmaps (.BMP) and Windows metafiles (.WMF). Make sure that you have not used Macintosh picture formats.

**Result**

The Help compiler ignores the specified graphic.

**Solution**

Convert the graphic and recompile. You can either do a screen shot of the graphic and use RoboHELP's **Paste as Help Image** or use RoboHELP's **Import** feature on the **Insert Help Image dialog**.

## 4733 Hidden page break

**Problem**

A page break has been formatted as hidden text.

**Result**

The Help compiler ignores the page break. If the page break was used to separate two topics, the topics appear as one topic.

**Solution**

Reformat the page break in the topic file as plain text and then recompile.

# 4753 Hidden paragraph

**Problem**

A paragraph mark has been formatted as hidden text. This often occurs when a hotspot is the last word in a paragraph.

**Result**

The Help compiler ignores the paragraph mark, so the two paragraphs will run together.

**Solution**

Reformat the paragraph marker as plain text in the topic file and then recompile.

# ◆ 4763 Hidden carriage return

**Problem**

A carriage return has been formatted as hidden text.

**Result**

The Help compiler ignores the carriage return and doesn't create a new line.

**Solution**

Reformat the carriage return in the topic file as plain text and then recompile.

# ◈ 4774 Paragraph exceeds limit of 64K

**Problem**

A single paragraph has more than 64K of text or 64K of graphics.

**Solution**

Locate the problem paragraph or graphic and reduce its size.

### ◆ 4792 Nonscrolling region defined after scrolling region

**Problem**

The **Keep With Next** attribute was applied to a paragraph after a paragraph that did not have this attribute.

**Result**

The Help compiler ignores the **Keep With Next** attribute; the paragraph is treated as plain text and is displayed as part of the topic text displayed in the scrolling region of the topic.

**Solution**

Find the text that has the **Keep With Next** option (marked as a non-scrolling region) and turn off the option.

## 4813 Nonscrolling region crosses page boundary

**Problem**

The **Keep With Next** paragraph formatting used for specifying a non-scrolling region crosses a page break boundary.

**Result**

The topic beginning with the page break will have a non-scrolling region, whether or not one is intended.

**Solution**

Select the entire topic – including the page break for the next topic – and remove the **Keep With Next** paragraph formatting. If you intended to have a non-scrolling region for the topic, select only the topic title, and from the **RoboHELP** menu select **Set Non-Scrolling Region**. Recompile the Help file.

# 5035 File *filename* not created

**Problem**

Either there are no topics to compile or there are no topics with the build expression specified. The Help compiler reached the end of all topic files without encountering any text.

**Result**

The Help compiler doesn't create a Help file.

**Solution**

Confirm that you have specified at least one Help document file that contains topics with text. If all topics contain build tags, you must specify at least one build expression to include on the **Project Settings: Advanced tab**. Correct any errors and recompile the Help file.

## ◈ 5059 Not enough memory to build Help file

**Problem**

There is insufficient memory and swap file space.

**Result**

The Help file is not created.

**Solution**

Choose one or more of the following solutions:

- If you are running Windows 95, increase the amount of hard disk space available on the drive Windows is installed on. Otherwise, increase the size of your permanent swap file.

- To free up memory, unload any unneeded applications, device drivers, and memory-resident programs.

- If you have large pictures embedded in your project (the pictures were copied in from the clipboard or other area), convert these to Help images and compile again.

- If you are using HC31.EXE or HC30.EXE, you may not have enough memory to compile the project.   For HC30.EXE, try compiling from a DOS prompt or consider converting to a 3.1 compatible project and compiling with HCP.EXE.

- Try choosing the protected mode version of the help compiler, HCP.EXE (**Project Settings: Advanced tab**).

### 5075 Help Compiler corrupted. Please reinstall HC31.EXE.

**Problem**

The virus checking code has detected a corruption in the Help Compiler.

**Solution**

Reinstall HC31.EXE or contact Blue Sky Technical Support for assistance.

## 5098 Using old key-phrase table

**Problem**

The Help compiler found an existing phrase (.PH) table for the Help file you are building, and the project (.HPJ) file doesn't specify not to use the table.

**Result**

The Help compiler uses the phrase table that was generated from an earlier build instead of creating a new table.

**Solution**

To achieve the best phrase compression when compiling your Help file, you must delete the old key-phrase table:

1   From RoboHELP Explorer's **File** menu, select **Project Settings**.
    -or-
    From Word's **RoboHELP** menu, select **Project Settings**.
    The **Project Settings dialog** appears.

2   Click the **Compile tab**.

3   Under **Compression**, clear the **Reuse Phrase File (faster)** option. (This option is only available if either the **Phrase** or **Zeck and Phrase** compression options are selected.)

4   Click **OK**.

## ◆ 5115 Write failed

**Problem**

An error occurred while the Help compiler was writing to a file.

**Result**

The Help file is not created.

**Solution**

Run scandisk to fix any problems on your hard drive. Or trying compiling on a different drive or network connection.

## 9001: Unrecognized footnote code

**Problem**

The Quick Checker encountered an unrecognized footnote code.

**Solution**

Try recompiling the project again. If the error reoccurs and you've added a custom footnote, remove the custom footnote. If the error reoccurs and you haven't added a custom footnote, check your footnotes or contact Technical Support.

## 9002: Embedded object text too long

**Problem**

The Quick Checker encountered an embedded object whose definition text exceeds the amount available.

**Result**

The embedded object is ignored by the Quick Checker.

# 9003: Hotspot text too long

**Problem**

The Quick Checker encountered a jump, macro, or popup hotspot that has a text string longer than the allowed amount.

**Result**

The hotspot is ignored by the Quick Checker.

**Solution**

Edit or remove the hotspot.

# ◈ 9004: Invisible text too long

**Problem**

The Quick Checker encountered a jump, macro, or popup hotspot whose invisible text exceeds the length allowed by the Quick Checker.

**Result**

The hotspot definition is ignored by the Quick Checker.

**Solution**

Edit or remove the hotspot.

## 9005: Hotspot text crosses paragraph boundary

**Problem**

The Quick Checker has encountered a jump, macro, or popup hotspot whose hotspot text contains a paragraph marker.

**Result**

The text to the right of the paragraph marker is ignored by the Help Compiler.

**Solution**

Edit the hotspot and remove the paragraph marker or remove the hotspot.

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