

**Frequently Asked Questions for
ASHRAE Thermal Comfort Tool
Version 2**

Question: I cannot access the Help file on the CD. When I try, I get an error message that says “Failed to launch help.”

Answer: Microsoft stopped including software to display their own help format in a recent version of their operating system. In addition to the “Failed to launch help” error window you may also see a window that asks and answers the question “Why can't I get Help from this program?” Click on the link in that window to download the help viewer for your system (or download the help viewer from <http://support.microsoft.com/kb/917607>). Then you should be able to access the help file on the CD entitled ASHRAE552010.HLP.