Possible fixes for Web ASSIST not displaying graphics

If Web ASSIST fails to display graphics, there are two possible fixes.

Change browser security settings
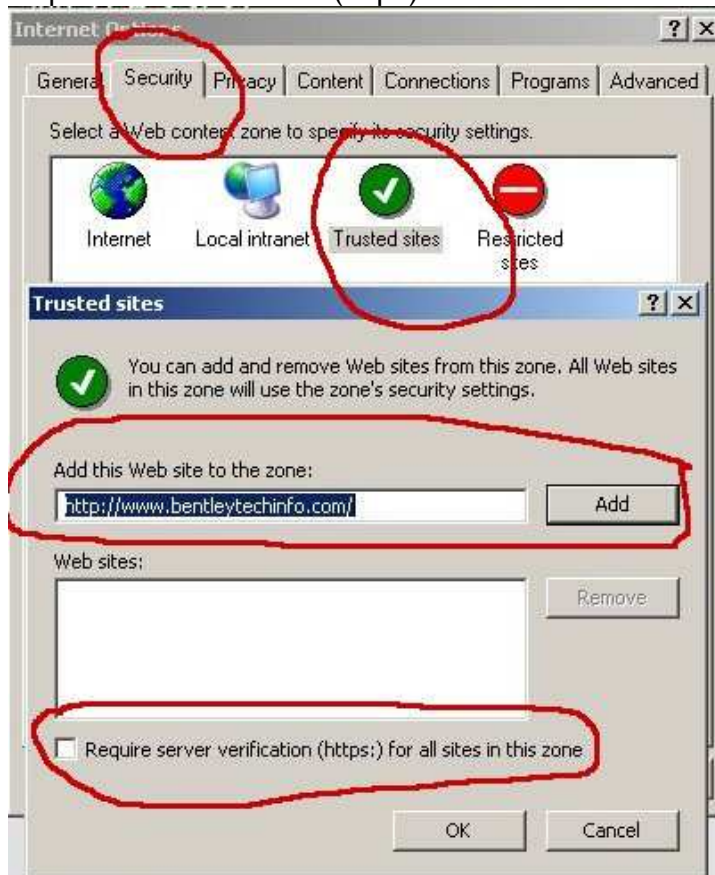
Start Internet Explorer
Go to menu 'Tools' ->'Internet Options'

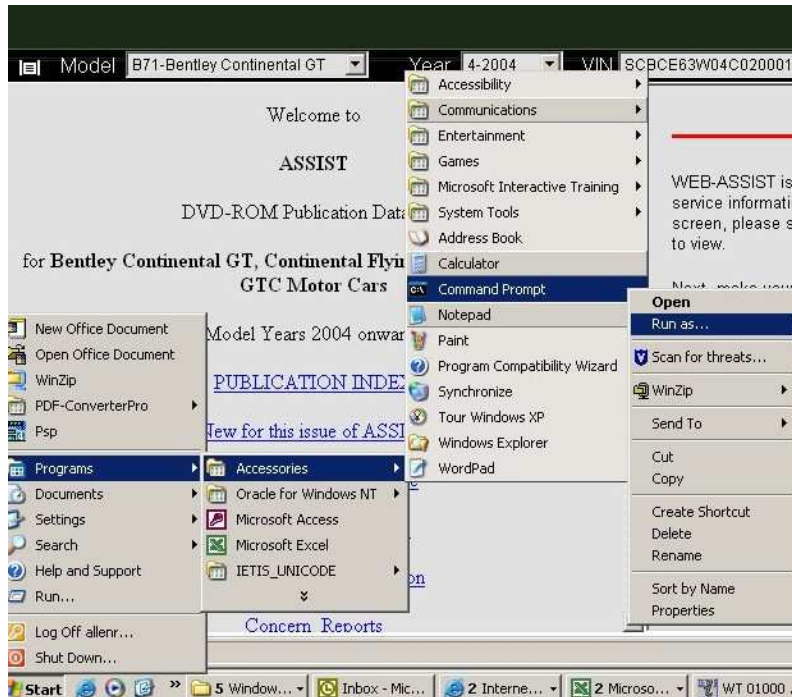Click on 'Security' tab
Click on 'Trusted sites'
Add 'http://www.bentleytechinfo.com' to the trusted sites, ensuring you have removed the tick from 'require server verification (https:) for all sites in this zone'

Restart Internet Explorer and try viewing Web ASSIST graphics
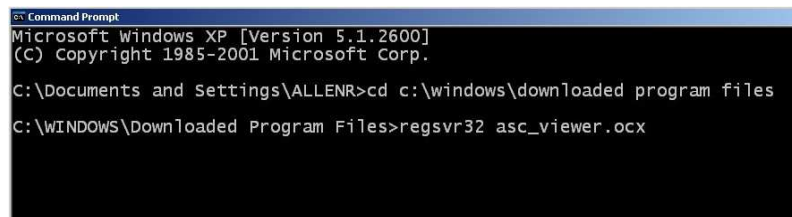
Register the graphics viewer manually

Go to 'Start button' -> 'Programs' -> 'Accessories' -> 'Command Prompt'
Click on 'Command Prompt' with the right mouse button
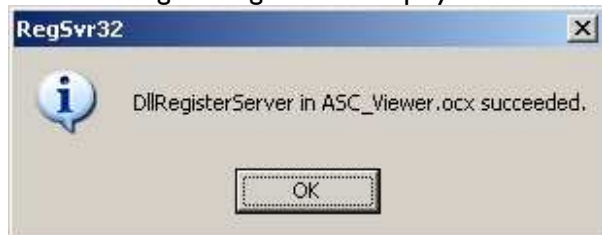Select 'Run as' and run it as administrator

This will give a Command Prompt window
Type the following in the Command Prompt window
"Cd c:\windows\downloaded program files"
Press return

Type "regsvr32 asc_viewer.ocx"
Press return

The following message should display

Now start Web ASSIST and the graphics should be visible.