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

I≡I Model B71-Be	entley Continental GT 🔄	Year 4-2004 VIN	SCBCE63W04C020001
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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 Command Prompt Microsoft Windows XP [Version 5.1.2600] (C) Copyright 1985-2001 Microsoft Corp. C:\Documents and Settings\ALLENR>cd c:\windows\downloaded program files C:\WINDOWS\Downloaded Program Files>regsvr32 asc_viewer.ocx

The following message should display



Now start Web ASSIST and the graphics should be visible.