

2149786 - Customizing help settings in transaction SR13

Version	4	Type	SAP Knowledge Base Article
Language	English	Master Language	English
Release Status	Released to Customer	Category	Problem
Component	BC-DOC-IWB-DIS (HTML Help)	Released On	18.10.2018

Please find the original document at <https://launchpad.support.sap.com/#/notes/2149786>

Symptom

- Application help does not appear
- Entry page of SAP Library does not appear
- Message appears like SH 720: 'No documentation available' or 'Page cannot be displayed'
- Error message H2 742: "Access to SAP documentation is not configured"

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Environment

One of following help types has been installed locally and [SAP Library Installation Guide](#) was used:

- PlainHtmlHttp
- PlainHtmlFile
- HtmlHelpFile

Reproducing the Issue

- Click on menu 'Help' -> 'SAP Library'
- Click on menu 'Help' -> 'Application Help'
- Click on button 'Application Help' in Performance Assistant or in modal viewer
- Click on i-button in other different applications

Cause

Wrong or missing customizing in help settings of transaction SR13

Resolution

Based on help type, selected during SAP Library installation, fill the corresponding tabs in transaction SR13. For both plain help types six entries are necessary for every language, related to two areas (IWBHELP, XML_DOCU) plus three platforms (WN32, NONE, ITS).

Below find the example settings for the mentioned help types:

1. Help Type: PlainHtmlHttp
2. Help Type: PlainHtmlFile

Be careful, the path value contains slashes and back slashes depending on the platform. Back slashes must be used for WN32 platform, slashes for NONE and ITS platforms.

Help type PlainHtmlFile does not work on Google Chrome, for further information please check note [2622352](#).

If installing the help files on UNIX/LINUX platform the frontends (typically Windows) must have access

to installed help files without any additional popups for authentication. That means, a separate software is needed, for example "SAMBA". For questions related to such 3rd party program, directly contact the vendor.

If you would like to prevent the usage of such a software and still perform the installation of the help files under UNIX/LINUX, you need to switch to help type PlainHtmlHttp (via web server).

3. Help Type: HtmlHelpFile

Be aware that the CHM files are not available for all products. For further details see note [2572047](#).

General remarks:

For all different help types the placeholders from the screenshots (for example <file_server> / <server> / <help_path>) must be replaced with appropriate values fitting to your local help file installation.

Attention:

Variant names are freely selectable but must be unique across all tabs. SAP recommends to only specify entries for one help type. All other entries from different tabs should be removed.

For the help variants created for one help type, you need to select a set of default variants for a combination of platform, area and language. This is mandatory to be able to leave the transaction SR13 after you performed changes.

Setting the 'Default' flag is even required, if you only have created entries for one language.

If there are no help settings for the selected logon language then language will be used which was marked as default.

Depending on the product, EHP (Enhancement Package) / SP (Support package) level in your system landscape, you could consider to reference directly to SAP's help portal instead of a local help file installation. For restrictions and details like server / path for this approach, check the [2652009](#) and the attached XLS file.

Keywords

SAP Library, Documentation, Application Help, SR13, PlainHtmlHttp, PlainHtmlFile, HtmlHelpFile, HtmlHelp, PlainHtml, SH720, SH 720, Page cannot be displayed, help type, H2 742, H2742, IWB_PATH_SERVER_FOR_CLASS_GET, SAPLSR10, SAPLSR13, SAPLSI17_V, IWB_HTML_HELP_URL_GET, IWB_HTML_HELP_BROWSER_CALL, IWB_HTML_HELP_OBJECT_SHOW, SIW_INFO_OBJECT_VIEW, SIW_R3LINK_VIEW

Other Components

Component	Description
BC-DOC-HLP	F1-Help
UA-DOC	User Assistance Content

This document refers to

SAP Note/KBA	Title
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2567883	SFW5: No documentation appears for info button
1934999	No documentation available. Message no. SH720
2652009	Connecting the help to the SAP Help Portal
2622352	SAP Library local installation, plainHTML help type navigation blocked in Google Chrome
2572047	SAP provides user assistance (documentation) as HTML and/or PDF
1019805	PlainHtmlHttp: Web AS ABAP as Web server