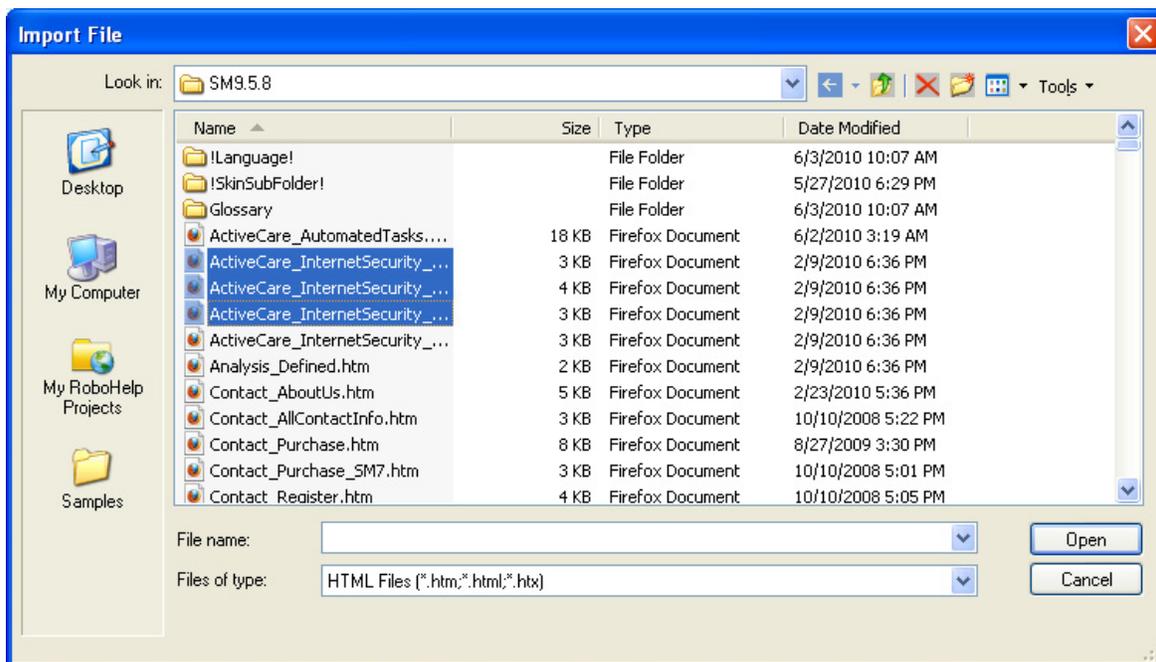


## Troubleshooting tips for broken links in RoboHelp 7

### STEP 1: Ensure the appropriate files have been imported

Try importing the one or more files that display as being broken. If a file has already been imported, RoboHelp will let you know.

1. From the **File** menu, select **Import > HTML File**. The "Import File" window opens.

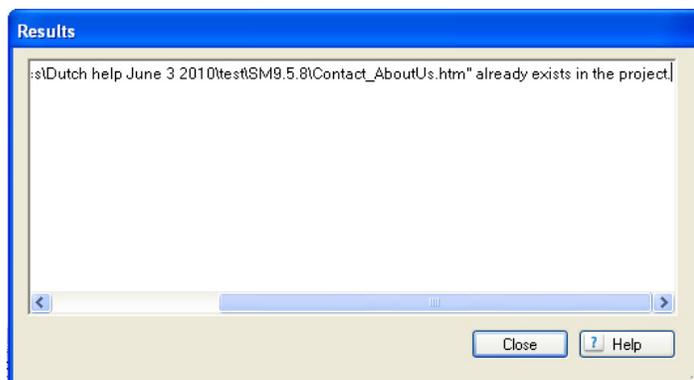


2. Select the files that are showing as broken. (You can do multiple selections.)

**TIP:** Make sure that you browse to the appropriate folder in the **Look in** field at the top of the window. RoboHelp does **not** automatically select the folder of the current project; by default, it selects the last folder imported, so you have to make sure it's the folder of the current project.

3. Click **Open**. If the file(s):

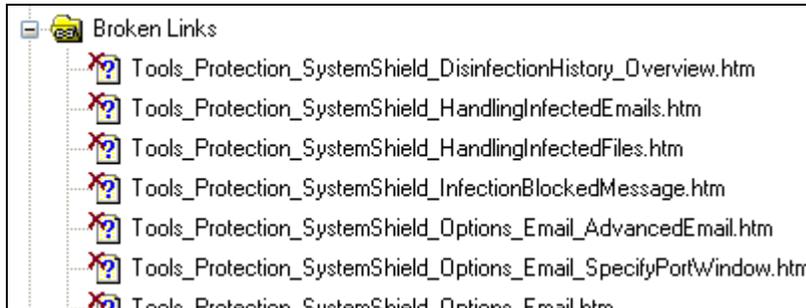
- **Have not been imported:** The files will be imported and the file name will automatically disappear from the **Broken Links** folder.
- **Were already imported:** A "Results" window displays stating that the file already exists (shown below); proceed to STEP 2.



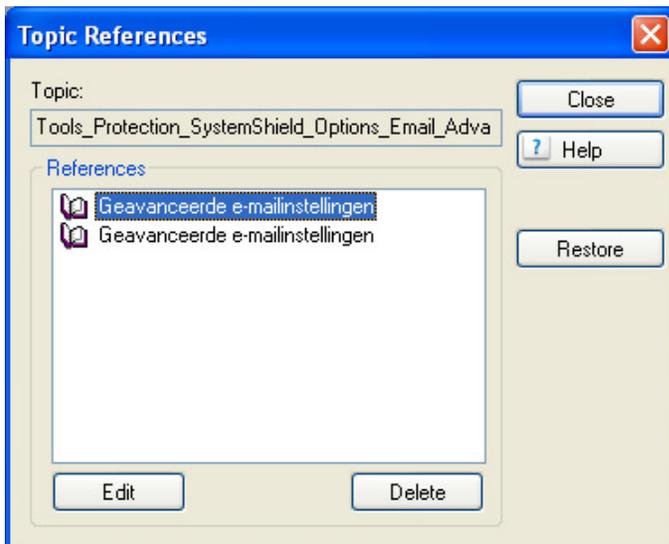
## STEP 2: Troubleshoot through RoboHelp's broken link tool

If importing doesn't remove the broken link, the problem should be traced through RoboHelp's broken link tool.

1. In the **Project Manager** pane, navigate to the **Broken Links** folder.



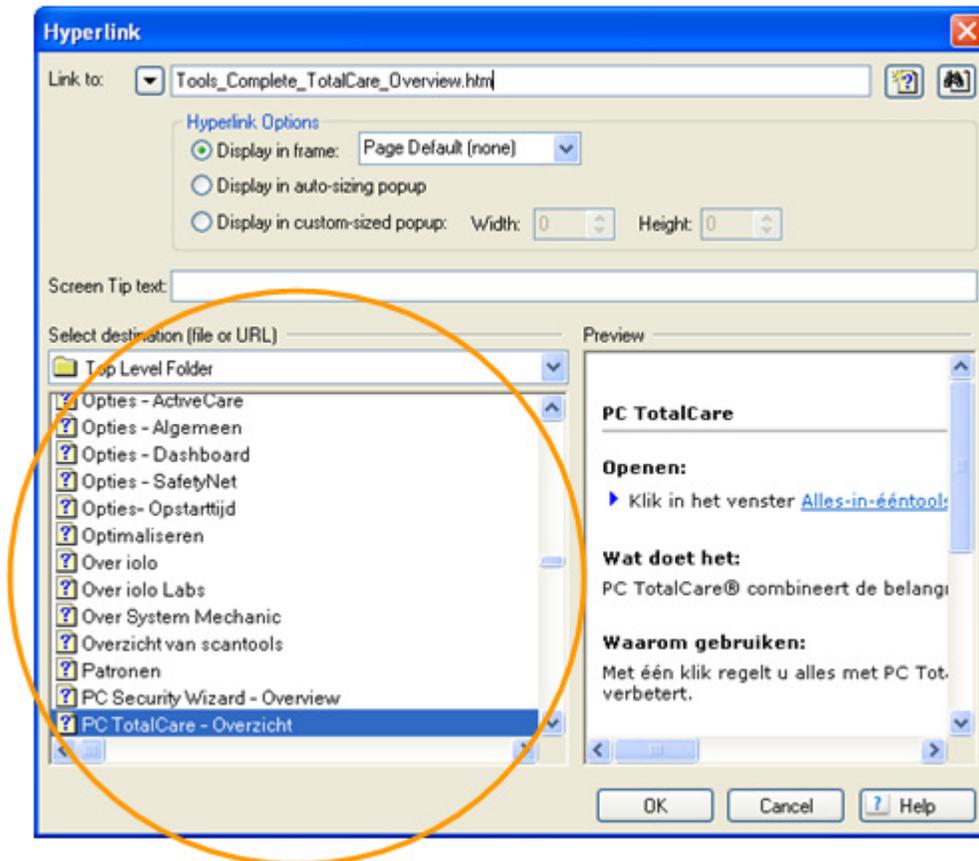
2. Double-click on the broken link and a "Topic References" window opens, showing the one or more topics that have the broken link.



3. Select one topic and click **Edit**. The topic will open for editing.
4. Find the link in question; mousing over each hyperlink and seeing the link name is the fastest approach.



- When you find the link in question, right-click on it and from the drop-down menu, click **Hyperlink Properties**. This opens the "Hyperlink" window where you set the address for hyperlinks.



- Select the appropriate link from the list of files on the left (circled in orange in the above image). SELECTING a file name is more accurate than TYPING a file name because it will help you ensure that you're selecting a topic that exists in the project and that you're spelling the file name correctly.
- Once you select the correct topic, it will display in the **Link to** field at the top of the window.
- Click **OK**. The window will close.
- Do a hard save of the file; it should then disappear from the **Broken Links** folder in Project Manager.

If the file name still shows in the list that means that there are more broken links. (Keep in mind that there can be multiple broken links in the same topic and across multiple topics.) Repeat the above steps 2 to 7 until the **Broken Links** folder is empty.