

## Unable to View diagrams; SVG Viewer Won't Open

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Verify colored diagrams are enabled. Setup -> Configuration -> "Use high-quality, searchable, colored diagram" Reinstall SVG Viewer Step 1: "Click Start" and go to "Control Panel" Step 2: For Windows XP, click "Add or Remove Programs" For Windows Vista\7, click "Programs" and/or "Program and Features" Step 3: Find and uninstall/remove "Adobe SVG Viewer 3.0" Step 4: Once, Adobe SVG Viewer is uninstalled, click on the following link or copy and paste it into your browser to re-install SVG Viewer.

<http://www.m1faqs.com/fix/m1skconfig.htm> Accept the agreement and run the installation. If prompted to allow program to make changes, select "Yes" or "Run". When prompted, press any key to continue. Check for popup blocker programs preventing the SVG window from opening. Norton Pop-up blocker is the most common problem see [How to disable Pop-up blockers](#). Disable Script blocking in Norton Antivirus. Check to see if Freedom Internet Security Software is installed (Also known as Telus Internet Security and numerous other names). Disabling the Freedom software will NOT fix the problem. It will need to be uninstalled, below are links for help uninstalling.

<http://kb.freedom.net/index.php?ToDo=view&Frame=1&questId=53&catId=13>

<http://kb.freedom.net/index.php?ToDo=view&Frame=1&questId=52&catId=13> See if other Firewall, Security Bundles, or popup blocker software are installed (look in add/remove programs). They may need to be reconfigured, disabled, or uninstalled.

Posted by: [Dan Darrin](#) - Fri, May 23, 2008 at 4:22 PM. This article has been viewed 84652 times.

Online URL: <https://mitchell1.com/knowledgebase/article.php?id=16>