

# LEADMASTER

## COMMON BROWSER ENCODING ISSUES

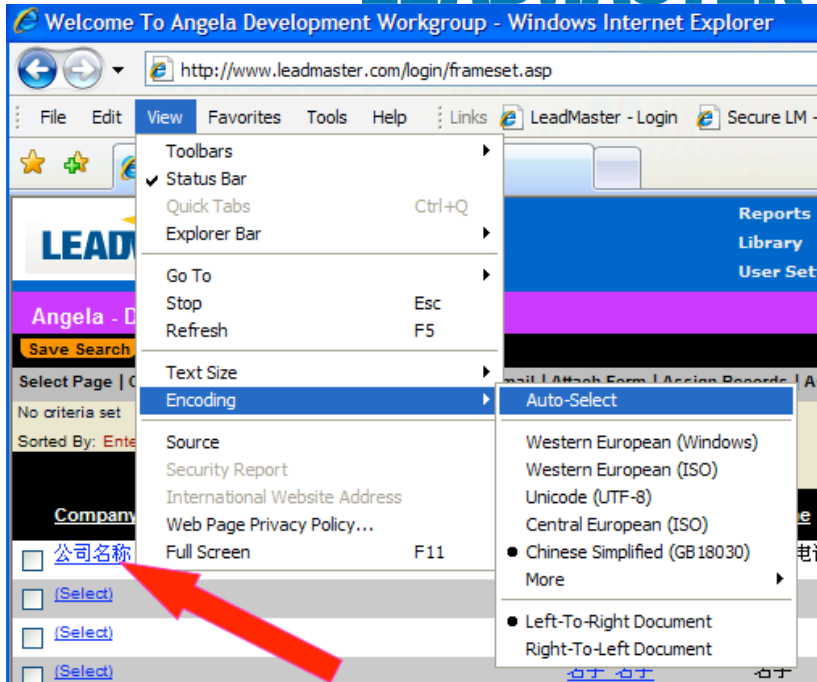
When viewing web pages with non-regional character sets you see garbled characters such as the below image seen when trying to view a page that has Chinese characters on it:

PRI_PHONE2	±_ÔÁµç»°ÁÁë
Area Code	Çø°Á
AssignComment	·ÔÄã/EAÓí
	·ÔÄãíßÈ+
	x+Ôµ
	x+Ôµ±_æ
	½¼Ô¶©Ô/Æ±í,ñ
	½¼ÔÍÁ¼þ

### CHECKING YOUR BROWSER ENCODING SETTINGS

The first thing you will want to do is to check your browser encoding settings.

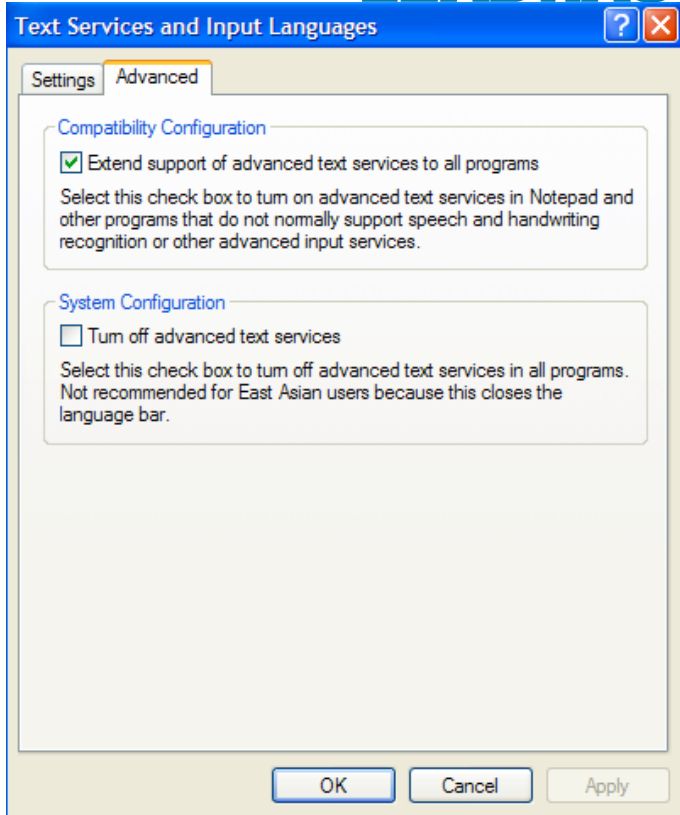
- 1.) Open a browser window and go to View > Encoding
- 2.) Select the specific language you wish to view, if you do not see the language in the window you may need to go to More and select it from the additional languages list.
- 3.) IF you still do not see the needed language under More you will need to proceed to the next section and install the language character set.
- 4.) Check “Auto-Select”
- 5.) You may need to close and reopen the browser window for the new settings to take affect.
- 6.) NOTE!!! Since each user’s computer can have different settings in other areas that will/may affect the browser encoding the above settings are only suggested settings. You may need to try various combinations of checking or unchecking Auto-Select to find the best settings for you individual computer. The below shows the settings necessary to render Simplified Chinese properly on this particular computer. NOTE you can see Chinese characters for the first record in this result set once the browser encoding settings have been modified.



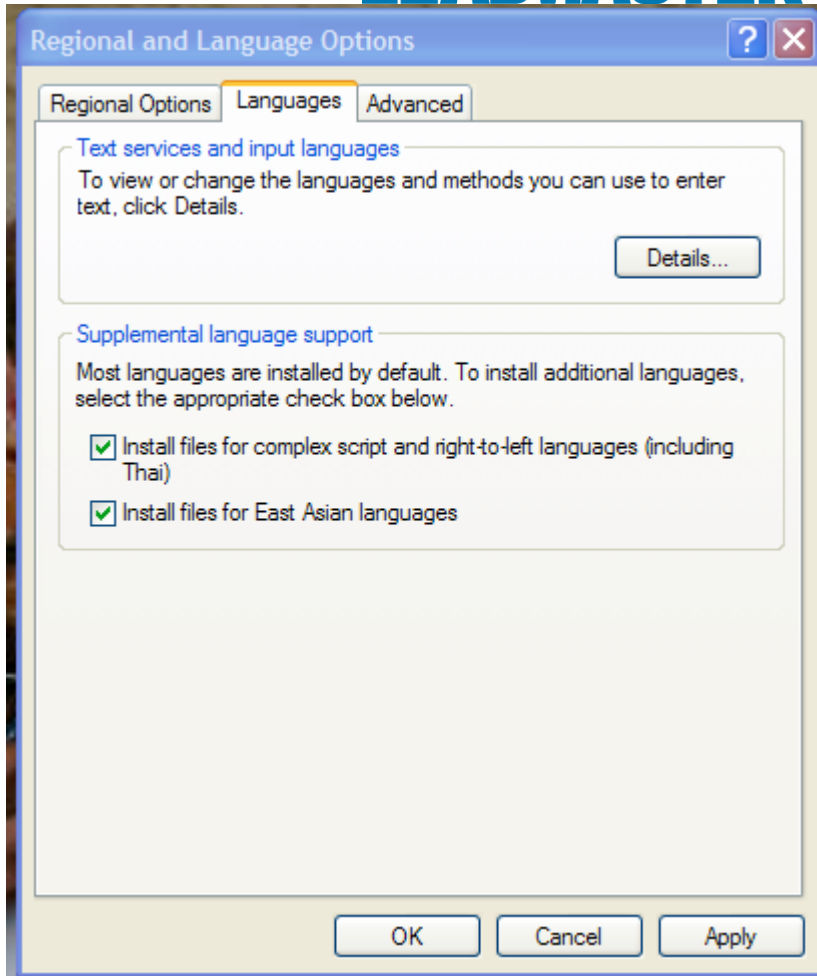
## INSTALLING ADDITIONAL LANGUAGES

This section is provided for users who do NOT see a specific language they need to be able to properly render on their computer.

- 1.) On you local system go to Start > Settings > Control Panel.
- 2.) Click on Regional and Language Options icon.
- 3.) On the Languages tab click “Details” button.
- 4.) On the “Advanced” tab of the “Text Services and Input Languages” pop-up window check “Extend support of advanced text services to all program” in the “Compatibility Configuration” section. Uncheck “Turn off advanced text services” in the “System Configuration” section. Click “Ok”.



5.) On the Languages Tab check the “Install the file for complex script and right to left languages” checkbox and the “Install files for East Asian languages” checkbox to select it. \*NOTE- if you do not need East Asian languages you do not have to check that one.

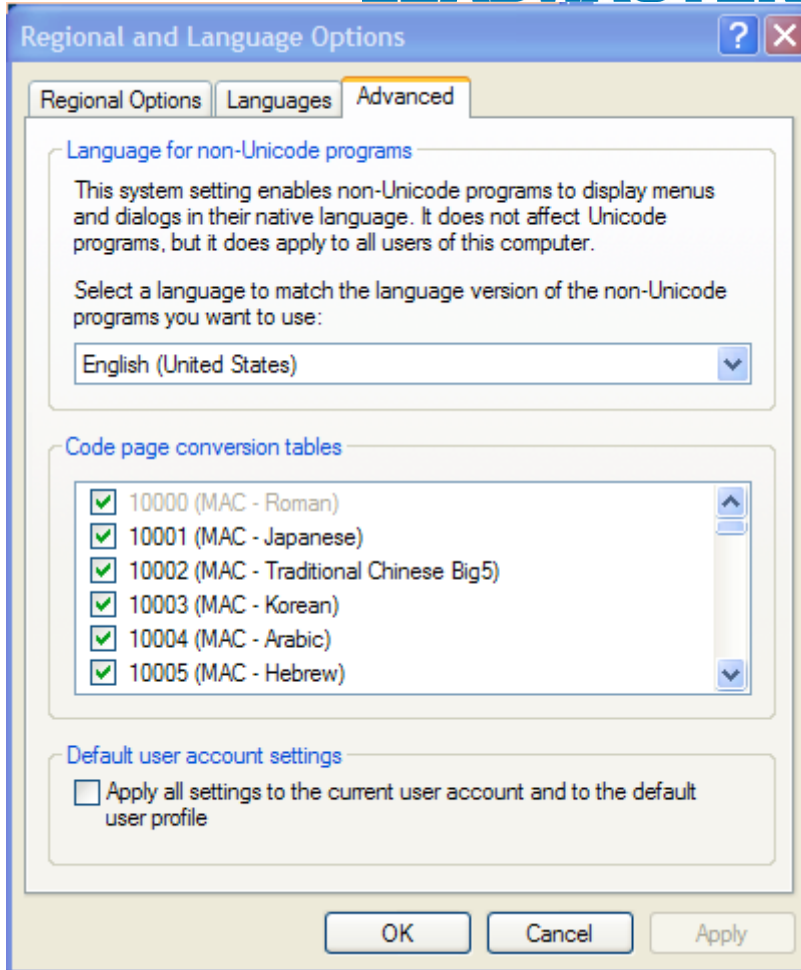


- 6.) Click Apply
- 7.) Insert the Microsoft Windows XP CD when prompted and allow installation to complete.
- 8.) Restart the computer when prompted to do so.

## SETTINGS FOR NON-UNICODE PROGRAMS

These instructions are for users who need to be able to see non-regional languages on their computers in “non-unicode” supported programs.

- 1.) On you local system go to Start > Settings > Control Panel.
- 2.) Click on Regional and Language Options icon.
- 3.) Click on the “Advanced” tab



- 4.) Scroll down through the checkbox list in the “Code page conversion tables” and make sure that the language you will be working with is checked.
- 5.) Restart the computer when instructed to do so.