

# List Builder items with non-English characters appear garbled

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## Symptom

After an upgrade from OnGuard 2008 Plus (6.1.222) or earlier, non-English characters in List Builder items may appear garbled.

This issue will occur on computers configured for Windows Regional Settings in a non-English language.

## Resolution

To resolve the issue, the language configured in both the Standards and formats and Language for non-Unicode programs of the Windows Regional and Language Options must match.

- 1) Click the Start button, and then select **Control Panel > Regional and Language Options**.
- 2) On the Regional Options tab, select the language used from the drop-down in the Standards and formats section.
- 3) On the Advanced tab, select the same language as in step 2 from the drop-down in the Language for non-Unicode programs section.

For example: If Arabic characters are contained in the List Builder items, then the language selected in both Standards and formats and Language for non-Unicode programs must be set to Arabic or a variant of Arabic.

**Note:** With OnGuard 2008 Plus (6.1.222) or earlier, only the Language for non-Unicode programs was required to match the non-English characters used in List Builder items. This is why the issue may arise after an upgrade from OnGuard 2008 Plus (6.1.222) or earlier.

- 4) After modifying the Windows Regional and Language Options, you must restart the OnGuard application for the changes to take effect.
- 5) If the computer is running Windows Vista, Windows 7, or Windows Server 2008, a reboot may also be required.

## Applies To

OnGuard 2009 (6.3.249) or later  
Microsoft Windows (All versions)

# Additional Information

None

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