

B LEVEL: DSE	KB ARTICLE	KB NUMBER:
	HOW TO SETUP NON-UNICODE PROGRAM	KB-DSE-06-25-2019

KB Category:	Setup Non-Unicode Program		
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Problem Description:	If the agent requested to change the non-unicode of the operating system in to its user language.
Symptoms and Cause of the issue:	N/A

Procedures:

Step 1: .Go to “Search Bar” and type “Control Panel”

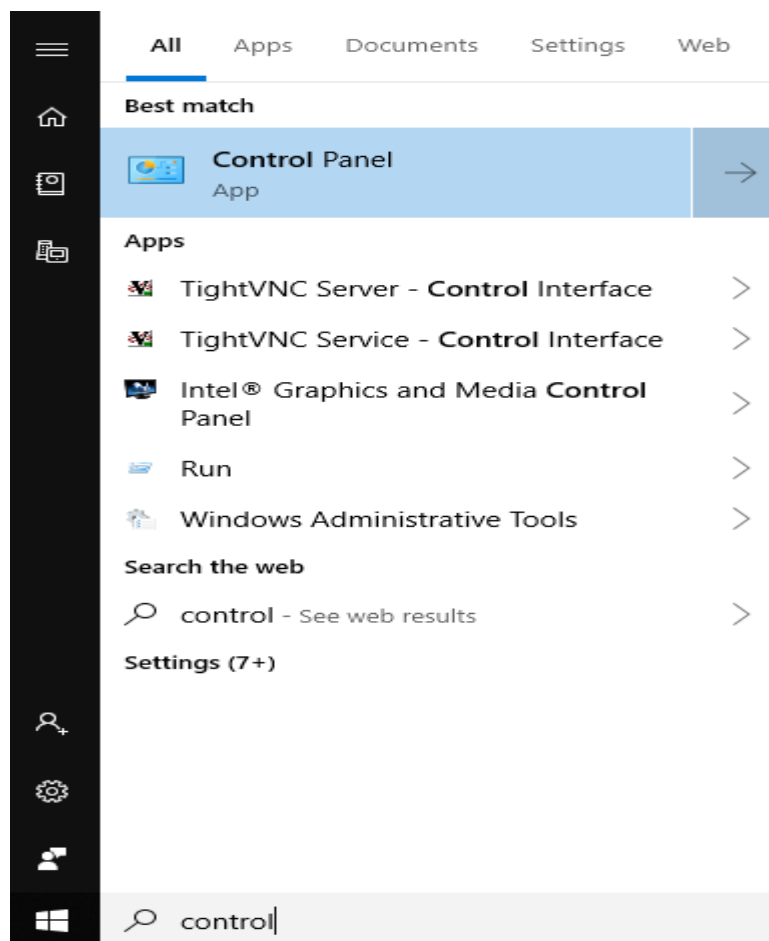


Figure 1. Shows how to search control panel.

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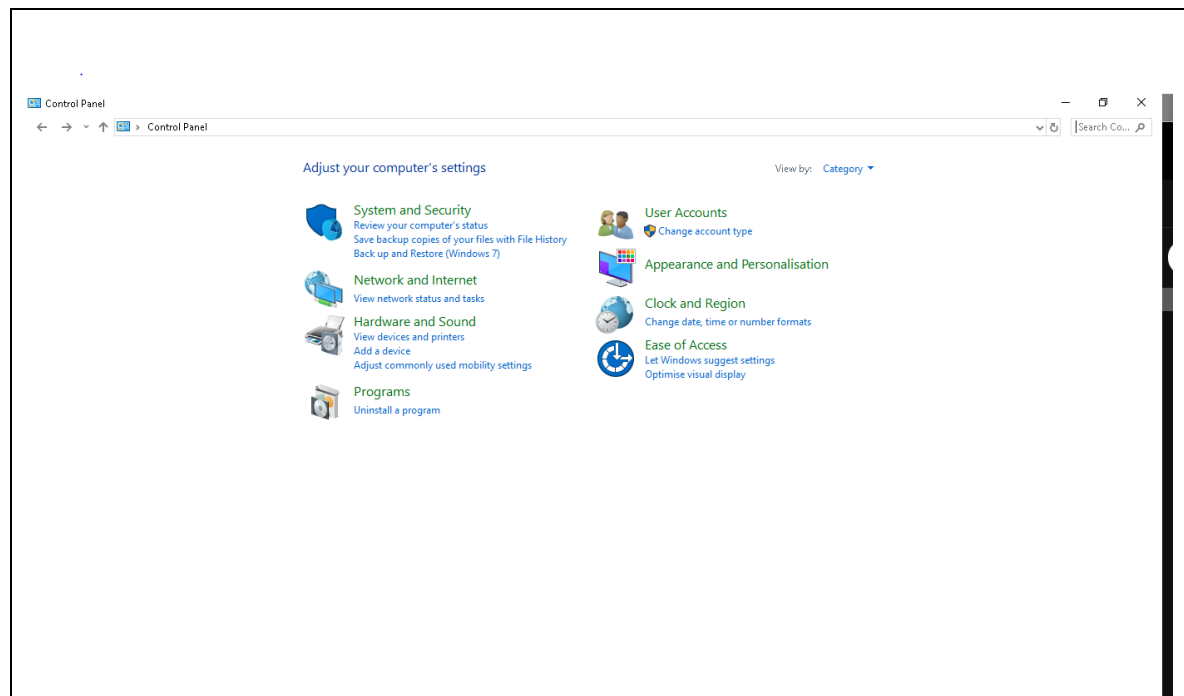


Figure 2. Shows the Control Panel viewed by Category.

Step 2: Go to “Clock and Region” and find “Region”.

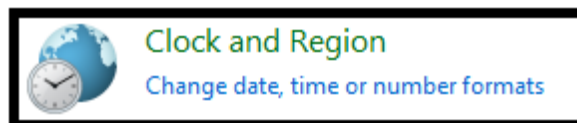


Figure 3. Shows the Clock and Region Options.

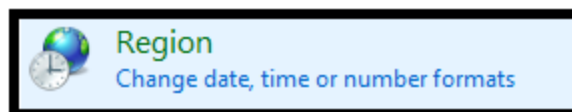


Figure 4. Shows the Region Options.

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Step 3. After you click the “**Region**”, Go to “**Administrative Settings**”, and Click “**Change System Locale**”, and select the language of the user example “**Japanese**”, and “**restart**” the computer.

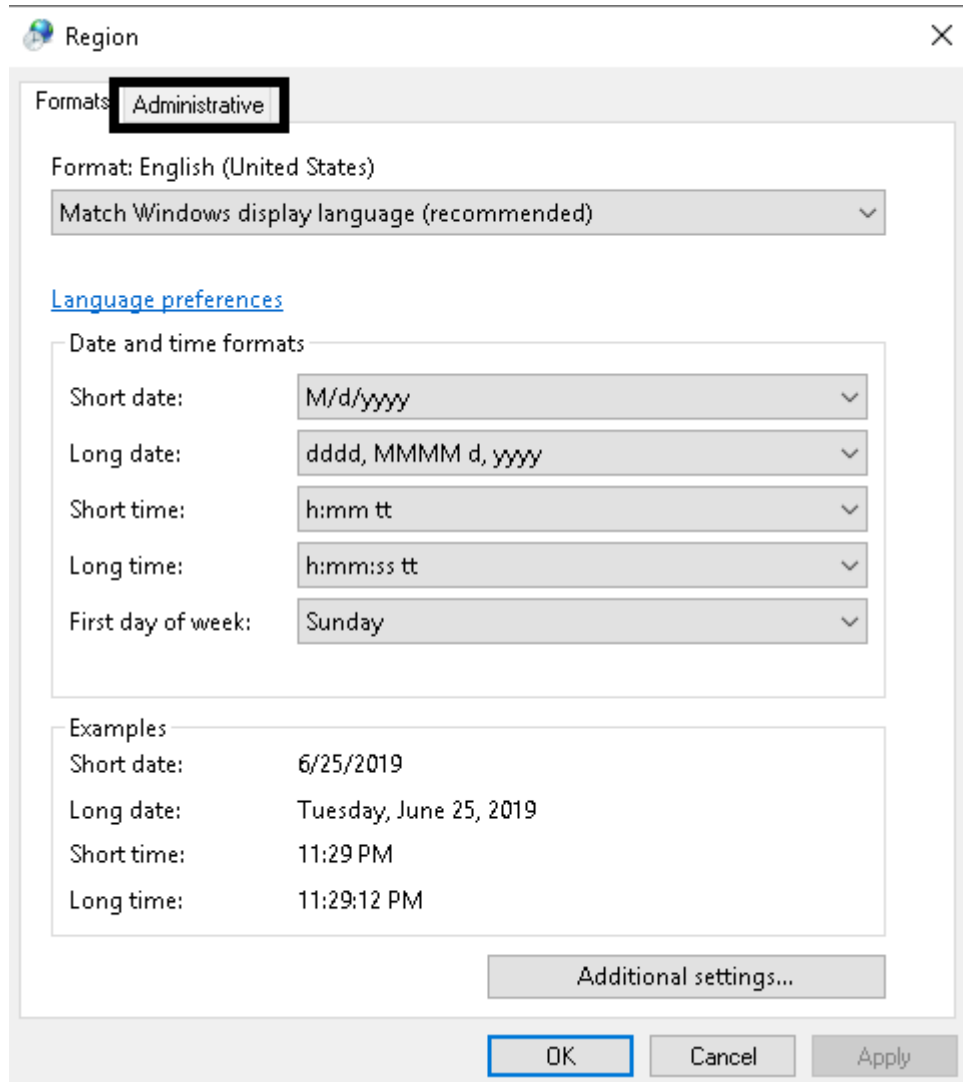


Figure 5. Shows the Region Panel.

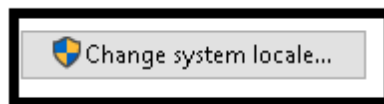


Figure 6. Shows Change System Locale Options.

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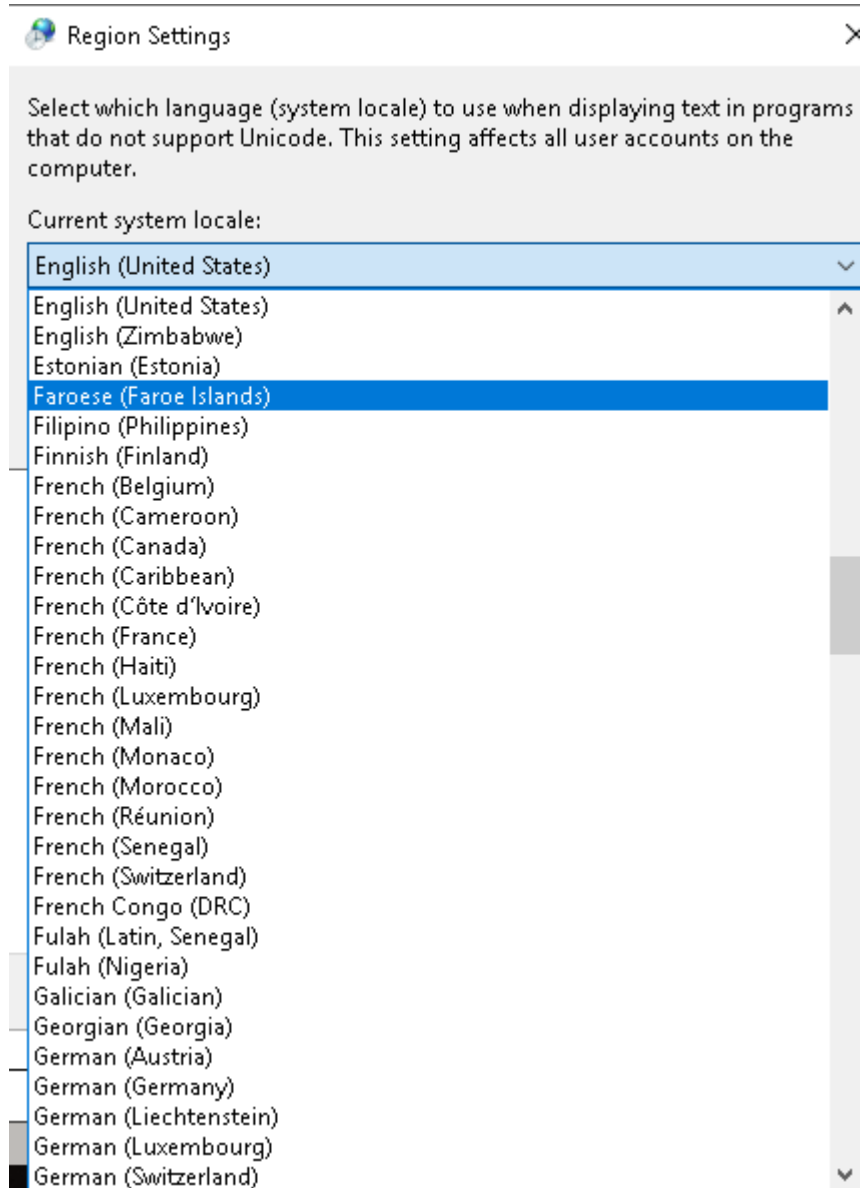


Figure 7. Select the language of the user.

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Verification:

Step1 . Restart your computer.

Step 2. The language should be running on Japanese Unicode program.