

## RE: Two versions again–language issue

**Source:** <http://www.tech–archive.net/Archive/Office/microsoft.public.office.setup/2004–05/0642.html>

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### RESOLUTION:

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Operating system considerations for a multilingual installation of Office  
The Microsoft Windows 2000 and Microsoft Windows XP operating systems both support international features of Microsoft Office 2003. In some cases, you may need to set a specific system locale for Office to support the desired language.

Office 2003 automatically enables languages for editing when the languages are enabled in Windows 2000 and Windows XP. However, Windows XP enables some languages in groups — complex script languages and East Asian languages — that Office 2003 does not enable as groups automatically. If you want to enable complex script or East Asian languages for editing with Office on Windows XP, you must enable them manually in Office.

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Toolbox Information about limitations for language support is included in the Microsoft Office Excel 2003 workbook Wwsuppt.xls, which is installed by default when you run the Microsoft Office Resource Kit Setup program. For more information, see International Information in the Toolbox.  
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### ----- Displaying the user interface in other languages

Windows 2000 and Windows XP provide support for all possible Office user interface languages. You need to ensure a user's system locale (which governs the code page of the user's computer) is set to a locale that supports the primary language the user needs. The system locale that you set depends on the primary language your users need. This is because some code pages provide support for groups of languages; other code pages provide support for only a single language. For example, if your users work primarily in Japanese, set their system locale to Japanese. If your users work primarily in French, their system locale can be any Western European system locale. For some applications and features in Office 2003, the native code page of the operating system must support the user interface language. For these applications and features, text in the user interface — such as file names in Microsoft Office FrontPage® 2003 — must be supported by the operating system's system code page. When you use FrontPage 2003 and some features (such as Microsoft Visual

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Basic® for Applications) you can change the user interface language to any language that is supported by the system code page of your operating system. When you change the user interface to a language that does not have code page support, FrontPage displays the user interface in English.

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Toolbox Some Office features do not change when you change the language of the user interface or Help. Information about those features is available in the Microsoft Excel workbook Intlmit.xls, which is installed by default when you run the Office Resource Kit Setup program. For more information, see International Information in the Toolbox.

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Displaying Help and Microsoft Office Online assistance in other languages Microsoft Office Online, the site on the World Wide Web for end users of the Microsoft Office System, consists of a number of international sites containing appropriate content for the local language, country, or region. These international sites represent the majority of languages in which Office 2003 and the Microsoft Office 2003 Multilingual User Interface Packs are available.

Initially, the language of the Microsoft Office Online Web site is determined by Microsoft Internet Explorer language settings. Users can view different language-specific and region-specific content on Microsoft Office Online, however, by clicking Office Worldwide and choosing a different international site. If their Web browser settings allow persistent cookies, the new international site persists the next time they visit Microsoft Office Online.

The Help language setting in Office applications is handled separately. When a user enters a query in an Office application, both online and offline query results are always displayed in the language set for Help (for users with Microsoft Office 2003 Multilingual User Interface Packs) or the installation language of the product (for localized versions of Office). For some languages, including English, French, and Chinese, the regional settings in Windows also result in content specific to that region. Because users can change the international site of Microsoft Office Online independently of their Help or user interface language settings, application language settings are not synchronized with the Microsoft Office Online international site. In some cases, users may find themselves viewing Web pages with a mixture of languages and region-specific content. Users can ensure that Help queries are returned in the appropriate language by following these guidelines:

To display query results on Microsoft Office Online in a language other than the Office installation language or Help language setting, enter the query directly on the Microsoft Office Online language-specific or region-specific Web site.

To ensure that query results on Microsoft Office Online are displayed in the same language as the client, choose the site that matches the language settings on the local computer.

Editing documents in other languages

All language versions of Windows 2000 and Windows XP support displaying documents in all languages. However, in the case of Asian documents, even though users can display documents, they might not be able to edit the files to include Asian characters without a special editing interface. Input of Asian characters requires an Input Method Editor (IME). The Microsoft Office 2003 Multilingual User Interface Pack provides IMEs for Japanese, Korean, Simplified Chinese, and Traditional Chinese. The IMEs allow users to input Asian text in Office applications, regardless of the language version of their operating system. Microsoft Office 2003 Proofing Tools also includes Input Method Editors.

Using the Windows keyboard layout program

Windows 2000 and Windows XP include a keyboard layout program – On-Screen Keyboard – that makes it easier for users to type languages not represented

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on the physical keyboard. Be sure that the language that users want to use in the On-Screen Keyboard has been enabled for editing.

To access the Windows keyboard layout program

On the taskbar, click Start, and then click All Programs (Windows XP) or Start Programs (Windows 2000).

Click Accessories.

Click Accessibility.

Click On-Screen Keyboard.

The On-Screen Keyboard dialog box is shown, and you can click the keys displayed to perform keyboard functions.

Limitations to entering multilingual content in Outlook in ANSI mode

Microsoft Office Outlook® 2003 provides Unicode® support in most scenarios.

When Outlook is running in Unicode mode, there are no limitations for entering content in other languages. There are, however, some scenarios in which Outlook will run in ANSI mode instead of Unicode mode. In these situations, there are limitations to be aware of.

When Outlook will be in ANSI mode

In certain scenarios, Outlook will run in ANSI mode. Note that Outlook Unicode mode only applies for Microsoft Exchange Server configurations.

The scenarios when Outlook does not support Unicode include:

For POP accounts when the delivery store is an ANSI PST.

For Microsoft Hotmail®, IMAP, and LDAP accounts.

Language limitations when Outlook is in ANSI mode

There are two main types of content that users can type in Outlook when in ANSI mode: plain text and rich text. Text typed in a plain text area cannot be saved and retrieved in a language that is not supported by the default code page set on the user's computer. For example, text entered in most fields in a Contact entry (such as the contact name or telephone number) is plain text. It cannot have special formatting (for instance, bold or italics), and it cannot be saved and retrieved in a language that is not supported by the default code page.

Other text-entry areas support rich text – for example, the message body of an e-mail message. Rich text support is provided in several ways (for instance, by using RTF or HTML), and supports formatting, links, and similar elements. Rich text areas also support text entry and retrieval for languages that are not supported by the default code page on the user's computer.

Choosing a Web browser

The Web browser installed on users' computers can affect how well Microsoft Office 2003 supports switching to different user interface languages – and can also be a factor in whether users can create multilingual Web pages.

Supporting multilingual dialog boxes

Microsoft Internet Explorer 5 or later allows Microsoft Office 2003 applications to display certain dialog boxes in any user interface language that the operating system supports. Dialog boxes such as New and Open from the File menu depend on the code page of the operating system to display text.

Using Unicode in multilingual Web pages

Unicode allows users to create multilingual Web pages that not only use multiple scripts but also produce smaller files that are easy to parse on your intranet or the Internet. You need Internet Explorer 5 or later, or Netscape Navigator 4.07 or later, for your browser to interpret Unicode Web pages. If you want to maintain compatibility with earlier browsers, avoid using Unicode.

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Note The Unicode format commonly used on the Internet is called Universal Character Set Transformation Format 8-bit (UTF-8). UTF-8 is the only Unicode format that is commonly supported by Web browsers and by FrontPage Server Extensions from Microsoft.  
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You can set Office 2003 applications to save the current HTML document in Unicode.

To save an HTML document in Unicode in Office 2003  
In an Office application that supports this feature (such as Microsoft Office Word 2003), on the Tools menu, click Options.  
On the General tab, click Web Options.  
On the Encoding tab, in the Save this document as list, select Unicode (UTF-8).

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Note To save HTML documents in the Unicode format by default, select the Always save Web pages in the default encoding check box in the Web Options dialog box.

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Using Unicode in multilingual URLs

In addition to allowing users to create HTML documents in UTF-8 encoding, Office 2003 and Internet Explorer 5 or later can send UTF-8-encoded URLs to Web servers.

UTF-8 encoding allows a user to use URLs that include non-ASCII characters, regardless of the language of the user's operating system and browser, or the language version of Office. Without UTF-8 encoding, a user's Web server must be based on the same code page as that of the user's operating system in order for the Web server to interpret non-ASCII URLs. However, for a Web server to interpret UTF-8 encoded URLs, the Web server must have UTF-8 support.

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Note To use UTF-8 encoded URLs, you must have Microsoft Internet Information Services (IIS) 4.0 or later or another Web server that supports UTF-8.

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If your organization has code page based Web servers that do not support UTF-8, and you have non-ASCII URLs, you should turn off UTF-8 URL encoding in Internet Explorer 5. Otherwise, when users try to use a UTF-8-encoded URL that includes non-ASCII characters, the code page based Web server that does not support UTF-8 cannot interpret the URL.

To prevent sending URLs in UTF-8 encoding  
In Internet Explorer 5 (or later), on the Tools menu, click Internet Options.

In the Internet Options dialog box, click the Advanced tab.  
Under Browsing, clear the Always send URLs as UTF-8 check box.

Managing fonts for multilingual installations

Microsoft Windows 2000 and Windows XP provide fonts that allow users to view and edit documents in different languages and across different scripts. These fonts allow users to:

Display the user interface and Help in various languages.  
Display text in various languages – in an existing document or text that you enter – including languages that require Input Method Editors (IMEs).  
When users enable a language in the operating system, the fonts for that language are typically installed for them. Big fonts – such as Tahoma® – that were previously supplied by Office are now included in Windows.  
However, because some fonts provided in Windows XP are not included in Windows 2000, Office 2003 also includes several fonts, such as Arial, Unicode, and Syriac. To install fonts from Office for your users, you configure the feature installation state in the Custom Installation Wizard to install the Additional Fonts feature. Note that fonts installed from Office do not update any existing Windows fonts.

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### Choosing the Unicode font

Some documents, such as Microsoft Access data tables, can display only one font at a time. But these documents can display multilingual text in more than one script if you use the Unicode font. The Unicode font provided by Office 2003 allows users to input and display characters across scripts and across code pages that support the various scripts.

Installing a Unicode font on users' computers has some disadvantages.

First, the Unicode font file is much larger than font files based on code pages. Second, some characters might look different from their character equivalents in code pages. For these reasons, do not use the Unicode font as your default font. However, if your users share documents across many different scripts, the Unicode font might be your best choice.

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### Printing documents

Using the international features of Office 2003 in documents creates some special requirements for printing. You must ensure that your printers are configured for the correct paper size and for font substitution.

#### Specifying the correct paper size

Many printers allow you to load both A4 and letter-size paper. If users in Europe exchange documents with users in the United States, having both A4 and letter-size paper in your printers accommodates everyone's documents. Even if your printers are stocked only with the paper commonly used in your part of the world, most Office documents are printed with no loss of text. Microsoft Word documents and Microsoft Office PowerPoint® 2003 presentations are automatically scaled to fit the printer's default paper size. Microsoft Outlook messages are printed according to locally defined default print parameters. Microsoft FrontPage documents are printed according to the browser's page layout settings.

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Note For Microsoft Office Publisher 2003 documents, users must open documents and manually change the paper size. For Microsoft Office Access 2003 reports, users must open a report, manually change the paper size, close the report, reopen the report, and then print.

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In some circumstances, you might not want documents scaled to fit the printer's default paper size. For example, if your printer has A4 set as its default paper size but the printer also has letter-size paper, Word cannot detect that both sizes are available. Because the printer can supply the correct size paper, you might want to turn off the resizing option that is available in Word.

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Group Policy Tip You can use a policy to turn off the Allow A4/Letter paper resizing option on the Print tab (Options menu) in Word. Using Group Policy, in the Word 2003 policy template (Word11.adm), under Microsoft Word11\Tools | Options\Print\Printing options, double-click Allow A4/Letter paper resizing. Click the Enabled option button to set the policy, then to turn off resizing, clear the check box in the policy. For more information about Group Policy, see Managing Users' Configurations by Policy.

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### Setting TrueType fonts to print correctly

To display characters in multiple scripts, Office uses big fonts. In addition to being bold or italic, big fonts can also be Cyrillic, Greek, or one of several other scripts.

However, big fonts are also TrueType fonts, and many laser printers substitute built-in printer fonts when printing documents that use TrueType fonts. Built-in printer fonts cannot render text in multiple scripts, so characters in other scripts do not print properly.

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For example, your laser printer might substitute its own internal version of Arial, which accommodates only Western European characters. Word uses the big font version of Arial to display Greek and Russian characters in documents, but if users print those documents, the Greek and Russian characters are printed as unintelligible Western European character strings. To work around the problem, set the option in your printer driver to send TrueType fonts as graphics.

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Tip Some non-Asian printers cannot properly print Asian documents because the size of the Asian font is too large for the printer's memory. You might need to install additional memory in these printers.

LINKS:

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<http://www.microsoft.com/office/ork/2003/four/ch13/IntA04.htm>

<http://www.microsoft.com/office/ork/2003/four/ch16/IntD04.htm>

HTH

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