



EGD URDU LOCALIZATION PROJECT

Troubleshooting Guide for Urdu Email Reader

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1 Introduction

This document provides solution to the possible known problems that can occur during the installation of **Urdu Email Reader** application. This software is a plug-in for Microsoft Outlook that provides the facility to synthesize emails.

2 Problems & Solutions

2.1 *Interface Language is Unreadable*

Problem:

Email Reader runs but text on IE Tool Bar is unreadable.

Cause:

1. This error may occur if Urdu language is not installed.
2. Support unavailable in Windows 2000 Server.

Fix:

1. Install Urdu Language Support on your operating system.
2. Following steps are required for removing cause 2.
 - a. Copy the files listed below from installation path to **%Windir%\system32**
 - i. Kbdurdu.dll
 - ii. Urdu.reg
 - b. Double click on urdu.reg it should add the entries to your registry files.
 - c. For precautions restart the computer.