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Japanese Language Kit: Common Troubleshooting Steps (9/95)

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Japanese Language Kit: Common Troubleshooting Steps (9/95)

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TOPIC -----

This document contains the answers to frequently asked questions (FAQ) about the Japanese Language Kit (JLK).

Questions in this FAQ:
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- Why doesn't the Installer ask for disk Font 12?
- If I install the Japanese Language Kit (with 24-bit addressing ON) the Installer crashes while merging the TrueType fonts. Why?
- I get unreadable Japanese text on the screen. What's wrong?
- In the Keyboard menu (Diamond Menu) and/or the Pencil menu, the Japanese text is displayed as garbage.
- I double click on a Japanese TeachText file and the data appears as garbage.
- I enter text in Hiragana, but it does not convert to Kanji. Why not?
- Some of my keyboard shortcuts don't work since I installed JLK. What's wrong?
- I use the JLK and when I rename a folder in the Finder, the keyboard menu changes from U.S. System 7 (a blue diamond) to Kotoeri (a red sun with an apple) automatically. If I select U.S. System 7 in the keyboard menu, I can enter the name in English. Why does the keyboard layout switch occur?
- I have a Performa computer and the JLK. Windows such as help and the input window do not show up when I try to enter Japanese text. What's wrong?

DISCUSSION -----

Question: Why doesn't the Installer ask for disk Font 12?

Answer: The SaiMincho and ChuGothic fonts found on Font Disk 12 are available only through a customized installation. These fonts are PostScript compatible bitmaps for use with the LaserWriter NTX-J

Question: If I install the Japanese Language Kit (with 32-bit addressing OFF) the Installer crashes while merging the TrueType fonts. Why?

Answer: This ONLY happens when installing on Macintosh computers (Macintosh II, IIX, SE/30, IICX) that also have the 32-bit System Enabler installed. Turn ON 32-bit addressing in the Memory Control Panel while installing the Japanese Language Kit with these types of Macintosh computers (Macintosh II, IIX, SE/30, IICX).

Question: I get unreadable Japanese text on the screen. What's wrong?

Answer: If you see unreadable Japanese text, check the following basic points to make sure the Japanese fonts system is complete:

- a) The fbit/fdef Kanji bit-map fonts (the one with the Kanji character "kan" and the circle behind its icon) are located at the System Folder root level (not Fonts folder). At minimum, the Osaka font must be installed
- b) The InputBackSupport extension is present in the Extensions folder.

Question: In the Keyboard menu (Diamond Menu) and the Pencil menu the Japanese text is displayed as garbage.

Answer: This is normally caused by NOW Menus or some other menu management program. The menu program overrides the system menu font and forces the menu into a specific font. The menu font needs to be changed to the Osaka font in this menu program.

Question: I double click on a Japanese TeachText file and the data appears as garbage.

Answer: The English version of TeachText opened the document instead of the Japanese version. The only work around is to open the Japanese version of TeachText, then open the file from within TeachText. Alternatively, you can use SimpleText, which is WorldScript savvy.

Question: I enter text in Hiragana, but it does not convert to Kanji. Why not?

Answer: The Main dictionary needs to be opened in the JLK preferences.

Question: Some of my keyboard shortcuts don't work since I installed JLK. What's wrong?

Answer: System 7.1 or later uses the sequence Command-Option-Spacebar to switch keyboard layouts. Other applications or utilities like QuickKeys may also attempt to use this key combination. The System Software takes precedence in all cases so you have to find an alternative for the conflicting program.

Question: I use the JLK and when I rename a folder in the Finder, the keyboard menu changes from U.S. System 7 (a blue diamond) to Kotoeri (a red sun with an apple) automatically. If I select U.S. System 7 in the keyboard menu, I can enter the name in English. Why does the keyboard layout switch occur?

Answer: Apple Language Kits provide Finder support for English and the language each installs. When you modify a file or folder name, the language kit defaults to its primary keyboard layout. Japanese defaults to Kotoeri. This is how that default is selected: The JLK displays keyboard layouts based on the "Font for views" selected in the Views Control Panel. When Osaka is selected, the keyboard menu displays "U.S. System 7" and Kotoeri, because Osaka supports both Japanese and Roman character sets. Selecting a Roman-only font like Palatino or Helvetica only displays "U.S. System 7" in the keyboard menu.

Question: I have a Performa computer and the JLK. Windows such as help and the input window do not show up when I try to enter Japanese text. What's wrong?

Answer: If you have System 7.1P4 or later, open the Performa Control Panel and turn off Finder Hiding. Then restart your computer to enter Japanese through the input window. If you have System 7.1P3 or earlier, remove the Launcher from the Control Panels folder, and place it in the Startup Items folder. Restart your computer; Finder Hiding is deactivated.

Article Change History:

06 Sep 1995 - Changed title to more accurately reflect content.

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