

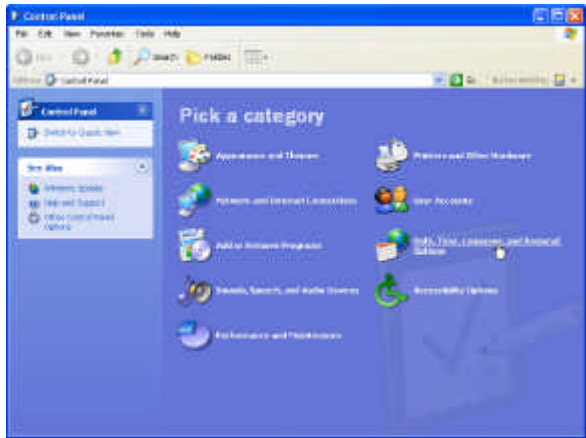
**Date: December 11, 2003** **TN 122003-3**

Subject:	DJH View Software
Version:	All
Scope:	Configuration problems

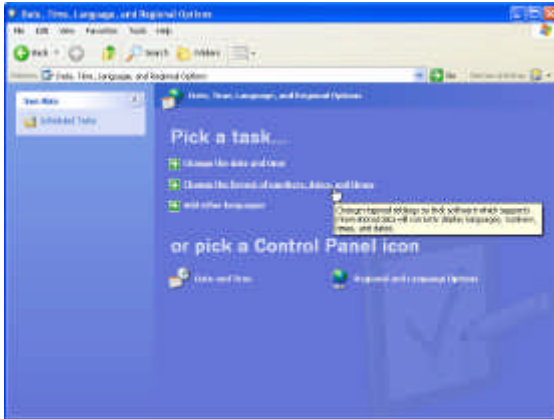
It has recently been discovered that certain date and numerical formats in the International/Regional settings of Microsoft Windows can cause the DJH View program database to crash. The problem exists when an un-recognized date and number format is encountered while saving a sample to the database. In version 3.17 and later of the DJH View program installation errors can also occur as some database formatting and conversions take place during the program installation. The un-recognized characters are dashes in the date format and comma's used for decimal places. This issue is easily addressed by customizing the language format for the selected region.

The example below shows how to modify the settings in Windows XP all other Windows versions are modified similarly and the date time format are reached via the control panel. If you are un-sure about making this change please contact your MIS department for assistance.

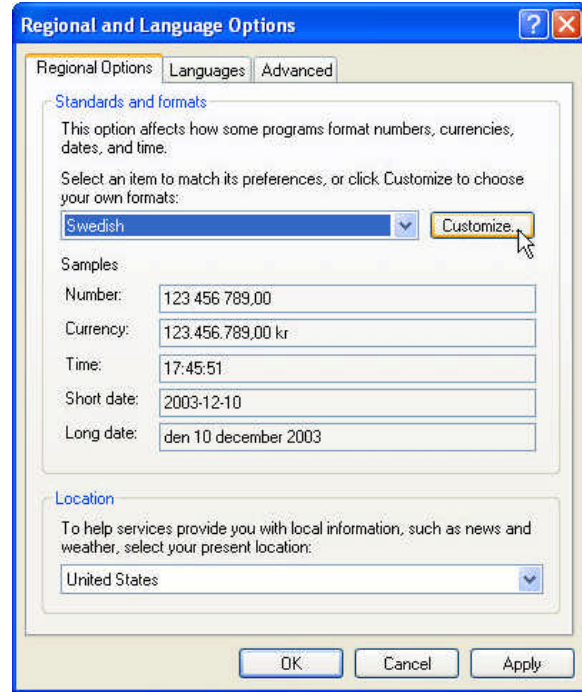
1. Click on Start and then select control panel
2. Click on the Date, Time, Language, and Regional options



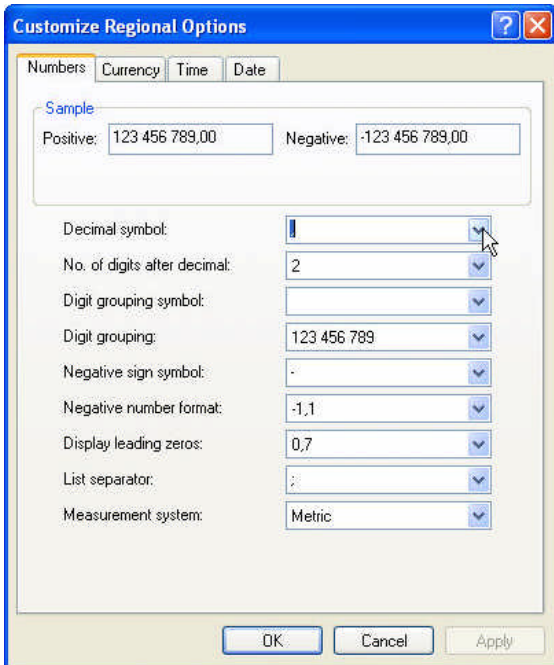
3. Click on Change the format of numbers, dates, and times.



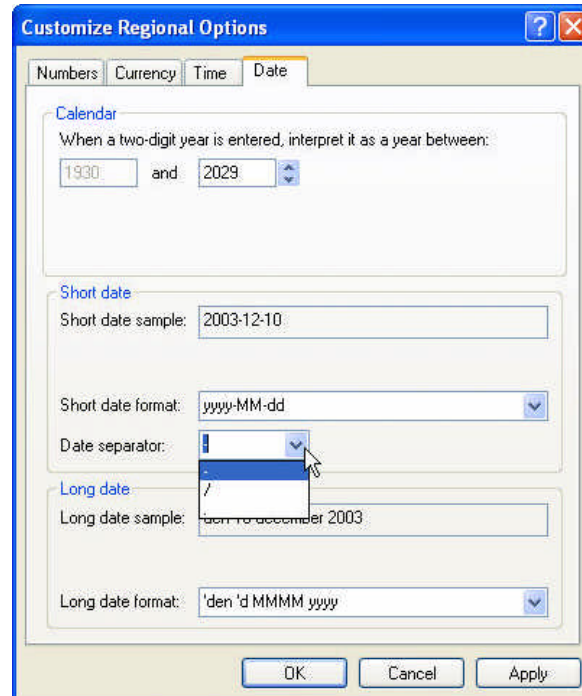
4. Beside your regional setting click on the customize button.



5. On the numbers tab look at the decimal symbol field and change it from a comma to a period if required.



6. Click the date tab and change the date separator from a dash or any other symbol that may be in use to the forward slash symbol (/).



Finally click on the Apply button and then OK to close the window. This will resolve the problem of the database crashing.