

Installation problems with Language Support in Windows XP /2000

Symptoms:

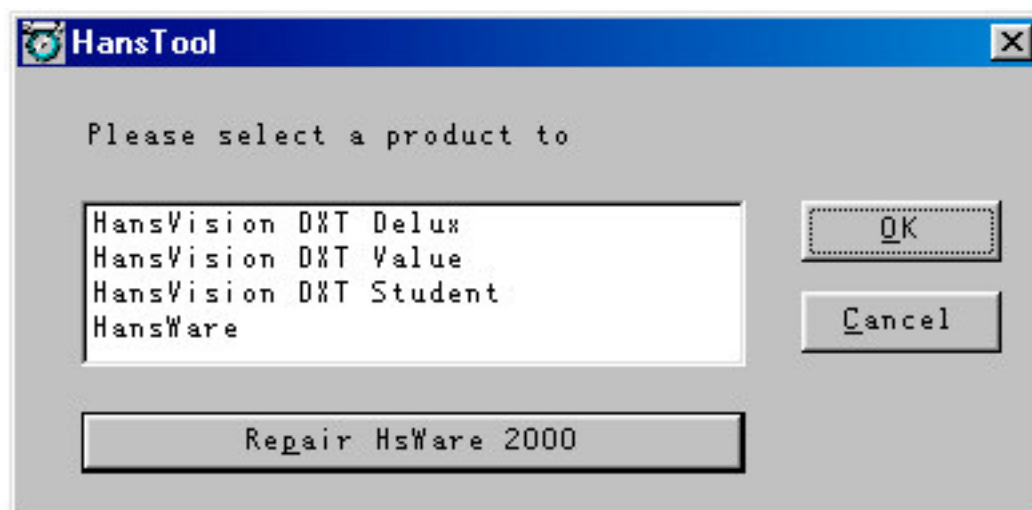
When you attempt to install the language support for Windows XP and 2000, and your system prompts you to restart your computer, you encountered a blank screen at Windows startup.

Causes and resolution:

If you have previously install previous version of HansVision (e.g. HansOffice 2000, HansMaster 2000 Plus etc.) into your Windows XP or 2000 system, you need to run this utility tool to clean up some of your system files.



1. Download the utility tool (**HansTool.exe**) **HansTool** onto your local drive, e.g. C:\My Documents
2. You will see the HansTool setup menu as shown below:



3. Click on **Repair HsWare 2000**.
4. You may continue to proceed with installing the language support for Windows XP and 2000 by following the instructions given in the leaflet "**Installing Chinese Language Support**".
5. You will be asked to restart your computer for the settings to take effect. Your PC should not display a blank screen upon Windows startup now.
6. You may now proceed on with the installation of HansVision DXT and HansWare & Input Methods.