

Asian characters are not properly displayed during the installation phase

When installing Blancco Management Console 3 or Blancco 5 Configuration Tool software, using Korean or Japanese language, in Windows 10, it is possible that some Asian characters are not displayed correctly in the installer's user interface (blank squares are displayed instead of the proper Asian characters).

This issue occurs due to [certain changes done in Windows 10](#).

To fix the issue:

- Install (or update to) the latest Java JRE package (64-bit).
- Install additional Asian language packs for Windows 10. This can be done by following the instructions [in the Windows KB article](#).