

## MISSING FOREIGN CHARACTERS WHEN EXPORTING TO PDF

1. Create a SINV
2. Add a stock, input the description in Chinese characters

The screenshot shows the 'Sales Invoices' application window. The 'Details' tab is active, showing customer information (700-A024, ABCMARITIME) and invoice details (Doc Date: 06/10/2020, Invoice No.: INV00045). Below the details is a table with columns: Stock Code, Description, F.Desc, Qty, UOM, Unit Price, Disc, Amount, and Net. The first row contains: AMD-XP/1800, 哈哈, (blank), 1.00, UNITS, 685.00, (blank), 685.00, and 685.00. A red arrow points to the '哈哈' description.

3. Save and preview the transaction
4. Notice that the description is still exists

The screenshot shows the 'Sales Invoice' preview window. The header includes the company name 'SAMPLE TRADING (M) SDN. BHD. (123456-A)', GST Reg. No.: 123456-A, and address: 99, Jalan 101B, KL Business Centre, 56100 Kuala Lumpur, Malaysia. The 'Sales Invoice' title is centered. The 'Bill To' section shows 'ABCMARITIME', RUE PERDETEMPS 1, 1260 NYON, SWITZERLAND. The 'No.' is 'INV00045' and the 'Date' is '06/10/2020'. The 'Terms' are 'C.O.D.'. The 'Page' is '1 of 2'. Below the header is a table with columns: CODE, DESCRIPTION, QTY, UOM, U. PRICE, and AMOUNT. The first row contains: AMD-XP/1800, 哈哈, 1, UNITS, 685.00, and 685.00. A red box highlights the '哈哈' description.

5. Export to PDF

The screenshot shows the 'Export To' dialog box. The 'PDF File' option is selected, and a red arrow points to it. The dialog box lists various file formats: PDF File (Adobe Portable Document Format), HTML File (Web Page), MHT File (Single File Web Page), RTF File (Rich Text Format), DOCX File (Microsoft Word 2007 Document), XLS File (Microsoft Excel 2000-2003 Workbook), XLSX File (Microsoft Excel 2007 Workbook), CSV File (Comma-Separated Values Text), Text File (Plain Text), and Image File (BMP, GIF, JPEG, PNG, TIFF, EMF, WMF).

6. Open the exported PDF, the description is missing



**SAMPLE TRADING (M) SDN. BHD.** (123456-A)  
 GST Reg. No.: 123456-A  
 99, Jalan 101B, KL Business Centre, 56100 Kuala Lumpur, Malaysia.  
 Tel : (603) 9133 8888 Fax :  
 URL : www.sample-software.com Email : admin@sample-software.com;

**Sales Invoice**

Bill To: **ABCMARITIME**  
 RUE PERDTEMPS 1  
 1260 NYON  
 SWITZERLAND

No. **INV00045**  
 Date 06/10/2020  
 Your P.O. No.  
 Salesman  
 Terms C.O.D.  
 Page 1 of 2  
 Transfer From

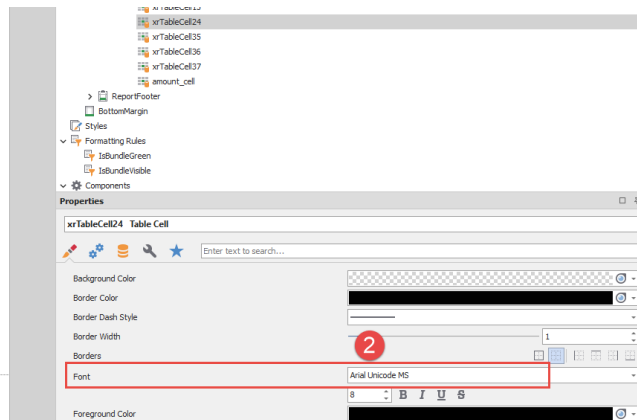
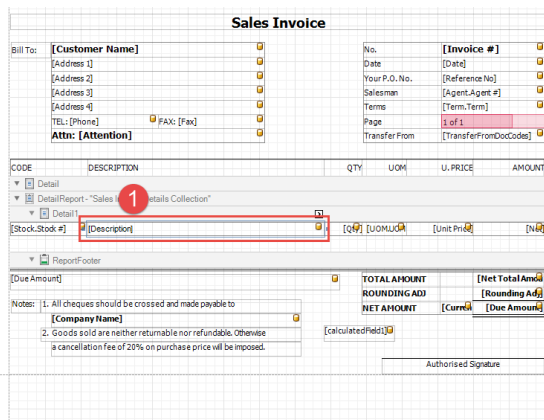
CODE	DESCRIPTION	QTY	UOM	U. PRICE	AMOUNT
AMD-XP/1800		1	UNITS	685.00	685.00

7. According to DevExpress, the reason is that the Font used doesn't support foreign characters

<https://supportcenter.devexpress.com/ticket/details/t674068/support-chinese-characters-in-xtrareports-export-to-pdf-functionality>

8. In order to show foreign characters, 'Arial Unicode MS' font needs to be installed

9. After that, change the font to 'Arial Unicode MS'



10. The characters should be there



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**Sales Invoice**

Bill To: **ABCMARITIME**  
 RUE PERDTEMPS 1  
 1260 NYON  
 SWITZERLAND

No. **INV00045**  
 Date 06/10/2020  
 Your P.O. No.  
 Salesman  
 Terms C.O.D.  
 Page 1 of 1  
 Transfer From

CODE	DESCRIPTION	QTY	UOM	U. PRICE	AMOUNT
AMD-XP/1800	哈哈	1	UNITS	685.00	685.00

Download link:

<https://www.download-free-fonts.com/details/88978/arial-unicode-ms>