

## The calculation report contains unreadable characters

NextGen uses a character set that, if not installed correctly, can lead to the creation of unreadable reports.

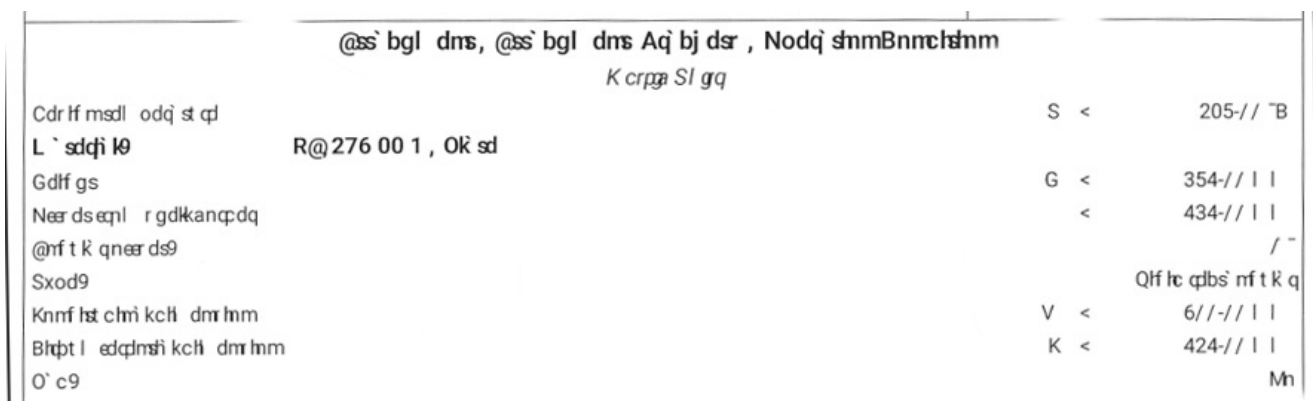
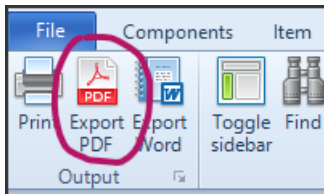
Online version: <https://nextgen.sant-ambrogio.it/KB833226>

Latest update: 26 set 2024

During the installation of the program, the setup proceeds with the registration in Windows of the characters used by the program to prepare the print reports.

In some cases, the setup may not be able to correctly install all the necessary files, for example due to an impediment by the operating system.

What happens is that the calculation report appears correctly when viewed in NextGen, but then once exported via the export to PDF button it appears unreadable.



### Resolution by reinstalling the fonts

It is sufficient to proceed with a manual reinstallation of the font package to resolve the problem. For this installation, you need to use an account with administrative rights.

The file containing all the fonts used by the software can be [downloaded here](#).

### Temporary workaround using PDF printing

If you have a system printer that is suitable for PDF production, you can use that instead of exporting directly to PDF (for example, Microsoft Print to PDF).

