



CDGS and CDTS versions 2022 and earlier: Offline Help will failed to load on Corp build for SV/TR/NL if English is not installed.

- CorelDRAW Technical Suite
- CorelDRAW Graphics Suite

Symptoms:

Corporate customers who perform offline installs on workstations using a corporate build by installing specific languages only (e.g., Nederland (NL), Swedish (SV), Turkish (TR), German (DE)) without English, Help files will fail to load from CorelDRAW, PHOTO-PAINT, Font Manager or utilities.

Same issue occurs for local installations if users install the product and select to install any languages other than English. User then goes “offline” or disconnects from network or Internet and launches CorelDRAW, PHOTO-PAINT, Font Manager or utilities. Launching the Help will fail.

Workaround:

1. The best solution would be to go back and modify your installations and install the English language module. However, this is not an option for Single language installers, such as CDGS trials.
2. Another alternative, if the English language module is not installed, is to manually rename folder CorelDRAW-xx (xx represent the two-letter language code) to CorelDRAW-en, from path:
C:\Program Files\Corel\CorelDRAW Graphics Suite 2022\Help
or
C:\Program Files\Corel\CorelDRAW Technical Suite 2022\Help
Same would have to be done for Corel-PHOTO-PAINT-xx as well as Corel-Font-Manager-xx.

Note: The issue does not occur for Corel DESIGNER application, installed with CorelDRAW Technical Suite (CDTS).
