KNOWLEDGE BASE ARTICLE

Logistics Functional Area Services (LOGFAS) v6.2.2

To   **:** End user
Subject   **:** LDM not displaying the menu bar when opened on a workstation with native UK settings
Reference(s) **:**

1. Applicability

LOGFAS 6.2.2, 6.2.2.1 and 6.2.3 installed on the following Operating System **NOT** in US language: Windows 7, 8.1 and 10 (64-bit operating systems).

2. Problem definition

When opening the LDM tool on a machine installed with any language different from English–US, the menu bar is not going to show and the tool is not usable at all.

3. Problem investigation

As the default installation settings in the NATO command structure network is English-US, this problem was revealed after installations in national networks and partner nation networks with UK settings were performed. The problem was not reported on the NATO network.

4. Fix

To fix the issue, contact your CIS administrator and ask for having LOGFAS 6.2.4 patch, which will fix this issue. If you do not belong to NCS, you may have to get in touch with your national POC for EDML (Electronic Definitive Media Library), who will provide you the media for upgrading LOGFAS.

The fix is not required on NATO networks, so there is no need to install any LOGFAS patch.