
special characters scrambled in "Print Letter to Patron" letters

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20
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Problem Symptoms:

When printing one of the customizable letters in the "Print Letter to Patron" option in the Circulation module, umlauts and other special characters are scrambled.

Cause:

Missing UTF-8 declaration line.

Resolution:

Make sure to include the template header-gen (which contains the UTF-8 declaration line) in the customized file.

In the following example the file borrower-letter-a.xsl was customized. A block as below should be present in the file:

```
<xsl:template name="header">
<xsl:call-template name="header-gen">
<xsl:with-param name="title" select="YOUR TITLE"/>
</xsl:call-template>
</xsl:template>
```

Additional Information

* The UTF-8 declaration line looks as follows:

```
<META HTTP-EQUIV="Content-Type" CONTENT="text/html; charset=UTF-8"/>
```

* The template header-gen can be found in the file funcs.xsl.

* This article is based on a case where the template header looked as follows:

```
<xsl:template name="header">
</xsl:template>
```

Therefore the template header-gen was not included and the UTF-8 declaration line was missing.

Category: Printing (500)

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