

## Impossible to open or print file

- **Article Type:** General
  - **Product:** Aleph
- 

### Problem Symptoms:

An output file of a batch service can't be opened/printed but the following error message is displayed:

[com.sun.org.apache.xerces.internal.impl.io](http://com.sun.org.apache.xerces.internal.impl.io).MalformedByteSequenceException: Invalid byte 2 of 3-byte UTF-8 sequence.

Transformation failed: Run-time errors were reported

### Cause:

Gibberish Character

### Resolution:

Problem are gibberish, non-utf characters in the output file, e.g. in one example in field z30-note-opac:

<z30-note-opac> ?¥??¥« ¥</z30-note-opac>

Check the characters in the output file and delete wrong ones.

**Category:** Printing - ALEPH

**Subject:** ALEPH - 500

---

- **Article last edited:** 9/23/2014