

Encoding problems in e-mails from the GUI

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20
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Description:

Problem: When e-mails are sent from our library to patrons, special characters in the sender are corrupted. For example, instead of "B?cherei" you see "B?cherei".

Cause of the problem: The sender is taken from the line "MailerName" in alephcom.ini. By default the alephcom.ini is in iso-8859-1 format.

The encoding of the e-mail text and subject is defined in alephcom.ini in these lines:

```
Charset=utf-8  
CharsetBody=utf-8
```

By default it is utf-8. If you try to send text formatted as iso-8859-1 in utf-8 encoding, the special characters will be corrupted.

Resolution:

Solution: First of all, if there are no special characters in your "MailerName" line, there is nothing to worry about. But if they contain umlauts or other similar characters, the solution is converting the file alephcom.ini to the UTF-8 format. Most advanced text editors provide this option, for example "Notepad+". After converting it to the utf-8 encoding redistribute it by version check.

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