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## Depositing and Exporting Files with Special Characters in the Filename

- **Product:** Rosetta
  - **Product Version:** 5
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### Symptoms

Depositing (and exporting) files with special characters in the filename (chinese, japanese, latin, or any double byte characters) does not work. Rosetta is not able to locate the filename specified.

### Replication Steps

1. *Reboot* Rosetta servers
2. Deposit (e.g. METS workflow) a package with reference to files contain special characters in the filename.
3. You will see "Acquiring Failed" error in TA.

### Possible Cause

If Rosetta was not restarted manually since server boot, the tomcat jvm would start using ANSI/C/POSIX *locale* variables instead of the OS default.

Restarting Rosetta application (on all servers) solves the immediate issue

```
dps_stop  
dps_start
```

### Manual Fix

The script that is executed on OS init is

```
/etc/init.d/exlibris
```

This script is in charge of initiating Ex Libris' products and processes on the server at boot time of the server  
Currently, this bash script includes the following lines:

```
LC_ALL=C  
LANG=C  
export LC_ALL  
export LANG
```

To fix the issue, comment out these 4 lines as follows:

```
#LC_ALL=C  
#LANG=C  
#export LC_ALL  
#export LANG
```

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