

Emailed report attachments with international characters in the name are not properly encoded

PROBLEM

When distributing a report by email, if the report name contains international characters the attached report will be corrupted when received.

SYMPTOMS

In the received email, the attached file will show incorrect characters in place of international, such as **Ã±** showing when it should be **ñ**.

CAUSE

An email attachment that contains non-ASCII characters or is longer than 41 UTF-8 encoded bytes will be encoded two times by .NET 4, which can cause errors in transmission.

WORKAROUND

Microsoft has identified a cause for this issue and provides the following article as a work around:

<http://support.microsoft.com/kb/2402064>

RESOLUTION

We are aiming to have this issue resolved in our upcoming 6.1 release.

APPLIES TO

CCM 6.0

Keywords: email attachment international language corrupted

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<http://micc.mitel.com/kb/KnowledgebaseArticle51632.aspx>

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