

E-mailed Report attachment with international characters not named properly

PROBLEM

When e-mailing a report with an international character in the name, the Excel file attached will display incorrect characters.

SYMPTOMS

The international characters in the file name of the Excel sheet will show incorrectly.

For example, in Spanish: ñ changes to Ã±

CAUSE

This is caused by an error in .NET 4 that causes attachments with international characters to be double-encoded, which breaks the character limit and subsequently tries to truncate the name.

RESOLUTION

This issue can be resolved by applying Microsoft Hotfix KB 2402064.

APPLIES TO

CCM 6.0

Keywords: International character Excel encoding incorrect

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