UTF-8 issues in csv



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A common error for submitters in C3 is a 'UTF-8' error. Users will see the below error message in C3.

9	Unable to begin upload: Non-UTF-8 encoded characters found. Please resubmit your file as UTF-8.	
	Row number: 1 - invalid byte sequence in UTF-8	

To resolve this issue, users should be sent the following steps.

- 1. In Microsoft Excel, open the file.
- 2. Select Menu | Save As.

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			Size	7.26KB
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		Prepare for Sharing	Tags	Add a tag
	Print	Before sharing this file, be aware that it contains:	Categories	Add a category
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3. Enter any name for your file.

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a. Under "Save as type," select Unicode Text.

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4. Click Save.





- 6. Replace all tab characters with commas (",")
 - a. Select a tab character (select and copy the space between two column headers)

File Edit Format View Help
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b. Open the "Replace" window (Press Ctrl+H) and replace all tab characters with

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- 7. Click Save As.
- 8. Name the file, and change the Encoding: to UTF-8.

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Web-Sample-CSV-FY-2017.txt - Notepad				
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	\rightarrow	Unicode big endian UTF-8		

- 9. Change the file extension from ".*txt" to "*.csv".
- 10. Click Save.

Open the .csv file in Excel to view your data.