
ARI Data Tables - Garbage Characters Issue

Posted by Sue1688 - 2014/07/28 04:31

Hi,

This morning I updated 3 csv files to our ARI Data Tables. The first one is perfect as usual, however, the other 2 files appear garbage characters on frontend. How should I do ?

Webpage in garbage characters :

1). <http://www.rabe-taiwan.com/lohas-events/green-events.html>

2). <http://www.rabe-taiwan.com/lohas-events/care-events.html>

Please kindly help.

Regards,

Sue Lin :S

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Re:ARI Data Tables - Garbage Characters Issue

Posted by admin - 2014/07/28 06:26

Hello,

It can be a problem with file encoding. Save files in UTF-8 encoding without BOM or specify encoding of your files in "CSV -> File encoding" parameter in module settings.

Regards,
ARI Soft

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Re:ARI Data Tables - Garbage Characters Issue

Posted by Sue1688 - 2014/07/28 09:10

Hi expert,

I follow your instruction to re-save csv files in UTF-8 encoding w/o BOM. One webpage turns to normal, the other webpage is still abnormal, please check <http://www.rabe-taiwan.com/lohas-events/green-events.html>.

In addition, what should I type in "CSV -> File encoding" parameter in module settings ? I tried to type UTF-8. After that, the whole ARI Data Table was missing. :S

Please kindly help.

Regards,

Sue Lin

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Re:ARI Data Tables - Garbage Characters Issue

Posted by admin - 2014/07/28 09:29

All symbols are shown fine on "green-events" page.

If a CSV file is saved in non UTF-8 encoding, specify encoding in "CSV -> File encoding" parameter.

Regards,
ARI Soft

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ARI Data Tables - Garbage Characters Issue

Posted by bgidzinski - 2015/07/17 12:46

I saved my csv file with the UTF-8 parameter, but it didn't work. I tried saving it more than once but the problem persists. I need help.

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Re:ARI Data Tables - Garbage Characters Issue

Posted by admin - 2015/07/17 12:52

Hello,

Could you send your CSV file by email so we can investigate the problem?

Regards,
ARI Soft

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Re:ARI Data Tables - Garbage Characters Issue

Posted by bgidzinski - 2015/07/17 13:13

Yes, but it is in pt-br.

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Re:ARI Data Tables - Garbage Characters Issue

Posted by admin - 2015/07/17 13:15

Send it by email.

Regards,
ARI Soft

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Re:ARI Data Tables - Garbage Characters Issue

Posted by admin - 2015/07/17 14:07

Your file is saved in non UTF8 encoding. Set "CSV -> File encoding" parameter to ISO-8859-1 value or save file in UTF8 encoding.

Regards,
ARI Soft

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Re:ARI Data Tables - Garbage Characters Issue

Posted by bgidzinski - 2015/07/17 14:21

The problem was on the module configurations, not in the csv file. I added ISO-8859-1 at the File Encoding (:

Thanks

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Re:ARI Data Tables - Garbage Characters Issue

Posted by admin - 2015/07/17 14:24

The extension uses UTF8 encoding for CSV files by default. If a file is saved in non UTF8 encoding, it should be specified in "CSV -> File encoding" parameter or file should be re-saved in UTF8 encoding.

Regards,
ARI Soft

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