



## Uploading csv file downloads out of the database

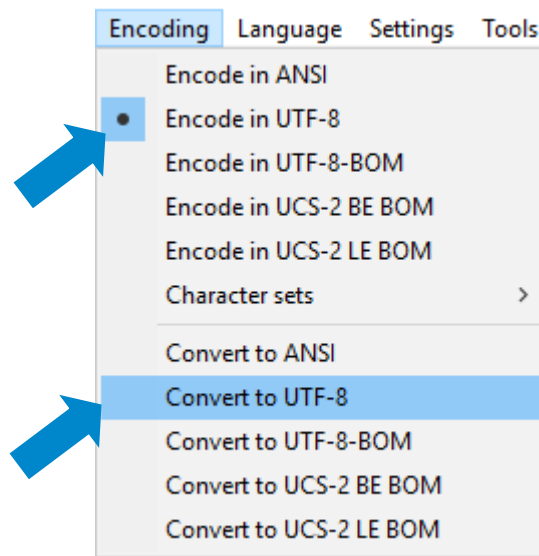
### Avoid encoding errors

When an error occurs during a csv-upload even though all values are filled in correctly and the file is saved as ".csv", often a wrong encoding is the reason. The csv-file can be converted into the "UTF-8 without BOM" (byte order mark) format.

For example with the free software notepad++



- In the tab „format“ the current file format is marked by a blue dot. If it is not „UTF-8 without BOM“, then click „Convert to UTF-8“ (without BOM) and save the file.





**When using Excel please take notice of the following** (It is not possible to save the file in the UTF-8 (without BOM) format, then c.f. above.)

- Save the file using the file type „csv (comma separated values)“.

