

## Potential issue with unusual characters when opening CSV file in MS Excel

If you have opened the downloaded CSV file in Excel and noticed unusual characters in the database, this is not an error in the CSV file from the DATAMAN web app. The problem will have occurred during the opening of the CSV file from MS Excel e.g. File, Open and choose the CSV file. The CSV file has some 'UTF-8' characters which results in MS Excel displaying these as unusual characters as follow:

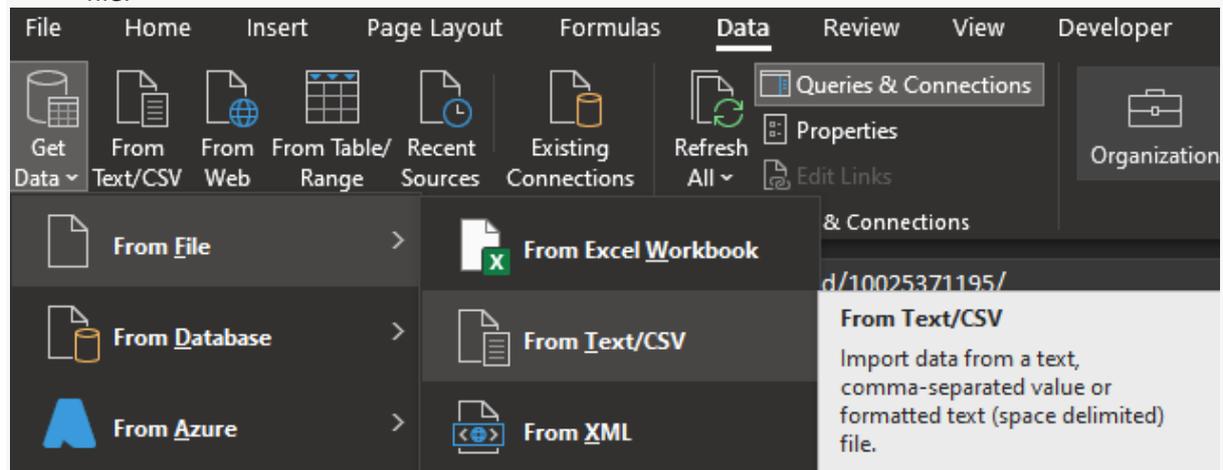
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To avoid this issue, it is recommended that users follow the instructions below (Mac and Windows).

Excel on Mac: please refer to this official article: [Import data from a CSV, HTML, or text file.](#)

Excel on Windows:

1. Open Excel, go to Data, "Get Data From Text" to open a wizard when you want to open a CSV file.



2. Go to the location of the CSV file, that you want to import.
3. Choose Delimited, set the character encoding to 65001: Unicode (UTF-8) from the dropdown list.

