

# Veeam Notification Emails in Unexpected Language

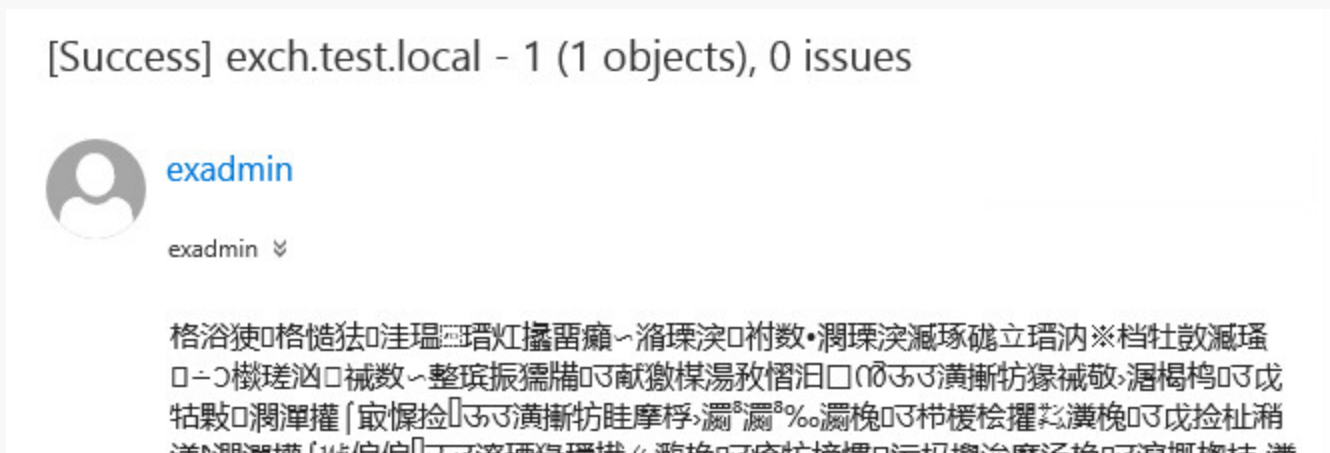
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 CHECKCENTRAL

 BINARYFORTRESS

# Veeam Notification Emails in Unexpected Language Problem

Some Veeam notification emails have been reportedly received with unexpected Chinese characters. (See the example image below.) These have been limited to Veeam Backup for Microsoft 365 products used in Microsoft Azure China and Germany regions in conjunction with Mimecast or Thunderbird email applications.



## Solution

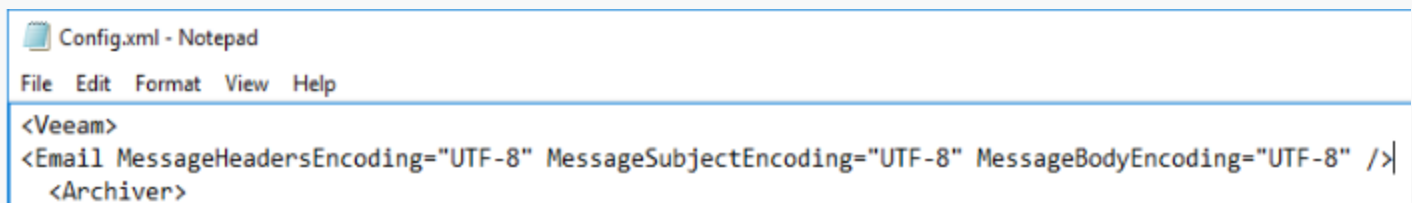
The issue is caused by an encoding conflict which can be corrected by updating .xml files within the Microsoft service.

If the language issue is occurring for **test notification emails**, do the following:

1. Ensure no backup jobs are running.
2. Stop Veeam Backup for Microsoft 365 Service.
3. Navigate to C:\ProgramData\Veeam\Backup365
4. Edit Config.xml, adding the following line between the tags "<Veeam>" and "<Archiver>":

```
<Email MessageHeadersEncoding="UTF-8" MessageSubjectEncoding="UTF-8" MessageBodyEncoding="UTF-8" />
```

Your file will look like the image below.



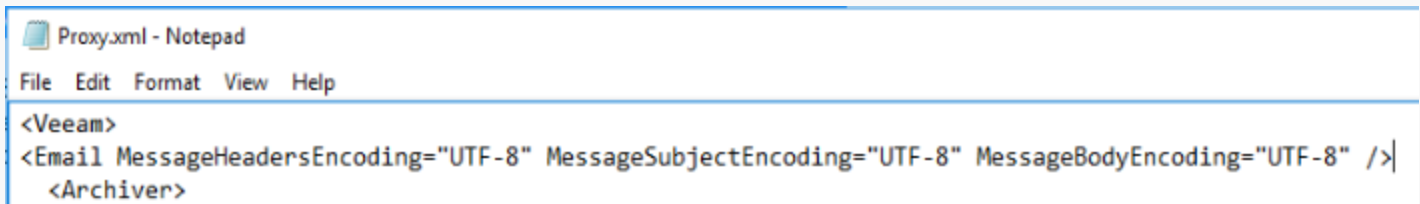
5. Save the edited file.
6. Start Veeam Backup for Microsoft 365 Service.

If the language issue is occurring for **non-test email notifications**, do the following:

1. Ensure no backup jobs are running.
2. Stop Veeam Backup for Microsoft 365 Proxy Service.
3. Navigate to C:\ProgramData\Veeam\Backup365
4. Edit Proxy.xml, adding the following line between the tags "<Veeam>" and "<Archiver>":

```
<Email MessageHeadersEncoding="UTF-8" MessageSubjectEncoding="UTF-8" MessageBodyEncoding="UTF-8" />
```

Your file will look like the image below.

A screenshot of a Notepad window titled "Proxy.xml - Notepad". The window has a menu bar with "File", "Edit", "Format", "View", and "Help". The text content of the file is as follows:

```
<Veeam>
<Email MessageHeadersEncoding="UTF-8" MessageSubjectEncoding="UTF-8" MessageBodyEncoding="UTF-8" />
<Archiver>
```

5. Save the edited file.
6. Start Veeam Backup for Microsoft 365 Proxy Service.
7. Repeat these steps for any remote proxies, if needed.

# About CheckCentral

CheckCentral Monitoring consolidates and simplifies backup, system, and software email updates into a clean, graphical dashboard, bringing peace of mind to IT administrators of SMBs, Enterprises, and MSPs.

To learn more about CheckCentral, visit: <https://www.checkcentral.cc>

# About Binary Fortress Software

Binary Fortress has spent 19 years in pursuit of one goal: create software to make life easier. Our software ranges from display management and system enhancement utilities to monitoring tools and digital signage. IT administrators, professional gamers, coffee-shop owners, and MSPs all rely on Binary Fortress to make their days better, and their lives easier.

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