

# Notification Emails From Veeam Backup for Microsoft 365 Are Sent in an Unexpected Language

<b>KB ID:</b>	2692
<b>Product:</b>	Veeam Backup for Microsoft Office 365   2.0   3.0   4.0   5.0 Veeam Backup <i>for Microsoft 365</i>   6.0   7.0   7a
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## Challenge

Email notifications sent by **Veeam Backup for Microsoft 365** are illegible or unexpectedly contain Chinese characters.

[Success] exch.test.local - 1 (1 objects), 0 issues



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○→櫟瑳凶○穢數~整瑛振孺牖○猷微煤湯孜愾汨口○臈黃漸妨豫械敬・澗楮鸚○戍  
牯駭○潤渾攏〔敢憐檢〕○黃漸妨睦摩桴・瀾・瀾%・瀾槐○栉援桧擢𦵒漢槐○戍檢杜稍  
濞・濯濯槩〔沾俗俗〕○資瑤嶽瑤棧・鵲檜○瘡忙榕悃○浼樸塗摩湯枱○直擬柳枯・湔

# Cause

The issue is caused by an encoding conflict. By default, Veeam Backup for Microsoft 365 uses UTF-16 character encoding, and the problem appears under the following circumstances:

### Use of Mimecast or Thunderbird

or

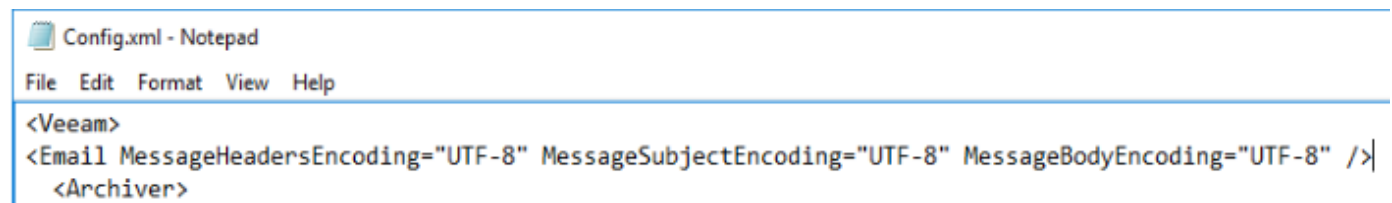
# Solution

Email notification encoding can be changed in Veeam Backup for Microsoft 365. Depending on whether this is a test or job notification, the email will be sent by Veeam Backup for Microsoft 365 Service or Veeam Backup for Microsoft 365 Proxy Service respectively. Therefore, the encoding must be updated on the Veeam Backup for Microsoft 365 server **and all** remote proxies.

## Change Email Notification Encoding on the Veeam Backup for Microsoft 365 Server

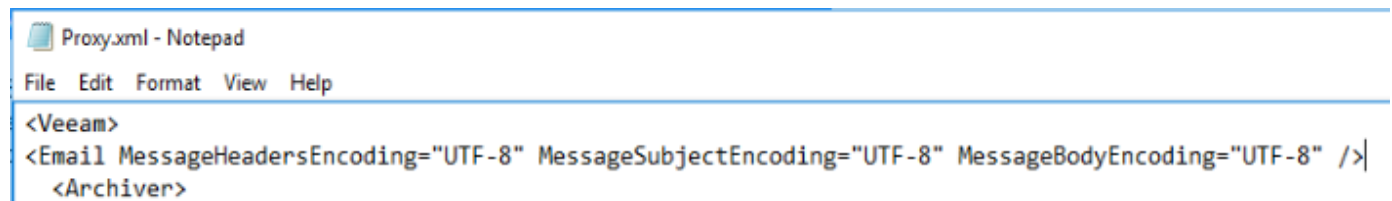
1. Ensure no backup jobs are running.
2. Stop the Veeam Backup for Microsoft 365 Service.
3. Stop the Veeam Backup for Microsoft 365 Proxy Service.
4. Navigate to C:\ProgramData\Veeam\Backup365
5. To change encoding for test emails, edit the **Config.xml** file and add the following line between <Veeam> and <Archiver>

1 | <Email MessageHeadersEncoding="UTF-8" MessageSubjectEncoding="UTF-8" Message

A screenshot of a Notepad window titled 'Config.xml - Notepad'. The menu bar shows '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>
```

6. To change encoding for email notifications sent by a backup job, edit the **Proxy.xml** file and the same line there:

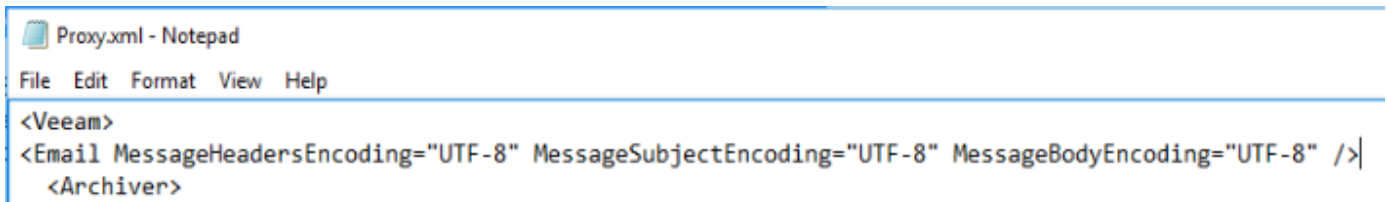
A screenshot of a Notepad window titled 'Proxy.xml - Notepad'. The menu bar shows 'File', 'Edit', 'Format', 'View', and 'Help'. The text content of the file is as follows:

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

7. Start the Veeam Backup for Microsoft 365 Proxy Service.
8. Start the Veeam Backup for Microsoft 365 Service.

## Change Email Notification Encoding On Remote Proxies

1. Ensure no backup jobs are running.
2. Stop the Veeam Backup *for Microsoft 365* Proxy Service.
3. Navigate to: C:\ProgramData\Veeam\Backup365
4. To update the encoding for email notifications sent by a backup job, update the **Proxy.xml** file to add the following line between <Veeam> and <Archiver>:  
  
1 | <Email MessageHeadersEncoding="UTF-8" MessageSubjectEncoding="UTF-8" Message

A screenshot of a Notepad window titled 'Proxy.xml - Notepad'. The menu bar shows 'File', 'Edit', 'Format', 'View', and 'Help'. The text area contains the following XML code:

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

5. Start the Veeam Backup *for Microsoft 365* Proxy Service.

## More Information

A similar issue may occur with Veeam Explorer for Microsoft Exchange and is documented in <https://www.veeam.com/kb4188>.