Knowledge Base Article: Article 238

WebQuery Unicode

Date: October 26th, 2012
Last Update: November 15th, 2012

Problem:

How to get characters with accents inside Excel when using WebQuery with Click&DECiDE version 12?

Explanation:

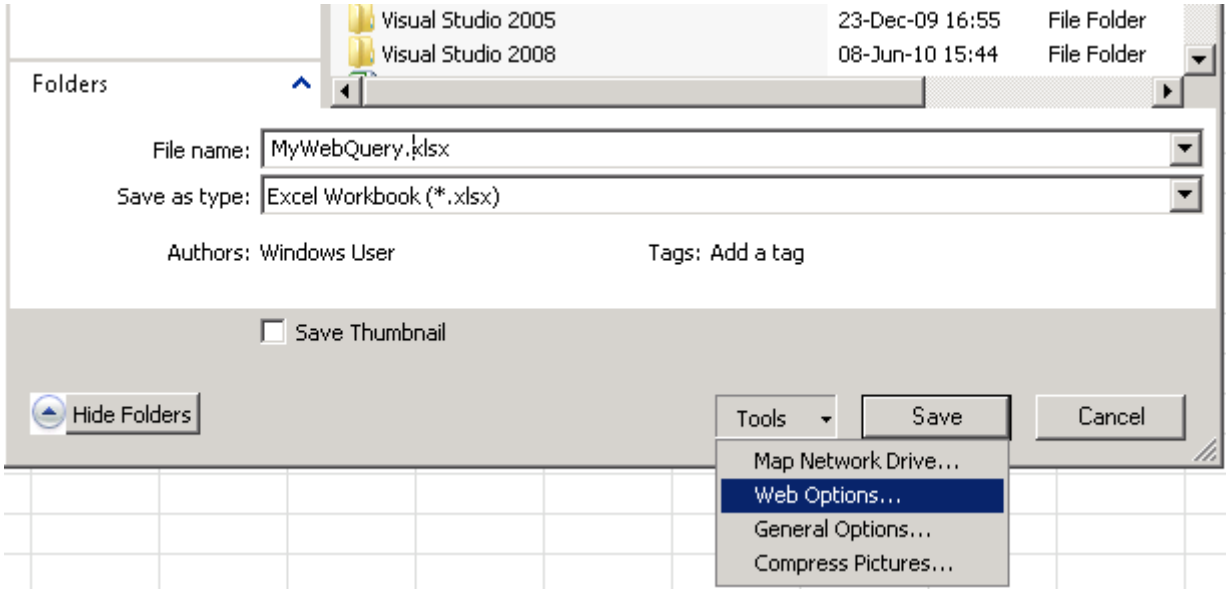
With Click&DECiDE version 10.x and Click&DECiDE Unicode Versions 11.x only the Latin characters with accents were supported (French, German, Spanish, Italian, Swedish characters etc.) but not the other Unicode characters like Russian, Japanese, Chinese, etc. With Click&DECiDE version 12, you still can have problem with any characters with accent (also with Latin characters) or Unicode characters if you do not follow the solution below.

Solution:

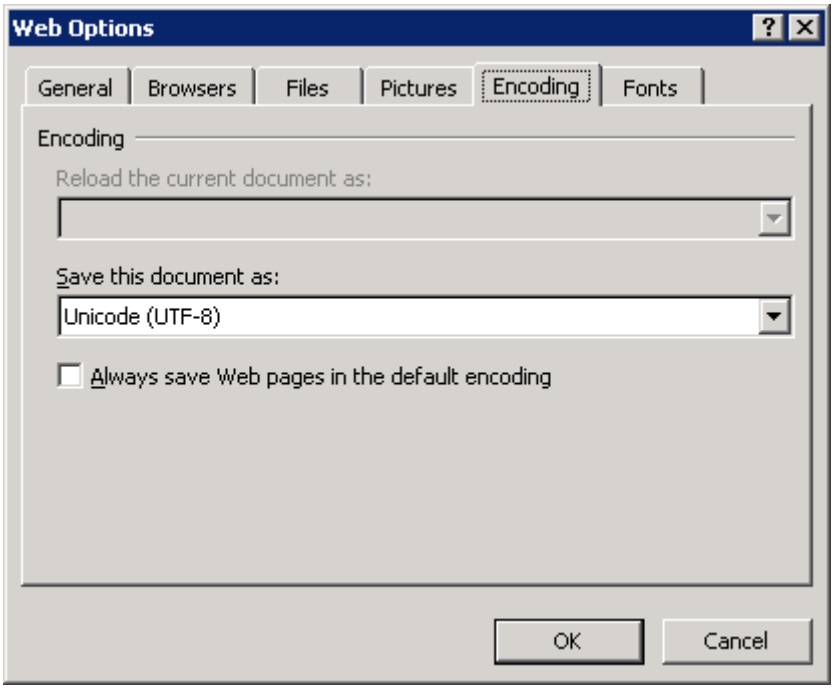
With Click&DECiDE version 12, the WebQuery sent to Excel can support all Unicode and Latin characters, if the Excel file is saved with a specific option UTF-8.

Case 1 – Creating a new WebQuery

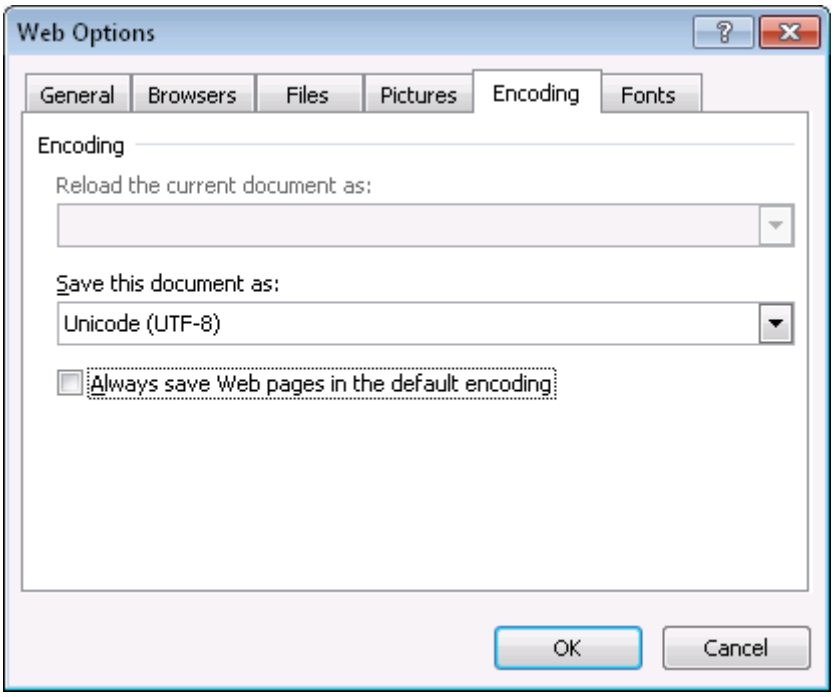
- Use the command **File**> **Save As** from Excel:



- Click **Tools** > **Web Options…** and select the **Encoding Tab**, then select **Unicode (UTF-8)** in the "Save this document as" box:



- Note that this option is also available in the General Options in Excel.
  - Click File> Options> Advanced
  - Go down to the opened dialog in the General level
  - Ckick the Web Options button: here also you can modify the encoding.



- Click OK to validate.
- Refresh the WebQuery data area to see now correct Unicode characters and characters with accents.
- Note that when creating other new WebQuery in any new Excel sheet, Excel will directly apply the UTF-8 encoding without the need to repeat above steps, so you have to do it only one time!

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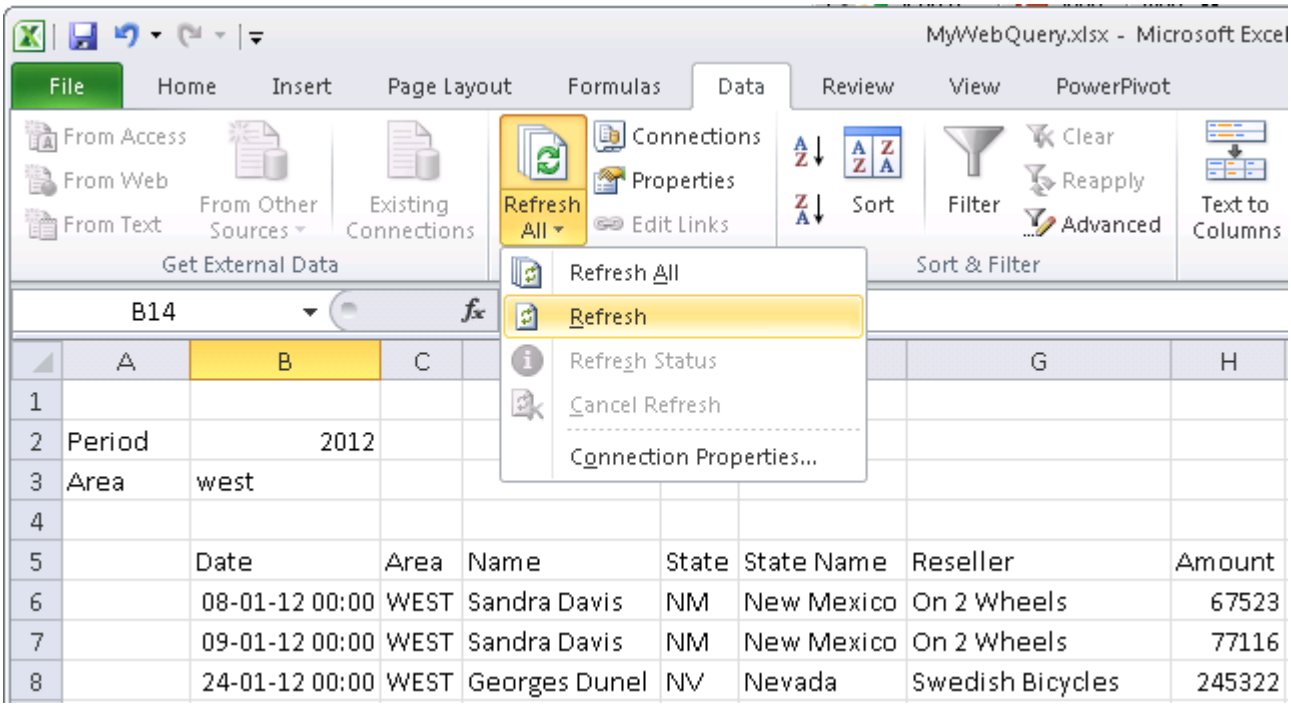
To contact your nearest Click&DECiDE partner, click here.

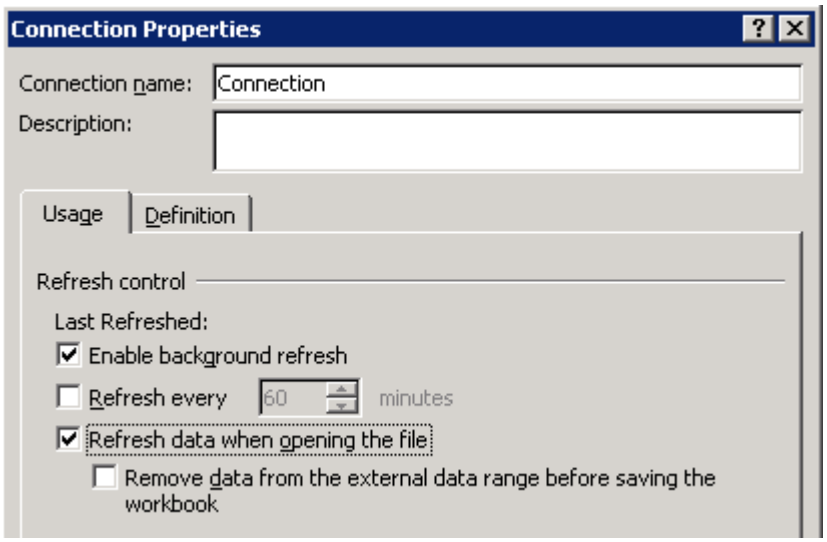
Case 2 – Using existing WebQuery

If you already have created several Excel sheets using the Click&DECiDE WebQuery feature, they will work fine only if you open each Excel file and save it with the above Encoding UTF-8 option, as if it was a new file, without the need to remake the URL WebQuery link. Just save the Excel file and refresh the WebQuery data area. (Unicode characters and characters with accents will appear now correctly).

Refresh can be done manually:



Or automatically:



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