

Vault Help has moved!

The content on classic Vault Help is no longer maintained and may not be accurate. In 22R3, December 2, 2022, all links to classic Vault Help will redirect to new Vault Help.

To ensure the best customer experience, update all bookmarks directing to this site before 22R3, Dec 2, 2022.

Please visit us at our new location:

- [Veeva Vault Help](#)
- [Veeva Vault Release Notes](#)



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Downloading Files with non-ASCII Characters

Release Date: April 14, 2017

For API version 17.1, we fixed an issue where downloading files with non-ASCII characters in their name resulted in “???” instead of the correct filename. These files will now have the correct UTF-8 encoding. This change only affects API v17.1; prior versions will still have this issue.

For example, you download a document with the name “テスト”. In versions lower than v17.1, the filename will be “???.docx.” In v17.1 and higher, we correctly encode these characters with UTF-8, so the filename will be “%E3%83%86%E3%82%B9%E3%83%88.docx.”

The following endpoints are affected:

- Download Document Template File
- Download Document Rendition File
- Download Document Attachment File
- Download Document Attachment Version File
- Download Document File

View these endpoints in the [developer portal](#).

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This is classic Vault Help. Go to the new [Veeva Vault Help](#) web site.