# Genesys Engage Digital (eServices)

email-encoding Section

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# email-encoding Section

- x-user-defined

## x-user-defined

**Default Value:** us-ascii
**Valid Values:** Any encoding that JRE 1.6 supports
**Changes Take Effect:** At start/restart

In the email-encoding section, maps the encoding used by incoming e-mail to the replacement encoding used by E-mail Server. With a value of us-ascii, the encoding for incoming e-mails is converted to us-ascii. For a list of encodings that JRE 1.6 supports, see http://docs.oracle.com/javase/6/docs/technotes/guides/intl/encoding.doc.html. In the email-encoding section, you can configure other options that handle problems with retrieving e-mails with other unknown encodings similar to the x-user-defined option. For example, if you experience problems with other bad encodings, you can configure an other-bad-encoding option with a value of iso-8859-1 to handle them.