



Troubleshooting glossary term imports

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If your CSV file contains characters that our Glossary doesn't support in the term column, the importer displays an error message in the lower left corner which reads:

Unsupported characters were found in the following rows: xxx
Please replace all unsupported characters.


Due to autohighlighting constraints, glossary terms can only contain: letters, numbers, spaces, dashes, underscores, and apostrophes.

Any other character, including other forms of punctuation, slashes, numeric operators, ampersands, and special characters like © or ® will trigger the error.

To fix the issue, review the terms in the identified rows in your CSV file and remove any characters other than the supported ones. You can still include those special characters in the display title, just not in the terms!

Where are my unsupported characters?

If you use Excel or another spreadsheet program to review your CSV file, these programs sometimes hide or display nothing for certain characters. If you think you've fixed all the unsupported characters but you're still receiving the error, here's what we recommend:

1. Find wherever you have the CSV File stored on your computer.
2. Right-click and select **Open With**.
3. Choose a text editor to open the CSV, such as Notepad, Notepad++, Visual Studio Code, or any other basic text editor you have installed on your computer.
4. Text editors generally either display the special characters outright OR they'll display an icon when they're unable to display a character (such as ). Look for an icon like that, an unusual character, or any kind of weird code/characters.
5. Delete any such characters from the CSV in the text editor.
6. Be sure to **Save** your CSV file.
7. Now try re-importing this same CSV file. Hopefully those changes did the trick!

If you're continuing to get glossary import errors and you can't figure out why, please [contact us](#) and include a copy of the CSV file. Our support owls should be able to help get things sorted out.
