

# Encoding Undefined UTF-16 Not Available Guiffy Error Problem

When Surround SCM starts Guiffy to compare a Unicode (UTF-16) file, the following error is returned:

'Encoding Undefined UTF-16 not available'

## Cause

A Surround SCM Server setting is set to an invalid value.

## Solution

1. In Surround SCM, choose Tools > Administration > Server Options.
2. Select Server Enhancements from the Mainline Options category.
3. In the Unicode File Options area, make sure a value is set in the UTF-16 character encoding field. For most users, this should be set to UTF-16.
4. Save the changes.

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