

# Question Marks Displayed When Querying Helix ALM Oracle Databases

## Problem

Question marks are displayed when you query data that was just inserted in a Helix ALM Oracle database.

## Cause

Client applications are often in a different environment than the database server. In this case, the NLS\_LANG setting of the client application may differ from the database character set and character set conversion is necessary.

When a target character set does not contain all characters in the source data, replacement characters such as the question mark, are used during conversion. The invalid characters in the target character set are all replaced with the question marks. Usually no error is returned when the replacement characters are used.

## Solution

Create an NLS\_LANG environment variable on the Helix ALM Server with a value of AMERICAN\_AMERICA.WE8MSWIN1252 then restart the server.

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