

Unicode Characters Not Displayed Correctly in Helix ALM Web Clients

Problem

Unicode characters are not displayed correctly in Helix ALM web clients.

Cause

TestTrack requires UTF-8 encoding for Unicode characters. If you use an Apache web server, the default character set may use a different encoding value.

Solution

Set the default character set value to use UTF-8 encoding in the Apache configuration file.

1. Open httpd.conf file in the Apache installation directory.
2. Update or add the default character set value.
 - ◆ Find AddDefaultCharset in the file and replace iso-8859-1 with utf-8.
 - ◆ If AddDefaultCharset is not in the file, add AddDefaultCharset utf-8 to the end of the file.
3. Save the file and then refresh the web client.

Article ID: 403

Last updated: 31 May, 2017

Revision: 4

Helix ALM (formerly TestTrack) -> Unicode Characters Not Displayed Correctly in Helix ALM Web Clients

<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=403>