

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.

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