

# Unicode Compatibility Error When Using Source Control Integration

**Note:** The following information only applies to Helix ALM 2017.1.0 and TestTrack 2016.1 and earlier.

## Problem

One of the following errors is returned when validating the Helix Versioning Engine/Perforce source control integration connection in Helix ALM or TestTrack:

'Unicode server permits only Unicode enabled clients'

'Unicode clients require a Unicode enabled server'

All actions may also be disabled on the Helix ALM item Source Files tab if attached changelists have Unicode characters in the description.

## Cause

The P4CHARSET registry key (Windows) or environment variable (Unix) value on the computer running the Helix ALM/TestTrack Client does not match the Unicode mode setting for the Helix Versioning Engine/Perforce server.

## Solution

Run p4 commands to update the P4CHARSET value.

## Windows

**Note:** Only users familiar with Windows administration should make changes to the registry.

Enter one of the following P4 commands to update the Software\Perforce\Environment\P4CHARSET key.

| If error starts with:   | To update the key for: | Enter:                   |
|-------------------------|------------------------|--------------------------|
| Unicode server permits  | Current user only      | p4 set P4CHARSET=auto    |
|                         | All users              | p4 set -s P4CHARSET=auto |
| Unicode clients require | Current user only      | p4 set P4CHARSET=none    |
|                         | All users              | p4 set -s P4CHARSET=none |

## Unix

| If error starts with:   | Enter:                |
|-------------------------|-----------------------|
| Unicode server permits  | export P4CHARSET=auto |
| Unicode clients require | export P4CHARSET=none |

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