

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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Helix ALM (formerly TestTrack) -> Integrations -> Unicode Compatibility Error When Using Source Control Integration

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