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## Diacritics not displaying correctly when querying database

- **Article Type:** General
  - **Product:** Voyager
  - **Relevant for Installation Type:** Total Care; Dedicated-Direct; Direct; Local
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### Problem symptoms

- Diacritic marks / special characters not displaying correctly in query output in Prepackaged Reports
- Making character conversions within query does not resolve issue

### Cause

Client & server disagree/are using different character sets

### Resolution

Update workstation registry to use US7ASCII character set

1. On PC > Start > Run > type regedit to open Registry Editor
2. Find and update following keys with listed values:

[HKEY_LOCAL_MACHINE\Software\ORACLE]	"NLS_LANG"="AMERICAN_AMERICA.US7ASCII"
[HKEY_LOCAL_MACHINE\Software\ORACLE\ALL_HOMES\ID0]	"NLS_LANG"="AMERICAN_AMERICA.US7ASCII"
[HKEY_LOCAL_MACHINE\Software\ORACLE\HOME0]	"NLS_LANG"="AMERICAN_AMERICA.US7ASCII"

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