Foreign characters not displaying properly on clients in OnGuard system with Oracle database

Symptom

An Oracle database and Arabic language pack are installed on the client and server workstations. All workstations have the appropriate Arabic fonts installed in Windows, and OnGuard text strings show correctly in Arabic.

However, when the user tries to enter Arabic data (into the Cardholder form, for example), the data appears in Arabic until the user clicks [OK] to save. Then, the data changes to all ?????s.

Note: The data shows correctly in Arabic on the server, but is all ?????s on the client.

Resolution

On the client, change the NLS_LANG setting to Arabic.

This can be done in the registry or in an environment variable, or create a trigger that will change the session nls_language and nls_territory.

Applies To

OnGuard (all versions)
Oracle (all versions)

Additional Information

None