

# SQL Server error: Charset is not supported by the JVM

When using SQL Server as the up.time DataStore, you may receive the following error when initializing the database:

```
> resetdb really
Looking for resources in: C:\uptime\
Creating the database...
2009-10-17 14:54:25,484 ERROR (DatabaseCheck:51) - Problem establishing database connection: Charset 0x0904D00020/Cp437 is not supported by
the JVM.
com.uptimesoftware.uptime.base.datastore.ConnectionDefinition: net.sourceforge.jtds.jdbc.Driver type: mssql host: localhost port: 1433 db: uptimemulti
username: uptime
```

To resolve this issue, collation for the uptime database on SQL Server should be set to: SQL\_Latin1\_General\_CP1\_CI\_AS.

You can find this setting under the options section when creating the database.

Note that the database will have to be recreated because the collation parameter can not be changed after the DB is created.