

Question

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## Feedback Request: Problems and Difficulties with Searching for Messages in the Message Viewer

Hey all! I'd like to collect some feedback regarding searching for messages using the Message Viewer. I'd like to find out what things regarding the Message Viewer you all in the community have found difficult/confusing/poorly documented. This can of course include things that you don't know how to do yet, but would like to learn about.

For an example, I've had issues searching through messages containing SDA for specific text fragments, because my searches always timeout or don't return any matching messages. Other people that I work with have similar issues, but haven't found documentation that adequately covers this situation.

Additionally, if you have previously had any problems with using the message viewer but found a solution afterwards, what was the solution and how did you find out about it? Was it easy or difficult to find the solution to your problem?

Hopefully the responses collected from this question can go towards improving the documentation and resources available for Message Viewer searches, especially for the trickier/more complex searches that tend to pop up more often than we'd like. I'll make sure that you all are informed if/when more resources become available due to the responses collected here, or if I discover useful existing (but hard to find) resources in the meantime.

Thanks!

[#Message Search](#) [#HealthShare](#) [#Management Portal](#) [#Ensemble](#)

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