

## Search Reliability

MBox Viewer searching is Unicode based since version 1.0.3.40. The search string, mail header fields and mail content are encoded first as Unicode UTF8 strings. Encoding into UTF8 is done on the fly in most cases.

Comparing Unicode strings has challenges since the same character may have multiple binary representation. To overcome the problem, Unicode strings need to be normalized before they can be compared. MBox Viewer relies on non-canonical normalization form KC. String normalization is not without issues. **To help to resolve or minimize issue, please create tickets and provide as many details as possible to help to diagnose the issue.**