When I do a custom query for a Transaction Date, I do not get any results and I know I have items on that date

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Symptom

- You are using a Custom Query to search for transactions on a Transaction Date, but you are not getting any results

Applies to

- ILLiad

Resolution

Here are the steps you need to take for searching a Transaction Date:

1. The Transaction Date field has both the Date and Time, you cannot use a query to match a Transaction Date.
2. If you want a Date such as 6/3/2021 to find all the requests that came in on that date, you would use this type of query:

Transaction Date is greater than 6/3/2021

and Transaction Date is less than 6/4/2021

3. The Transaction Date will start at 12:00 a.m. on 6/3/2021 and end at 12 a.m. on 6/4/2021, so you will see all the transactions that took place on 6/3/2021.