FewClix® for Outlook®

Enterprise Deployment Guide

1. Enterprise Deployment

1.1. End User System Requirements

HARDWARE	
RAM	Minimum 4 GB
Hard Disk Space	Minimum 10 GB (including space for mail file index)
Network Port	8983
SOFTWARE	
Operating System	Windows 7 x32, 7 x64, 8.1 x32, 8.1 x64, 10 x64
Microsoft Outlook	Outlook 2013, 2016, 2019 (x86 / x64), Office 365, Microsoft 365
.NET Framework *	4.0 or above

* .NET Framework 4.0 - http://www.microsoft.com/en-in/download/details.aspx?id=17718

1.2. Deployment (via Group Policy)

Please follow the steps below to deploy FewClix (for Outlook):

Step 1: Extract the contents of the downloaded FewClix Enterprise installer

Step 2: Click the link below to follow the steps to install FewClix (for Outlook) via Windows Server Group Policy: http://support.microsoft.com/kb/816102
The instructions in the above link refer to Windows Server 2008 and 2003. These instructions are applicable for Windows Server 2012 also. Please refer the link below to access the "Administrative Tools" (the starting point for installing a software using Group Policy)
http://technet.microsoft.com/en-in/library/hh831491.aspx#BKMK_admin

Step 3: Repeat **Step 2** to deploy the FewClix (for Outlook) Enterprise License file via Group Policy

IMPORTANT: Please make sure the end users have WRITE access to the location in which FewClix (for Outlook) is installed

2. Enabling the FewClix Add-in for End Users

Please circulate the below document, which provides instructions on how to enable the FewClix Add-in, to all your users

https://www.fewclix.com/pdf/FewClix-for-Outlook_Final-Instructions_Enabling-FewClix.pdf

3. Getting Support

## 3.1. Automatic issue reporting via the "Report Issue" option in FewClix

The "**Report Issue**" feature in FewClix (for Outlook) enables you to instantly report issues by emailing the FewClix log files to the FewClix Support Desk. For example, if you see an error message while performing a Search, please use the steps below to instantly report the error.

IMPORTANT: FewClix log file contains information about the error and helps the FewClix Support Desk rapidly investigate, diagnose and resolve issues.

Step 1 of 2: Click on the "question mark icon" and select the "Report Issue" option
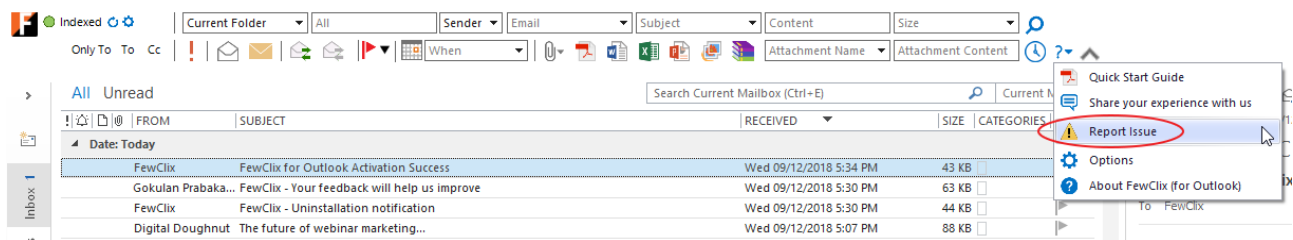
Step 2 of 2: Click "Send"
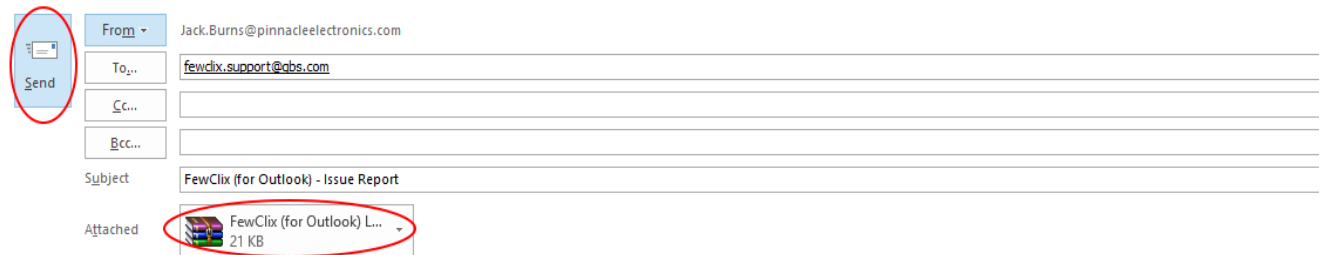
3.2. Contacting the FewClix Support Desk

For any other questions or help with FewClix (for Outlook) please contact the FewClix Support Desk via Email or Phone.
Email: fewclix.support@gbsamericas.com | Phone: +1 404 410 3505

The Support Desk is currently available 18x5, Monday to Friday between 5.30 AM and 11.30 PM GMT (1.30 AM - 7.30 PM US ET)

4. Limitations and Known Issues

Refer to the following document for a list of the Known Issues and Limitations.

https://www.fewclix.com/pdf/FewClix-for-Outlook_Known-Issues-and-Limitations.pdf