FewClix® for Outlook®

Known Issues and Limitations

Indexing

1. Password protected emails will not be indexed and hence will not appear in search results.

2. For IMAP accounts, if an email with attachments is not completely downloaded (only headers are downloaded), the attachments will not be indexed or filtered.

3. If an email is marked as Unread / Read during indexing, its status in FewClix results will not change

4. Contacts folders created under any other mail folder will not be indexed or filtered

5. In Calendar and Contacts, if indexing is stopped and restarted, a mismatch occurs between the result count displayed and the number of search results displayed

General

1. Users connecting to the internet through a proxy server with authentication will not be able to activate their FewClix subscription, send usage logs and check for updates.

2. If Fewclix is activated while Outlook is synchronizing, Outlook may become unresponsive. On restarting Outlook, FewClix will resume the activation process again.

3. FewClix will not be available if Microsoft Outlook is launched in Safe Mode.

4. FewClix will not be available if Microsoft Outlook is launched in the "Run as Administrator" mode.

5. When Outlook is opened for the first time after installing FewClix, a connection to the Exchange mail server is required for the "Only To", "To" and "Cc To" filters to work as designed.

6. "Search All" with special characters is not supported in Mail, Calendar and Contacts

7. For non-English installations of Outlook, the item count will not be displayed in the status bar.

8. When an "exact match" search phrase contains special characters, FewClix will ignore the special characters.

Insights

1. Key Stakeholders, Supervisors and My Team widgets may display multiple entries for the same sender, if there is a difference in the SMTP email address

2. The Key Stakeholders widget will display only entries with an exact domain name match. If there are sub-domains, each email needs to be added separately

3. When a single instance of a recurring meeting is rescheduled, the participant's response may not reflect in the "My Meetings" widget

Email

1. FewClix does not support the "Conversation History" folder

2. When using the following special characters {, }, \, :, ?, (,), ! or - in Subject or Content search, the actual number of search results may not match the count displayed by FewClix.

3. Searches with words containing a hyphen "-" are not supported

4. When the "To" or "Cc" filters are applied, email addresses which are part of a Distribution List do not show up in search results since Outlook does not expand Distribution Lists.

5. "Attachment View" does not support searching attachment names beginning with special characters.

6. FewClix does not support moving of emails from one folder to another by dragging and dropping them from FewClix search results (similar to the way drag and drop works in Outlook).

7. For Exchange ActiveSync mailboxes, the right-click options "Move" and "Copy" will not be available.

8. Searching for domain names containing a "hyphen" can be done only using the "Domain" drop down.

9. In the Attachment View, "right click" options are not supported for Attachments in a Calendar invitation

10. For emails in the FewClix grid that are not in the Current Folder, embedded images will be shown as Attachments

Preview

1. Outlook does not support message previews:

    a. If an item has been modified and the FewClix index has not been updated after the modification

    b. If the "Show as Conversation" option in Outlook is enabled

    c. For mail items in Categories that are "collapsed"

2. For searches with results from other folders, if the first item in the FewClix grid is not in the Current Folder, the item needs to be selected for the preview to be displayed. This can also happen intermittently for other items not in the Current Folder

3. If the first item in FewClix results is a Non-mail Item, and if this item is right clicked to "Mark as Read / Unread" the preview will not be displayed

Calendar

1. If Outlook is closed without clearing a FewClix filter, Calendar items will be displayed in the "List" view.

2. Search is not supported when Multiple Calendars are selected

3. Search combining the Attachment Type and Attachment Name filters will not display results

Contacts

1. In the "Online Exchange mode", searching Contacts for Group Names can be done only using the "Name" drop down.

2. In Contacts, if a value choosed from the dropdown ends with a "space", it will not be displayed in the search results