



Known Issues and Limitations

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Limitations

1. FewClix will not be displayed if Microsoft Outlook is launched in Safe Mode.
2. FewClix will not be displayed if Microsoft Outlook is launched in the “Run as administrator” mode.
3. Password protected or encrypted emails will not be indexed and hence will not appear in search results.
4. 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.
5. If Outlook is opened in a new window, FewClix will not be displayed in the new window.
6. If Outlook is closed with multiple open windows, FewClix will not display when Outlook is next launched. In this case, please close Outlook from the Taskbar using “Close all Windows” and re-open Outlook.
7. 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.
8. In “Indexing Options”, when a Subfolder is selected for indexing, its Parent folder will also be automatically selected.
9. Search is not supported.
 - a) For Public Folders
 - b) For the Conversation History Folder
 - c) When Multiple Calendars are selected
10. When using the following special characters “{ }”, “\”, “:”, “?”, “()”, “!”, “-” in Subject or Content search, the actual number of search results may not match with the count displayed by FewClix.
11. “Search All” with special characters is not supported in Mail, Calendar and Contacts
12. Searches with words containing a hyphen “-” are not supported
13. When the “To” or “Cc” filters are applied, and the email address is part of a larger distribution list or group email address, such messages do not show up in search results as Outlook does not expand the distribution list or group.
14. Outlook does not support message previews:
 - a) For mail items in a folder other than the “Current Folder”
 - b) If the “Show as Conversation” option in Outlook is enabled

- c) For modified mail items, if the FewClix index has not been updated after the modification
 - d) For mail items in Groups that are “collapsed”
15. The “Attachments View” does not support, searching attachment names beginning with special characters.
 16. FewClix does not support moving of emails from one folder to another by dragging and dropping from the search results (similar to the way drag and drop works in Outlook).
 17. Right-click options, “Move” and “Copy” will not be available, for Exchange ActiveSync mailboxes.
 18. FewClix Calendar - If Outlook is closed without closing a filter, Calendar items will be displayed in the “List” view.
 19. “Attachment Name” and “Attachment Content” search are not supported for “Recurring Meetings” in Calendar.
 20. For Online Accounts, Message modified in Outlook (Read, Unread, Move, Delete, Archive, Junk) will not be updated in FewClix Index.
 21. When a user uninstalls FewClix immediately after closing Microsoft Outlook without clearing any search results in FewClix, the filtered views persist when Microsoft Outlook is opened after uninstallation.
 22. Activating Fewclix while Outlook is synchronizing, Outlook may hang sometimes. On restart of Outlook, FewClix will start the activation process again.

Known Issues

Functionality

1. For non-English installations of Outlook, the item count will not be displayed in the status bar.
2. In the Calendar pane, when marking a Calendar entry as “Private” using the right click option, Outlook might become unresponsive for a few seconds.
3. In the “Online Exchange mode”, searching Contacts by using the “Name” drop down in combination with any other text field (like “Email”, “Job Title”, “Company”, “Location”, “Phone Number” and “Search All”) will not display any search results.
4. In the “Online Exchange mode”, searching Contacts for Group Names can be done only using the “Name” drop down.
5. While performing a search by “Domain” using the “Who” option, the search results will be based only on the domains found in Sender email addresses and will not include email addresses of “Recipients”

6. Searching for domain names containing a “hyphen” can be done only using the “Domain” drop down.
7. If the first item in search results is a Calendar Item, message preview does not work till an email item in the current folder is selected and previewed.
8. Calendar invitation meeting responses cannot be deleted from the FewClix Grid using the right click options
9. Right click options for Attachments from the Calendar invitation is not supported in Attachment View.
10. When the Search inputs in the exact match (using double quotes) contains special characters, FewClix will ignore the special characters and will display the results.
11. In Contacts, choosing any value from the dropdown that ends with space does not display in search results
12. In Calendar, Applying and clearing filter using the same field (for button click again for text fields, clear the text and click enter), Calendar view will reset to List view instead of the default view.
13. In Calendar, When the search result returns 0 items, and clear filter using the same field (for button click again for text fields, clear the text and click enter), Outlook calendar view will be blank. In this case, either switch folder or applying filter again and clearing using “Clear” icon will bring back the outlook data.

Indexing

1. For IMAP accounts, if an email with attachments is not fully downloaded (only headers are downloaded), the attachments will not be indexed or filtered.
2. Marking emails as Unread / Read during indexing will not change the status.
3. Contacts folders created under any other mail folder will not be indexed or filtered.
4. 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
5. Starting and stopping of Indexing multiple time in quick succession, the indexing will fail. If the Indexing status switches between Indexing and Incomplete continuously, Outlook should be restarted to continue Indexing.