



Outlook Sidebar

User Documentation

Notice

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Introduction

Both Coveo Expresso and Coveo Enterprise Search (CES) products come with the Desktop Integration Package. The Desktop Integration Package is a special collection of tools to help you with your search operations. It gives you access to many interfaces to search through e-mail messages, contact information, files (local or on a network), SharePoint, etc.

In addition to the Web user interface with which you can perform searches from any Web browser, the Desktop Integration Package offers the two following tools:

- the Outlook Sidebar;
- the Desktop Searchbar.

The present document will guide you, step by step, through the various tasks that you can perform with the Outlook Sidebar. For more information on how to display the Sidebar, see *Displaying or Hiding the Outlook Sidebar* on page 17.

You may also be interested in the Outlook Sidebar Quick Reference Guide, which is also available on our Web site at www.coveo.com/go?dest=quickrefsidebar.

If you need more information about the Desktop Searchbar, please refer to the user manual of the Desktop Searchbar available on our Web site at www.coveo.com/go?dest=searchbarintro.



Searching Using the Outlook Sidebar

Once the *Desktop Integration Package* is installed on your computer, the Sidebar is available automatically from Microsoft Outlook. Remember that even if you are in Outlook, you can always search through other sources such as contact information, files (local or on a network), SharePoint, Salesforce, etc.

Note: The availability of the sources and the basic appearance of the Sidebar depend on the configuration of the system that the administrator will have defined.

- There are two main ways to use the Sidebar:
 - To quickly get information related to the currently selected e-mail in Outlook. This e-mail can be located in your Inbox, in any subfolder or even in an archive (.pst file).
 - To search through interfaces (e-mail messages, contacts, files, etc.) using specific keywords.
- You can navigate through the various searches that you have performed since you have begun your current work session in Outlook. Both searches on selected e-mail messages and using specific keywords are kept in memory during your work session.

To navigate through the sets of results:

- Click the  button to view the previous set of results (when applicable).
- Click the  button to view the next set of results (when applicable).

Searching Information Related to a Specific E-mail Message

With the Sidebar, you can quickly get information related to the currently selected message in Outlook. This message can be located in your Inbox, in any subfolder or even in an archive.

Note: For the Sidebar to search through archived messages, the archive files must have been opened in Outlook and their contents must have been indexed already.

In this case, the Outlook Sidebar will display all the information available on the sender, the messages exchanged with this person, and all the shared documents (attachments). If the person is found on one or several contact lists (Outlook contacts, SharePoint, Salesforce – a CRM application, or Active Directory), you will be able to open the corresponding contact by clicking the provided icons.

To get information related to a specific e-mail message:

Click the desired message to select it.


The Outlook Sidebar automatically displays all the available information.

The screenshot shows the Outlook interface with the Coveo sidebar open. The sidebar displays the following information:

- Sender Information:** Arthur Song, CEO, United Oil & Gas Corp. (New York), asong@uog.com, (212) 842-5500. Includes a profile picture and a link to retrieve more information.
- Conversations:** A list of messages related to the selected email. The selected message is highlighted in yellow. Other messages are highlighted in blue.
- Attachments:** A section for shared documents.

Annotations in the image provide the following details:

- Information on the sender:** Points to the sender's name and contact details.
- To retrieve more information on the sender (when available):** Points to the red icon next to the sender's name.
- Yellow highlight identifies both the sender and the selected message:** Points to the yellow highlight on the selected message in the conversation list.
- Blue highlight identifies both the sender and the message for which an overview is displayed:** Points to the blue highlight on a message in the conversation list.
- Overview:** Points to the 'Overview' section of the conversation list.
- Date at which the more recent message of the thread (series) has been sent:** Points to the date '12/8/2009' at the bottom of the conversation list.
- Number of messages and number of shared documents in the thread (series) of messages:** Points to the '+4 emails, 1 attachment' text next to the date.
- All messages that have been exchanged with the sender. Messages are sorted from the more recent to the less recent.** Points to the entire conversation list.

- To display an overview of the contents of any message that has been found, simply point on the line corresponding to that message.
- If you want to view all the related messages (original message and all the replies) click the  button preceding the title of the message.

Note: When you expand one of the results, the attachments that are related to this thread (series) of messages are also displayed.

- If you want to view all the documents that have been shared with the sender of the message, click the **Attachments** tab.

Note: If no information is available on the sender of the message (the person could not be found on any of your contact lists), only the messages and attachments exchanged with the sender will be listed on the Outlook Sidebar.

Searching Information Using Criteria







Even if you are in Outlook, you can always search through other sources (interfaces) such as contact information, files (local or on a network), SharePoint, Salesforce, etc.

IMPORTANT The availability of the sources depends on the configuration of the system that the administrator will have defined. The items must have already been indexed by the system before they can appear on the results list.

- You can perform simple searches using a word or a phrase or refine your searches with operators such as AND, OR, and NOT in your queries. For more information on the most frequently used operators, see *Understanding the Most Common Search Operators* on page 16.
- The keywords used for your search will be automatically highlighted in yellow on the results list.
- If you want more tools and flexibility, you can switch to the Desktop Searchbar at any time (see *Switching to the Desktop Searchbar* on page 20).
- The Outlook Sidebar is not case-sensitive, which means that you can enter your keywords and operators either in upper- or lower-case letters.

Note: The current section presents the interfaces that are offered by default with the Outlook Sidebar. However, the availability of the interfaces on your system depends on the configuration that the administrator will have defined.

The table below shows the interfaces provided by default with the Outlook Sidebar:

Search Interface	Description
 Email	<p>To search through messages located in your Inbox, in any subfolder or even in an archive (.pst file).</p> <p>You can view messages (in Conversations tab) and attachments (in Attachments tab) that correspond to your search criteria.</p> <p>Also, since e-mail messages can often be associated with contacts, the results may also include pertaining contact information retrieved from several lists (Outlook contacts, SharePoint, Salesforce – a CRM application, or Active Directory).</p> <p>Note: Expresso does not support Salesforce.</p>
 People	<p>To search through contact information retrieved from several lists (Outlook contacts, SharePoint, Salesforce, or Active Directory).</p> <p>Note: Expresso does not support Salesforce.</p>
 My Files	<p>To search through documents located in the My Documents folder and on Windows Desktop by default and in any other folders that you have added via the file indexing option (see <i>Modifying the Way Local Files are Indexed</i> on page 21).</p>
 File Shares	<p>To search through documents located in shared folders or drives (typically on a network).</p>
 SharePoint	<p>To search through documents, contacts, and items retrieved from SharePoint.</p> <p>You can view files (in Documents tab) and other items such as posted news or personal sites (in Lists & Items tab) that correspond to your search criteria.</p>
 Salesforce	<p>To retrieve information from the Salesforce CRM application.</p> <p>Note: Expresso does not support Salesforce.</p>

- Regardless of the search interface that you select, the principle remains the same. Once you have entered one or more keywords, the Outlook Sidebar displays all the pertaining results that were found. When there is a great number of results, you can view them, page by page, by using the page links at the bottom of the results area.
- The Emails and People interfaces contain a link enabling you to view more contacts entries. The other interfaces do not have this option.

- You can apply filters to refine (narrow down) your searches. You can exclude some of the elements from your search or restrain your search to a specific category.

You can define only one search criterion at a time. You can build filters of multiple criteria, but you must perform several refining operations.

For example, if you want to exclude e-mail messages from two specific senders, you would have to refine the results by excluding the first person, then refine the results a second time by excluding the second person. If you do not want to perform multiple exclusion operations, you can switch to the Desktop Searchbar (see *Switching to the Desktop Searchbar* on page 20).

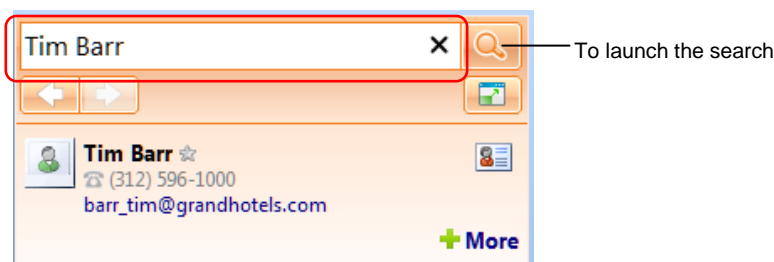
- You can clear specific filters or clear all the filters at a time (to revert to the original search results).

To search using specific criteria:

- Click the icon corresponding to the interface on which you want to base your search.



- Enter the desired expression in the search entry box. For more information on the supported operators that you can use, see *Understanding the Most Common Search Operators* on page 16.



- Click the magnifying glass at the right of the search entry box to launch the search.

Note: You can also press **ENTER** from your keyboard.

The results corresponding to the search criteria are displayed.

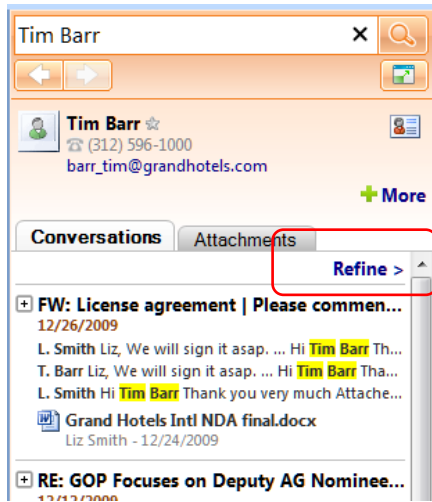
The screenshot shows the Outlook sidebar search interface for 'Tim Barr'. The contact information at the top includes a name card for Tim Barr with a star, phone number (312) 596-1000, and email barr_tim@gandhotels.com. Below this are tabs for 'Conversations' and 'Attachments'. A 'Refine >' link is visible above the search results. The results list several email threads with dates and snippets of text. Annotations with lines pointing to specific elements include:

- A line pointing to the '+ More' link: "To view more contacts entries (Email and People interfaces only)"
- A line pointing to the highlighted text 'Tim Barr' in the email snippets: "Keywords are highlighted in yellow"
- A line pointing to the pagination controls at the bottom: "To navigate through pages of results (when applicable)"

Note: If the selected search interface is Email or SharePoint, results are presented in two tabs.

To refine your search:

1. From the results area, click **Refine**.



2. Define a filter as wanted.

The screenshot shows the Outlook sidebar for a search result titled "Tim Barr". The sidebar is divided into several facets:

- Mailbox:** liz@demo.coveo.com (313)
- From:** Liz Smith (strikethrough), Tim Barr (191), John Bond (96), Liz D Cruz (19), Arthur Song (1), Babara Levy (1). A "more" link is present.
- To:** Liz Smith (302), Ashlee Pecor (1), Martha Middaugh (1), Manuel Wooden (1), Robbert Jones (2). A "more" link is present.
- Type:** Word (bolded)
- Exchange Folder:** Archive Folders > ToArchive (3), Company (15), CSR > Sent (11), Email (269), Inbox (3), Law (5). A "fewer" link is present.
- Year:** 2009 (51), 2008 (88), 2007 (106), 2006 (59), 2005 (6). A "more" link is present.

Annotations and their corresponding UI elements:


- < Back To Results:** To return to the original results without applying any filter
- Excluded items appear as strikethrough:** Points to the "Liz Smith" entry in the "From:" facet.
- To display a more complete list of items for the corresponding facet:** Points to the "more" link in the "From:" facet.
- Currently selected item appears in bold:** Points to the "Word" entry in the "Type:" facet.
- To shorten the list of items of the corresponding facet:** Points to the "fewer" link in the "Exchange Folder:" facet.
- Facets:** A bracket on the left side of the sidebar groups the "From:", "To:", "Type:", "Exchange Folder:", and "Year:" sections.

- If you want to display only the results associated with a particular item from one of the facets, click the item (not the ✕).

Note: Once the results are displayed, you can select Refine again to modify the search criteria. If you click an item that was selected, the selection is removed and you have then access to the complete list of items.

- If you want to exclude an item from the search results, click the corresponding ✕ .

Note: Once the results are displayed, you can select Refine again to modify the search criteria. If you click an item that was excluded from the search (strikethrough), this item becomes available again.

- If you want to clear the selection or exclusions that have been made to a specific facet, click the  icon.

Note: Clearing selections or exclusions will not delete any document or item. It only enables you to modify the filter that is applied on search results.

Once your filter is defined, a new set of results is displayed to reflect the changes.

3. If you are not happy with the results, you can either:

Click **Clear** to revert to the original results (and remove all selections and exclusions from all facets).

OR

Click **Refine** to modify the filter.

4. Repeat steps 1 and 2 with all the criteria that you want to add to your filter.

Note: If you do not want to perform multiple refining operations, you can switch to the Desktop Searchbar (see Switching to the Desktop Searchbar on page 20).

Understanding the Most Common Search Operators

You can perform simple searches using a word or a phrase or refine your searches with operators such as AND, OR, and NOT in your queries. The table below shows the operators that are the most commonly used.

Operator	Examples	Remarks
AND	<ul style="list-style-type: none"> coveo AND espresso coveo espresso 	<ul style="list-style-type: none"> Only the items containing both <i>coveo</i> and <i>espresso</i> keywords will be returned. Order of appearance of the keywords is not important. This operator is optional. By default, searches are performed using the AND operator between the keywords if no operator is specified.
OR	coveo OR espresso	All the items containing either <i>coveo</i> or <i>espresso</i> will be returned.
<ul style="list-style-type: none"> NOT - (dash) 	<ul style="list-style-type: none"> coveo NOT espresso coveo -espresso 	<ul style="list-style-type: none"> Only the items containing <i>coveo</i>, without containing <i>espresso</i> will be returned. If you use the dash, leave a blank space between the first keyword and the dash. Otherwise, the returned items will correspond to the exact expression (<i>coveo espresso</i> in this case) as if you would have used quotation marks.
" " (quotation marks)	"coveo espresso"	Only the items containing <i>coveo</i> immediately followed by <i>espresso</i> will be returned.
from	<ul style="list-style-type: none"> from:Liz from:"Liz Smith" 	<ul style="list-style-type: none"> You can only use this operator to search through e-mail messages (My Emails interface). In any other interface, no results will be returned. The messages sent by anyone whose name or address contains <i>Liz</i> will be returned. The messages sent by <i>Liz Smith</i> will be returned.
to	<ul style="list-style-type: none"> to:Liz to:"Liz Smith" 	<ul style="list-style-type: none"> You can only use this operator to search through e-mail messages (My Emails interface). In any other interface, no results will be returned. The messages sent to anyone whose name or address contains <i>Liz</i> will be returned. The messages sent to <i>Liz Smith</i> will be returned.

Displaying or Hiding the Outlook Sidebar

Once the *Desktop Integration Package* is installed on your computer, the Sidebar is displayed automatically in Microsoft Outlook, but you can hide it. You can display it again at any time.

Note: Hiding the Outlook Sidebar will not hide the Desktop Searchbar. For information on how to hide the Searchbar, please refer to the user guide of the Desktop Searchbar available on our Web site at www.coveo.com/go?dest=searchbarintro.

To display or hide the Outlook Sidebar:

In Outlook, from the main menu, select **Coveo > Show Coveo Sidebar**.

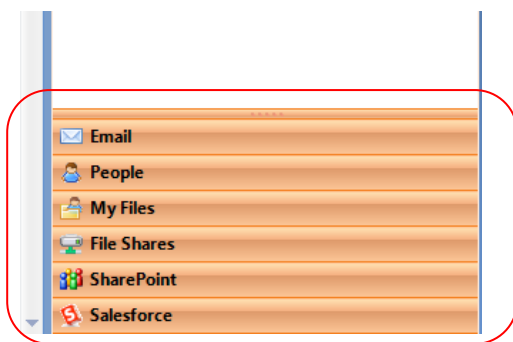
This will automatically display the Sidebar if it was hidden or hide it if it was visible.

Resizing the Results Area

By default, the results area of the Outlook Sidebar comes with a predefined width and height, and the available interfaces appear as a list at the bottom of the results area. However, you can resize the results area to view more entries at the same time. The new dimensions you define will remain effective until you modify them again (not only available for the current work session in Outlook).

To resize the results area:

1. If desired, resize the results area's width as follows:
 - 1a. Click the left border of the Outlook Sidebar. It will turn to a darker color, indicating that it is selected.
 - 1b. Move the border left or right to resize the width of the area to your liking.
2. If desired, resize the interfaces area as follows:
 - 2a. From the Outlook Sidebar, go to the interfaces section.



Interfaces section in full size

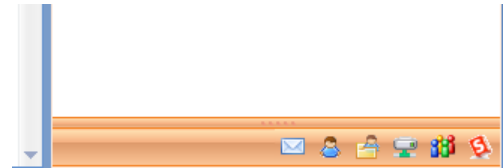
- 2b. With your mouse, point to the top of the section until your mouse pointer turns to a double arrow.

2c. Move your mouse up or down to resize the section to your liking. The Sidebar will automatically adjust within the minimum and maximum allowed sizes.



Interfaces section partly resized.

Some of the interfaces are now represented with icons



Interfaces section completely resized.

All interfaces are represented with icons. Simply point on them to display tooltips identifying them.

The new settings are automatically kept in memory.

Switching to the Desktop Searchbar

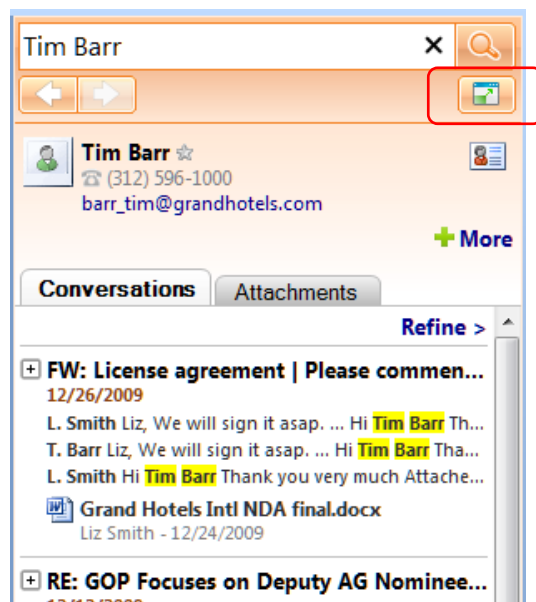
At any time, you can switch to the Desktop Searchbar if you need more flexibility and tools. You can open the Searchbar by

- using the keyboard shortcut.
- using the corresponding button from the Outlook Sidebar. For more information on how to modify the keyboard shortcut, please refer to the user manual of the Desktop Searchbar, available on our Web site at www.coveo.com/go?dest=searchbarintro.
- pointing to the orange line located at the top of your screen.

Note: The Searchbar will open even if you have modified its display settings so that it is usually hidden. To hide it again, simply close the results window or, if you have not launched any search yet, click in any other window.

To switch to the Desktop Searchbar:

- Use your keyboard shortcut (Windows logo key+C by default).
- OR
- From the Outlook Sidebar, click the corresponding button.



Note: The button to switch to the Desktop Searchbar is only available when one of the search interfaces is selected.

Setting Up the Indexing Parameters

There are several tools that give you more flexibility regarding the indexing process.


Modifying the Way Local Files are Indexed

By default, the system indexes all the files that are located in the My Documents folder and on Windows Desktop. However, you can configure the system to take into account files that are located in other folders on your computer. You can also exclude specific folders from indexing.

To include local files:

1. In Outlook, from the main menu, select **Coveo > Options**.

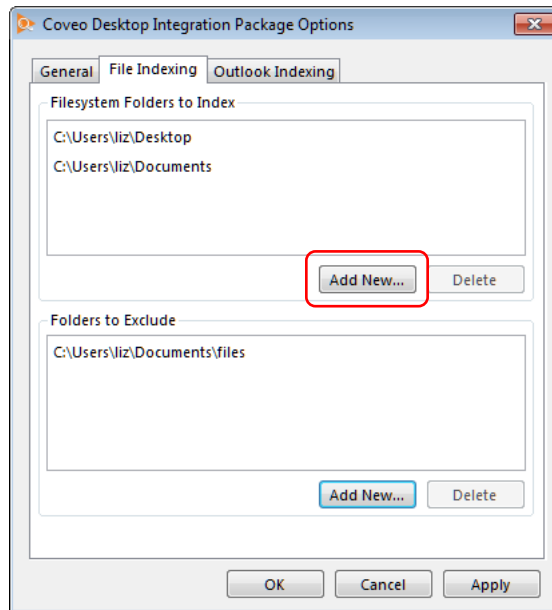
OR

From the taskbar of your computer, right-click the  icon and select **Options**.

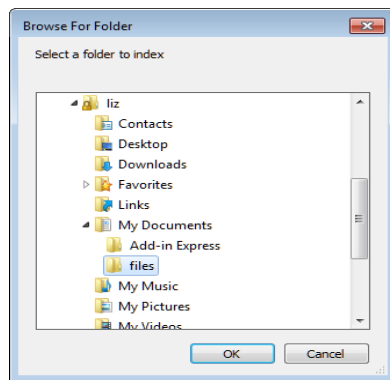
2. Select the **File Indexing** tab.

3. Under **Filesystem Folders to Index**, specify the folders whose content should also be indexed:

3a. Click **Add New**.



3b. Browse through the folders and select the desired folder.

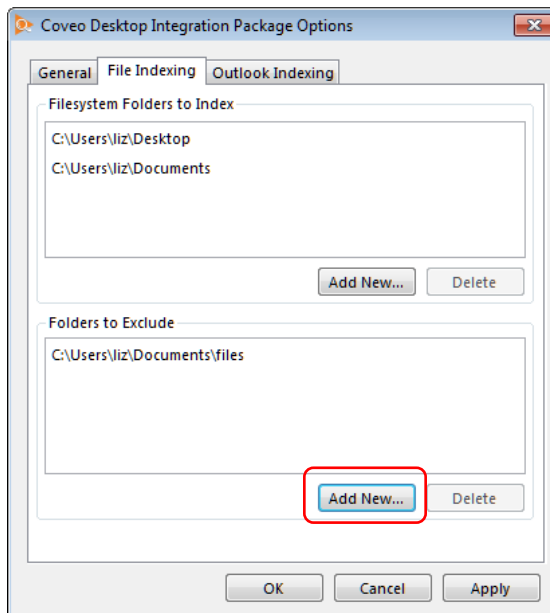


3c. Click **OK** to confirm.

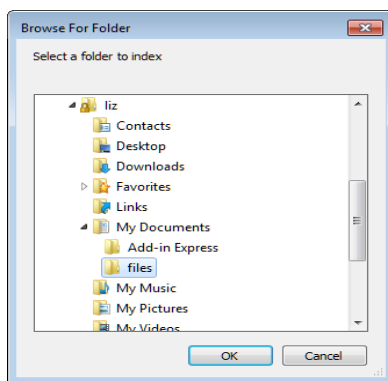
4. Repeat the previous steps for all the folders that you want to add.
5. Click **Apply** to confirm the changes, and then **OK** to close the window.

To exclude local files:

1. In Outlook, from the main menu, select **Coveo > Options**.
OR
From the taskbar of your computer, right-click the icon and select **Options**.
2. Select the **File Indexing** tab.
3. Under **Folders to Exclude**, specify the folders whose content should not be indexed:
 - 3a. Click **Add New**.



- 3b. Browse through the folders and select the desired folder.



- 3c. Click **OK** to confirm.

IMPORTANT If the same folder appears both on the list of items that you want to index and on the list of items that you want to exclude, the content of this folder will not be indexed.

4. Repeat the previous steps for all the folders that you want to exclude from the indexing.
5. Click **Apply** to confirm the changes, and then **OK** to close the window.

Indexing Local (Offline) E-mail Messages

Depending on the configuration of your system, e-mail messages can be indexed directly on the Exchange server or not. By default, the local e-mail messages are not taken into account in searches. This means that if the messages are not indexed at the server level, no e-mail messages will be available when you perform a search using the Outlook Sidebar or the Desktop Searchbar. However, you can configure the application to index your local e-mail messages (contained in the *Outlook.ost* file) so that they will become available in the search results.


IMPORTANT Indexing local messages that are already indexed on the server (through Exchange) **WILL result in duplicate entries in the search results. If you are not sure whether the messages are indexed from the server or not, see with your system administrator.**

You can stop indexing the local messages at any time.

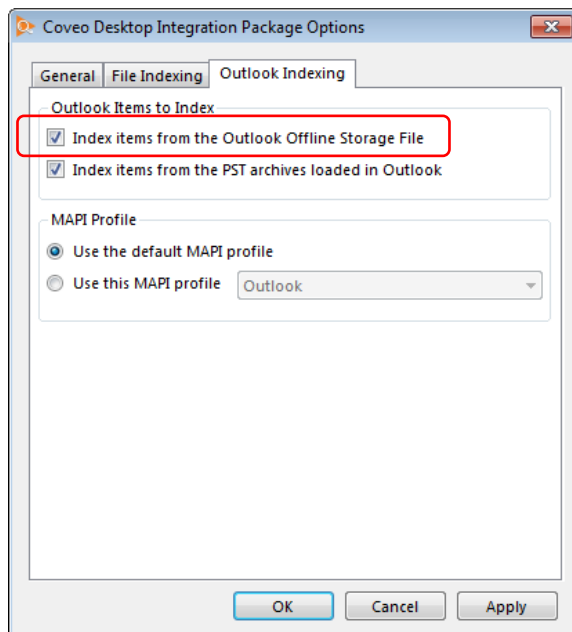
To index local e-mail messages:

1. In Outlook, from the main menu, select **Coveo > Options**.

OR

From the taskbar of your computer, right-click the  icon and select **Options**.

2. Select the **Outlook Indexing** tab.
3. Under **Outlook Items to Index**, select the **Index items from the Outlook Offline Storage File** check box.



4. Click **Apply** to confirm the changes, and then **OK** to close the window.

To stop indexing local e-mail messages:

Follow the procedure showing how to index local e-mail messages, except that, at step 3, clear the **Index items from the Outlook Offline Storage File** check box.

Indexing Archived E-mail Messages

By default, the application indexes all the e-mail messages contained in the Outlook's default archive file (*Archive.pst*) and in the personal archive files (.pst) that are open in Outlook. However, you can exclude all the archive files from the indexing process.

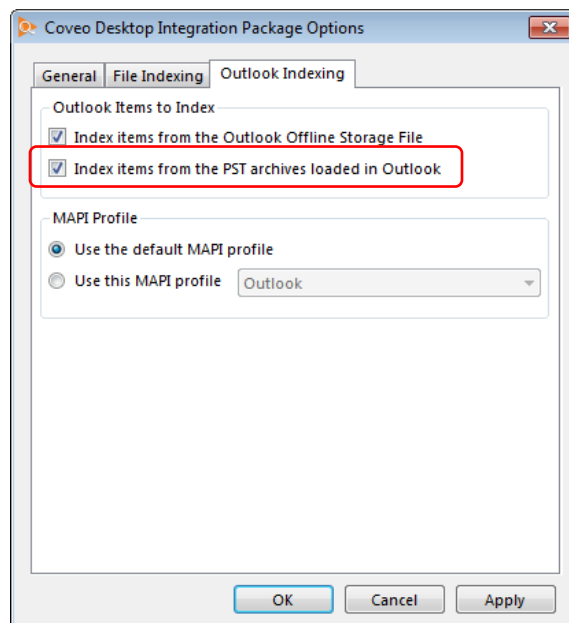
To index the archived e-mail messages:

1. In Outlook, from the main menu, select **Coveo > Options**.

OR

From the taskbar of your computer, right-click the  icon and select **Options**.

2. Select the **Outlook Indexing** tab.
3. Under **Outlook Items to Index**, select the **Index items from the PST archives loaded in Outlook** check box.



4. Click **Apply** to confirm the changes, and then **OK** to close the window.

To stop indexing archived e-mail messages:

Follow the procedure showing how to index local e-mail messages, except that, at step3, clear the **Index items from the PST archives loaded in Outlook** check box.


Selecting a MAPI Profile

All elements related to the management of e-mail messages (creation, sending, saving, indexing) are performed using Messaging Application Programming Interface (MAPI) profiles. For most of the users, the default MAPI profile will be the most appropriate for indexing purposes. However, if you have more than one MAPI profile, you may want to specify which of your profiles you prefer to use for indexing. If you are not sure about the profile you should use, see with your system administrator.

To select a MAPI profile:

1. In Outlook, from the main menu, select **Coveo > Options**.

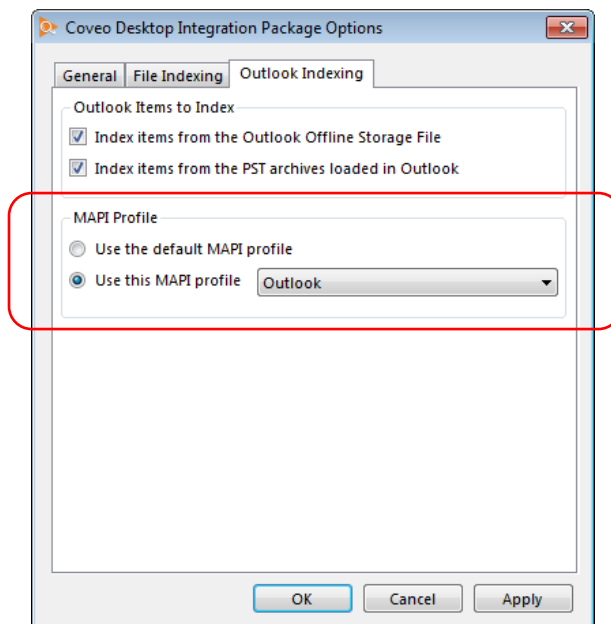
OR

From the taskbar of your computer, right-click the  icon and select **Options**.

2. Select the **Outlook Indexing** tab.
3. Under **MAPI Profile**, select the **Use the default MAPI profile** option.

OR

Select the **Use this MAPI profile** option and specify which profile you want to use from the list.



4. Click **Apply** to confirm the changes, and then **OK** to close the window.

Maintenance Tasks

Pausing and Resuming the Indexing Process


Normally, the indexing process is performed through out your work session. Sometimes, you may find useful to pause this process, especially when you are out of the office and only have access to limited bandwidth (for example, slow or pay-per-use Internet connection).

To pause the indexing process:

From the taskbar of your computer, right-click the  icon and select **Pause Indexing**.

The process is stopped until you resume it.

To resume the indexing process:

From the taskbar of your computer, right-click the  icon and select **Pause Indexing** again.

The process is resumed automatically.

Rebuilding the Index

IMPORTANT To avoid unnecessary processing on the server, you should not rebuild the index yourself unless your system administrator asks you to do so.

To rebuild the index:


From the taskbar of your computer, right-click the  icon and select **Rebuild Index**.

Troubleshooting

Common Problems

Here is a list of common problems and ways to solve them. If after trying these solutions you still experience some problems, please contact your system administrator.

Problem	Possible Cause	Solution
I cannot switch to the Desktop Searchbar even though I click the corresponding button from my Outlook Sidebar.	No search interface (icons located at the bottom of the results area) is selected.	<ul style="list-style-type: none"> Select any of the search interfaces, and then click the switch button. OR <ul style="list-style-type: none"> From your keyboard, press simultaneously the Windows logo key and the letter C. <p>Note: The combination of keys may vary if you have modified them (please refer to the user manual of the Desktop Searchbar available on our Web site at www.coveo.com/go?dest=searchbarintro).</p>
I am certain that the document I am looking for is in the My Documents folder, but it never shows up on the results list.	<ul style="list-style-type: none"> The My Files search interface is not currently selected. 	<ul style="list-style-type: none"> Select the My Files interface and retry.
	<ul style="list-style-type: none"> The search criteria are too restrictive. 	<ul style="list-style-type: none"> Modify the criteria so that more results could be displayed.
	<ul style="list-style-type: none"> The document is too recent and has not been indexed yet. 	<ul style="list-style-type: none"> Retry later.
	<ul style="list-style-type: none"> The folder has been excluded from the indexing process. 	<ul style="list-style-type: none"> Ensure that the folder containing the document you are looking for has not been excluded from the indexing process (see <i>Modifying the Way Local Files are Indexed</i> on page 21).


<p>When I select some of the search interfaces, I see the following icon:</p> 	<p>There is a communication problem between your computer and the Web site on which you can perform searches:</p> <ul style="list-style-type: none"> The network is down 	<ul style="list-style-type: none"> Contact your system administrator
	<ul style="list-style-type: none"> Your computer is not connected to the network (locally or via VPN). 	<ul style="list-style-type: none"> Ensure that your computer is connected to the network and that you are logged in on it (locally or via VPN). <p>Note: It is possible that you do not need to connect to the network if the administrator of your system has configured the Web site differently. See with your administrator for any questions.</p>
	<ul style="list-style-type: none"> Your computer is not connected to the Internet. 	<ul style="list-style-type: none"> Ensure that the connection to the Internet is working properly.
<p>When I try searching through e-mail messages, I never get any results, as if none of my messages are taken into account</p>	<ul style="list-style-type: none"> The My Emails search interface is not currently selected. 	<ul style="list-style-type: none"> Select the My Emails interface and retry.
	<ul style="list-style-type: none"> The search criteria are too restrictive. 	<ul style="list-style-type: none"> Modify the criteria so that more results could be displayed.
	<ul style="list-style-type: none"> E-mail messages are not indexed directly on the Exchange server and the application has not been configured to index local e-mails (directly saved on your computer). 	<ul style="list-style-type: none"> Modify the configuration to include local e-mails in the indexed items. For more information, see <i>Indexing Local (Offline) E-mail Messages</i> on page 24.
<p>I cannot view any e-mail messages from my archive folders in Outlook.</p>	<p>Archive files have probably been excluded from indexing.</p>	<p>Modify the configuration to include archive files in the indexed items. For more information, see <i>Indexing Archived E-mail Messages</i> on page 26.</p>

<p>There is a lot of duplicate e-mail messages in the search results.</p>	<p>Messages are indexed both on the Exchange server and locally on your computer.</p>	<p>Modify the configuration to exclude local e-mail messages from the indexed items. For more information, see <i>Indexing Local (Offline) E-mail Messages</i> on page 24.</p>
<p>I do not want archived messages to be displayed in the search results.</p>	<p>By default, all archive files that are open in Outlook are taken into account during the indexing process, and then are available when you perform a search.</p>	<p>Modify the configuration to exclude archive files from the indexed items. For more information, see <i>Indexing Archived E-mail Messages</i> on page 26.</p>

Viewing the Index History

This feature enables the administrator to view the log of indexing operations performed on your computer since your last logon (connection) to the network. This is particularly useful to troubleshoot indexing problems that you may encounter.

To view the index history:

From the taskbar of your computer, right-click the  icon and select **Index History**.

The history window is displayed.

