

Lookeen® 8

User Manual

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Lookeen 8 - Easy Outlook email search

Thank you for installing Lookeen. Lookeen is a simple toolbar that allows you to search your Outlook data quick and easy.

Say hello to Lookeen, an add-on application for Microsoft Outlook that helps you to structure your inbox. Lookeen is compatible with Outlook 2003, 2007 and 2010 and Exchange Server 2003, 2007 and 2010 and is installed in under a minute. Time to get that flood of emails under control.

- Search for e-mails, attachments, appointments, tasks, notes and contacts
- Save time by organizing and storing Outlook elements
- Integrated Desktop search: search all files on your computer
- Supports Exchange Server, external PST-Archives and network drives

***NEW:** Real-time Indexing!*

***NEW:** Completely new indexing strategies (Hybrid-indexes: explore and Indexes in one step)*

***NEW:** Better indexing with new data types (.xlsx,.docx and .pptx)*

***NEW:** Better searches for PDF Data*

***NEW:** Clear group access rights for Business and Enterprise editions*

Lookeen only requires Outlook 2003, Outlook 2007, or Outlook 2010, which are all part of the current Microsoft Office packages. The Lookeen download includes the trial version with all features and functions, including shared network drives, Exchange public folders and archived PST files. After the trial period, you can buy it [here](#).

Quick links


- ↓ The Lookeen Toolbar
- ↓ Advanced Search Fields
- ↓ Query syntax
- ↓ How to search
- ↓ Setting your search options
- ↓ The Lookeen Indexer

Lookeen Toolbar – Search execution

Lookeen will automatically be displayed in the toolbar area of Outlook 2003, 2007 or 2010.



Simply enter a search text and press the Enter key.

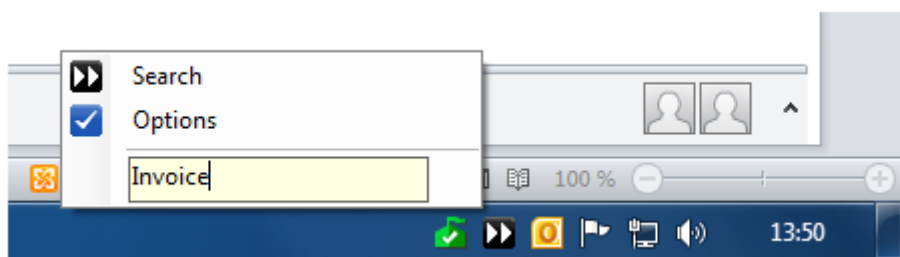
Lookeen will store all of your previous search terms. You can see them by clicking on .

- ↓ Your Lookeen Index Search
- ↓ Show “Analytics”
- ↓ Show “Conversation”
- ↓ Show search results “Find more”
- ↓ Show items from this day
- ↓ Show Items from this Week
- ↓ Set your Lookeen Options
- ↓ Get Help

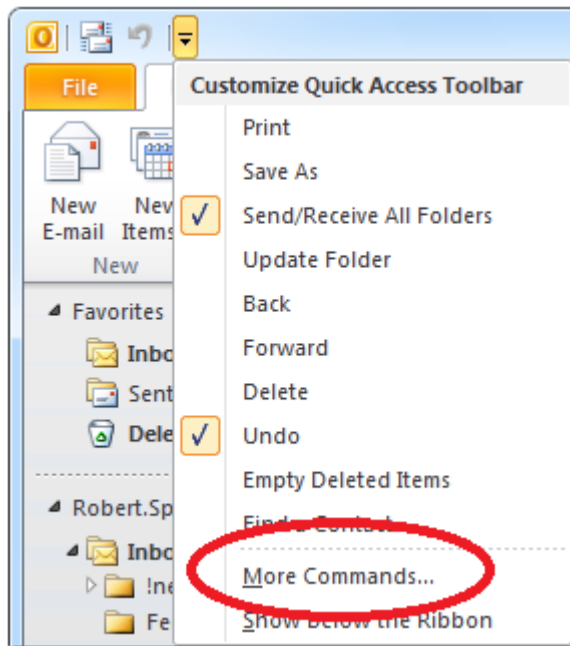
You can use the Lookeen toolbar to ...

By default, Lookeen in Outlook 2010 is displayed in a separate tab marked "Lookeen". You can embed Lookeen so that you are able to run Lookeen searches everywhere, no matter where you are in Outlook. There are two possibilities:

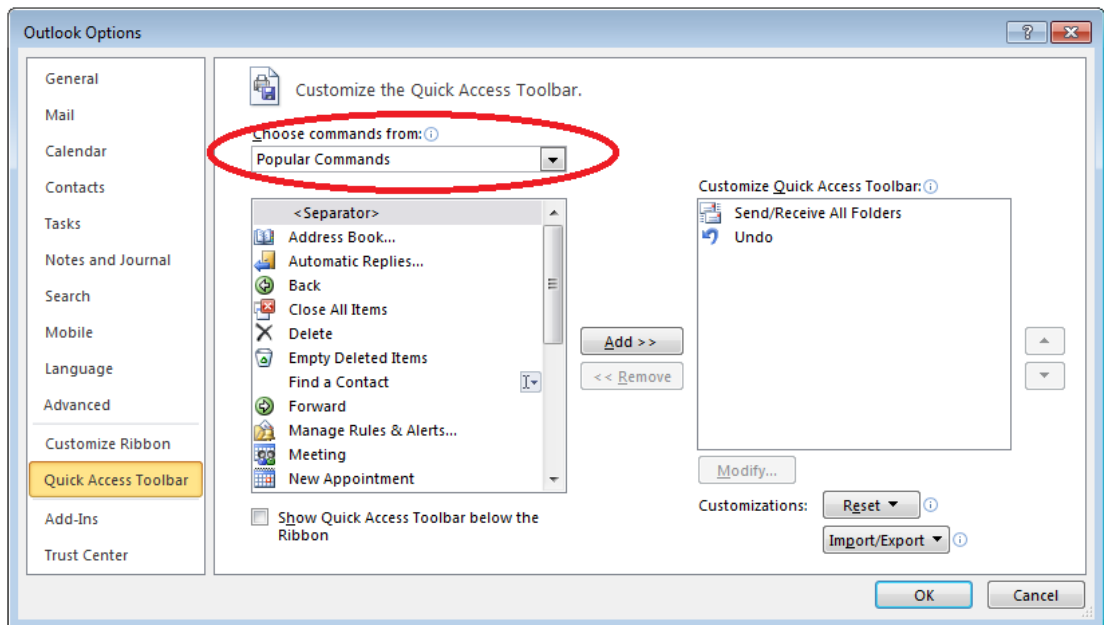
1. By right-clicking the Lookeen icon in the systray you'll have the ability to start the search window, access options or to start a Lookeen search by typing directly into the search box. This also works if you have Outlook minimized.

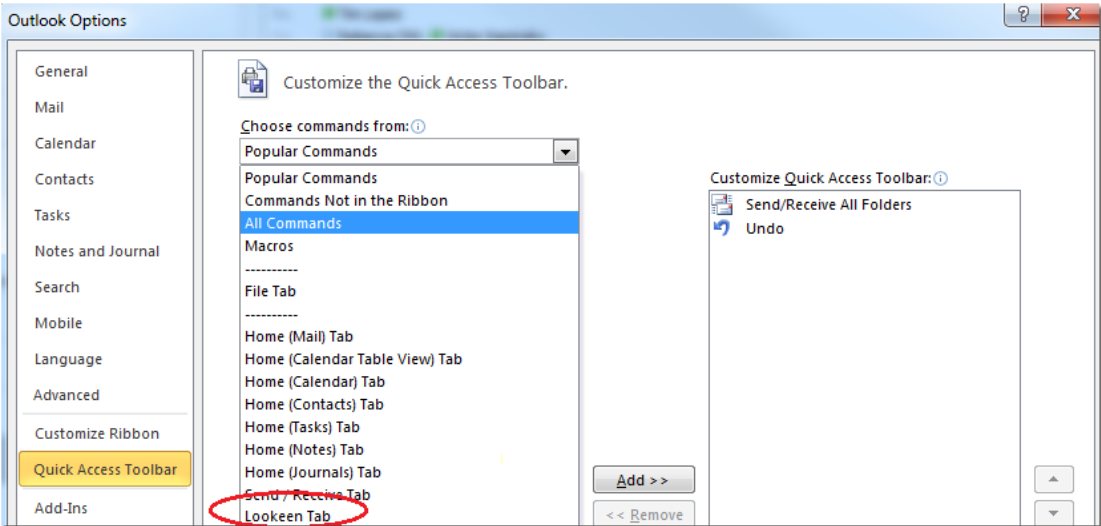


2. You can also permanently embed Lookeen as a shortcut in your Outlook Toolbar. So you can start a Lookeen search from anywhere in Outlook without having to switch to the Lookeen tab.
 - a. Click on the little arrow next to “back” and then click on “More Commands”

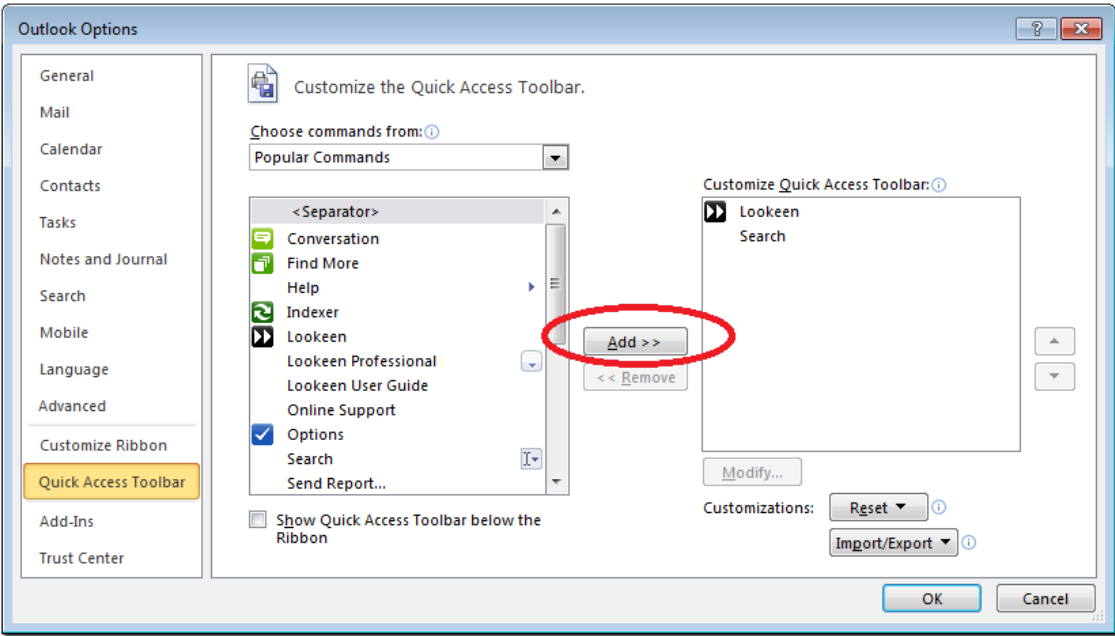


- b. Click on "Quick access toolbar" and then select the "Choose commands from" the "Lookeen tab"

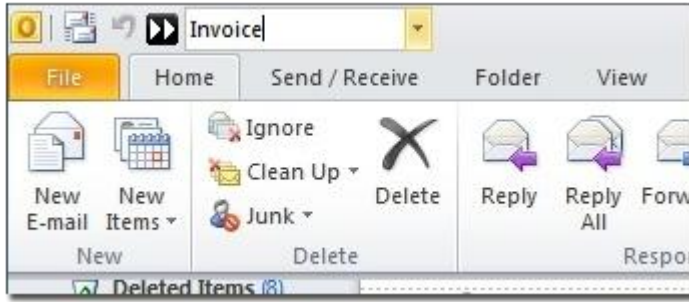





c. You can now integrate the "Lookeen Search bar" to your Outlook toolbar by using the "add >>" button

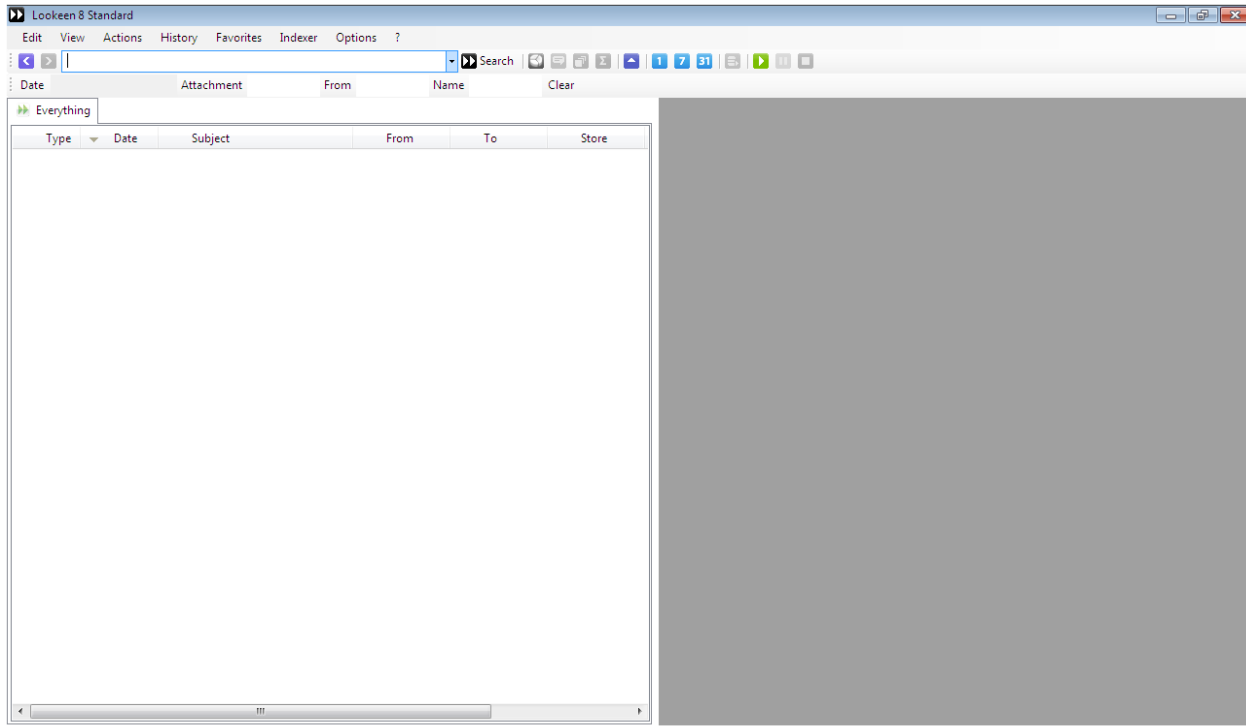


d. This is how it looks like when you're finished:



Lookeen Search

If you click on the  icon without entering a search term or if you use the keyboard shortcut CTRL+F, the following window appears.



You can find more information on these topics:

- ↓ Possible search queries
- ↓ The search result window
- ↓ Filter Search by tabs
- ↓ Preview window
- ↓ Customize columns in your search result window
- ↓ Correspondence
- ↓ Find More
- ↓ Summarize button
- ↓ Day button
- ↓ Week button
- ↓ Month Button

Possible search queries

There are several options for search queries:

Search subject

To search for a defined subject, enter:

<subject: *keyword*>

User search

- To look for E-Mails of a given receiver, enter:
 <to: E-Mail address of the receiver >

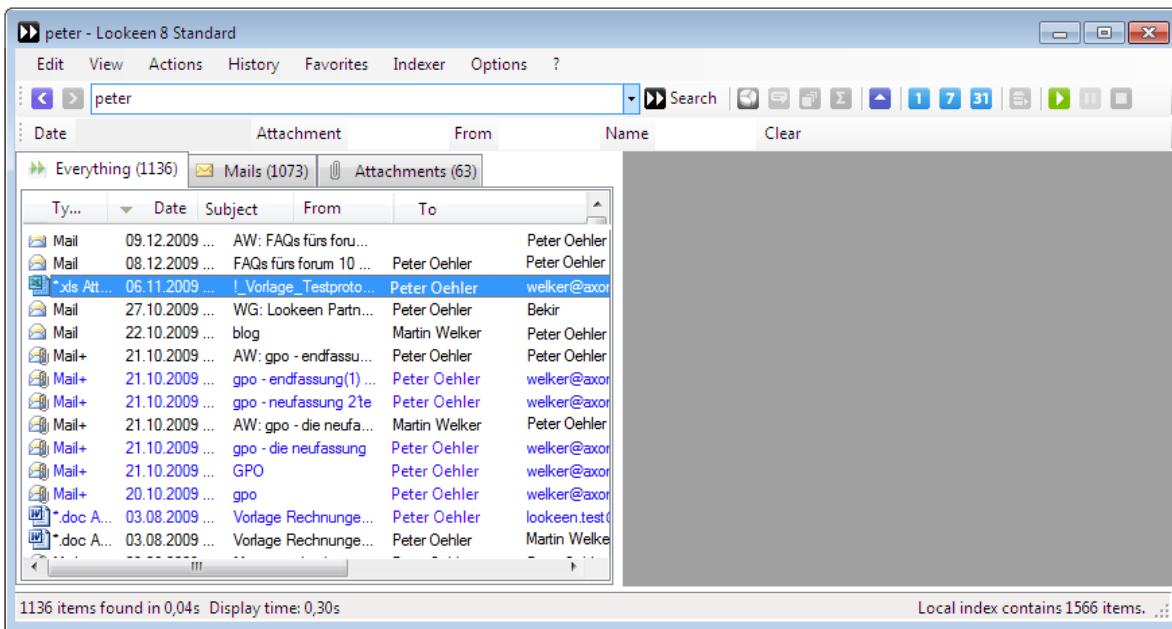
Search message body

- If you search for a word within a message body, enter:
 <body: keyword>

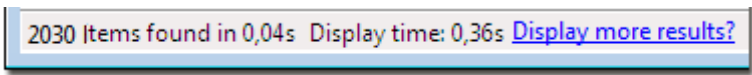
Hint: You can optimize search results with the new query syntax. You can find it [here](#).

The search result window

In the following window, you can see the results from your search terms



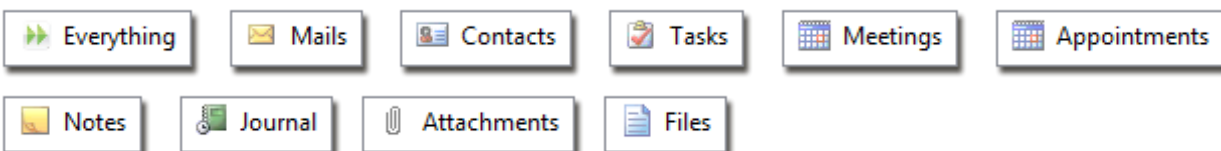
If you do not get all of the results you expected, its often due to the fact, that search results are restricted to „2.000“ hits by default. This is to avoid getting lost in the search results.



You can also adjust this in „[Options](#)“ --> “[Searching](#)“.

Filter Search by tabs

You can narrow your search results by clicking on the tabs:





The tabs will only be shown if Lookeen has found an element in that category – this enables you to get a better overview of the results.

Lookeen remembers the last opened tab. If you had “Attachments” opened in your search results, “Attachments” will be shown first in the results. This doesn’t mean that Lookeen hasn’t found more search hits! Just click on “Everything” or select the desired data type.

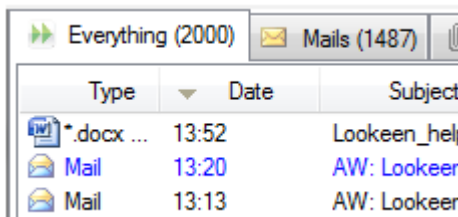
Preview window




If you click on a message, the content of this message will be shown in the preview window. With

the arrow key ( ) you can move back and forth through your search results. Using CTRL+Z is another way to scroll back through your search results.

Hint: You can copy one or more items via drag & drop. (Use this function to move items within your Outlook folders or e.g. to your desktop or any other Windows folder.)

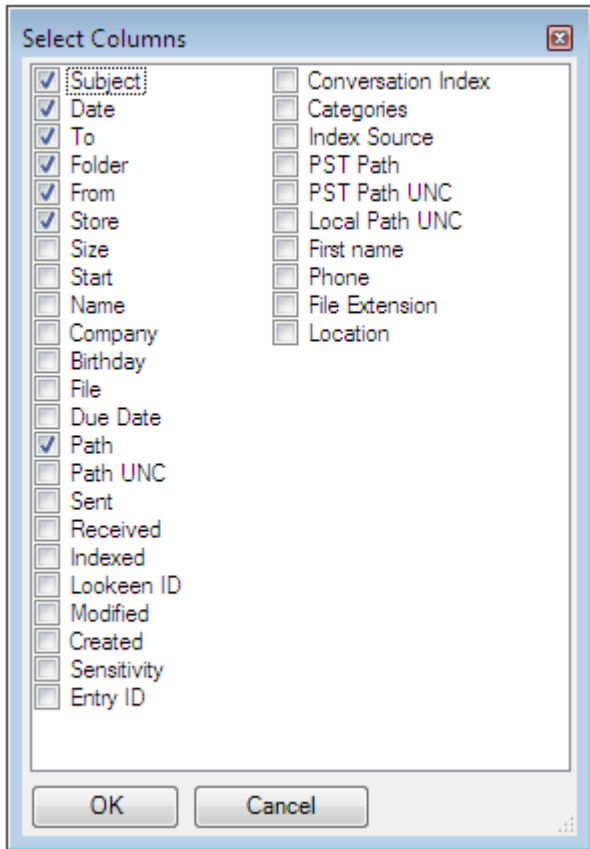
Hint: To choose which criteria your search results should be sorted, simply click on an existing column in your search result window.



Type	Date	Subject
 *.docx ...	13:52	Lookeen_help
 Mail	13:20	AW: Lookeer
 Mail	13:13	AW: Lookeer

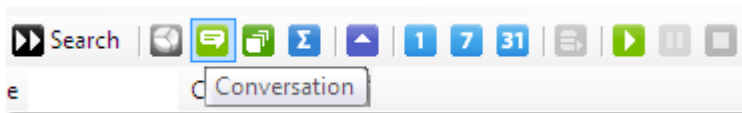
Customize columns in your search result window


Right click an existing column and choose „Customize columns“. Here you can add or remove additional columns.



Hint: Here you can also add „Categories“, if you’ve indexed them.

Correspondence button




If you need an overview about the whole correspondence between you and a desired person (the receiver), simply mark the E-Mail from this person and press the  button on your Lookeen toolbar.

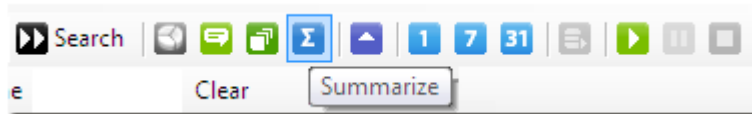
Hint: You get more valid search results, if you’ve added yourself (your E-mail address and your alias) by Lookeen. To do so, go to „Options“ → “Searching“ → “Your Email Addresses and Aliases of yourself“ and enter your address and your alias.

Find more button



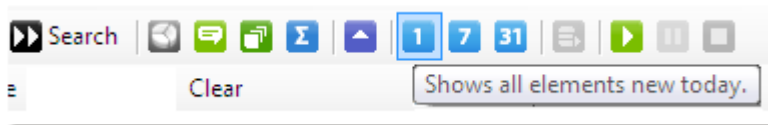
If you would like to find more E-mails with the same subject, mark the defined E-mail and click on .


Summarize button



With this useful function you can create a summary of any amount of objects. Lookeen is always using the preview text (increase this amount in the options for more content in the summary) for this and is listing all elements chronological in a new E-Mail.


Day button



If you would like to find all E-mails from today, click on .


Week button



If you would like to show all E-mails from the last seven days, click on .

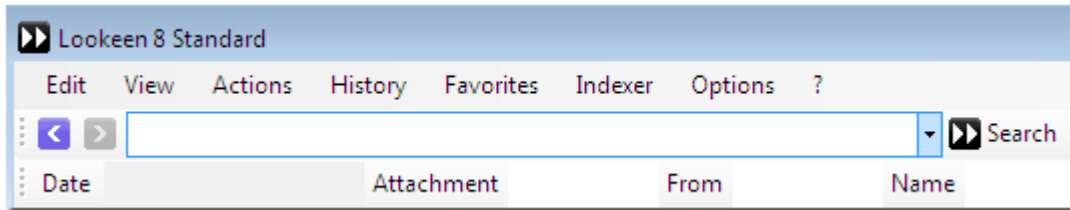
Month button



If you would like to show all E-mails from the last month, click on .

The Lookeen Menu bar - Clearer search results

Since version 2010, Lookeen uses a menu bar in the search result window, with can be used to adjust your search results.



Here you can control all the settings around the search result window. You can personalize the preview, edit and create favorites, look at the history and delete it.

See the following:

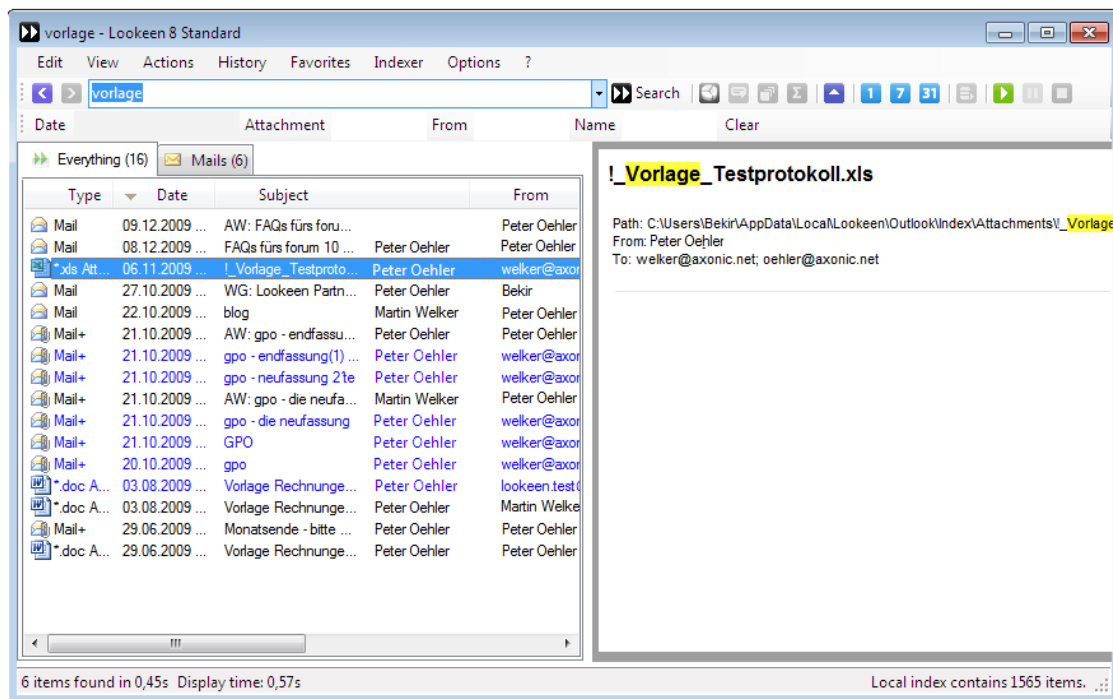
- ↓ Edit
- ↓ View
- ↓ Actions
- ↓ History
- ↓ Favorites

Edit

In this menu you can use common Outlook functions like reply, categorize, delete elements, etc. directly within Lookeen.

View

With Lookeen you enjoy the familiar “look and feel” of Outlook and you can see a preview of your search results.



You have the choice of seeing the preview as a popup – or in the typical Outlook style.

Simply go to „View“ → “Preview“:

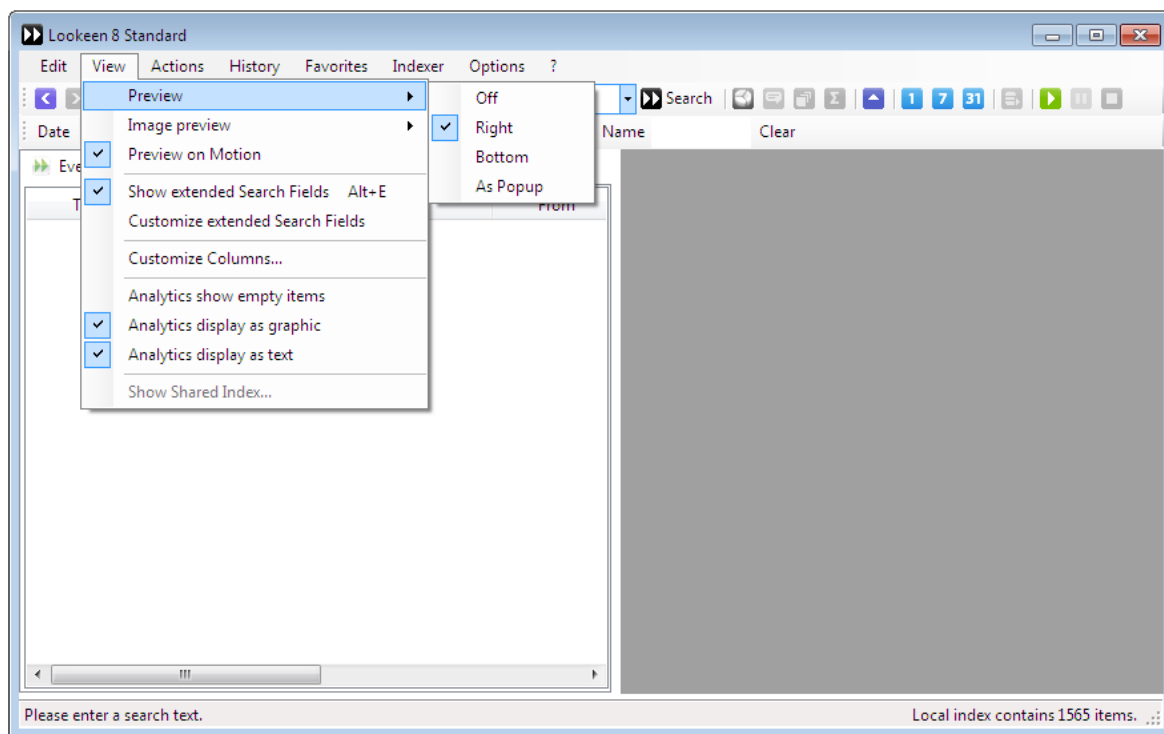


Image preview

With Lookeen you can also see a preview of images like JPG, PNG, BMP and others. In this menu you can adjust, how pictures will be displayed. You can choose between “Zoom” (picture will be

stretched to the size of the preview) or “Center” (picture will be shown in original size in the center of the preview) or “Off”.

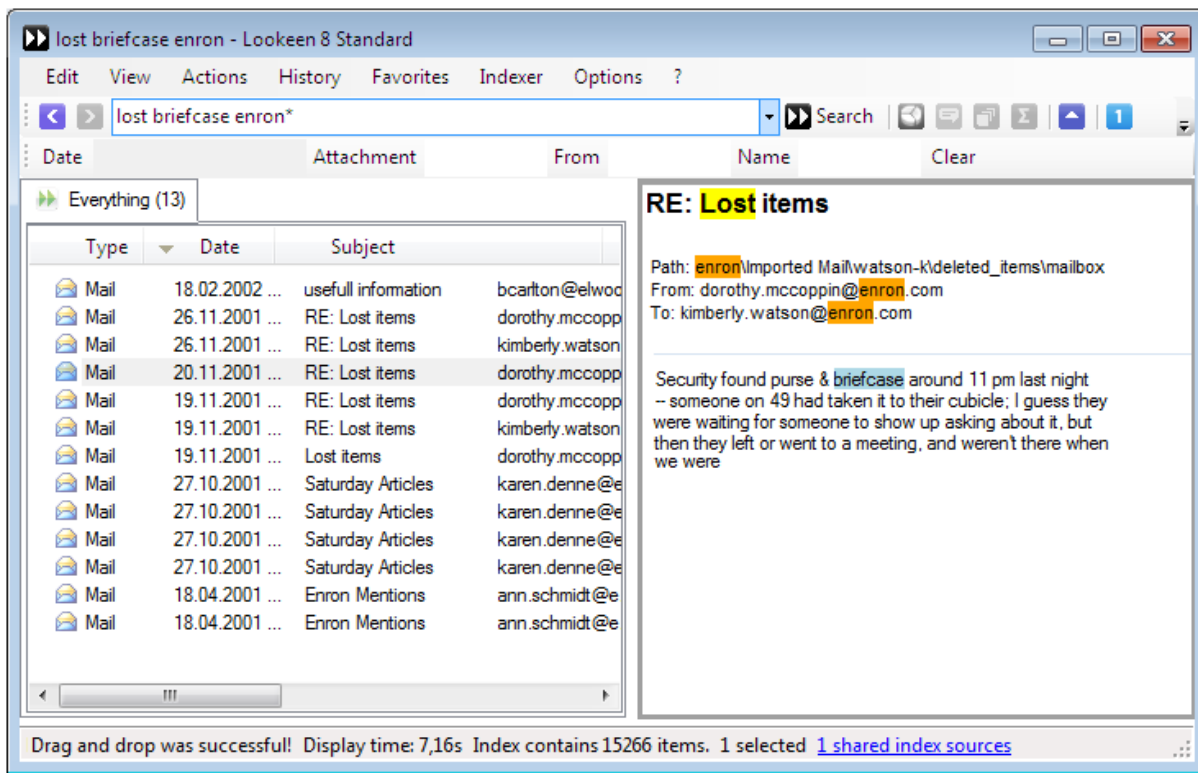
Preview on Motion

With the option „Preview on Motion“ you can choose to get the preview just by moving your cursor above an object or by clicking on it.

Multi Highlighting

The new Lookeen also supports multiple „highlighting“.

Results of your search queries are accented in terms of color within you preview window.



You can see directly, if the keyword is the right correlation.

Are you searching for several words, the single keywords are separated by different colors.

Hint: Within the search result preview window you can copy text passages with the shortcut CTRL+C and paste it to another place (CTRL+V).

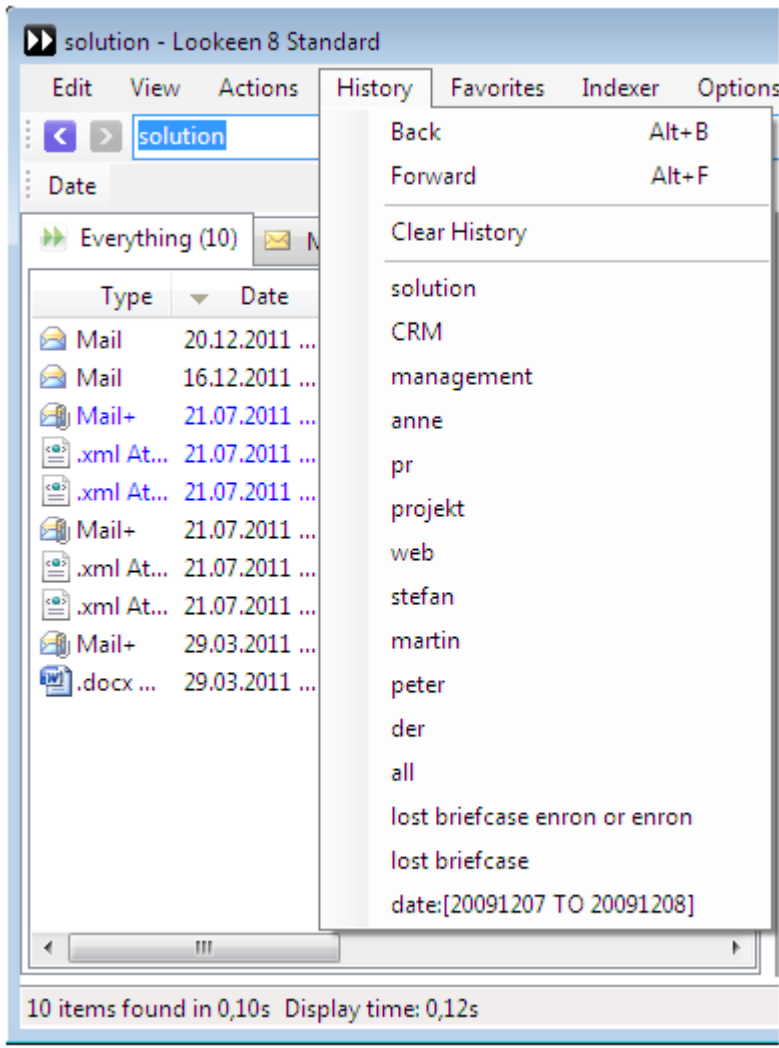
Lookeen is not only featuring a preview for your E-mails, but also a preview of all of your other indexed Outlook items and data types (like .xls, doc, pdf, etc.)

Actions

Here you have the most commonly used Lookeen functions on hand: „Start search“, „Start analytics“, „Show correspondence“, „Find more“ and „Summarize“.

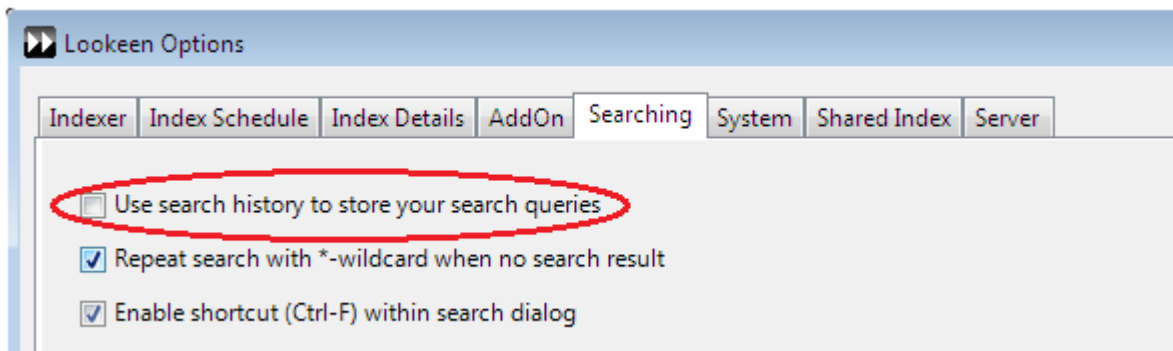
History

Lookeen saves your past search queries, independent of your results. Those can be displayed and easily chosen again with a click on History.



With „Clear History“, you can delete your whole search laps for a better overview.

If you would not like to keep your search history, you can deactivate this in the options.

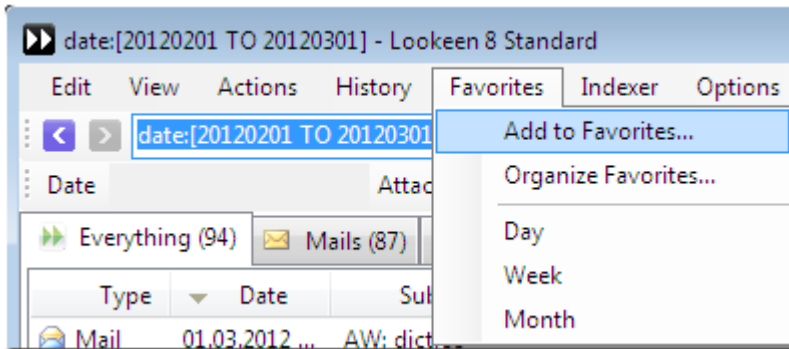


Favorites

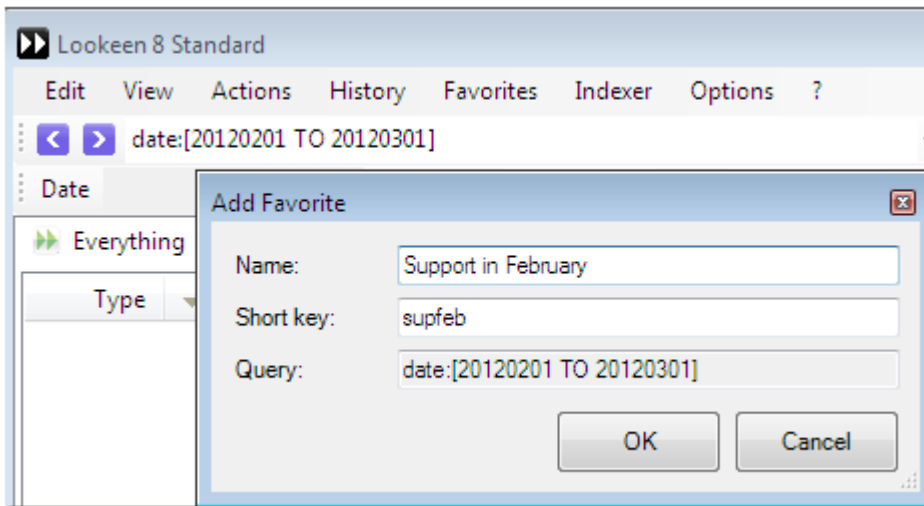
Frequently the data set changes, but the search terms remain the same. For this purpose, “favorites” have been developed.

There you can save and manage the most frequently used search criteria.

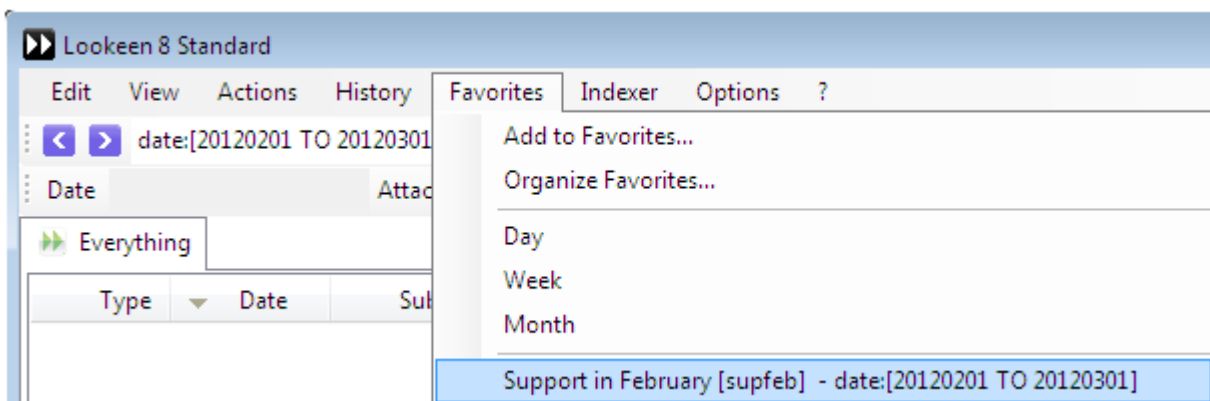
Enter the desired search query and go to „Favorites“ → “Add to Favorites...”



In the appearing dialog box your search query is entered automatically. Now you can give this query a name and a shortcut key, which Lookeen will save to the search query.



After that you will find your search favorites in the menu „Favorites“ and you can simply select them.



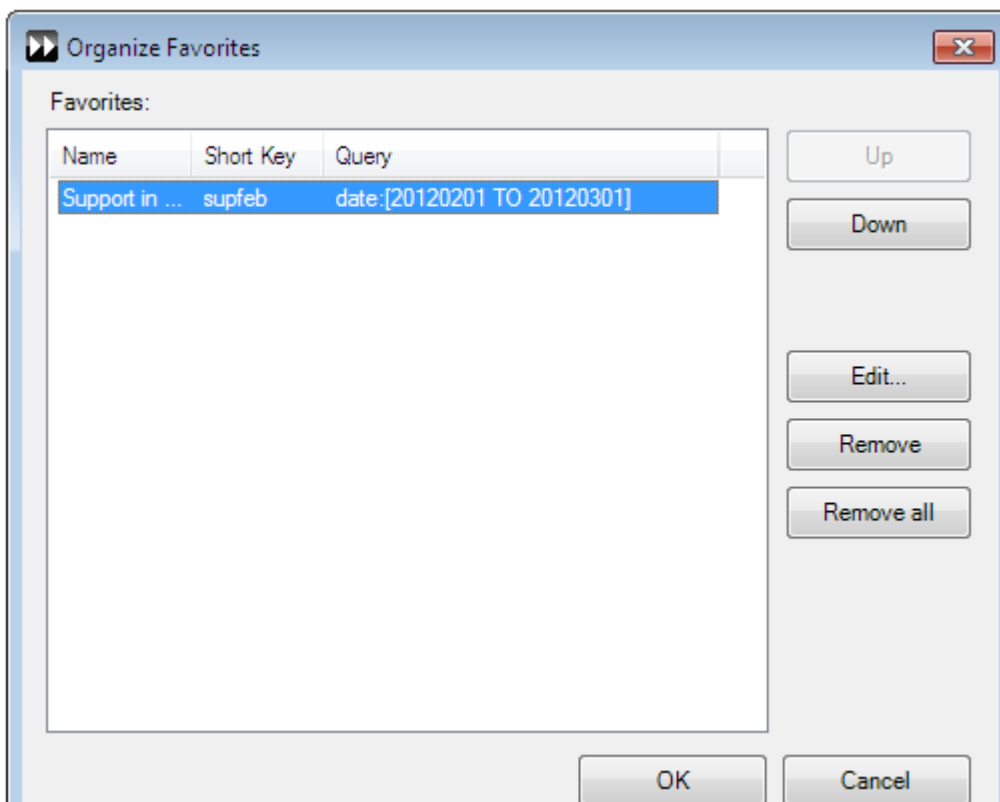
Or you can use the shortcut key....



...and Lookeen will replace the inputted key with the whole search string.

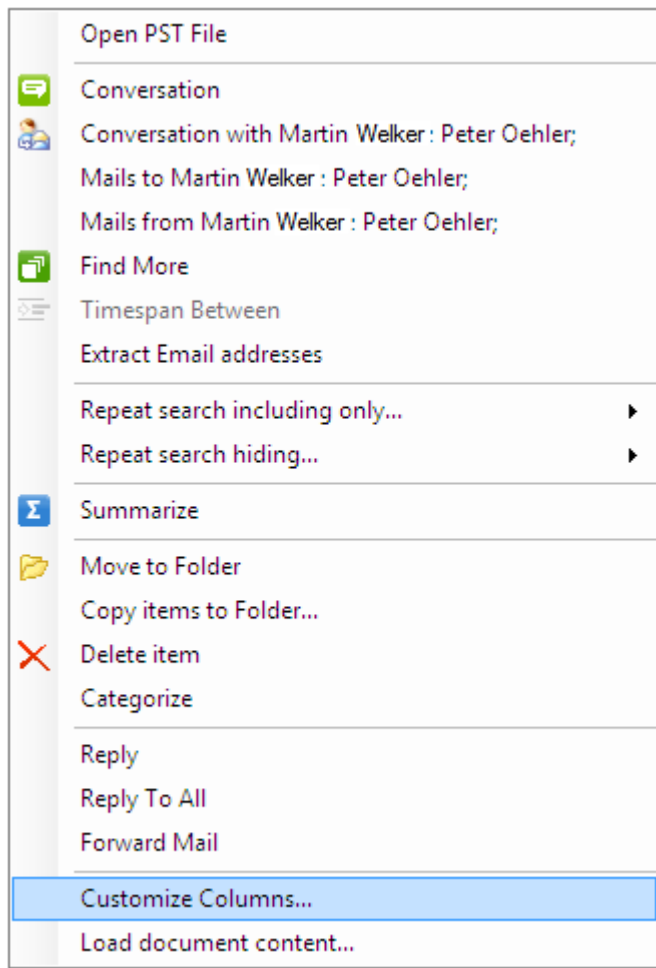


With „*Organize Favorites*”, you can edit the order of favorites, the name and the short key, you can also delete unneeded favorites.




The Lookeen Context Menu


Please right click in the Lookeen search result window to open the context menu.



Correspondence between you and another person


Now you are able to display the correspondence between you and another person in different ways: If you want to get an overview about a complete conversation between you and another person (the sender), please mark an E-Mail from this person and click the button  .


Correspondence between you and more than one person or a group

If you want to get an overview about a complete conversation between you and all the persons which were named in this mail (as e.g. sender, CC or BCC), please mark an e-mail and click the “Conversation with”  button.

“Mails to” and “Mails from”

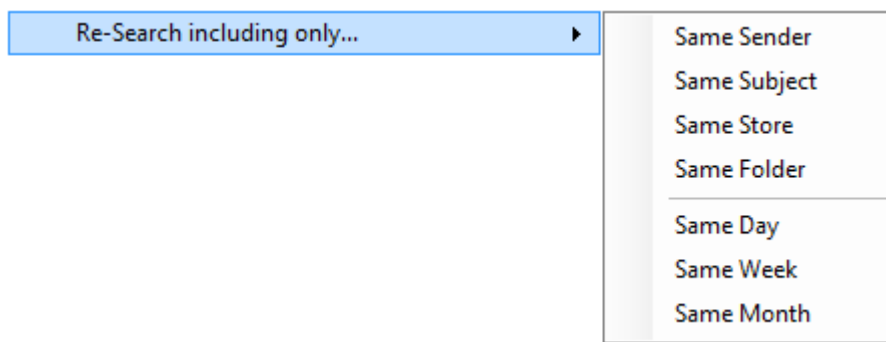
With “Mails to” and “Mails from” you can find all e-mails “to” or “from” this sender of the e-mail selected.

Additionally you can “Find more”  – this is the same function like the “Find more” button mentioned in the toolbar chapter.

If you – for example - mark two different e-mails in the Lookeen search result window, you can get an overview about the correspondence between the two dates of the e-mails by clicking on “time span between” .

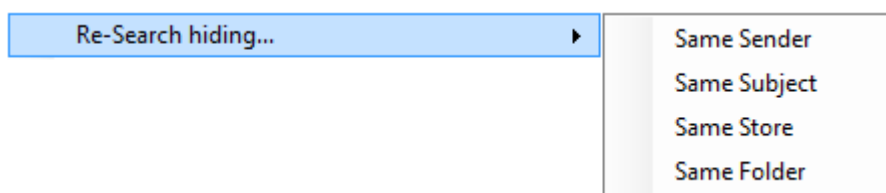
Re-search, including only...

With clicking on “Re-search including only...” you can restrict your search results. Thus your search query can be restricted by re-searching only with this sender, this subject, in the same store or folder or same day, week or month (the date is referring to the selected e-mail in your Lookeen search result window).




Re-search hiding...


With clicking on “Re-search hiding...” you can restrict your search results, too. Thus your search query can be restricted by re-searching without this sender, this subject and without the same store or folder.




Summarize

Click on “Summarize”  to create an e-mail which includes a conversation summary list of all selected e-mails.

Move or copy an element into another Outlook folder

Would you like to move or copy an e-mail into another Outlook folder? Just mark the e-mail in the Lookeen search result window and click on “Move to Folder”  or “Copy items to folder” in the context menu.

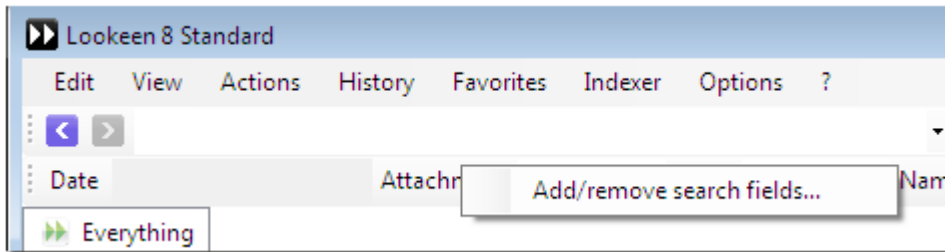
You can also “Delete”  and “Categorize” e-mails in the common Outlook manner via the Lookeen context menu.

Hint: If you right click on an attachment in the search result, you get the option to “Open underlying Outlook item” – so you can easily find and open the related e-mail.

Additional and complex searches

In order to make complex searches easy, you can use the extended search fields in the search result window. Now you're able to restrict your searches quickly and easily without using long self-made search queries.

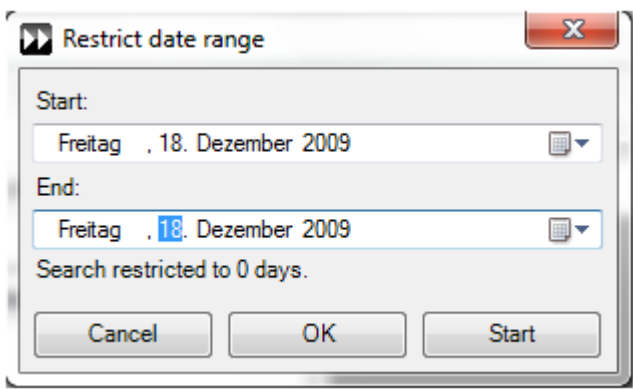
Certainly the fields can be combined – for example: search for a search term within a date range in an attachment of a special kind of file type (e.g. doc) received from a wished sender!



Which function does each extended search field have?

Date:

Click on the button “Date” and choose a date range for your search query. Your search word is then only searched within the date range.



Folder:

Type in the name of the folder in which you want to search. This could be a name of a folder on your system, your network or an Outlook folder.

Archive:

Type in the name of the Outlook store in which you want to search.

Attachment:

Type in the name of the file type (e.g.: doc, xls, txt) in which you want to search.

Category:

Type in the name of the Outlook category in which you want to search.

From:

Type in the alias or the email address of the sender.

To:

Type in the alias or the email address of the receiver.

Subject:

Type in a search word, which is a part of the Subject of an email.

Name:

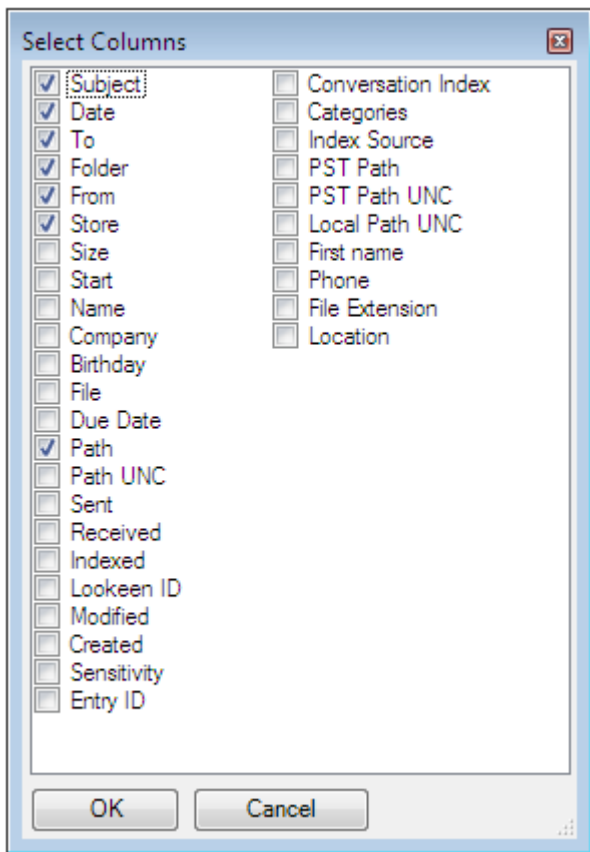
Type in a first or last name in order to search in your Outlook contacts.

Filename:

Type in a search word which is a part of a file name. This field only searches for file names in attachments or for files saved on your system or on your network.

Add Search Fields

With right click on a free space next to the extended search fields you're able to add additional search fields. You can go to „View“->“Customize extended search fields“:



Hint: The search fields are combined, so you can search a keyword in an exact time frame for a specific data type (i.e. .doc) from a sender that you want to search.

Query Syntax

Basic query syntax:

Dog	documents mentioning dog (keyword search)
dog AND cat	documents mentioning dog and cat (contains both)
dog OR cat	documents mentioning dog or cat
dog + photos - cat	mentioning dog and definitely mentioning photos, but not cat

Advanced queries:

d?g*	dogs, digger, dagger
dog~	dog, dig, dug
"dog breed"~10	dog and breed within 10 words

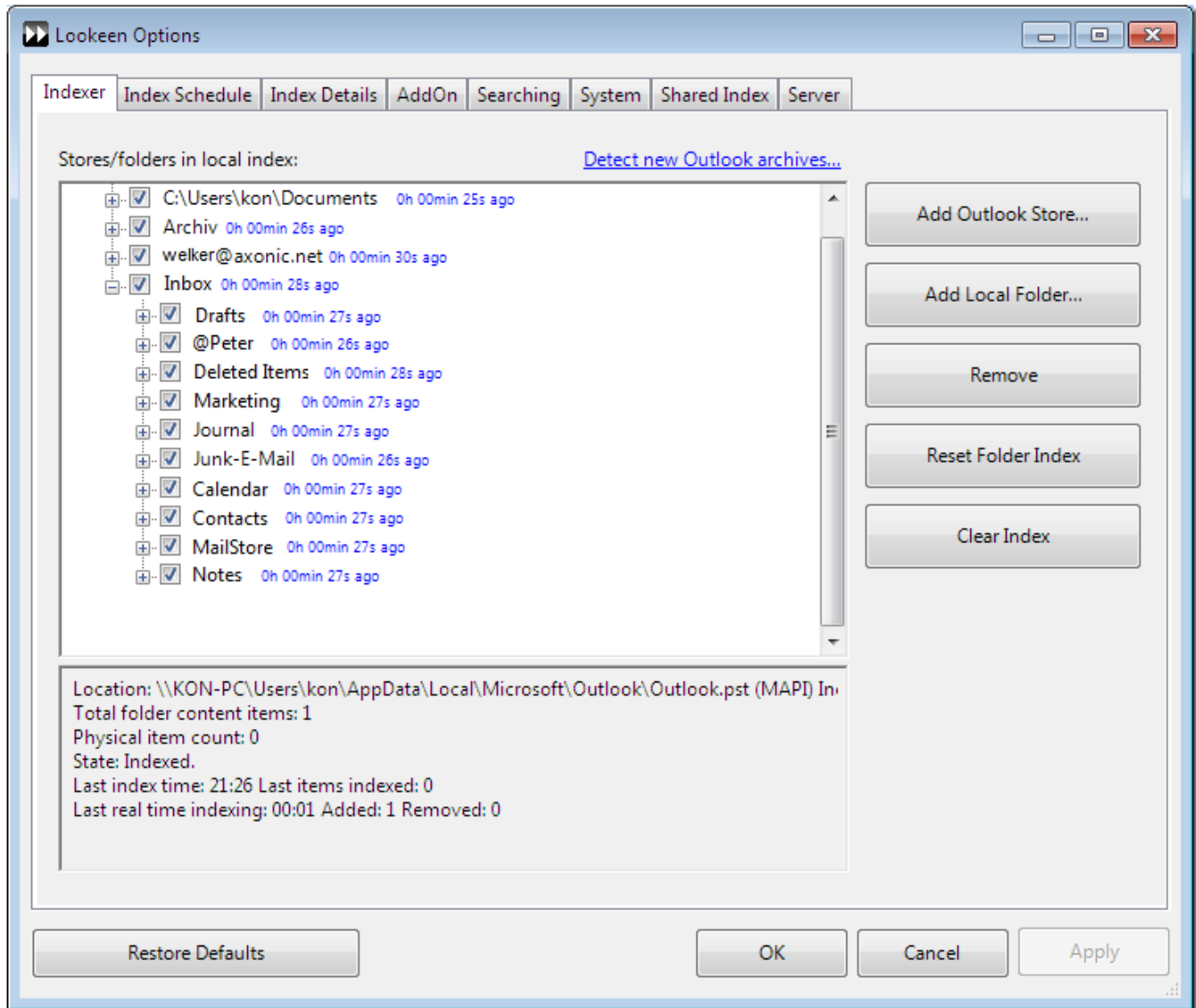
Queries with specific fields:

subject: dog*	dog, dogs, dogcatcher etc. in the subject
to: martin (or from: , cc: , bcc:)	to martin
body: dog	dog in the message body
from: Martin Welker	only e-mails from this sender

from: sales@lookeen.net	only e-mails from sales@lookeen.net
from: sales	only e-mails from senders that contain “sales” e.g. sales@lookeen.net
store: Archive	searches the search term only in store “Archive”
cat: Private	searches the search term only in elements with category “Private”

Lookeen Options


Here you can see the Lookeen Options box. Use this window to configure and to customize, how Lookeen works with your data on your computer.

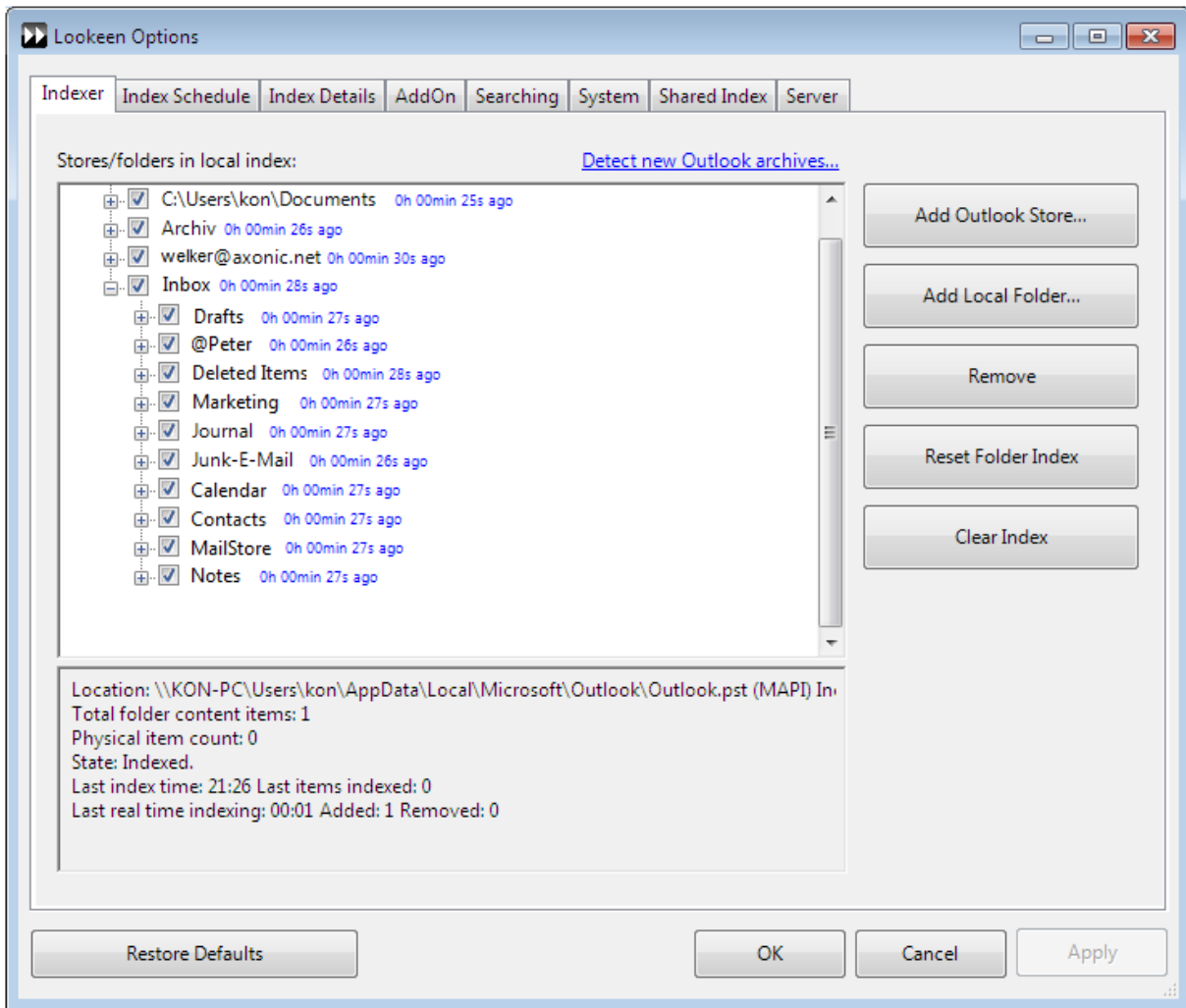


Select the following to Jump to that topic:

- ↓ Index
- ↓ Index Schedule
- ↓ Index Details
- ↓ Add-On
- ↓ Searching
- ↓ System
- ↓ Shared index Sources

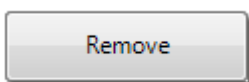
Index

Here you can set which folders will be indexed and scanned from Lookeen. If you click on  you can show subfolders and activate or rather deactivate them.



Hint: The first index from scratch could take some time – this depends on the extensiveness and the size of your Outlook data. After the required data has been indexed, future indexing will be faster. Further indexing is incremental and will only add all newly received, moved, deleted and changed items (like appointments, E-mails, etc.) to your index.

Archives and Folders



You can remove existing directories, if you click on “Remove”. New PST files added to Outlook will be shown automatically if you have activated the feature “Detect new archives when Outlook starts”.

Add Outlook Store...

Add Local Folder...

Use the buttons “Add Outlook Store” and “Add Local Folder” to add additional Outlook stores (like PST data or archived folders) or additional local directories. With the next start, the indexer will index all added items.

Reset Folder Index

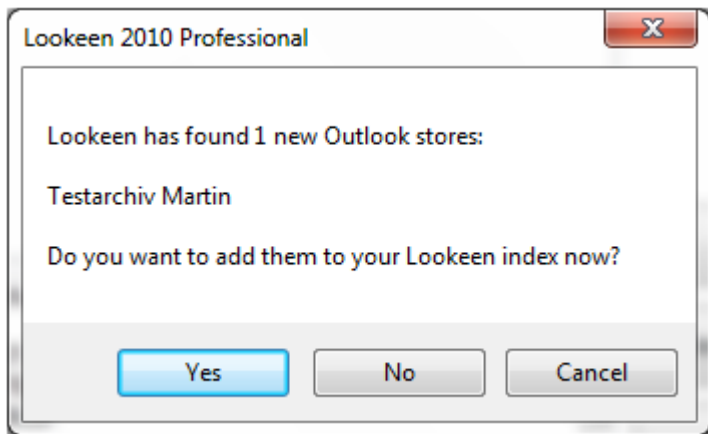
If there is an inconsistency in a folder (e.g. „An Outlook item cannot be opened“), mark a folder and click on “Reset Folder Index” to clean your index from entries of this folder. Those entries you do not want to delete will remain in your index.

This saves time and resources. Through the entry “Last index:” you can guess which folder should be indexed from scratch the next time.

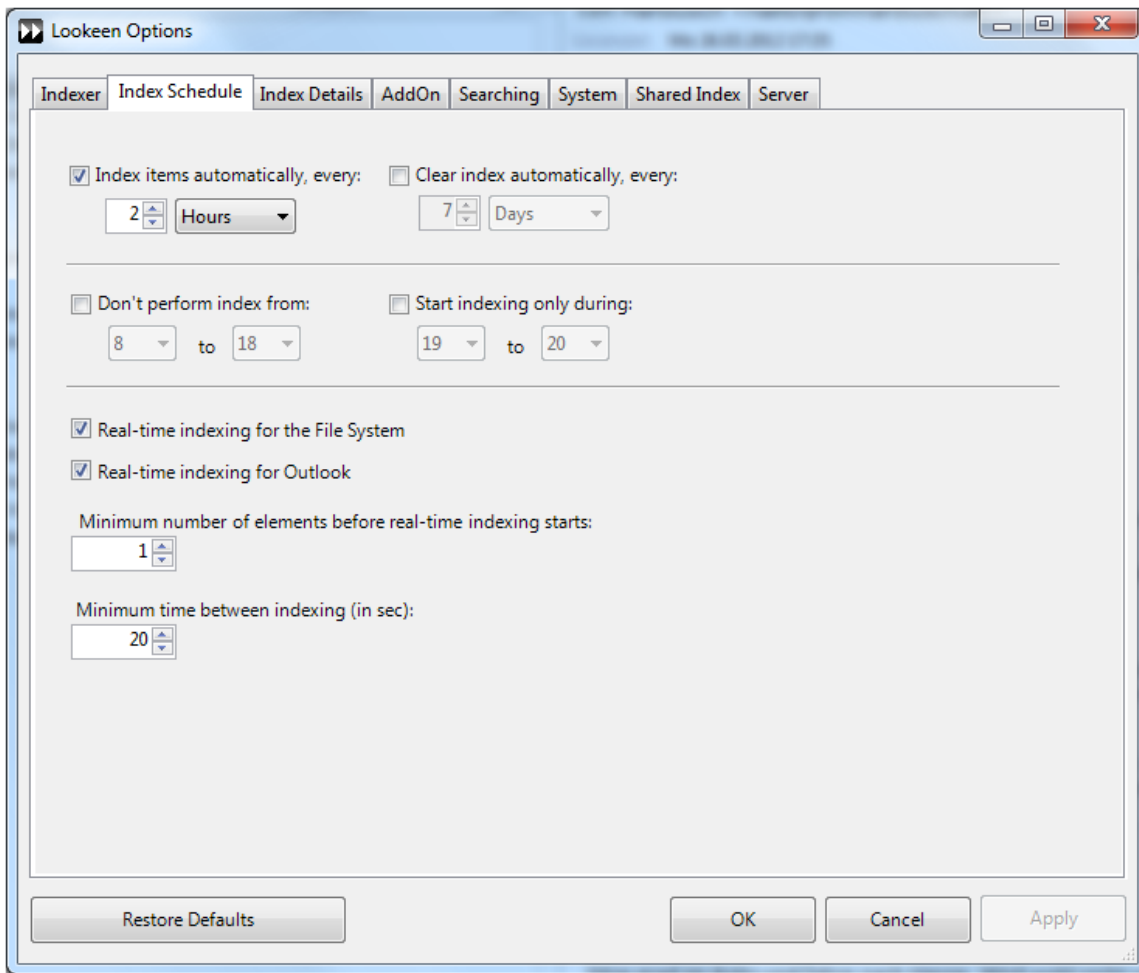
Clear Index

With the button you can delete the whole index and re-index from scratch.

Hint: „Detect new Archives when Outlook starts”: With this option you can let Lookeen check if there are new Outlook archives not yet added to the index. Confirm this dialog box with „Yes“ if you would like to have this archive added automatically to your index.



Index Schedule



Index every item automatically:

Here you can set time periods, in which you would like to have an incremental index update. If you would like to have Lookeen not indexing between 8 and 18 o'clock (e.g. between your working time), select the „Don't perform index between: ...” box and set the desired time period.

It is also recommended to set up your index from scratch within given intervals. Configure this with “Clear index automatically, every: ...”

Please note: The function "Don't index during this period:..." prevents Lookeen from starting indexing during this period. Please note however, if the indexing has started before this time period, it will continue until the indexing is completed. The indexing action will not be interrupted by the restriction.

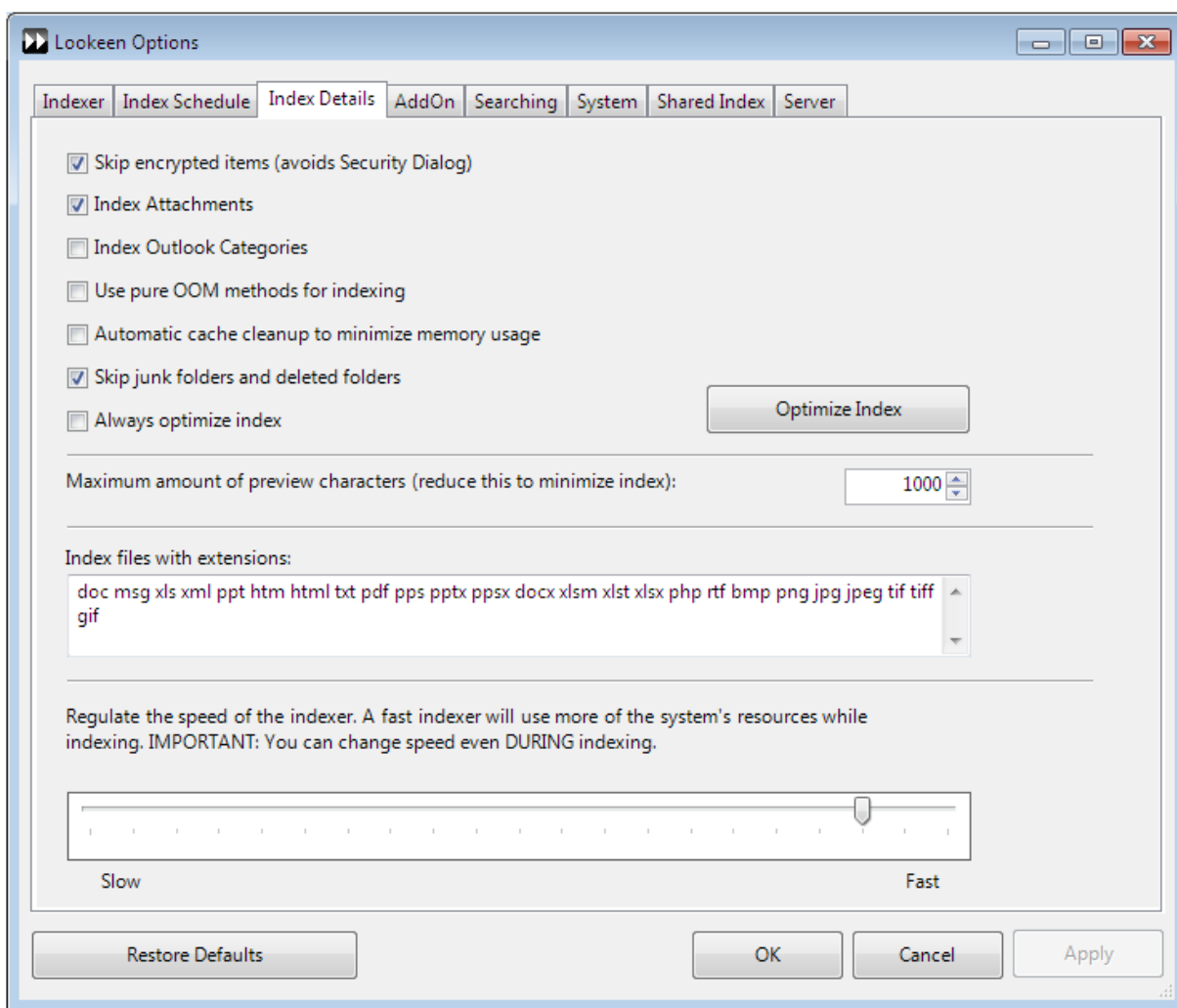
Real-time indexing:

Lookeen is able to find mails and others files in real time. The real time indexing therefore constantly delivers the files up to date to all Lookeen users – no matter if they are on exchange servers, in public folders, on Citrix or Terminal Server surroundings or in the network.

Index Details

Select one of the following to jump to that section:

- ↓ Skip encrypted items
- ↓ Index Attachments
- ↓ Index Outlook Categories
- ↓ Use pure OOM Methods for indexing
- ↓ Optimize Index
- ↓ Maximum size of preview
- ↓ Index files with extensions
- ↓ System Performance and Indexing Speed
- ↓



Skip encrypted items

Often there are encrypted or with protected signatures elements in a PST file. The security mechanism of Outlook requires a validation to grant an access to such items. If you activate "Index encrypted items", this can lead to "confirmation" interruption during the indexing.

To assure that the indexing continues to run without stopping for confirmation of encrypted items, Lookeen has deactivated this option in the default settings.

Index Attachments

Attachments are indexed by default. If you do not want to index attachments, uncheck this option – this saves indexing time but you might not find everything you are looking for.

Index Outlook Categories

Choose this option to make Outlook categories indexable.

Hint: Please note that you have to re-index from scratch, to make categories available within Lookeen search. To see the categories in your search result window, you have to add the column “Categories” to the results.

Use pure OOM Methods for indexing:

OOM stands for „Outlook Object Model“ and is a so called library, that allows programs to access Outlook items. On some older systems it can be required to use only OOM methods for indexes. If your Outlook crashes during index or the index freezes at a given percentage, please try this option first.

Hint: By older systems, it could be that the system Cache wasn't correctly emptied. Please activate „Automatic cache cleanup to minimize memory usage“, to release your main memory and to ensure that the Cache is emptied regularly.

Optimize Index

If you activate this, Lookeen starts a kind of defragmentation of your index data. With this feature activated the indexing process can take a little longer.

This creates a higher performance (speed) for search queries as a result, and also decreases the disk space of your index.

Press the Button "Optimize Index", to start the optimizing immediately. This sequence can take a couple of minutes.

Maximum size of preview

If you are using the Lookeen preview, you can set up how many things will be shown in the preview here. Because Lookeen is indexing everything anyway, this will make your indexing just a little bit slower, because the disk space required for the index file is slightly increased.

Index files with extensions:

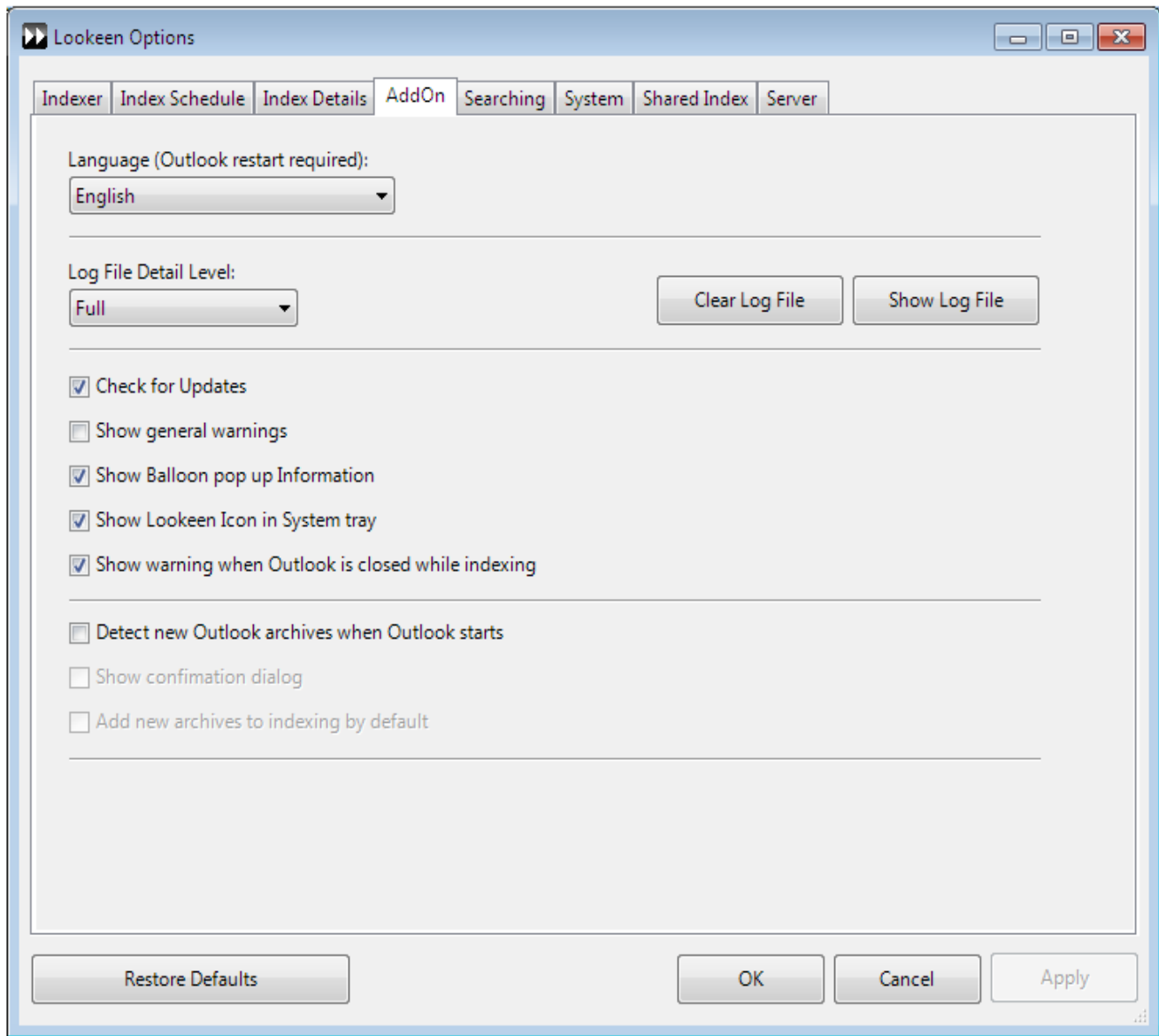
You can define which data types will be indexed and found. Therefore just add the desired filename extension to see if it's indexed. The filename extensions which will be supported from us are already added. Depending on the iFilters on your system, you can eventually add additional extensions.

Hint: For further information about iFilter we recommend www.ifilter.org.

System Performance and Indexing Speed:

Change this controller to customize how many system resources will be available for Lookeen. If you set the index speed to “Fast”, more resources will be used by Lookeen, or less as by “Slow”. If you use other intensive applications you should regulate the indexing speed and set it rather to „Slow“.

Add On



Language:

You can choose between English and German. The default setting takes the language of your operating system.

Detail Settings:

You can choose the amount of detail that goes into your error log file. By default, Lookeen is set to "full" detail.

General Settings:

Here you can see what is in your log file. The log file and the „Send report...“ emails can have individual information about software and hardware. Of course you can check and delete information in this log file before you send it. The complete log file with the most details, will assist us more in the case you need support.

Check for updates:

With this, Lookeen checks for updates with every start of Outlook, to see if there is a new version. We recommend you activate this option.

Show general Warnings:

Lookeen informs you if there is a warning.

Show Balloon popup Information:

Lookeen informs you if the indexing is running in the background.

Show Lookeen icon in system tray:

Activates the Lookeen symbol in your tray bar – with a right click on this symbol you can use the basic functions.

Warning when closing Outlook and the index is running:

Lookeen will notify you if the indexing isn't finished, but you want to close Outlook.

Hint: We advise you to activate the following actions

„Detect new Outlook archives, when Outlook starts“:

This option let you check if there is a new archive, which is not added to the index yet.

„Show confirmation dialog“:

Would you like to be asked if you would like to add those archives to your index?

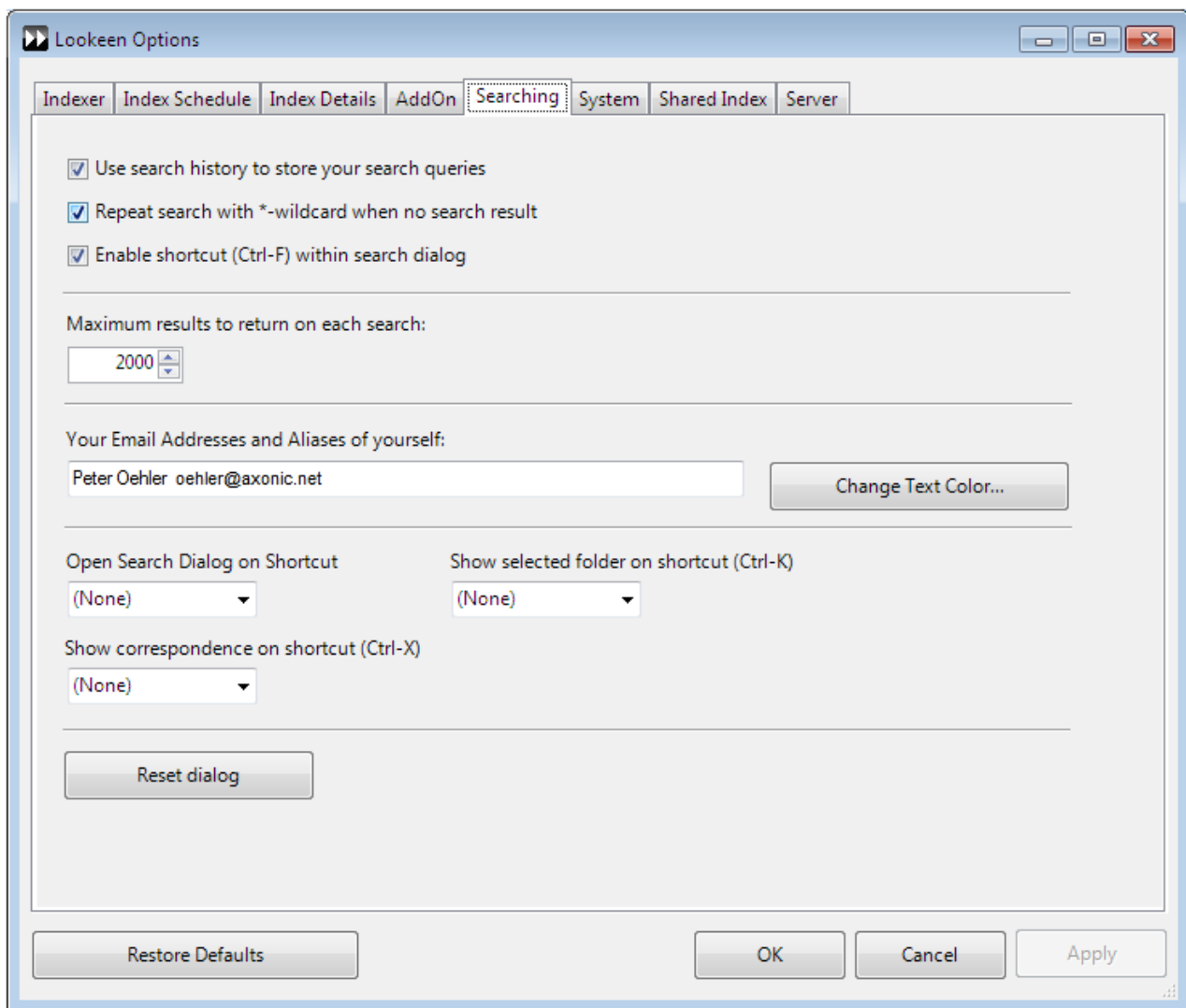
„Add new archives to indexing by default“:

Lookeen adds new archives automatically and is indexing them directly, without asking your permission.

Searching

In this submenu you can set certain parameters for your search and, for example, set the maximum number of displayed results.

- ↓ Search Dialog Settings
- ↓ Restriction
- ↓ Highlighting
- ↓ Search Again with *- wildcard, if there are no results
- ↓ In the search dialog Ctrl + F to use another search



Search Dialog Settings

Configure here if you would like to use the search history. Above that you can define if Lookéen is researching with * as a wildcard, if your first search has found no hits. Additionally you can set up several shortcuts for many Lookéen functions.

Restriction

This is the maximum amount of messages that will be shown in the search results. Increase this number if you do not find everything within those default 2.000 items.

Highlighting

Here you can enter your alias in Outlook and your E-Mail address. Lookkeen is now highlighting every E-Mail where you were the sender. With "Change Text Color..." you can set up in which color you would like to highlight those items.

Search Again with *- wildcard, if there are no results:

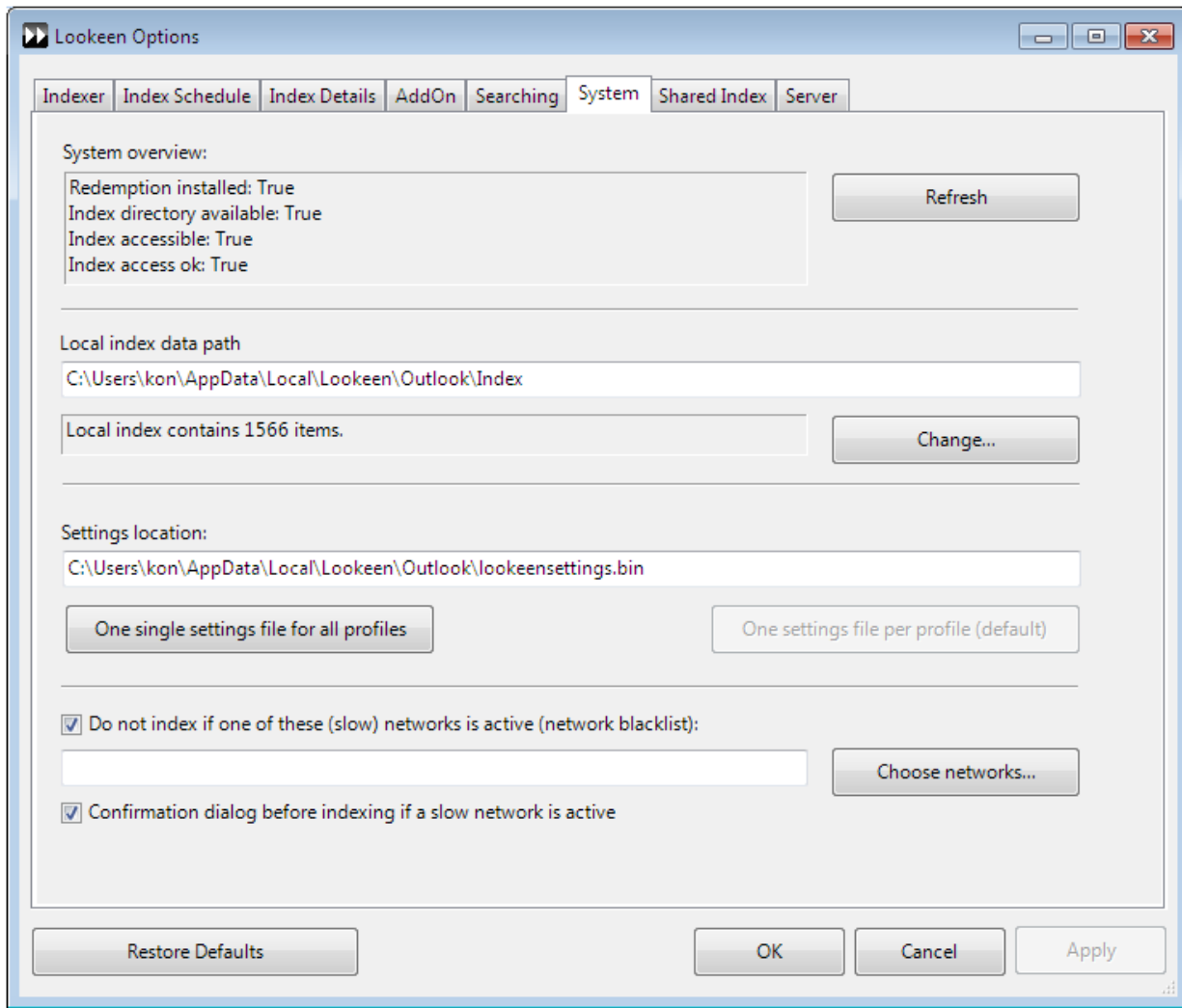
If there are no results for your search, Lookkeen will automatically re-use your search terms and add a wildcard to find more possible results.

In the search dialog Ctrl + F to use another search:

Allows you to search using the key combination "Ctrl - F".

System

- ↓ Data Storage
- ↓ Settings file
- ↓ Shared Index
- ↓ Network detection
- ↓ Confirmation dialog on indexing start if blacklist is active



Data Storage:

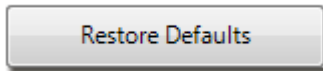
Set up here where the index of Lookeen will be stored. You can also see how many items the index currently contains.

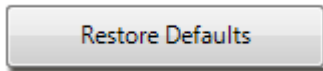
Settings file:

Here you can see the path, where Lookeen is saving the options. You can set it up here, if these settings should be used for the actual Outlook profile only or if they should be used for all Outlook profiles.

Shared Index:

[Here](#) you can find more Information about “Shared Index” and Server.



The button  activates the default settings in all tabs.

Network detection

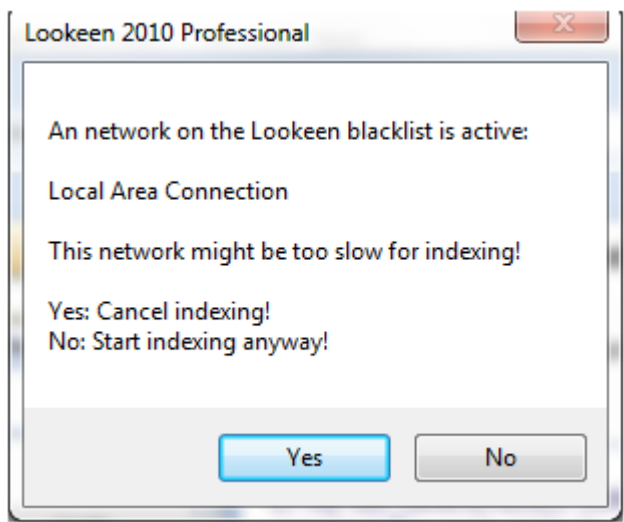
Especially in company networks it can happen that a network connection is very busy and/or slow. For this reason, Lookeen has the “Network detection”.

With this feature you can set up a blacklist where you can list single networks – if these networks are active, the indexing will not start. Activate the option „If one of these networks is up (Network blacklist)“.

With “*Choose networks*” you can list available networks. You can then add all of them to the blacklist and delete not desired manually or vice versa.

„Confirmation dialog on indexing start if blacklist is active“:

If you activate this, you will be asked if you would like to index, even if there is a network active that is on the blacklist. So you can control again if you would like to index within the given settings.

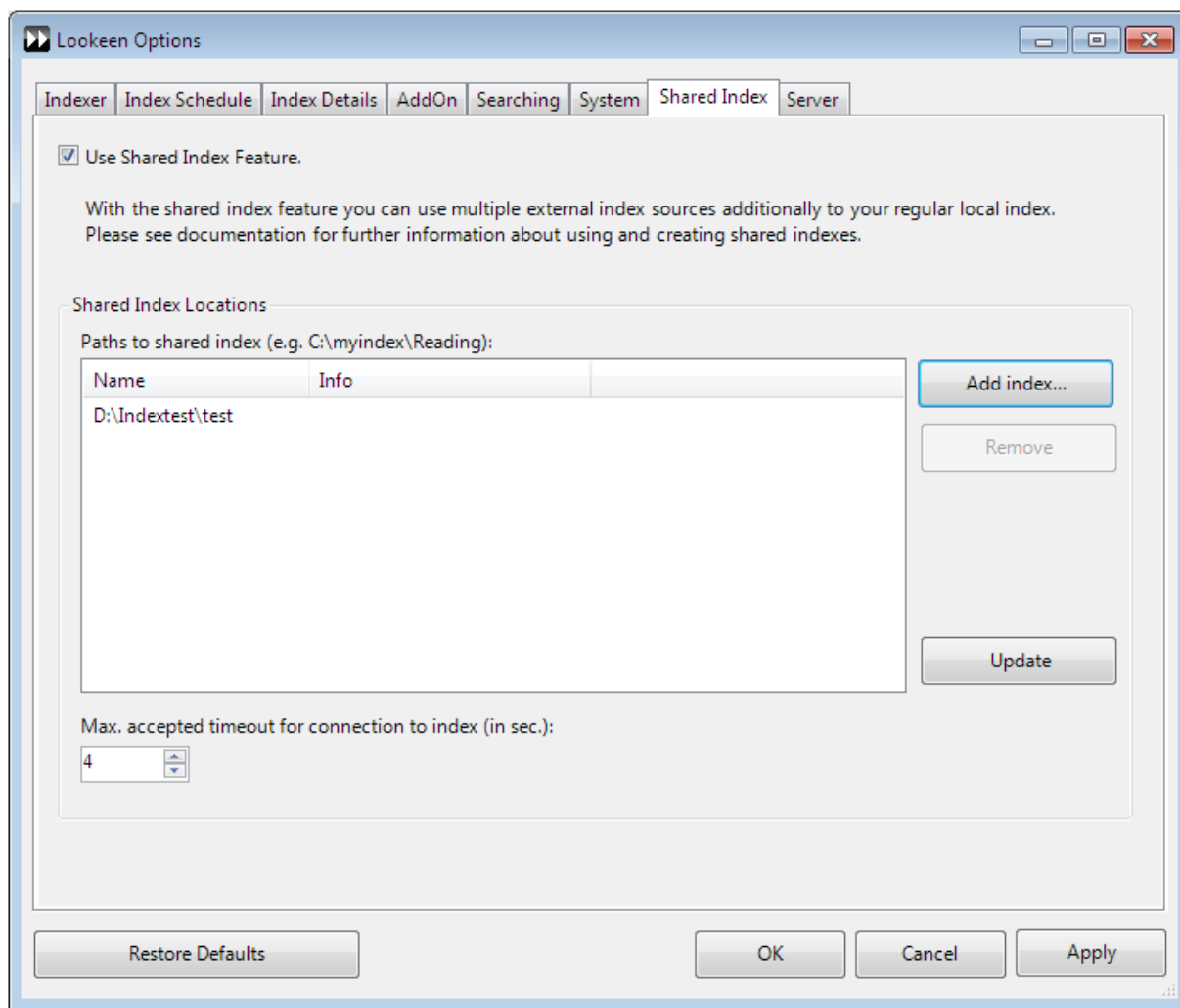


Shared Index Sources

Overview

Normally each user has his personal index for his personal data. However, it can also be very useful not only to search the personal index but also to search through several external Lookkeen-indices. Let's assume that a lot of public documents exist in a company network or that big public folders on the MS Exchange Server, which can be browsed by many users, are stored on an exchange server. Normally each user would have to take care of indexing this data himself. However, this procedure strains the user's PC in an undesirable way and it increases the network traffic at the same time.

With the new feature of the "shared index sources" once the administrator creates a central index for this data with a separate Outlookprofile and makes it available for all users. This is achieved just by delivering the index path. The individual users are now able to browse personal and shared index sources at the same time.



More information on Shared Index Sources

- ↓ Use shared index sources
- ↓ Create a shared index source
- ↓ Search process with shared index sources
- ↓ Delays in the connection process to shared index sources (timeout)
- ↓ Possible application scenarios

Use shared index sources

You can include new index sources by selecting the flag "shared index sources" in the option menu.

Please note: The path to the index source is always the "reading"-directory of the index!

Important Advice: Lookkeen saves no active directory rights or other access privileges in the generated indices. Adding a user to the shared Lookkeen index allows the unrestricted search in this index. When the Outlook profile which creates the shared index has more rights as the user who adds this index, the user gets access to all files, maybe to files he doesn't have the rights for. Please make sure whom you allow to search in which shared index and where you set your index path.

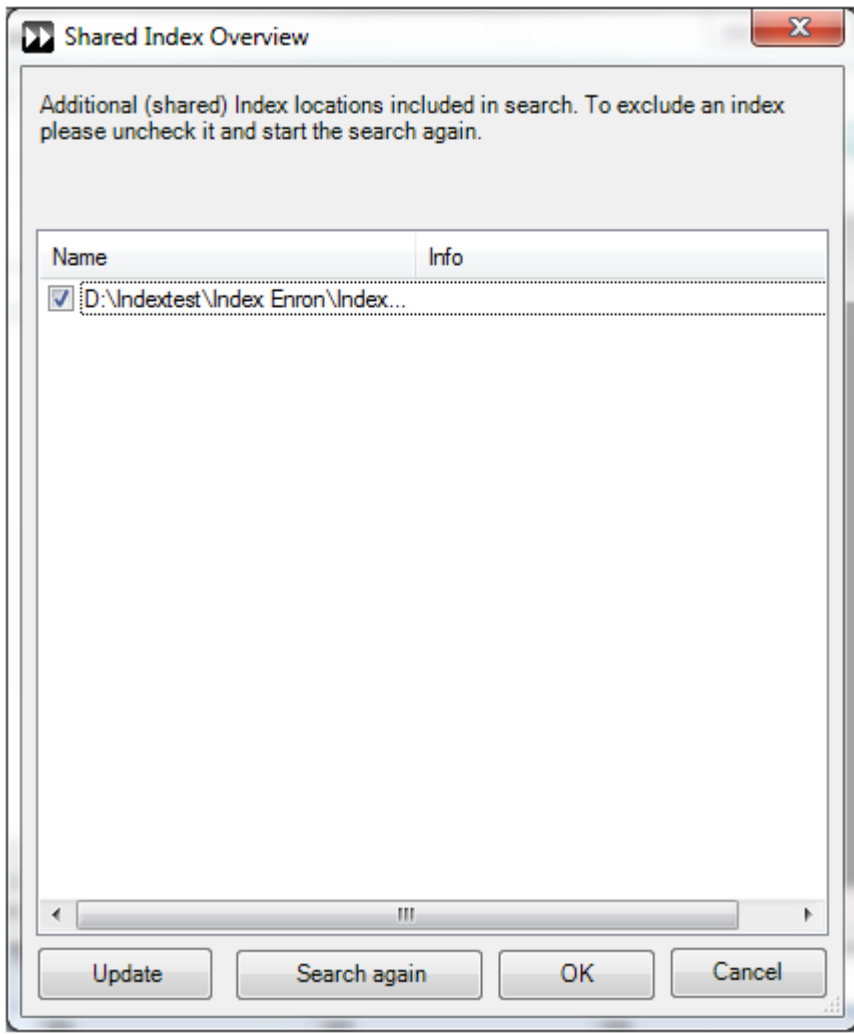
Create a shared index source


The structure of a shared index source does not differ from a normal personal index.

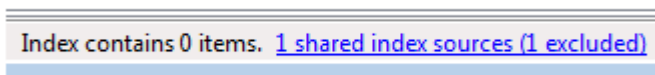
Please note: if you would like to use the local or network folders, please make sure that you include these folders via your UNC path. For that purpose, initially enable the folder for network access and afterwards include it via "network". Every user, who searches for items in the „Shared Index“ and would also like to open these, needs access to the according network resource.

Search process with shared index sources

You can choose to exclude shared index sources from your search, for example, if you know that the desired search results will be found in your local index.



You can access the dialog about the overview of activated/deactivated index sources either via the button in the toolbar  or via the status bar (rightmost).



Delays in the connection process to shared index sources (timeout)

In the event of bad network connections, undesired waiting periods can occur for index sources, which are stored in the network. You can select a timeout for these waiting periods in Lookeen. If a connection process exceeds this timeout, the user can decide whether to exclude the corresponding index.

Consider that a search in a Shared Index always takes more time than in a local index. If you just need data of a local Index, we recommend you to deactivate the Shared Index. You can activate them then in each case.

Possible application scenarios

1. Access to all PST files even if those are not included in your Outlook.
2. in the company's network: let public folders be indexed centrally!
3. in the company's network: let network documents be indexed centrally!

Use the possibilities of the shared index sources to make all PST files searchable. Do you know the problem when important data is stored in a PST file, which is currently not included in your profile? Lookeen solves this problem.

This is how it is done:

1. Please create a new profile in System>Mail and start Outlook with it.
2. Include the desired PST files into this archiving profile
3. Select the desired index path (archive index). In the tab „System“ in the Lookeen options you can define and see where the index is.
4. Start the archive index on all PST-archives.
5. Close the archiving profile and open your personal work profile.
6. Include the archive index path as a shared index into the work profile.
7. It is now possible to browse all PST files in every search process without the need of implement these PST files in your own work profile.

Hint: Lookeen includes another new function: If you find an email within a PST archive, which has not been included yet, you are able to include it easily and quickly into your Outlook via the context menu!


Of course this archive index can also be added by more than one user. This saves indexing time.

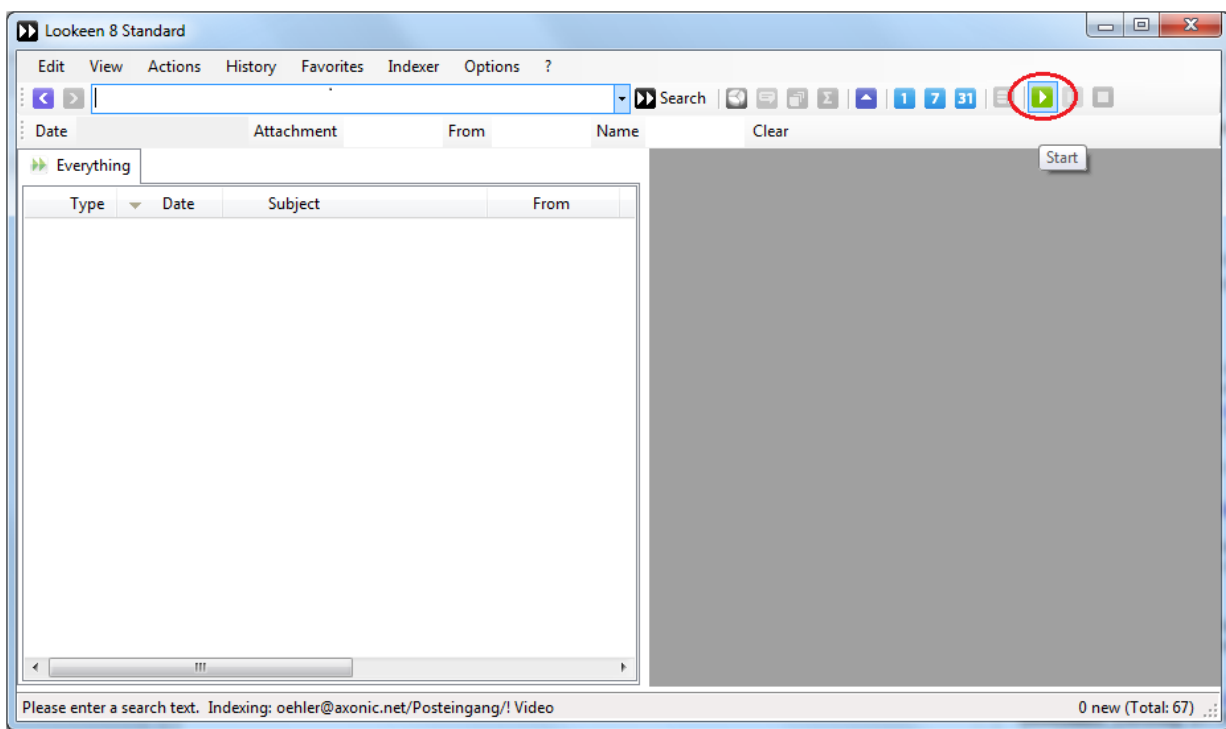
Hint: Are you interested in an automated, server-based indexing of your company-wide data, that won't strain on your network? Then send us an e-mail to: sales@lookeen.com.

Index Process

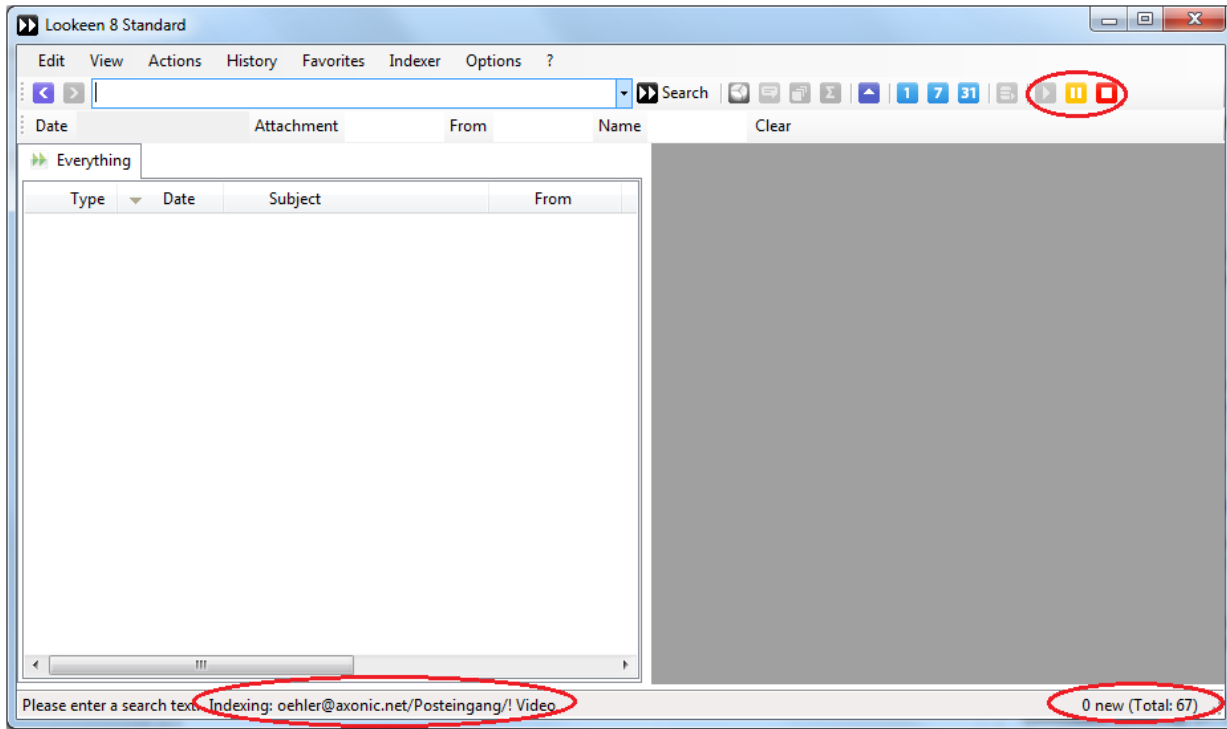
In order to search your mailbox, Lookeen keeps an index of your e-mail messages, contacts, calendar entries and file system. Most of the time, Lookeen maintains this index efficiently and silently "in the background". And even when it is indexing, it uses a low-priority so that you can continue to do other work while the indexer is running.

If you would like to see the status of the Indexer, you can click on Indexer on the [Lookeen menu bar](#). From there, you are able to start or pause or stop the Indexing process.

You can click "Start"  to start manually the indexing process. But you don't need to; by default Lookeen will index automatically when it needs to (see "[Automatic Indexing](#)"). With "Pause" you can interrupt the index for one hour. After one hour, the indexing resumes. Or click on "Resume" to continue indexing.



If you decide you don't want Lookeen indexing right now, you can press "Stop". It may take a few seconds for the indexer to wind down, but it will stop indexing and leave your index in a clean state. The next time you are ready to index, you can press Start, or the next time the automatic indexing timer fires, it will automatically start.



If you stopped your index you don't have to re-index completely the next time – Lookeen knows where you stopped it and will start at this position again. You can also close Outlook during an indexing process – without losing the already indexed items!

The first time Lookeen indexes your mailbox; the process takes 10-120 minutes for most mailboxes, although the exact amount of time is dependent on the size of your mailbox, the speed of your computer, and your connection to your e-mail server.

Hint: If your index process, Lookeen or Outlook is or reacts very slow, please check the log files of your Exchange Server, the Firewall or you're antivirus tool! Sometimes these tools are preventing Lookeen/Outlook from operating smoothly.

Once the index is completed, Lookeen will usually just operate in "update mode". Update mode will only index new, moved or deleted messages/items rather than re-indexing your entire mailbox.

Some mailbox updates, however, are not detectable by Lookeen. If you'll get the message e.g.: "Cannot open Outlook Item" you should do the following: To catch these updates/changes, you have to reset these stores manually by clicking on "Reset Folder Index". The items in the stores don't want, or have to reset will stay in the index. This reduces the indexing time dramatically!

Hint: If you click on "Hide" the indexer minimizes itself to the system tray – this will reduce the indexing time by 20-30%!

Lookeen Analytics

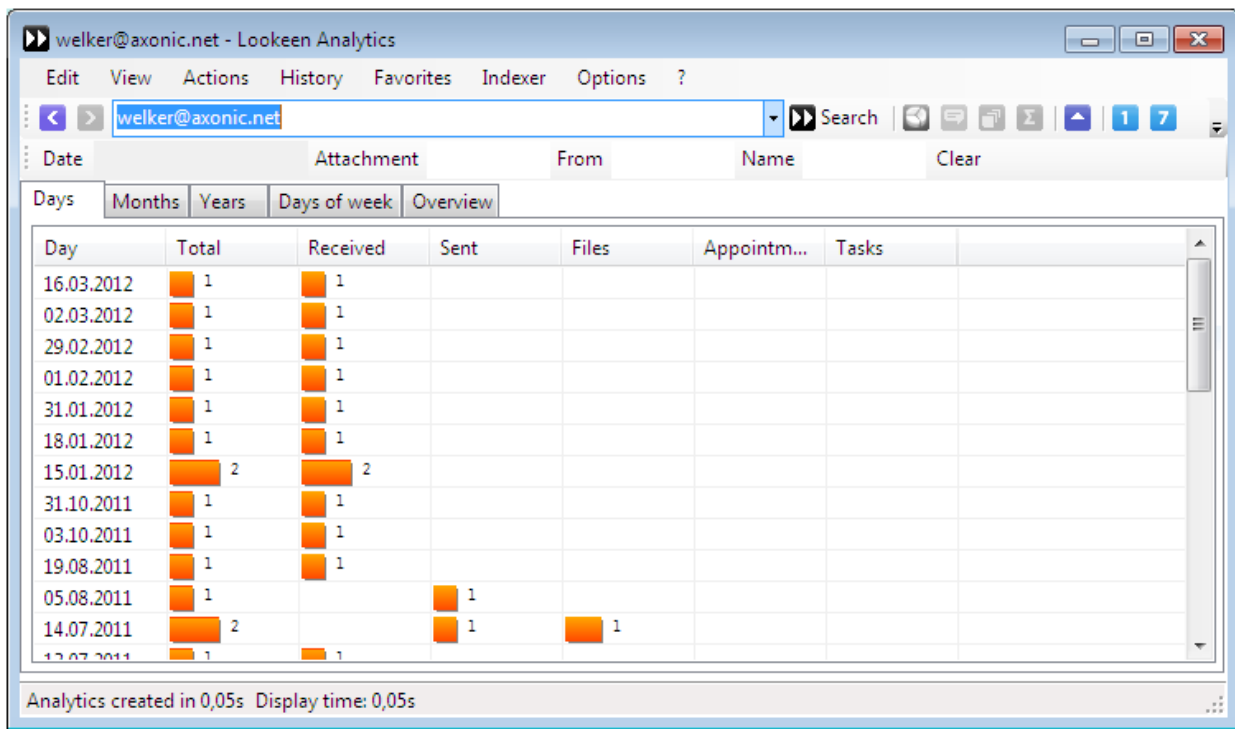
Oftentimes it is not only interesting to find information about a search key, but also to answer questions: In which time span do I find hits to this search query? How often did I have contact with a person and when?

Therefore we have developed the feature Lookeen Analytics.

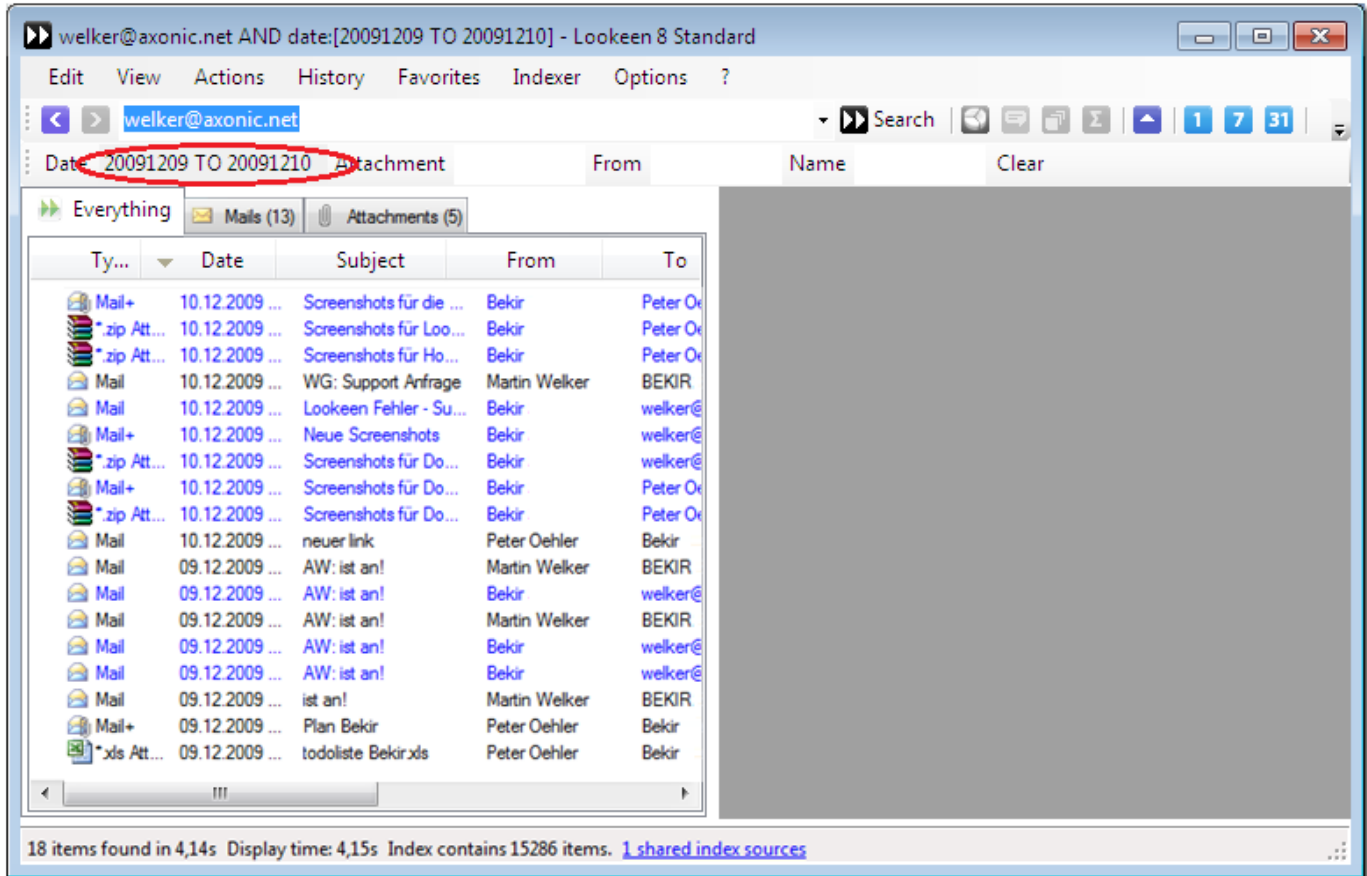
Lookeen Analytics gives you the possibility to see, on which days you have search results –how many and which data types.

E.g. you can enter an E-Mail Address and press on  .

The search result window shows you now, on which days you have achieved a hit from your search and which data types have been found for each day.



Afterwards you can select a desired day and double click them. Now you can see all the elements, derived from that day.



Register Lookeen

We appreciate it very much that you have decided to purchase Lookeen.

If you already have a license key, simply go to „Help“ → “Purchase and register...“. Simply enter your registration information.



Register Lookeen

Lookeen®8 

Register Lookeen

Please enter your registration information below and click the Register button.

Registered User/Organization (see Invoice):

Registration Key:

Register

Do you want to get a license of Lookeen?

[I am a new Lookeen customer.](#)

[I own a license of a previous version of Lookeen and would like to upgrade.](#)

[I lost my license key.](#)

Close

For more information about:

- ↓ New customers
- ↓ Upgrades
- ↓ I've lost my license key.

"I am a new customer Lookeen" (new customers)

If you have not used Lookeen, we look forward to welcoming you as a new customer! A click on the link "I am a new customer Lookeen" takes you to our shop and offers you the opportunity to

purchase one of our Lookkeen editions. You will receive an automatic e-mail and your account is explicitly listed on the license holder and license key.

"I own a license of an earlier version and would like to change" (upgrade)

If you already have a license key, simply click on the link "I own a license of an earlier version (eg 1.x, 2.x or 3.x) and would like to change." This will take you to our Lookkeen 2010 Upgrade Center, where you can verify the details of the license holder, your current license key and your e-mail address. Then we'll send you an e-mail with a discount coupon for Lookkeen 8, which you can redeem in our store.

What happens if you lose your license key?

For reasons of privacy, we cannot see your license key. If you cannot find your key, you will see the link "I have lost my license key" to automatically www.shareit.com. There you must log in to view your license key.

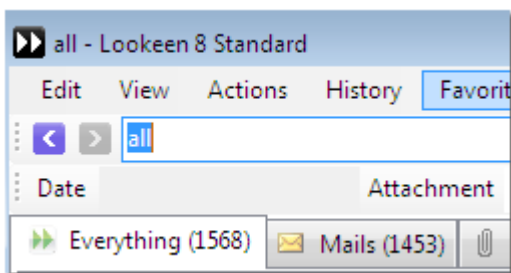
If you've forgotten your access to www.shareit.com, contact processing@shareit.com.

Lookeen Editions

Lookeen Professional is available in three editions: Standard, Business and Enterprise. Our Standard Edition is designed for private users, self-employed people and freelancers with just one workstation. The Business and Enterprise Edition are able to perform a silent install and you can quite comfortable roll out the software with our GPO's. Additionally the Enterprise Edition has the "Shared Index" feature.

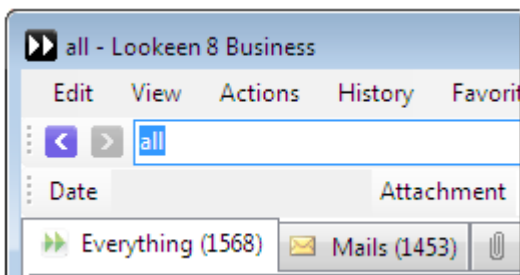
Standard Edition:

The Standard Edition is unfortunately only a single user license, and built to be used by a single person with a few employees (freelancers with 2-3 assistants / employees).



Business Edition:

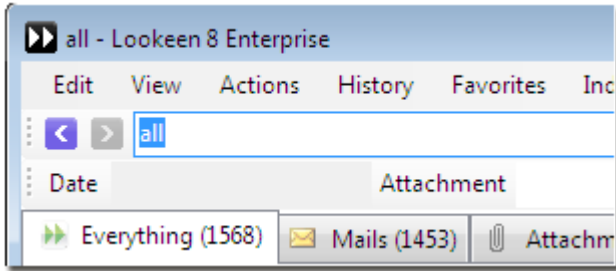
With the Business Edition, you can perform a silent install and further you get a detailed GPO guide (including more than 60 setup commands and a few ADM and Reg files) With the GPO's you can manage the license key distribution or the central setup of Lookeen options during the rollout.



Enterprise Edition:

The Enterprise Edition includes all of the features of Business Edition, plus you have the ability to add additional index sources to your index.

Please note: The Enterprise Edition is a client version, just like the Standard or Business Edition. The Enterprise Edition is not a server version.



With this function your Index can be shared to all other users of Lookeen (e.g. your employees).

Hint: Are you interested in an automated, server-based indexing of your company-wide data, that won't strain on your network? Then send us an e-mail to: sales@lookeen.com.

Help Options

Help Creation Date 2012-03-21; Help-Release No. 1012

By clicking in the Lookkeen toolbar on “Help” you’ll get to this menu:

Lookeen User Guide

By clicking on “Lookeen User Guide” you get presented this help.

Online Support

Press this button to get connected to our online support area on www.lookeen.net

Check for updates...

By clicking on this button Lookkeen will check if there’s a new version available – only if you are online. If Lookkeen has problems with your proxy settings or with your firewall, router or something else, the updater won’t work. But, don’t worry: In this case you will get a website with further instructions.

Send Report...

When you have proposals or encounter difficulties with using Lookkeen, please use this menu to get in contact with us. This feature will gather some information from your Lookkeen installation (such as your version numbers, your log file, and your Lookkeen configuration file), and compose an e-mail to our Lookkeen support. You will have the ability to change and remove anything from the e-mail before it is sent from your machine to us.

Tell A Friend...

Do you like the program so much that you want to recommend it to others? This menu makes that easier for you.

Buy and Register

When you buy Lookkeen you get a key from us or from our authorized agent which allows you to use the unrestricted program version of Lookkeen.

About

This menu displays the program name, the EULA, some copyrights, to which the version is registered and the actual version number.

Support

FAQ

The first place to check is our FAQ! Please let us know if something should be added or changed in the FAQ to better answer your question. The FAQ is posted at www.lookeen.net

Submit a report

If you still have trouble, please feel free to submit a report to our Lookéen developer team. The best way to do this is via the Help → Send Report button on the toolbar, as it will help send us some summary information about your system.

For more information, read about [Send Report](#). The log file and the “Send report...” emails will have individual information about software and hardware. Of course you can check and delete information in this log file before you sent it. The complete log file will assist us the most in case you need support.

If for some reason you cannot access the Lookéen toolbar, please send your report to support@lookeen.com

Volume Licenses

We offer special volume licenses - please feel free to contact us by e-mail at sales@lookeen.com.

Lookeen Server

Are you interested in an automated, server-based indexing of your company-wide data, that won't strain on your network? Then send us an e-mail to: sales@lookeen.com.

Operating Installations

With Lookéen 8 Business Edition or Enterprise Edition, you can use the Lookéen Group Policies. The GPO Lookéen Guide includes:

- A guide on how to roll out Lookéen to one convenient location - even on Terminal Server or Citrix environments. Incl. License key distribution.
- More than 60 setup commands and options to perfectly adjust the Lookéen rollout.
- Example ADM and REG files.

Imprint

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Company registration number: HRB 110424
Value-added tax (VAT) - identification number according § 27a of the German Turnover-Tax Law:
DE 813834557

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