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Table of contents

Introduction 4
- What's new to v3 4
- Outlook Add in functionality 5
- System tray application Overview 6

Installation 7
- System requirements 7
- Single User Installations 7
- Network (Multi User) Deployment 8
  - Central Configurations 8
  - Registry Keys 8
  - Configuration Hierachy 8
- Getting help 8
- Getting Started - Video Guides 9

FileChimp in Outlook 10
- Quick File - One click email filing 10
- File Selection - Select a location to file to 10
- File to a folder using explorer 11
- File all emails in a folder 12
- Search 13
  - Where to find search 14
  - Search Context menu options 14
  - Search Multiple locations 14
- FileChimp Sync Folders 15
  - Example Configuration of Sync Folders 16

FileChimp system tray application 18
- What does it do? 18
- Profiles 18
- Basic patterns 20
- Advanced patterns 20
- Settings and maintenance 20

Windows Explorer Integration 21
- File attributes saved by FileChimp 21
  - Title file attribute 22
  - Tags file attribute 22
  - Comments file attribute 23

Settings 24
- Outlook Add-in Settings 24
- System tray Application Settings 33

Configuration examples for automated filing 34
- Add in configuration to save emails 35
- Basic word match 36
- Match contents between [ ] 37
- Title file attribute 38
- Tags file attribute (user references) 38
- Email addresses (in file name only) 39
- Project Number or pattern Rule configuration 40
  - Creating folders automatically 42

Sender/recipient email address (Comments Attribute) 43
Sender/recipient domain name (Domain Filter) 44
Auto Save attachments to a different folder 45
General Administration 46
Licencing and Activation 46
Transfer a licence to a new computer 46
Troubleshooting & Administration 47
Icons are missing from Outlook - disabled addin 47
Icons are missing from Outlook - registry patch 49
Failed installations / Installation logging 50
Transfer or Backup Configurations 51
Emails are filed but they are not marked as filed 52
New emails are not filed automatically 53
Filing Suggestions Not Available 55
Reset FileChimp to default configurations 56

Introduction

FileChimp is an addin for Outlook to help users file emails (manually or automatically). In addition filed emails can be searched, replied or forwarded directly from Outlook.

FileChimp comprises 2 key components - the Outlook add-in and the FileChimp system tray application.

FileChimp is available to purchase by monthly or annual subscription. Please visit our feature comparison or shop page to confirm the current offers available.

FileChimp was first sold in 2014 and is developed and supported by Latitude IT Limited (established in 1997 in the UK)

FileChimp Personal Edition – suitable for personal use (non commercial) email filing solution to file emails either manually or automatically as .msg files into network or system folders

FileChimp Pro - suitable for commercial use offering all the features of FileChimp Personal Edition along with network deployment options, additional file formats, filing history and volume discounts

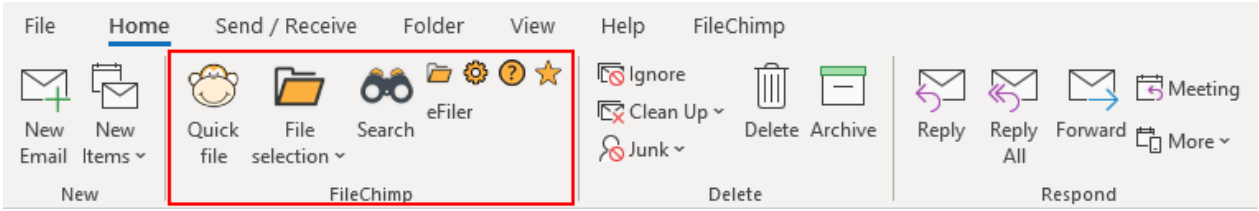
FileChimp Pro Plus Search all the features of FileChimp Pro & the fast, indexed search tool to be able to find, reply and forward your emails without leaving Outlook.

What's new to v3

- Sync folders for multiple mailboxes
- Multiple mailbox processing (multi license required)
- Custom icons for enterprise customers
- Serial number can be applied by registry key
- Limit on how many subfolders are scanned
- Limit how many folders an email can be copied to
- Option to set Index rescan interval

Outlook Add in functionality

Once installed you will find the FileChimp icons installed on the main Outlook ribbon menu



The main purpose of the FileChimp Outlook Addin is to reliably file emails normally stored in Outlook folders into local system folders or network paths as '.msg' files for easy archiving and later recall. In this way emails are easily shared with colleagues and mailboxes are kept within manageable sizes. FileChimp is also able to file emails into other Outlook folders (when enabled). The Outlook Addin features predictive single click manual filing for incoming emails and the ability to prompt the user to file the email at the time of sending.

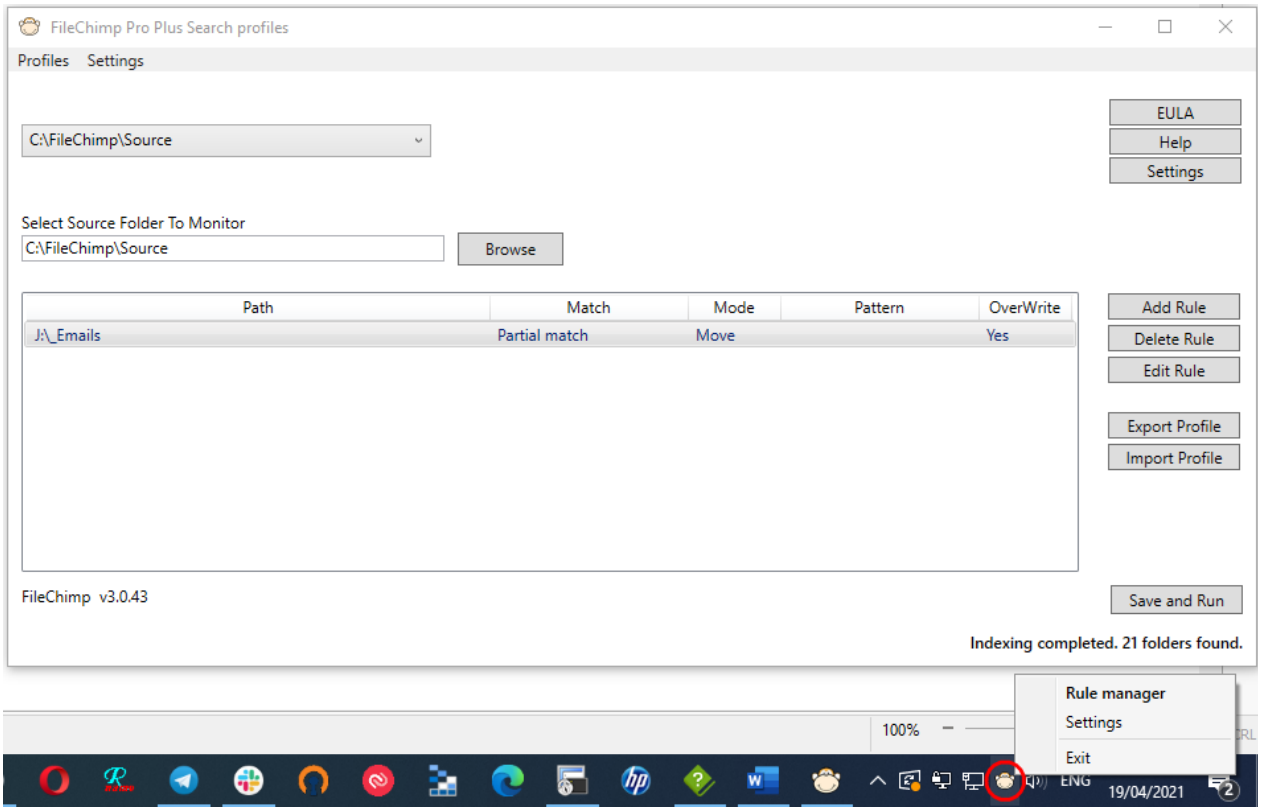
In addition to the manual filing options, bulk auto save features are available to save both incoming and outgoing emails to a system or network folder. Attachments can also be saved to a separate folder selected by the user.

FileChimp sync folders allow the user to keep a copy of messages filed by the FileChimp taskbar application within organised Outlook folders.

Key features -

- File emails manually to system folders with predictive **single click filing**
- **Prompt to save** sent messages
- File emails with **hot keys**
- Options to **save attachments** separately
- A file name **template** to provide a consistent archive of filed emails
- Options to **save emails automatically** (additional configuration required in the system tray application)
- File emails into other Outlook folders (when enabled)
- **Sync folders** to keep filed emails organised in Outlook
- Multiple file format options
- **Search** for filed emails directly from Outlook

System tray application Overview



The system tray application assists in automatic email filing based on the template driven file name and file attributes (additional meta data saved into each file attribute including email addresses). Configure both the add in and the system tray application if you would like to file emails automatically.

The system tray application monitors file names and file attributes for specific words / numbers / strings and use this information to determine which local system or network folder the file should be filed in. The files are then filed based on the rule criteria.

In order to facilitate automatic filing you should review your network folders and identify what is **unique** to each project. This could be a project reference eg. a project number like '**1750**' as found in the folder called J:\Projects**1750** Leadbury Way or a client reference eg. '**JB001**' as found in the client folder J:\Clients\John Bishop **JB001**

It is important to note that FileChimp rules are generic patterns or mechanisms for identifying criteria on which to identify suitable destination folders for filing to. The key benefit is that once the application is configured new clients and projects can be added to the file system at any time without any reconfiguration of FileChimp.

There are several possible rule criteria – the most suitable one to use will be dependent on the existing folder structure.

The use of the application is not limited to Outlook messages, although it is used within this context for the purposes of the FileChimp Outlook Add-in.

Installation

System requirements

FileChimp requires the following components for successful operation and support.

Operating Systems Supported -
Windows 10, Windows 8 & Windows 7 (32 or 64 bit installations)
Windows Server 2008 R2 and above. (where used for remote desktop services)

Microsoft Outlook 2010 and above including Office365 Outlook desktop client (32 or 64 bit installations).
If during installation no supported version of Office is detected please reinstall office directly from Office 365 or original media.

We recommend Microsoft Exchange / Office 365 or Google Workspace email hosting - all of which provide enterprise features and are fully supported by FileChimp.

Microsoft .NET Framework 4.6 or newer (this is normally pre-installed and updated with Windows 10)

Both Operating System and Microsoft Office Suites should have the latest available updates applied and be fully activated for support.

Single User Installations

Please download the latest version from our website.

Network (Multi User) Deployment

FileChimp is supplied as a standard MSI installer. This can be deployed by Active Directory GPO or 3rd party tools. Central configurations and serial numbers may be registered by registry keys.

Central Configurations

Applying common configurations to multiple computers –

Install and configure FileChimp as required on a stand alone machine.

Create a network share to store central configurations. This share must be accessible to all computers you wish to deploy FileChimp to

Save the configuration files from the add-in and the application to the network share

Deploy a registry patch specifying the shared configuration locations for the addin and the app

Registry Keys

Create a new KEY value

HKEY_CURRENT_USER\SOFTWARE\Latitude IT Ltd\FileChimp\Configuration

Create a new string value for each of the configuration files, supplying the full path to the network share and filename. Create another string value for the serial number if you wish to automatically register computers to a specific licence.

FCADD_CENTRAL_CONFIG_PATH
FCAPP_CENTRAL_CONFIG_PATH
FC_SERIAL

Configuration Hierachy

FileChimp central configuration is applied by hierarchy (the first configuration found will be applied)

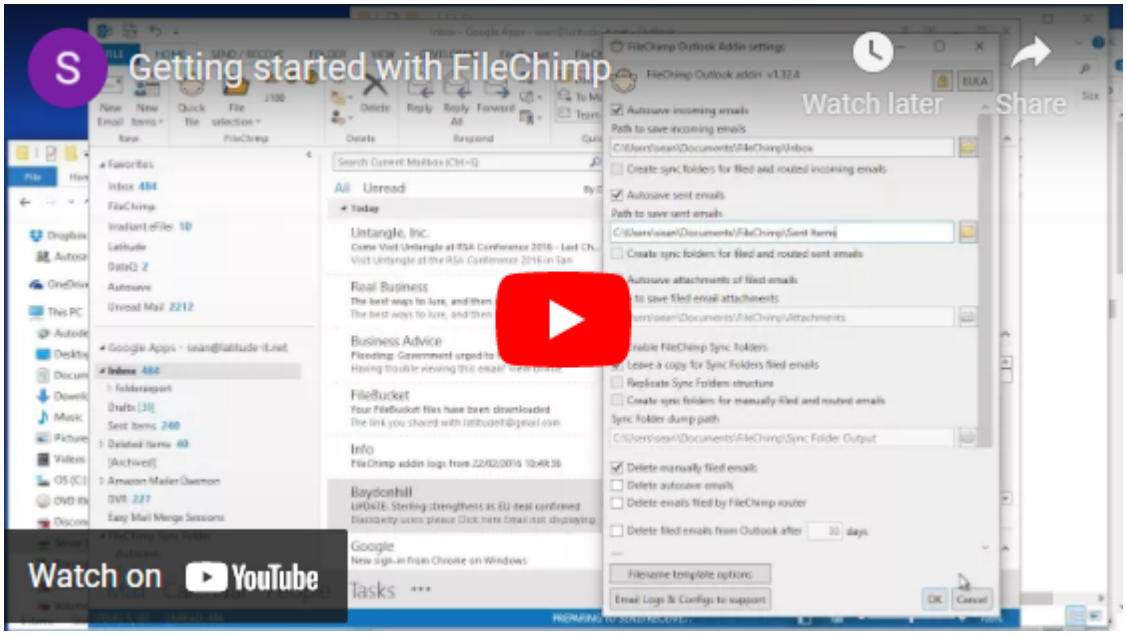
Central Licence Server Values
Registry Keys
Locally specified central path
Local configuration

Getting help

Contact us by email providing a description of any errors and relevant screenshots. Our support is limited to licenced mailboxes and users only.

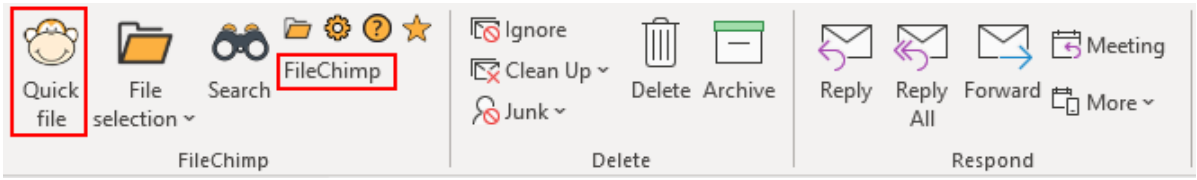
If you require an 'All inclusive' support plan where we can provide remote assistance, troubleshoot issues and assist with configuration / re-configuration please contact us to upgrade to an appropriate subscription plan. Alternatively remote support can be provided for a one off fee by purchasing apremium remote support session. Note common troubleshooting steps, licence transfers & transferring settings from one computer to another can all be found in this manual.

Getting Started - Video Guides



FileChimp in Outlook

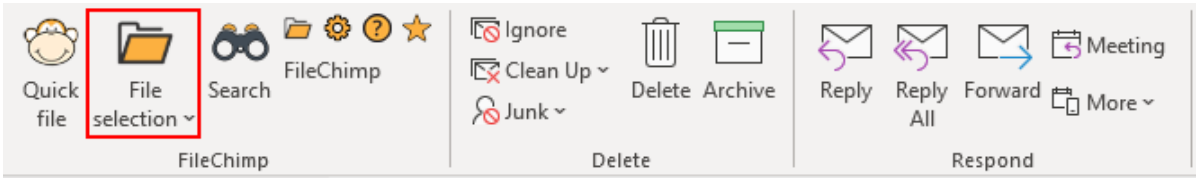
Quick File - One click email filing



The Quick File icon will become active once you have filed at least 1 email. Clicking on the quick file icon (or the displayed location name) will file the selected email (or emails) to the location displayed on the ribbon menu.

Locations are predicted based on the location you last filed an email from the same sender / recipient and if no match is found based on recently filed to locations. The location that will be used is shown on the ribbon menu as highlighted below.

File Selection - Select a location to file to



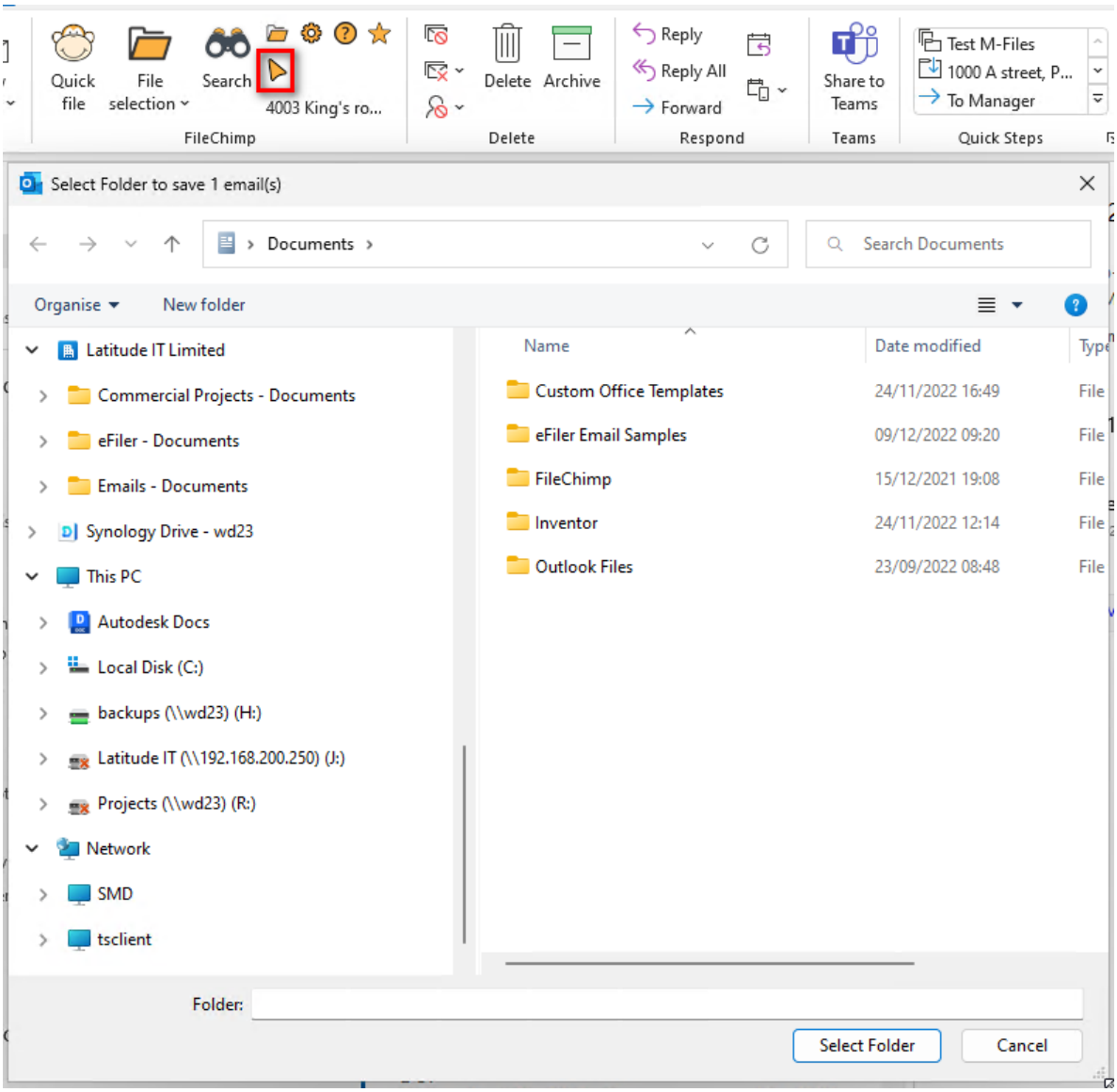
The File Selection drop down list provides a predictive list of filing locations. The locations presented are listed in order of relevance based on previous filing activity. You can configure how many locations you would like to see in your drop down list in settings.

Select single or multiple emails to be filed to a location. You can use CTRL and A to select all emails in a folder, hold CTRL and click random emails OR use SHIFT and select the first and last email you want to file. Once the emails are selected click on ‘File Selection’ and select the desired filing location.

If the location is not listed select ‘Other’ at the bottom of the list. If you have selected ‘Other’ you will be presented with the ‘Select Filing location’ window where you can filter for further locations or browse to add a new location to the list.

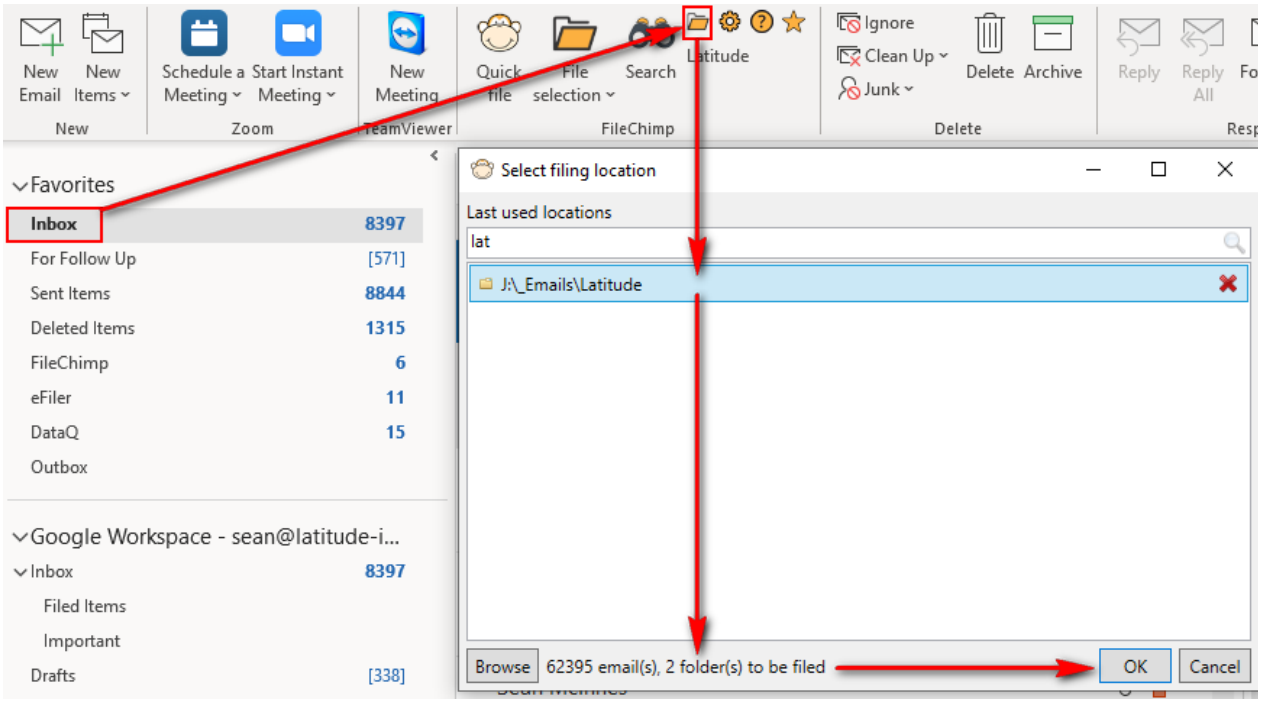
File to a folder using explorer

If you want to jump stright to browse for a location using explorer select the pointer icon located on the ribbon menu.



Note - to enable this option in settings look for the option "Show Filing using Windows Explorer on Ribbon"

File all emails in a folder



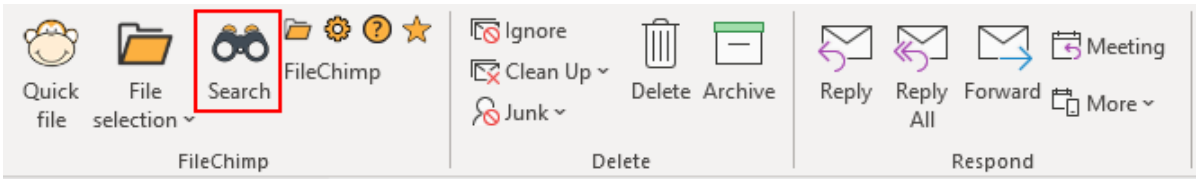
The File Folder function will file the contents of the selected Outlook folder and any Outlook sub folders the network location selected. Before using this function consider creating the first folder in windows explorer – that is if you wish for the contents of the selected Outlook folder to be saved into a new system folder itself. Any subsequent missing sub folders which are found within the selected Outlook folder but do not exist in the file system will be created automatically. **CAUTION** – this function will start saving emails in bulk so take time to plan any folder migrations before starting.

To file an entire Outlook folder and all emails and subfolders -

1. Start by selecting the folder for filing
2. Select the folder filing icon from the main ribbon menu (if it is not shown it must be enabled from settings)
3. Select a filing location
4. Note how many emails and folders will be filed by this operation
5. Select OK to start filing - note this operation may take some time to complete.

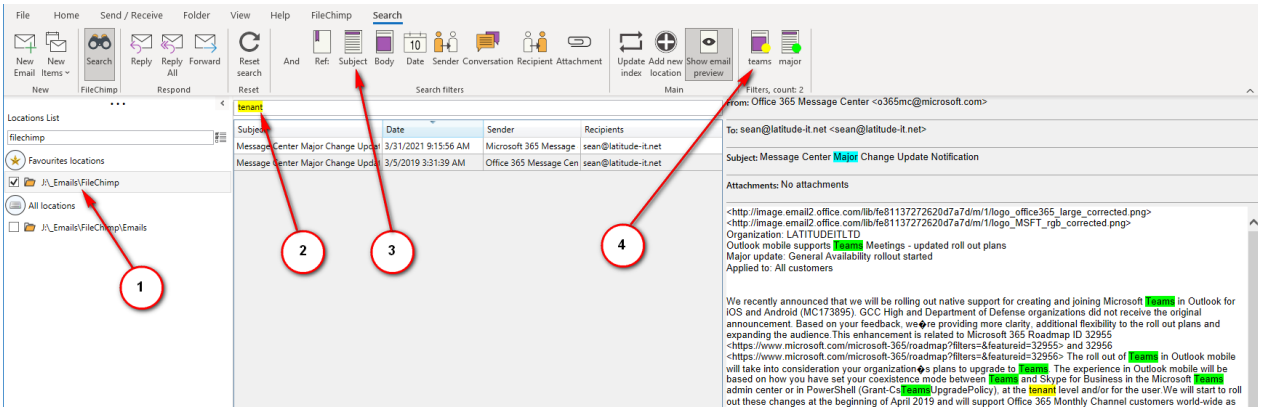
Search

The FileChimp search feature is an indexed search tool to provide instant results by filtering for specific search criteria in single or multiple filing locations.

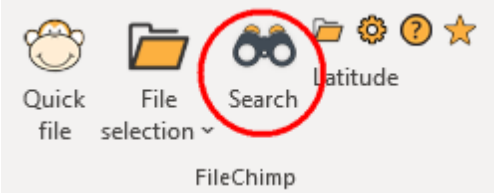


Explore search –

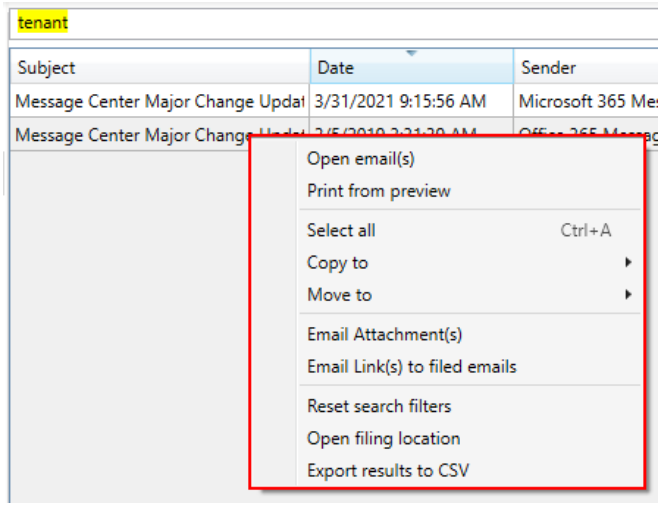
- Select the location to search from (1)
- Add keywords (searches all fields) (2)
- Use specific filters if you want to filter for a specific sender / recipient / date range / subject / message content / Reference / Attachment name / Conversation participants (3)
- Use the AND / OR filter to narrow or widen your search results
- Adjust your search by removing criteria (or continue adding more filters) (4)
- View the message content in the message preview pane
- Search terms are highlighted in the results, making it easier to scan over the results
- Double click the result to open the filed email message. Forward and reply to the message as if it had been opened from Outlook.



Where to find search



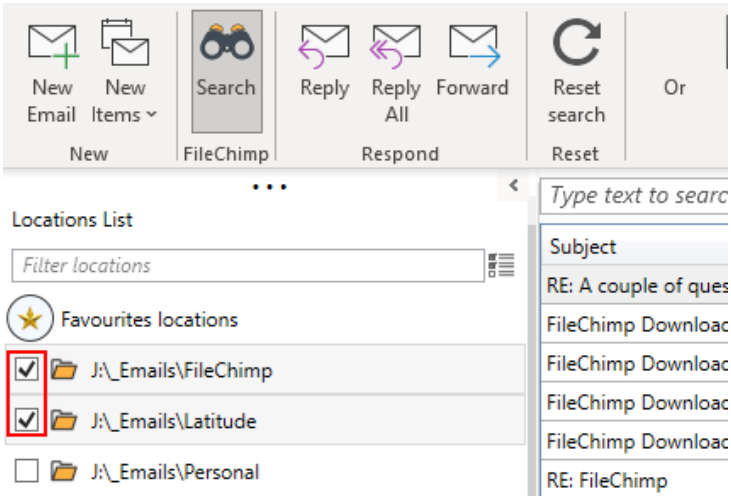
Search Context menu options



Right Click any search result for additional options -

Open email - opens the original email as if it were opened from Outlook
Print from preview - allows you to print off the indexed copy of an email (useful if you are disconnected from the network)
Copy to - Allows you to copy the emails to a new location
Move to - Allows you to move filed emails to a different location
Email attachments - generates a summary email and includes the selected emails in a zip file for emailing
Email links to filed emails - generates a summary email with links to filed emails
Reset search filters - clears all current search filters
Open filing location - jumps to the filing location in Windows Explorer
Export results to csv - Allows you to export the search results to a spreadsheet

Search Multiple locations

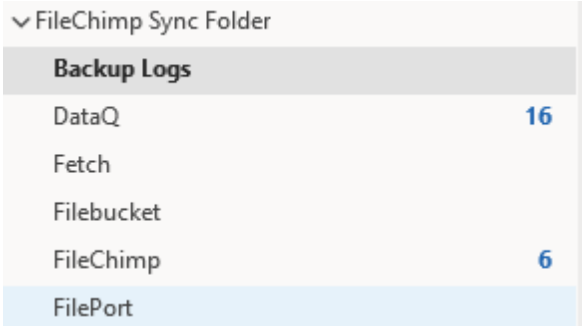


To search multiple locations filter and select each location.

FileChimp Sync Folders

FileChimp Sync folders is a set of folders designed to help users group filed emails into relevant client or project folders within Outlook. Sync folders can also be used for drag and drop filing and will synchronise to mobile devices and Outlook web access.

FileChimp sync folders will be created automatically where relevant settings are enabled. Sync folders can also be created manually if required but should be avoided where possible.



FileChimp sync folders can be used for different reasons

- To keep a copy of emails filed to system folders in an organised manner within Outlook
- To file emails with specific references added to the ‘title’ file attribute.
- You may use sync folders with or without the FileChimp taskbar application. If you are not wishing to sort the files further (other than to keep the same structure applied within sync folders) you would most likely want to ‘replicate sync folder structure’. The opposite is also true – you would not replicate the folder structure if you were planning to use the FileChimp taskbar application to further sort the messages into system folders spread across the network.

Once enabled a folder will appear in Outlook folders called ‘FileChimp Sync folders’. Any email dropped into a sub folder will be saved to the syn folder dump path with the folder name included in the title attribute.

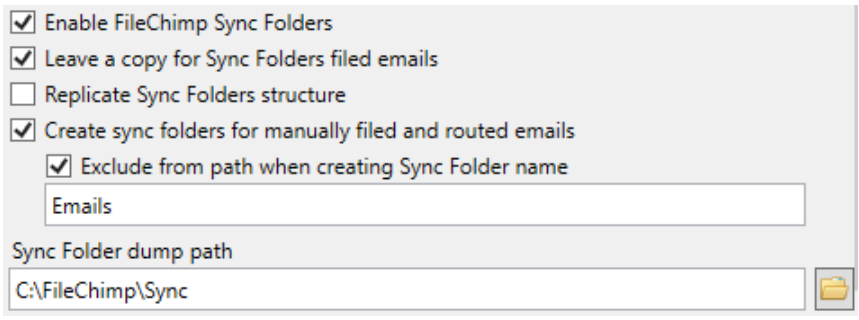
Sub folders are also dynamically created when any one of these features are enabled

- Create sync folders for filed and routed incoming emails
- Create sync folders for filed and routed sent emails
- Create sync folders for manually filed and routed emails

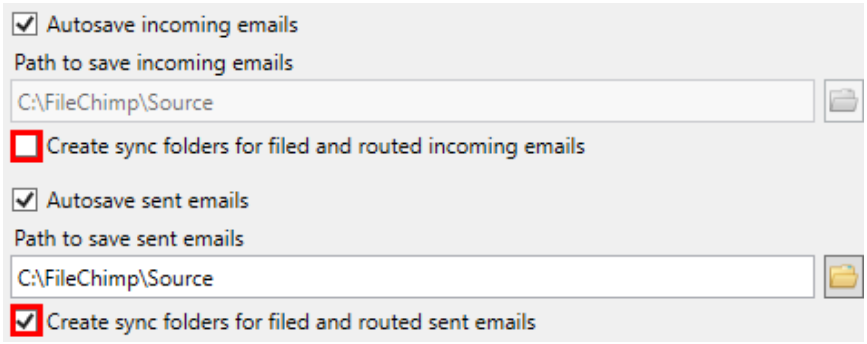
Example Configuration of Sync Folders

Enable sync folders for drag and drop email filing -

In the FileChimp Outlook settings locate and modify the relevant settings as shown below

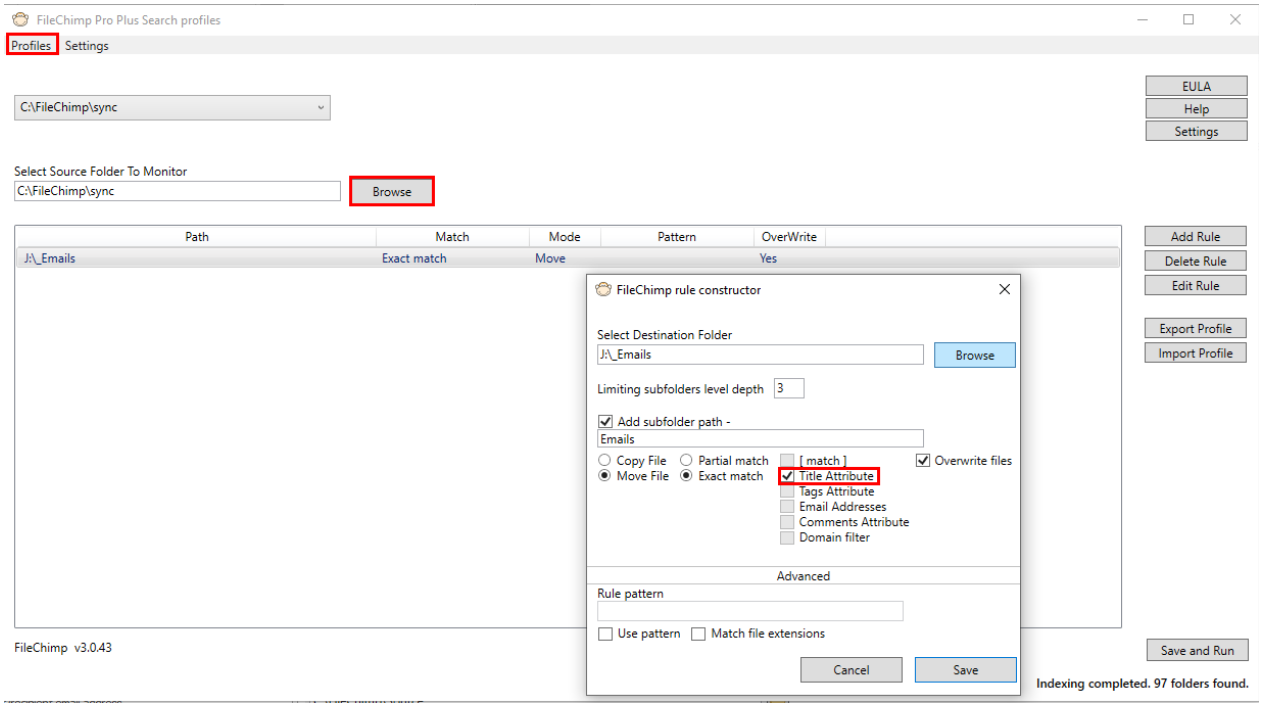


- Enable FileChimp Sync folders
- Enable the Sync folder dump path. Specify a local folder where any emails moved or copied into a sync folder will be saved. eg. C:\FileChimp\Sync
- If the final destination path is a subfolder you can exclude this from the name used to automatically generate the sync folder names
- If you want any manually filed email (by Quickfile or File Selection) to be moved to the sync folder enable the option here



- Consider if you want sent items to be moved to the sync folders automatically (filed by prompt to file or by automated rule)

Configure a FileChimp System tray application profile to monitor emails saved by Outlook to the FileChimp sync folder Dump path.



- If you have already setup automatic email filing, start by going to Profiles and Create New Profile. Each profile can be used to monitor a different source folder. A single profile may have multiple rules or destination paths.
- Select the source folder to monitor (the same folder we specified as the sync folder dump path in the Outlook settings)
- Be sure to select the 'Title Attribute' rule option - if you check emails saved into the dump path by placing them in a sync folder you will see we add the folder name to the Windows Title Attribute field.
- The folder name should be an exact match to what is found in the Title Attribute

Once you have saved and applied the settings above test the functions by sending an email which you can file manually or automatically (where a relevant rule has been previously configured). An appropriately named sync folder should appear in Outlook and the sent email will be found in this folder. Drag and drop any other email into this folder and montior the destination folder to see that the email is filed.

FileChimp system tray application

To access the FileChimp taskbar application locate the Chimp icon down near the time. Either double click it to open the rule manager or right click it and select Rule Manager from the menu. It can also be opened from the Outlook ribbon menu for FileChimp. See example configurations here.

What does it do?

The purpose of the FileChimp taskbar application is to scan each filename for a pattern, then locate the matching string as an exact or partial match to a folder name within the destination path specified. Files are then intelligently sorted into destination folders for the user automatically.

FileChimp constantly monitors the source for new files and the destination path for new folder names (or changes) such that it can make near instant decisions on where to move files to accurately and efficiently.

FileChimp seeks to establish standard protocols within offices where consistency in file and folder naming is key and files can be accurately processed if the key file name policy is adhered to. This is also advantageous in that the rules and process is established and set from the outset meaning that it does not need to be revised each time a new project or client is taken on.

Profiles

FileChimp can monitor multiple source folders but each source folder is saved in a different profile. Each profile can contain one or more rules each with their own destination path and associated criteria. The user must specify criteria by which FileChimp will determine which destination folder to move or copy the message to.

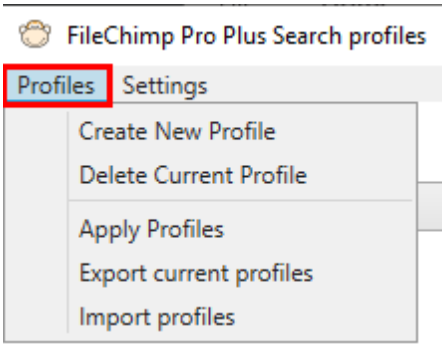
By default, the user will create the first profile by completing the required values. It is possible to create multiple profiles as required, simply select ‘Create New Profile’ from the profile menu where multiple profiles are required.

Criteria for each profile

Source folder (there can only be 1 source folder per profile)
Rule or Rules (multiple rules can be created with each profile

Each rule contains –

- Destination folder - this is the path to the parent folder where FileChimp should look to find potential matches to move or copy new files to.
- A sub folder path (if relevant). This is the relative path you wish the file to be moved to once the destination folder match is found.
- Move or copy the file (mandatory selection). If you wish to leave a copy of the file in the source folder select copy, if you wish to find the only copy of the file in the destination folder select ‘move’.
- Partial or Exact match the folder name (mandatory selection).
- Select partial match where the matched string will form a partial match to the destination folder.
- Select Exact match where the matched string will match the destination folder exactly.
- Basic rule criteria or Advanced Rule pattern (one option must be selected)
- Overwrite files (optional). Prevents duplication of filed emails where an email is refiled by the same or another user (or by automation).



Creating multiple profiles
Multiple profiles are created by selecting the ‘Profiles’ menu and selecting ‘Create New Profile’
NOTE – this is only required once the first default profile has been completed and you need to monitor a second source folder.

Deleting profiles
Redundant profiles are deleted by selecting the ‘Profiles’ menu and selecting ‘Delete Current Profile’. You cannot delete the default profile which is created first. If you no longer want it to process files please just clear delete all rules.

Import / Export profiles
If you need to migrate from one computer to another or wish to keep a copy of your profiles you can import and export profiles from the ‘Profiles’ menu.

Basic patterns

[match]	Matches what is found between [ ] within a file name
Title attribute	Matches what is found in the title attribute of the file name (see Sync folders)
Tags attribute	Matches what is found in the tag attribute of the file name (see tags attribute)
Email Addresses	Matches any email addresses found in the file name (not the file attributes - see sender/recipient email addresses)
Comments attribute	Matches what is found in the comments attribute of the file name
Domain filter	Matches domain names which are found in the comments attribute of the file name.

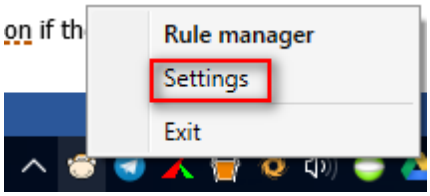
Avoid using basic matches where your destination folder path contains duplicate generic words or duplicate folder names (albeit in different paths). In cases where more than one folder is matched the file would be copied to ALL matching destination folders.

Advanced patterns

Type a 0 for each numeric digit to be matched
Type an ‘a’ for each alphabetical character to match
Enter special characters are they would normally be found.
If you need to match something explicitly use square brackets eg. [12]00
Match string values by order using <> eg. <1,3> would match strings 1 and 3

See examples here

Settings and maintenance



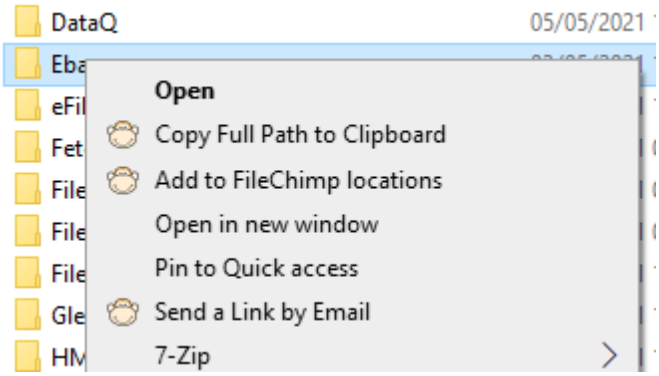
To access the settings right click the taskbar icon and select ‘Settings’ from the menu.

Folder Maintenance

Delete unmatched files permanently after XX hours	Enable the setting and set a whole number or fraction to delete unmatched files from the source folders after a period of time
Recycle unmatched files after XX hours	Enable the setting and set a whole number or fraction to send unmatched files from the source folders to the recycle bin after a period of time
Limit matched files copying to	Specify how many folders an email can be copied to (applies where multiple folders match the rule criteria)
Auto-rescan folders after	Force the folders to be refreshed where changes are not automatically detected.
Launch application at Windows startup	Enable this to force FileChimp to start when Windows starts
Unlock to access policy settings	Set policy settings for deployment to multiple users (supported on purchases of more than 20 licences)

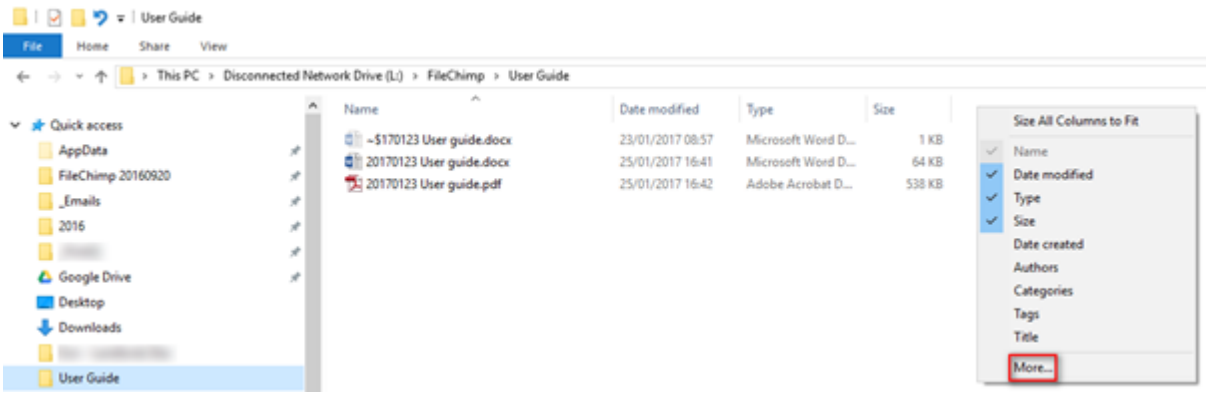
Windows Explorer Integration

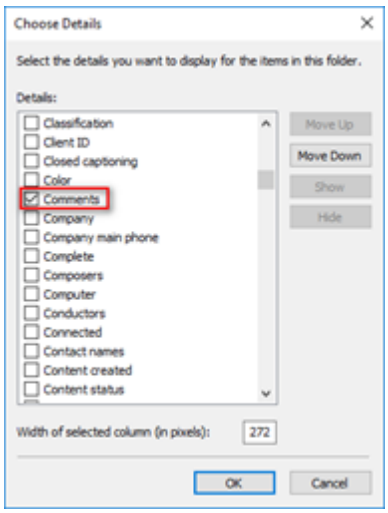
A quick and easy way to make FileChimp aware of locations is to make use of the Windows Explorer context menu. Navigate to Windows Explorer on your computer. Select single or multiple locations and right click to access the context menu. Here you can select ‘Add to FileChimp Locations’.



File attributes saved by FileChimp

Each time an email is filed by the FileChimp Outlook Addin (either manually or automatically), additional attributes are added to the file.
To view the additional fields right click the header bar in Windows Explorer and select ‘More…’





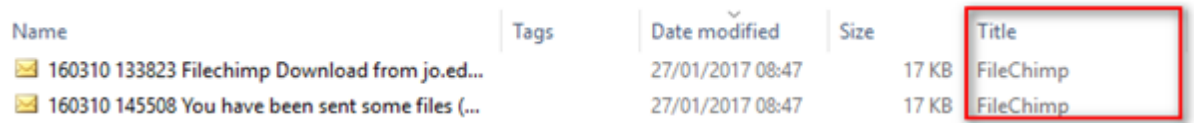
Enable the following additional file attributes –

- Authors – contains the senders email address
- Comments – contains sender and recipient email addresses
- Tags – contains any user entered tags and a reference to the number of attachments included in the email
- Title – contains the name of the FileChimp Sync folder used for filing

Title file attribute

The Title attribute is used to store the name of the FileChimp Sync folder where the email was dragged or moved to.

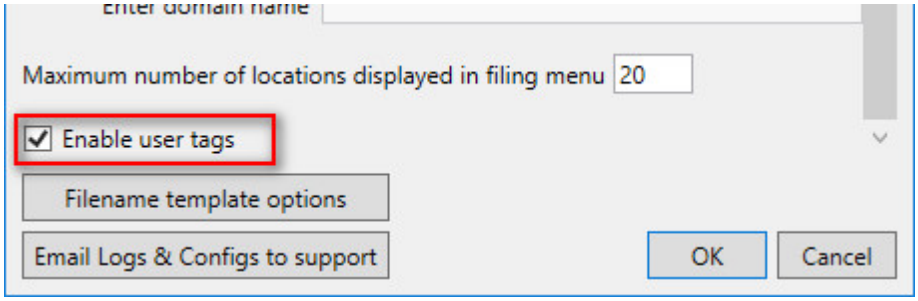
When the file is auto saved to the FileChimp Sync path dump folder (enabled in settings) it will add the Outlook FileChimp sync folder name to the Title file attribute as shown. This can then be used by the FileChimp taskbar application to determine the destination folder.



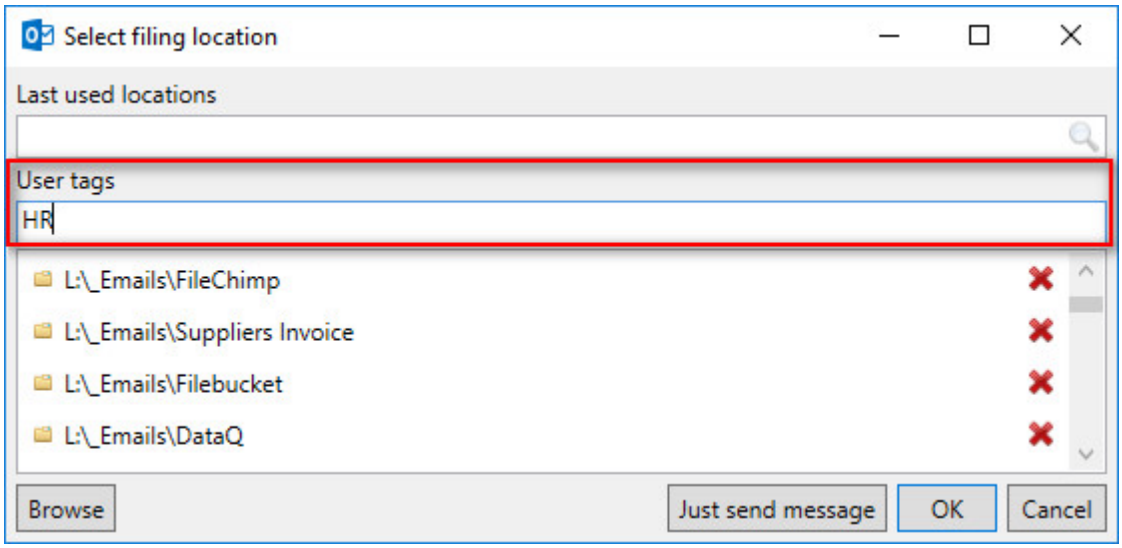
For further information see FileChimp Sync folders and an example configuration

Tags file attribute

The tags attribute is used by the FileChimp Outlook addin to store user entered tags which can be used by the taskbar application for determining the correct destination folder.



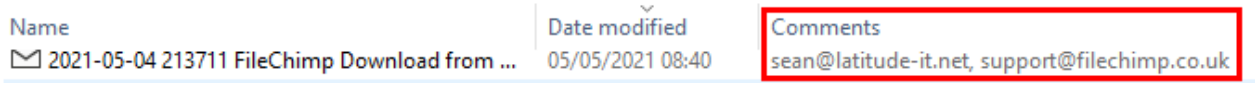
In FileChimp Outlook settings enable User Tags



Once enabled, the user will be prompted to enter tags each time an email is filed

When the email is saved in the file system the tag is added to the 'Tag' file attribute

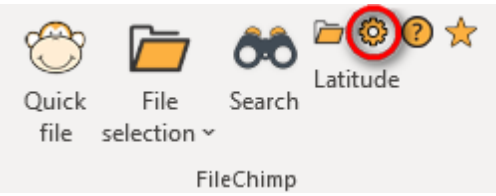
Comments file attribute



The comments file attribute contains the sender and recipient emails addresses for any email saved with FileChimp.

Settings

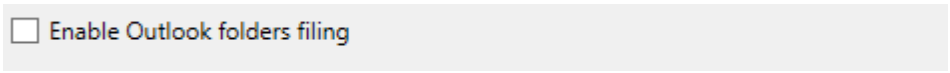
Outlook Add-in Settings



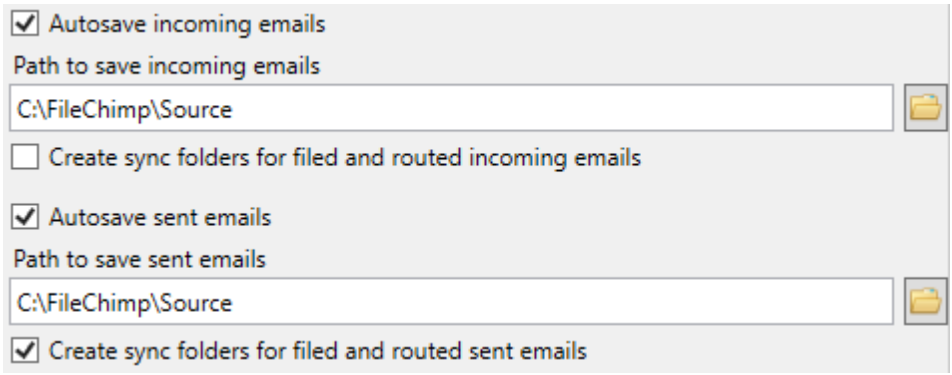
Click on the cog icon to access the FileChimp Add-in settings.

Set preferences and adjust the behaviour of the FileChimp Outlook Add-in.

Learn more about Central configurations for multi user environments.



Enable Outlook folder filing
Allows the user to file emails into Outlook folders accessible to the user. Once enabled the user can type to filter (and select) available folders from the filing location dialog.



Autosave incoming emails
Check the box to activate saving every incoming email.
NOTE - this will only work for the primary mailbox unless 'Enable multiple mailbox processing is enabled'

Path to save incoming emails
Use the browse button to select a system folder where all incoming emails will be saved. A UNC path may also be specified here.

Create sync folders for filed and routed incoming emails
When an email arrives, is auto saved and is then processed by the FileChimp taskbar application, the copy of the email within Outlook will be saved to a FileChimp Sync folder with the name matching that of the system folder where the email was finally saved to by the FileChimp taskbar application.

NOTE - This option is available once you have enabled 'Enable FileChimp Sync Folders'
NOTE - It is rare that you would want to enable this feature on an active user mailbox. If you did incoming emails would be organised into relevant subfolders within the FileChimp Sync folders before the user became aware of the new emails.

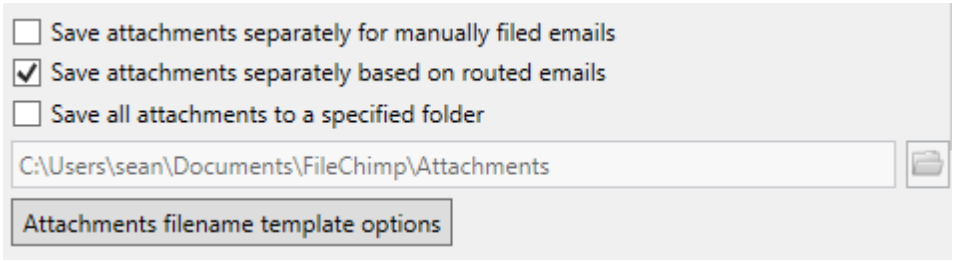
Autosave Sent Emails
Check the box to activate saving every email you send.

Path to save sent emails
Use the browse button to select a system folder where all sent emails will be saved. A UNC path may also be specified here.

Create sync folders for filed and routed sent emails
When you send an email, is auto saved and is then processed by the FileChimp taskbar application, the copy of the email within Outlook will be saved to a FileChimp Sync folder with the name matching that of the system folder where the email was finally saved to by the FileChimp taskbar application.

NOTE - This option is available once you have enabled 'Enable FileChimp Sync Folders'

Enable multiple mailbox processing
This allows email from multiple mailboxes to be auto saved and processed by the FileChimp taskbar application. A licence is required for each mailbox to be processed. If you need to enable multiple mailbox processing please contact support.



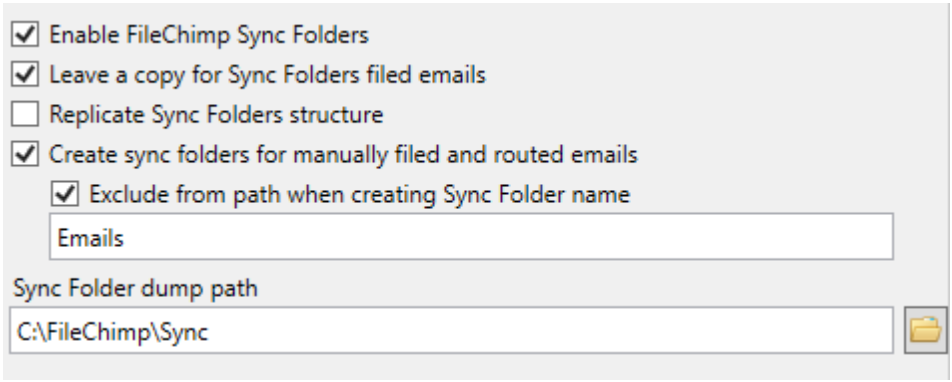
Save attachments separately for manually filed emailed
If enabled, any attachment to an email which is manually filed using either 'Quickfile' or 'File Selection' is automatically saved to the same folder. The attachment also remains in place within the saved .msg file.

Save attachments separately based on routed emails
If enabled, any attachment to an email which is automatically filed by the FileChimp system tray application rules is automatically saved to the same folder. The attachment also remains in place within the saved .msg file.

Save all attachments to a specified folder
Use the browse button to select a system folder where all attachments will be saved. A UNC path may also be specified here.

NOTE - Attachments will be saved using the filename template for attachments. It is often useful to include the senders email address or domain name to give the attachment more meaning. If you would like to order your results in Windows explorer include the date and time at the start of the file name template.

Attachments filename template options
Customise the file name applied when saving attachments. Add fields by selecting the '+' sign or remove fields by selecting the field to be removed and selecting the 'x' icon. You can also change the order of the fields by selecting a field and using the arrows to move it up or down. By default, spaces are included between relevant fields. Create any number of date template combinations or simply make use of the defaults provided.
NOTE - This does not affect the file name for the saved message file, which is specified separately.



Enable FileChimp Sync Folders
See FileChimp Sync Folders to learn more.

Leave a copy for Sync folders filed emails
If you are using sync folder to file emails with specific references you can opt to keep a copy of the filed message (setting enabled) or allow the file to be removed once successfully filed to the file system (setting disabled).

Replicate Sync folders structure
This is used where you wish to create the same system folder structure as you see under FileChimp Sync folders within Outlook. Any sub folder created within FileChimp Sync folders will automatically be created with the same hierarchy under the specified ‘Sync folder dump path’

Create sync folders for manually filed and routed emails
Where an email is selected and manually filed a copy of the saved email will be saved to the sync folder with the same name as the destination folder where the email was saved.

Sync Folder Dump Path
Use the browse button to select a system folder where emails added to sync folders will be saved. A UNC path may also be specified here.

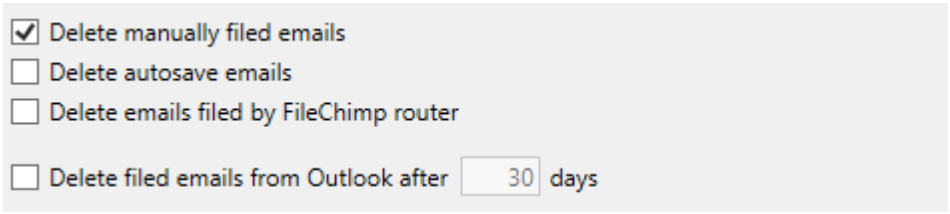
Hotkeys
Specify hotkeys to call the Quickfile or File to location selection dialog

Hotkeys - **Quickfile**
Click in the box where it says ‘None’. Provide a key combination which you would like to use to activate this function. We recommend using something like CTRL and z

Hotkeys - **File To**
Click in the box where it says ‘None’. Provide a key combination which you would like to use to activate this function. We recommend using something like CTRL and a

Mark Filed emails
Check the box and select either ‘tick’ or ‘category’ from the dropdown menu. When category is selected,

each filed email will be marked with the ‘FileChimp’ Category. If ‘tick’ is selected each filed email is marked with an orange check mark.

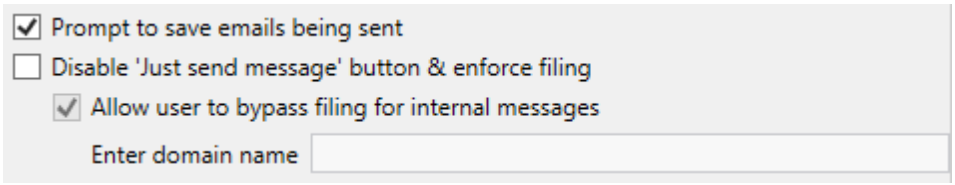


Delete manually filed emails
When enabled manually filed emails will be removed from the relevant Outlook folder. Once deleted you will find the email in Outlook deleted items.
NOTE - If you are using FileChimp Sync folders the email will not be deleted but will instead be moved to the relevant FileChimp sync folder as expected.

Delete Autosave emails
This is not recommended but is available for un-manned mailboxes where you wish to clear the mailbox once mail is auto saved.

Delete emails filed by FileChimp router
This is not recommended but is available for un-manned mailboxes where you wish to clear the mailbox once mail is filtered and saved by the taskbar application.

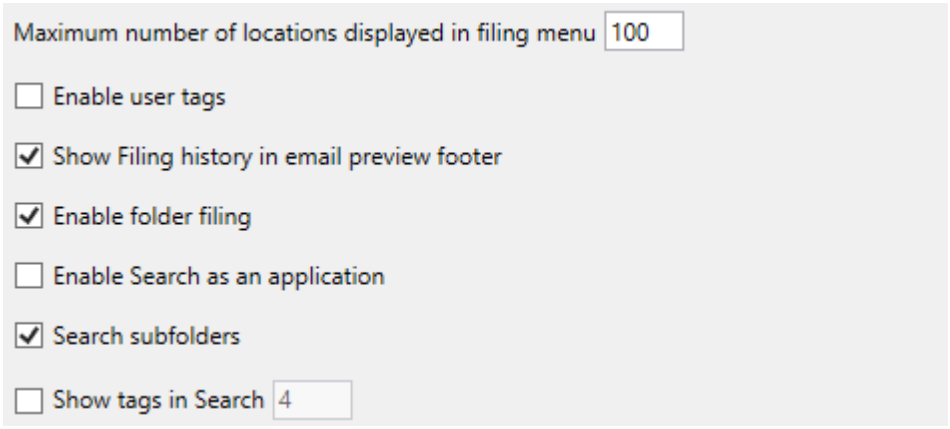
Delete filed emails from Outlook after XX Days
Specify the number of days to keep a copy of the filed emails within Outlook. After this time the email will be purged from Outlook.



Prompt to save emails being sent
When enabled the user will be prompted to file any email they send. The user will typically have the option to ‘send only’ if they wish to proceed without filing the message or to ‘cancel’ should they wish to return to editing the message. The filing prompt will re-appear each time the user selects ‘Send’ on an email.

Disable ‘Just send message’ button & enforce filing
Will make it mandatory for the user to file every email that they wish to send

Allow user to bypass filing for internal messages
Allows a domain name to be specified which when matched on the recipients’ email address will allow the user to bypass the mandatory filing requirement. This is particularly useful for companies who wish to enforce email filing on all emails other than those sent internally between colleagues.



Maximum number of locations displayed in the filing menu
Allows the user / administrator to specify the number of locations displayed in the ‘File Selection’ dropdown menu.

Enable user tags
When enabled the user will be able to specify an additional field called ‘tags’ when manually filing incoming or sent emails. These tags will be written to the ‘tags’ file attribute when the file is saved to the destination system folder and can be used for identification and or by the FileChimp taskbar application to process the files based on the tag entered by the user.

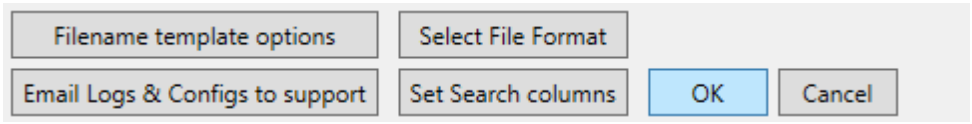
Show filing history in the email preview footer (FC Pro)
Once an email has been filed using FileChimp you can select the email in outlook and review where the email was filed to. Use the right click context menu to ‘Open destination folders’ which will open the location where the email is filed and highlight the filed email.

Enable folder filing
Enables or disables the use of the folder export icon on the FileChimp ribbon menu.

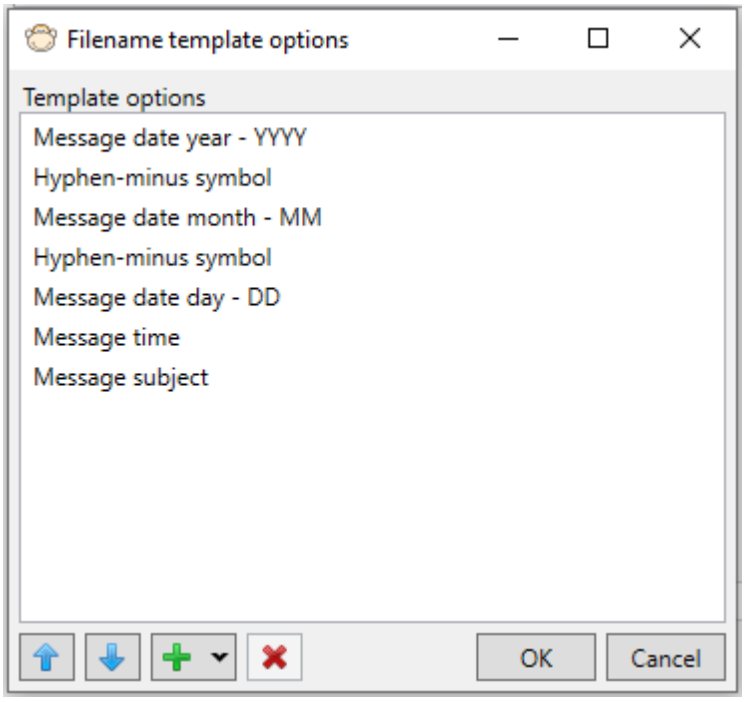
Enable search as an application
Allows the search window to be shown as a separate window from Outlook

Search subfolders
Search results will include emails found in subfolders of the selected location

Show tags in Search
Specifies how many user tags to display in the search results display

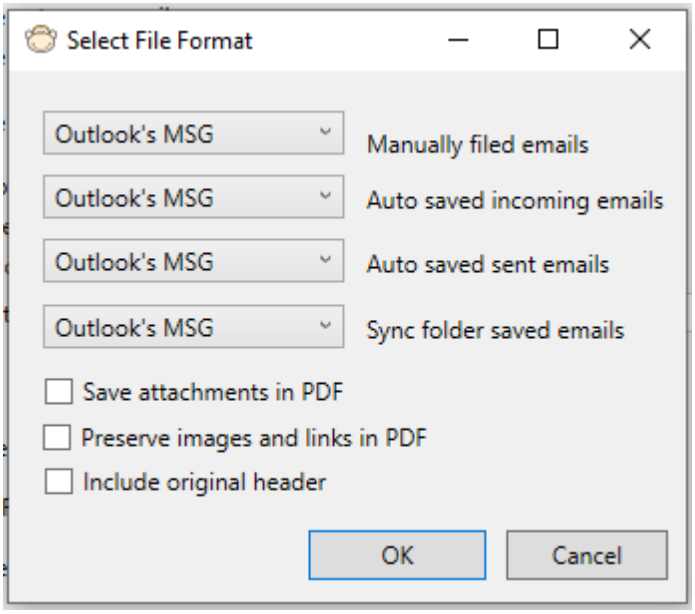


Filename template options
Customise the system file names within the easy to use screen editor. Add fields by selecting the '+' sign or remove fields by selecting the field to be removed and selecting the 'x' icon. You can also change the order of the fields by selecting a field and using the arrows to move it up or down. By default, spaces are included between relevant fields. Create any number of date template combinations or simply make use of the defaults provided.



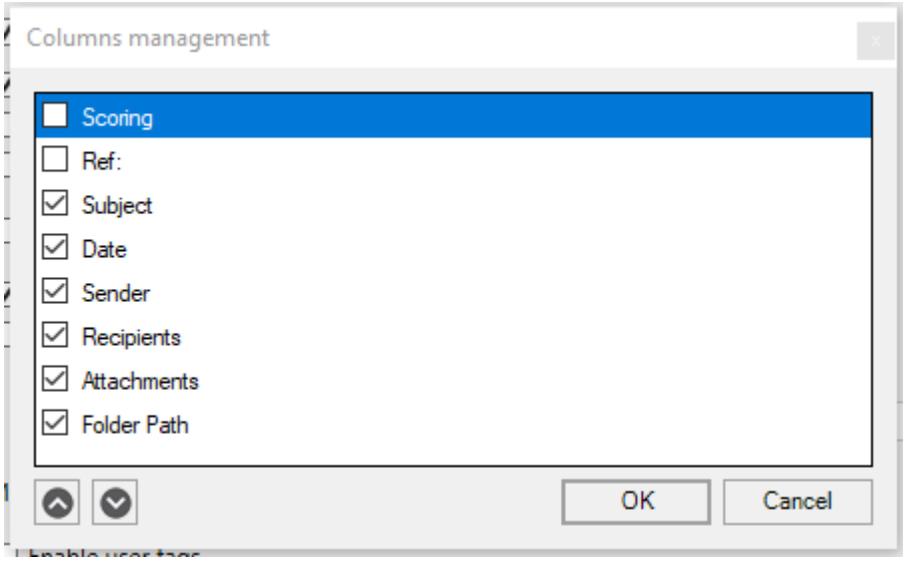
Add / remove & re-order your file name template.

Select File Format



Set the file format for saved emails

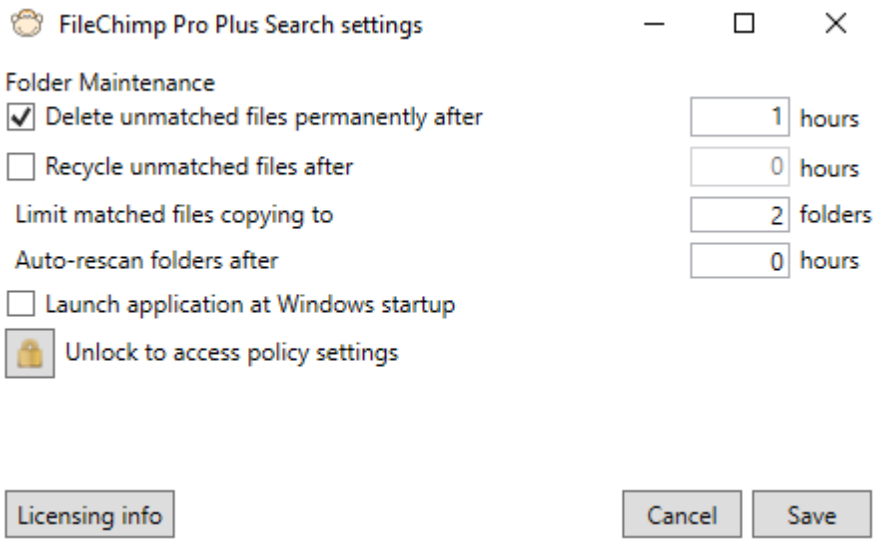
Set search columns



Configure the search display.

Email Logs & Configs to support
If you are having trouble and believe that FileChimp is not behaving as expected, we may request you to email us your Logs & Configs. If you require assistance and are an eligible for support please email us at support@filechimp.co.uk

System tray Application Settings



The following settings are available in the system tray application -

Delete Unmatched files	This setting ensures that files that have not matched any automatic filing criteria are automatically purged
Recycle unmatched files	This setting allows you to send unmatched files to the recycle bin
Limit matched file copying	Limit the number of folders a file is copied to if multiple destination folders are found
Auto-rescan folders	Forces a folder rescan for systems where File System Watcher is unreliable at detecting folder changes
Launch application at Start	Allow FileChimp to start with windows
Licensing info	Access license details, return your license or apply the serial number

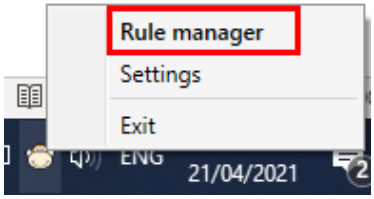
Configuration examples for automated filing

If you would like to file emails automatically you will need to configure both the add in and the system tray application.

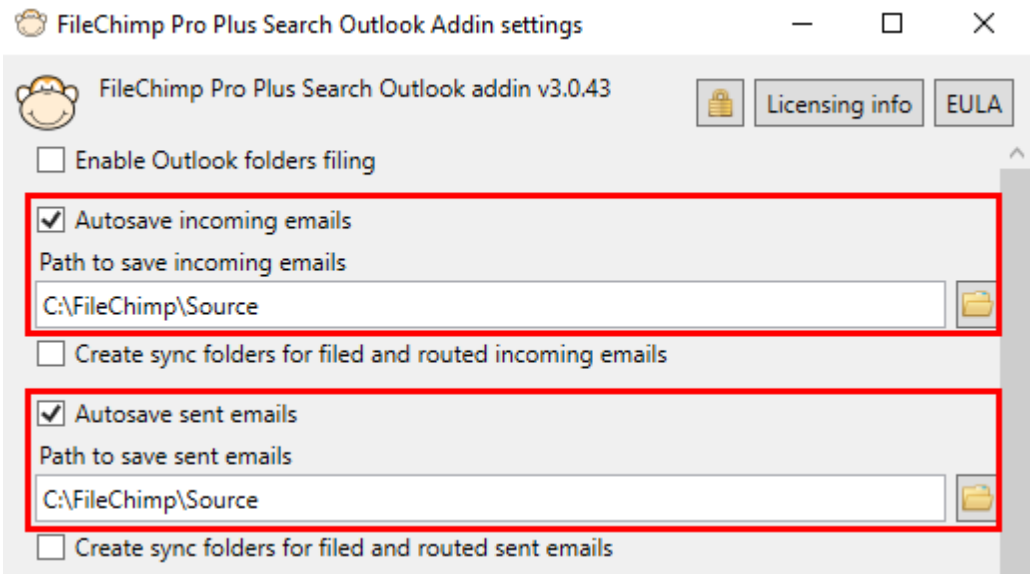
1. Configure the add in to save incoming and sent emails
2. Review your folder structure and the rules available to find the best methods for your business
3. Configure the system tray application based on your requirements (one or more rules can be applied where appropriate)

See sample system tray rule configurations -
File emails based on a basic word match like a product name or company name eg. FileChimp or Latitude
File emails based on a project number or pattern eg. 1000 or CB155
File emails based on a clients email address eg. john.doe@gmail.com
File emails based on a company domain name eg. abccorp.com
File emails based on text found between [ ] eg. [Newhaven]
File emails based on a user provided tag entry eg. Accounts

To create rules visit the system tray application



Add in configuration to save emails



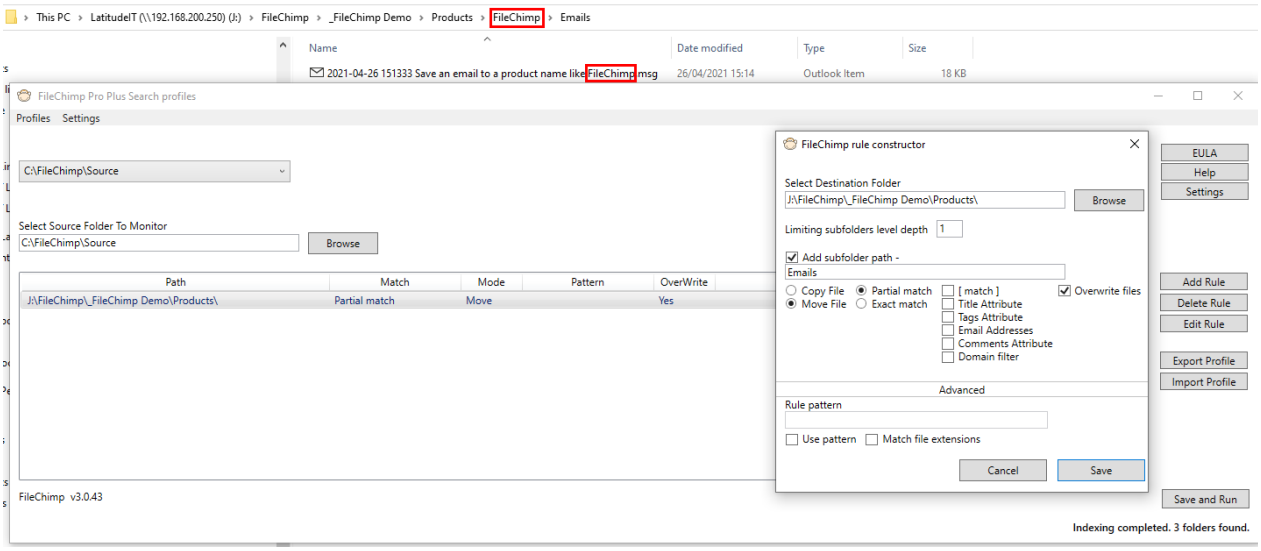
Configure the add in to save all incoming and outgoing messages to a local folder. We recommend creating a local folder eg. **C:\FileChimp\Source**

Basic word match

Having completed the steps to automatically save all incoming and outgoing emails we can now configure the system tray application to monitor these emails and file them based on project numbers to our relevant project folders.

1. Right click the system tray icon to open Rule manager.
2. Browse and select the source folder to monitor (if you have followed our guide it may be C:\FileChimp\Source)
3. Select Add Rule
4. Select a Destination folder. The destination folder is the folder that contains the target folders.
5. Configure how many subfolders you want to consider. eg. if all target folders are to be found as a subfolder to the destination path 1 subfolder is sufficient. If the folders you need to match are nested further down the path consider how many levels down they might be.
6. Add a subfolder path as appropriate. If you want all emails to save to a project subfolder called Emails enable this feature as shown below. This is useful where the target folders contain other documents separated by folders.
7. Select Move or Copy to move or copy the email from the source folder. Move is the most relevant choice (there is normally no need to retain the email in the source folder). See also Source folder clean up options in the System tray Settings
8. Select Partial match where the folder name should match only part of the file name.
9. Select Overwrite files to prevent duplicates if the same email is filed multiple times
10. Save the rule and Save and run the profile
11. You can now test your setup - send an email and monitor the source and destination folders to confirm the email is filed as expected.

Your rule (& saved email) should look something like that shown below -

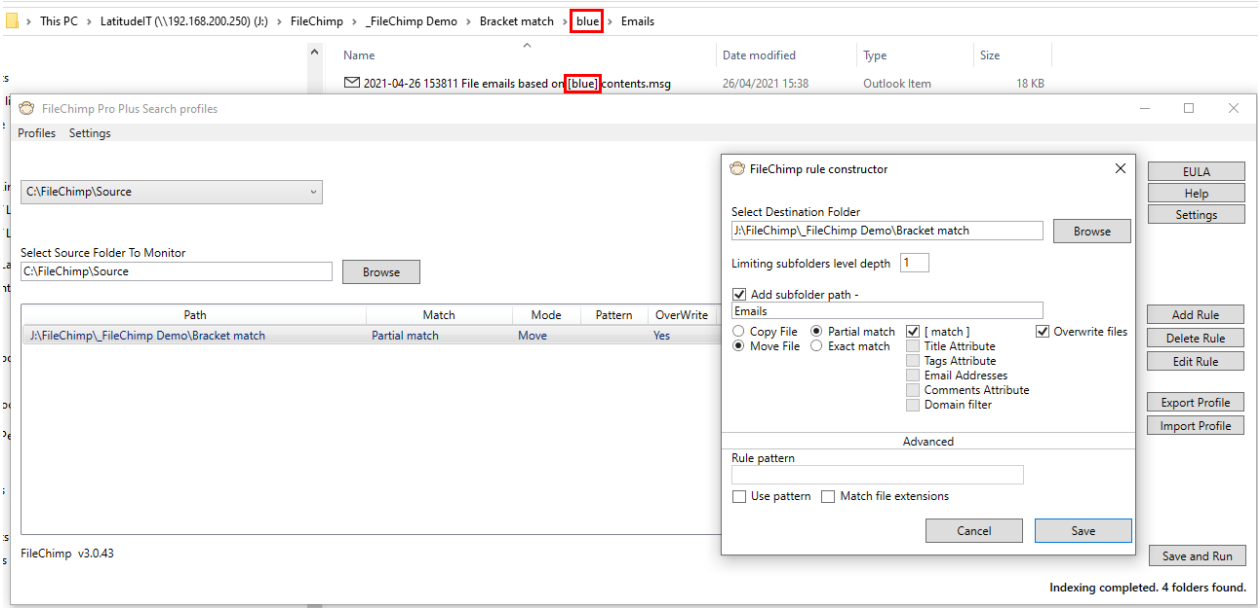


Match contents between [ ]

Having completed the steps to automatically save all incoming and outgoing emails we can now configure the system tray application to monitor these emails and file them based on project numbers to our relevant project folders.

1. Right click the system tray icon to open Rule manager.
2. Browse and select the source folder to monitor (if you have followed our guide it may be C:\FileChimp\Source)
3. Select Add Rule
4. Select a Destination folder. The destination folder is the path that contains all your target folders. Within each client folder we need to create or find a folder with the clients domain name in the folder name.
5. Configure how many subfolders you want to consider. eg. if all target folders are to be found as a subfolder of the destination folder 1 folder level is sufficient. If your target folders are nested further down the path consider how many levels down need to be considered
6. Add a subfolder path as appropriate. If you want all emails to save to a subfolder called Emails enable this feature as shown below. It is useful to add a subfolder for emails where the target folder contains other documents or subfolders.
7. Select Move or Copy to move or copy the email from the source folder. Move is the most relevant choice (there is normally no need to retain the email in the source folder). See also Source folder clean up options in the System tray Settings
8. Select Partial or Exact match. If the target folder name is expected to match the [ ] contents precisely and no other words select exact match.
9. Select Overwrite files to prevent duplicates if the same email is filed multiple times
10. Save the rule and Save and run the profile
11. You can now test your setup - send an email and monitor the source and destination folders to confirm the email is filed as expected.

Your rule (& saved email) should look something like that shown below -



Title file attribute

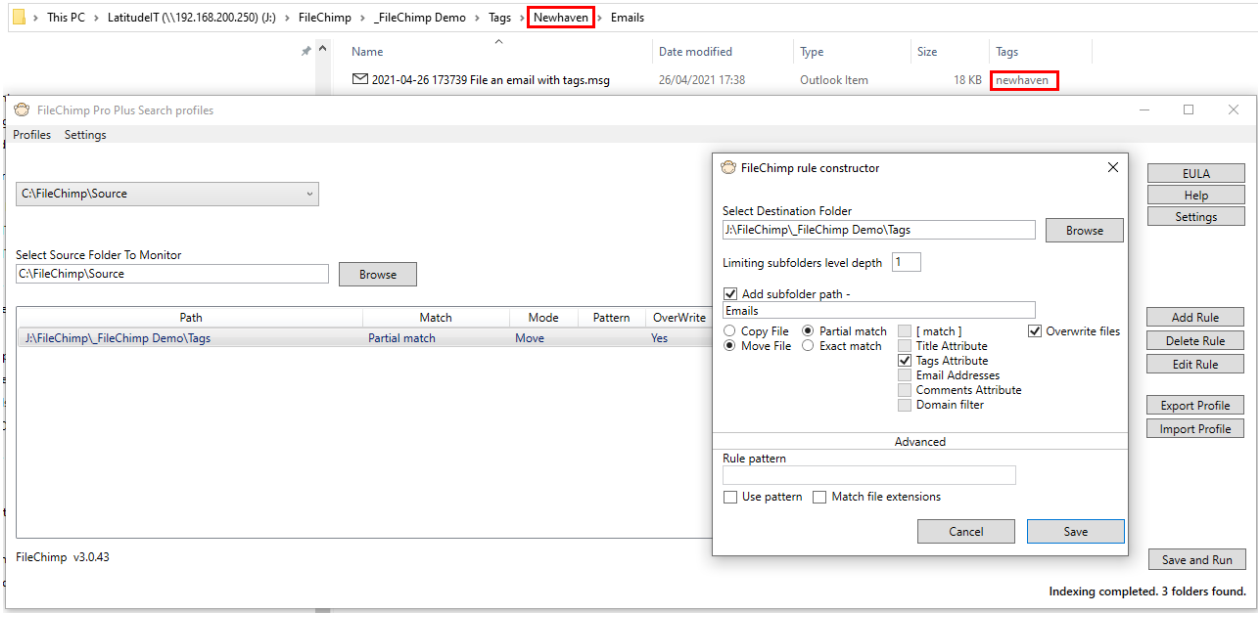
See FileChimp Sync Folders

Tags file attribute (user references)

Use the tags attribute to file emails which have been given specific references. First enable tags in the Outlook add-in settings. Once enabled the tag values will be saved into the tags file attribute which could be used for automated filing purposes.

1. Right click the system tray icon to open Rule manager.
2. Browse and select the source folder to monitor (it may be C:\FileChimp\Source)
3. Select Add Rule
4. Select a Destination folder. The destination folder is the folder path that contains all your target folders. Within each folder we need to create or find a folder with the name which will be specified as a user tag when filing emails.
5. Configure how many subfolders you want to consider. eg. if the target folder falls under the destination path 1 folder level is sufficient. If your tag references are nested further down the path consider how many levels down need to be considered
6. Add a subfolder path as appropriate. If you want all emails to save to a subfolder called Emails enable this feature as shown below. This is most relevant where the target folder contains other files or folders.
7. Select Move or Copy to move or copy the email from the source folder. Move is the most relevant choice (there is normally no need to retain the email in the source folder). See also Source folder clean up options in the System tray Settings
8. Select Partial or Exact match. If the target folder name matches the tag name precisely and no other words select exact match.
9. Select Overwrite files to prevent duplicates if the same email is filed multiple times
10. Save the rule and Save and run the profile
11. You can now test your setup - send an email and monitor the source and destination folders to confirm the email is filed as expected.

Your rule (& saved email) should look something like that shown below -



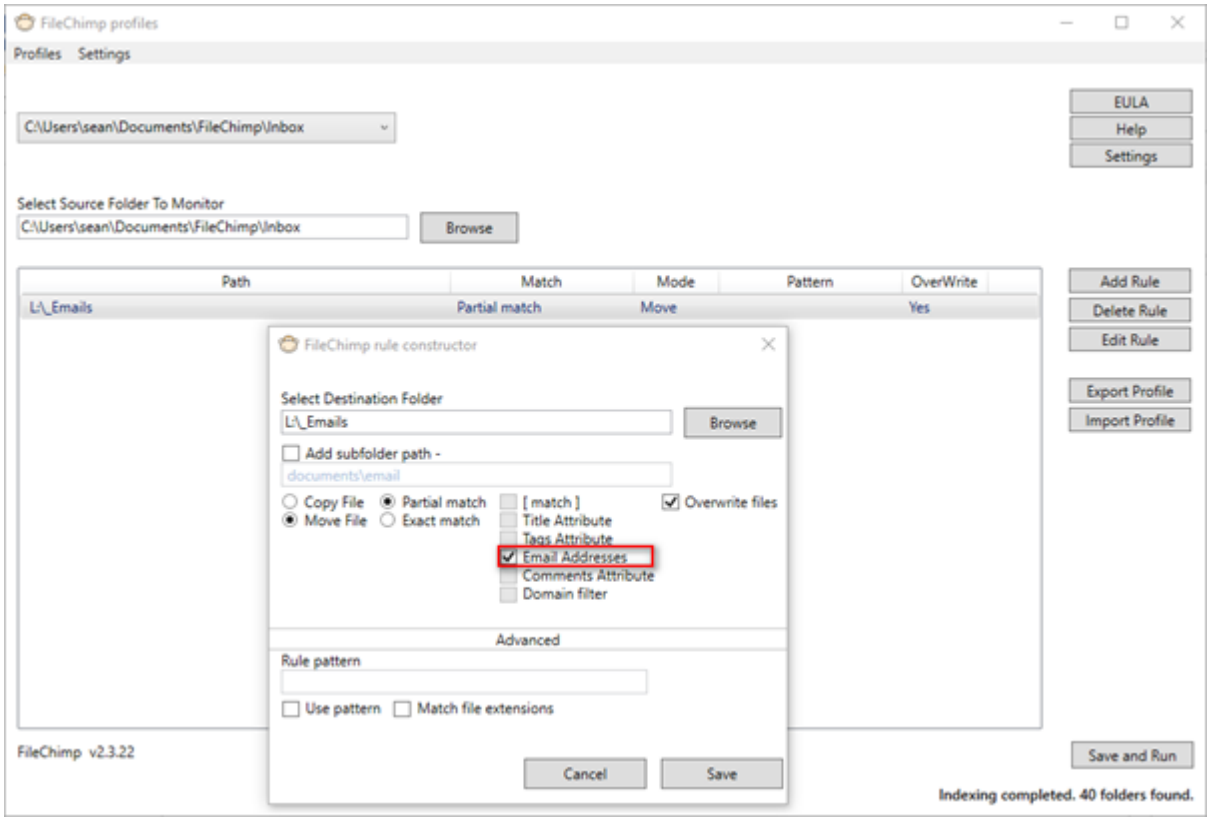
Email addresses (in file name only)

This option will filter any file name for relevant email addresses and match this to destination folders to determine where to place the file.

Source file name – Please contact newcontact@filechimp.co.uk to book a demo.msg

Destination folder it would match – newcontact@filechimp.co.uk

NOTE – this should not be confused with filing emails based on the sender/recipients email addresses – please refer to the comments attribute for filing emails based on sender/recipient email addresses.

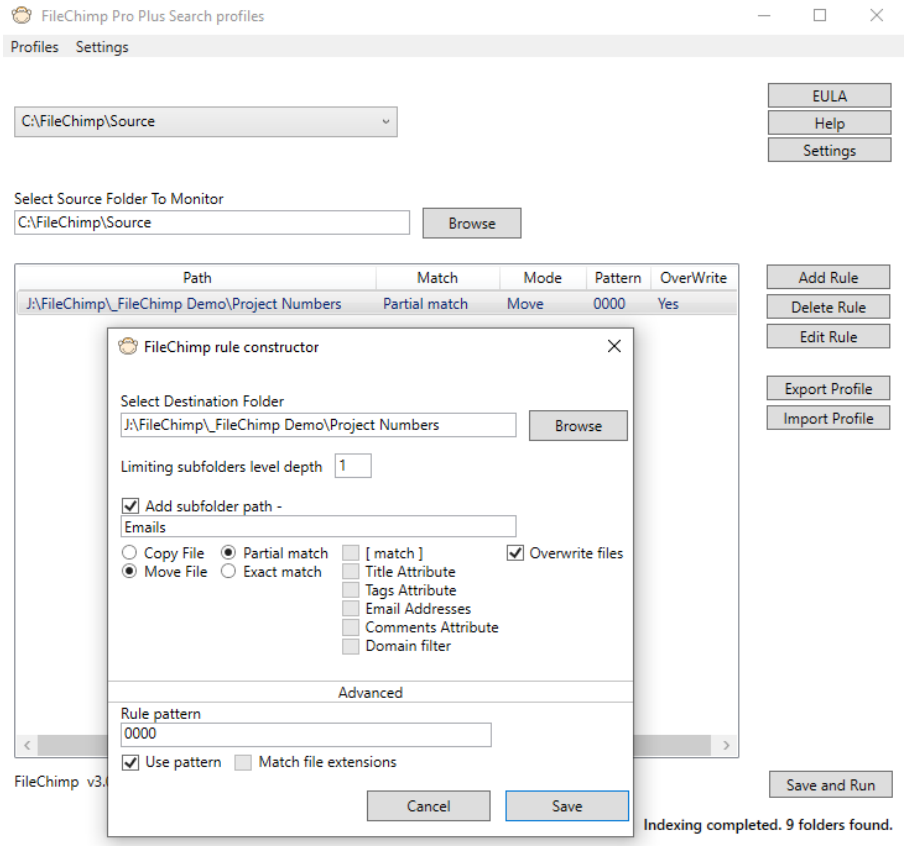


Project Number or pattern Rule configuration

Having completed the steps to automatically save all incoming and outgoing emails we can now configure the system tray application to monitor these emails and file them based on project numbers to our relevant project folders.

1. Right click the system tray icon to open Rule manager.
2. Browse and select the source folder to monitor (if you have followed our guide it may be C:\FileChimp\Source)
3. Select Add Rule
4. Select a Destination folder. The destination folder is the folder that contains all your project folders
5. Configure how many subfolders you want to consider. eg. if all project numbers are to be found directly under your destination folder 1 folder level is sufficient. If your project numbers are also found within subfolders consider how many levels down need to be considered
6. Add a subfolder path as appropriate. If you want all emails to save to a project subfolder called Emails enable this feature as shown below
7. Select Move or Copy to move or copy the email from the source folder. Move is the most relevant choice (there is normally no need to retain the email in the source folder). See also Source folder clean up options in the System tray Settings
8. Select Partial or Exact match. Partial should be selected where the pattern matched is only part of the destination folder name. eg. we are trying to match 3024 to a folder called J:\FileChimp_FileChimp Demo\Project Numbers\3024 London Road'
9. Select Overwrite files to prevent duplicates if the same email is filed multiple times
10. Consider your rule pattern. Enter a '0' for every number you want to match and a 'A' for every alphabetical character that forms your pattern.
    eg 0000 would match any 4 digit number like 4572 or 5631
    or 00AA would match any 2 digit number followed by 2 alphabetical characters like 24CK or 67AJ
11. Save the rule and Save and run the profile
12. You can now test your setup - send an email and include a matching project number / pattern (as found on the network destination path) in the subject line.

Your rule should look something like that configured below -



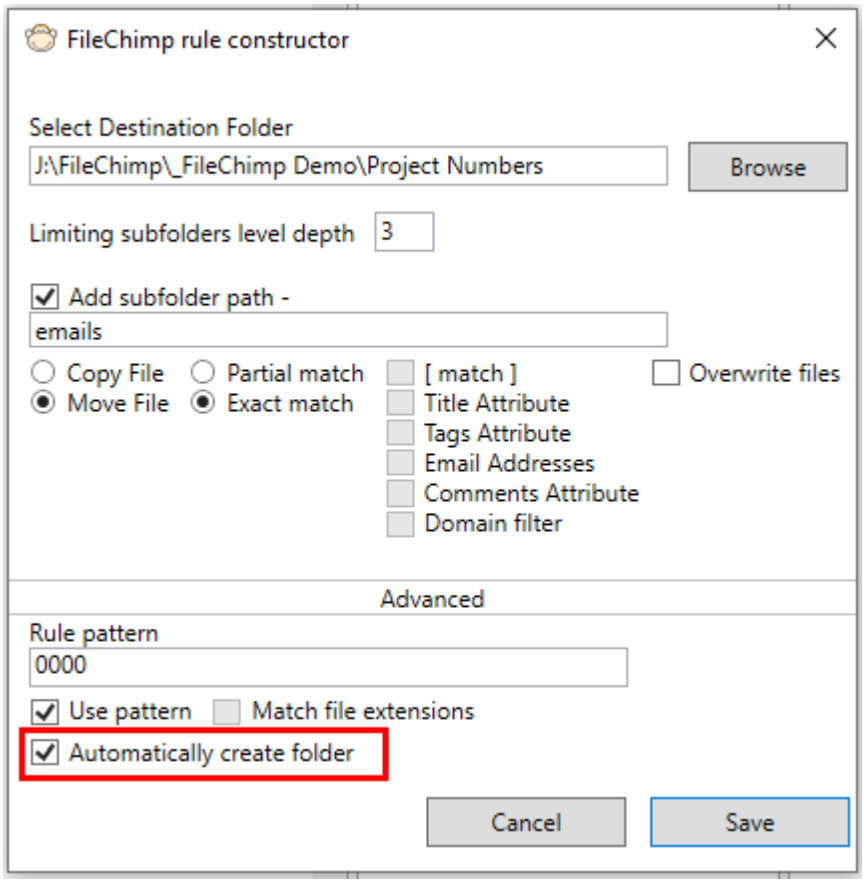
NOTE – The rule can consist of any number of alpha / numeric characters and symbols. Simply replace any numerical digit with a ‘0’ and every letter with an ‘a’. Symbols are entered as they are found and you can enforce certain characters by using [ ].

Here is a table of sample network folders and what patterns might be used to match them –

Folder name	Recommended Pattern (partial match)
1372 Ridge Road	0000
AN906821 Negligence claim	aa000000 or AN000000
17-8976 Jack Jones vs ABC Lighting	[17]-0000 or 00-0000

Creating folders automatically

Where a pattern match is used FileChimp can automatically create folders in the destination path where an existing folder is not found. This can be useful for automatically creating folders based on support ticket references or even to project numbers, ensuring that all emails are captured from the very beginning. To enable this feature you must be using a pattern rule. Please note that only the matched pattern will be used to create a folder with the same name. Any sub folder path is specified on the rule will also be created.

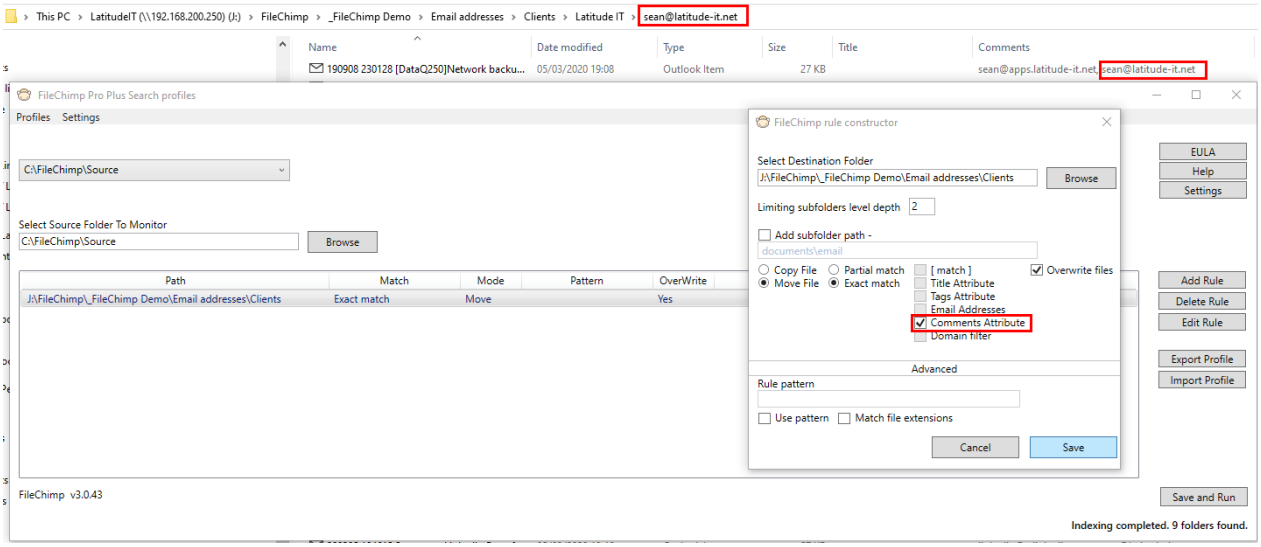


Sender/recipient email address (Comments Attribute)

Having completed the steps to automatically save all incoming and outgoing emails we can now configure the system tray application to monitor these emails and file them based on email addresses to relevant folders. For this we rely on the comments file attribute which contains the sender and recipient email addresses.

1. Right click the system tray icon to open Rule manager.
2. Browse and select the source folder to monitor (if you have followed our guide it may be C:\FileChimp\Source)
3. Select Add Rule
4. Select a Destination folder. The destination folder is the path that contains all your target folders. Within each client folder we need to create or find a folder with the clients email address in the folder name.
5. Configure how many subfolders you want to consider. eg. if all client email addresses are to be found as a subfolder of the client name folder 2 folder levels is sufficient. If your clients email address folders are nested further down the path consider how many levels down need to be considered
6. Add a subfolder path as appropriate. If you want all emails to save to a project subfolder called Emails enable this feature as shown below. In most cases where emails are filed into a clients email address folder there is no need to specify a sub folder name.
7. Select Move or Copy to move or copy the email from the source folder. Move is the most relevant choice (there is normally no need to retain the email in the source folder). See also Source folder clean up options in the System tray Settings
8. Select Partial or Exact match. If the target folder name matches the email address precisely and no other words select exact match.
9. Select Overwrite files to prevent duplicates if the same email is filed multiple times
10. Save the rule and Save and run the profile
11. You can now test your setup - send an email and monitor the source and destination folders to confirm the email is filed as expected.

Your rule (& saved email) should look something like that shown below -

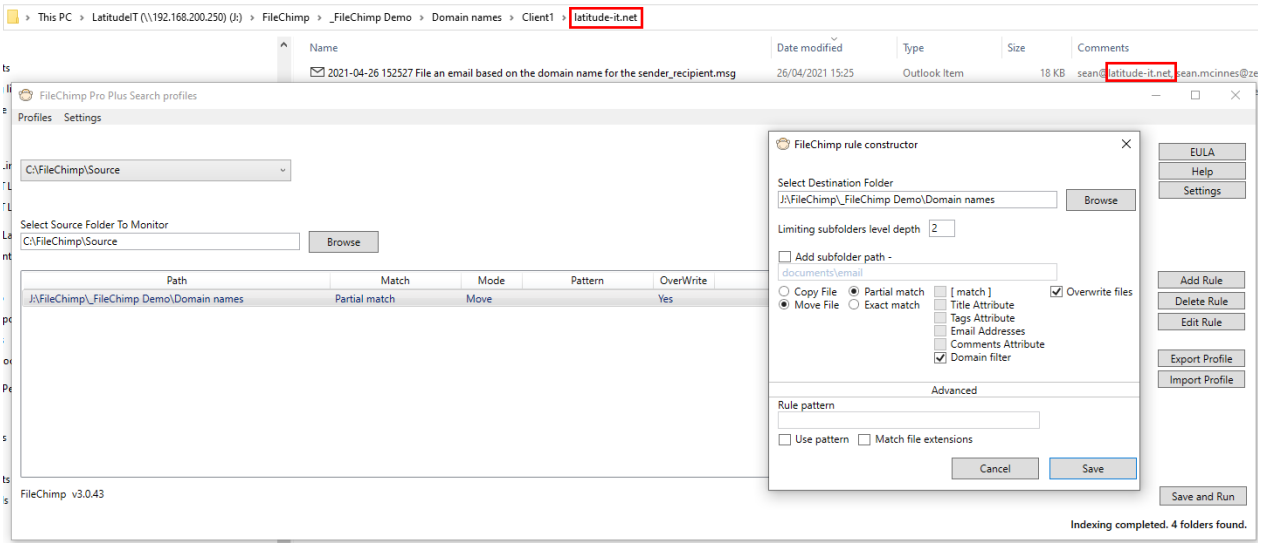


Sender/recipient domain name (Domain Filter)

Having completed the steps to automatically save all incoming and outgoing emails we can now configure the system tray application to monitor these emails and file them based on project numbers to our relevant project folders.

1. Right click the system tray icon to open Rule manager.
2. Browse and select the source folder to monitor (if you have followed our guide it may be C:\FileChimp\Source)
3. Select Add Rule
4. Select a Destination folder. The destination folder is the folder path that contains all your target folders. Within each client folder we need to create or find a folder with the clients domain name in the folder name.
5. Configure how many subfolders you want to consider. eg. if all client email addresses are to be found as a subfolder of the client name folder 2 folder levels is sufficient. If your clients email address folders are nested further down the path consider how many levels down need to be considered
6. Add a subfolder path as appropriate. If you want all emails to save to a project subfolder called Emails enable this feature as shown below. In most cases where emails are filed into a clients domain name folder there is no need to specify a sub folder name.
7. Select Move or Copy to move or copy the email from the source folder. Move is the most relevant choice (there is normally no need to retain the email in the source folder). See also Source folder clean up options in the System tray Settings
8. Select Partial or Exact match. If the target folder name matches the domain name precisely and no other words select exact match.
9. Select Overwrite files to prevent duplicates if the same email is filed multiple times
10. Save the rule and Save and run the profile
11. You can now test your setup - send an email and monitor the source and destination folders to confirm the email is filed as expected.

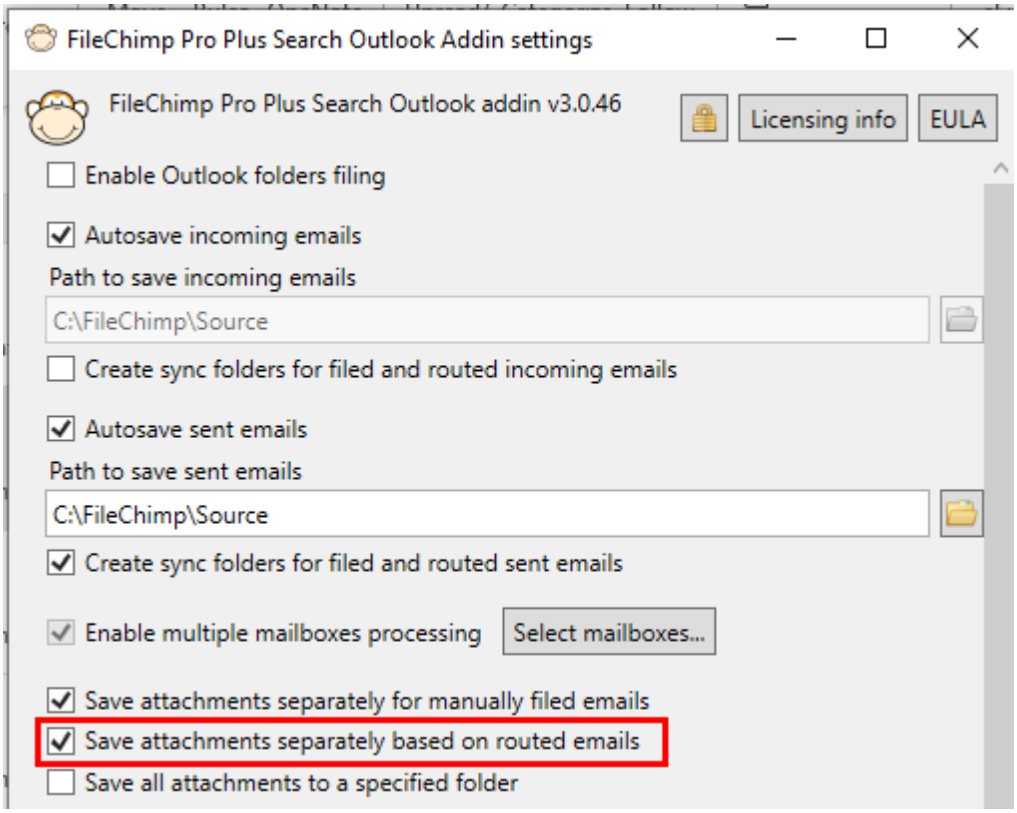
Your rule (& saved email) should look something like that shown below -

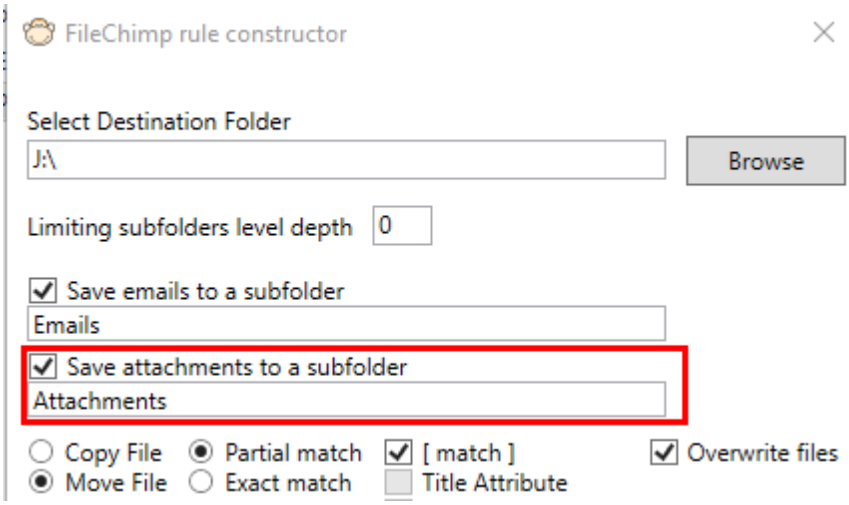


Auto Save attachments to a different folder

To auto save attachments to a different folder -

- Enable 'Save attachments separately based on routed emails' within the add in settings
- Edit a rule and enable 'Save attachments to a subfolder'. Specify a folder name where attachments should be saved.

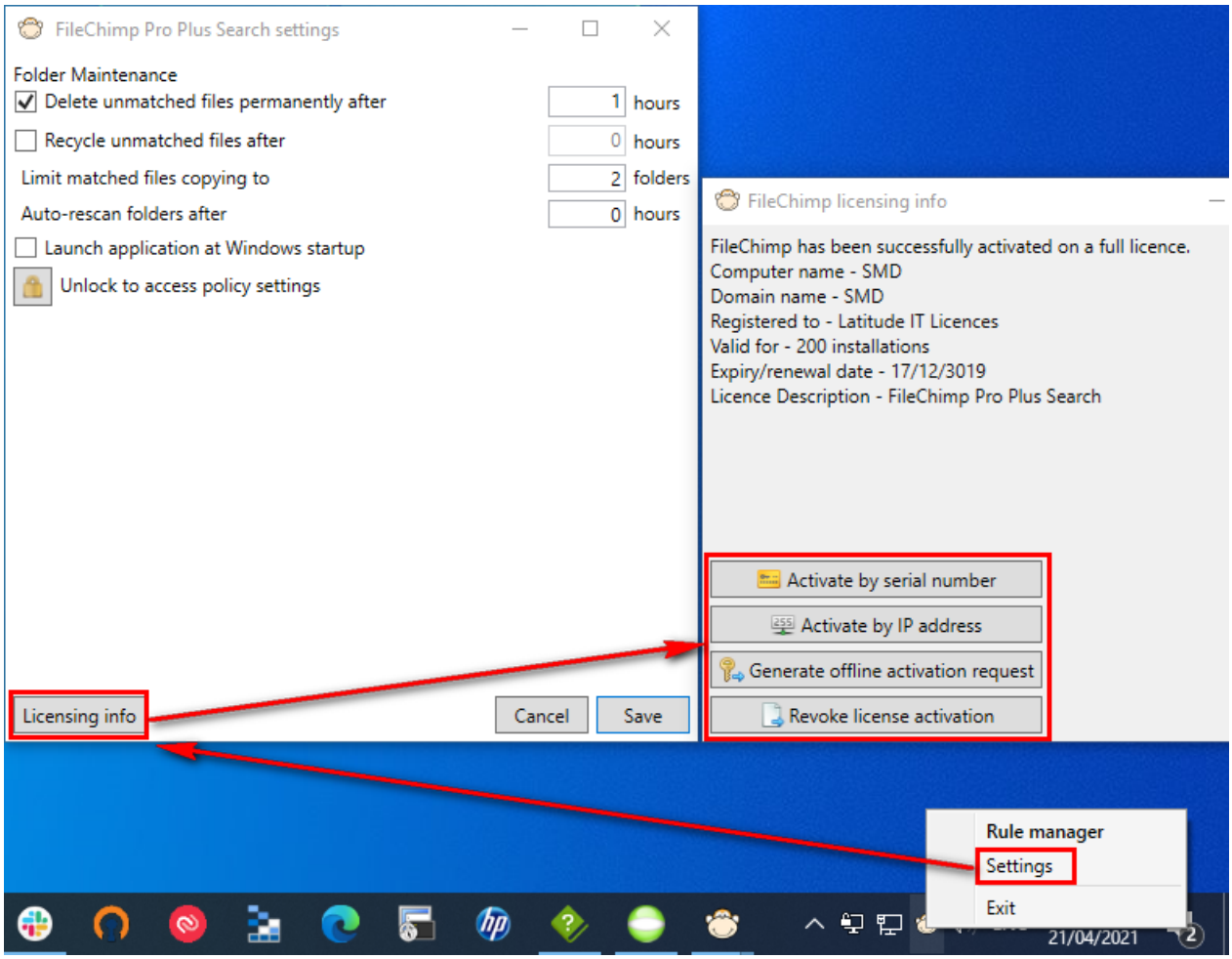




General Administration

Licencing and Activation

Licenses can be applied manually or by registry key for larger deployments. To apply a serial number manually visit the license center as shown below



Transfer a licence to a new computer

To transfer a license from an old computer please revoke the license on the old computer (to be decommissioned). Doing so will release the activation and allow a new computer to complete activation using the original serial number. Note that legacy perpetual licences are valid for the installation and cannot be transferred to a new computer.

Subscription licences are transferable - if you are unable to revoke the licence from the old computer please contact us by email at support@filechimp.co.uk and be sure to include the old computer name that has been decommissioned. If you provide both the old and new computer names we can assign your computer to your licence. Alternatively we can provide the serial number for re-activation.

If you uninstall FileChimp the licence will not be removed from the computer. This allows you to uninstall and reinstall FileChimp without having to re-apply the licence details. If you wish to re-use a licence on a different computer it must be revoked on the old computer first before FileChimp is uninstalled.

If you intend to re-use FileChimp on the same computer you should not revoke the licence unless asked to do so by our support team.

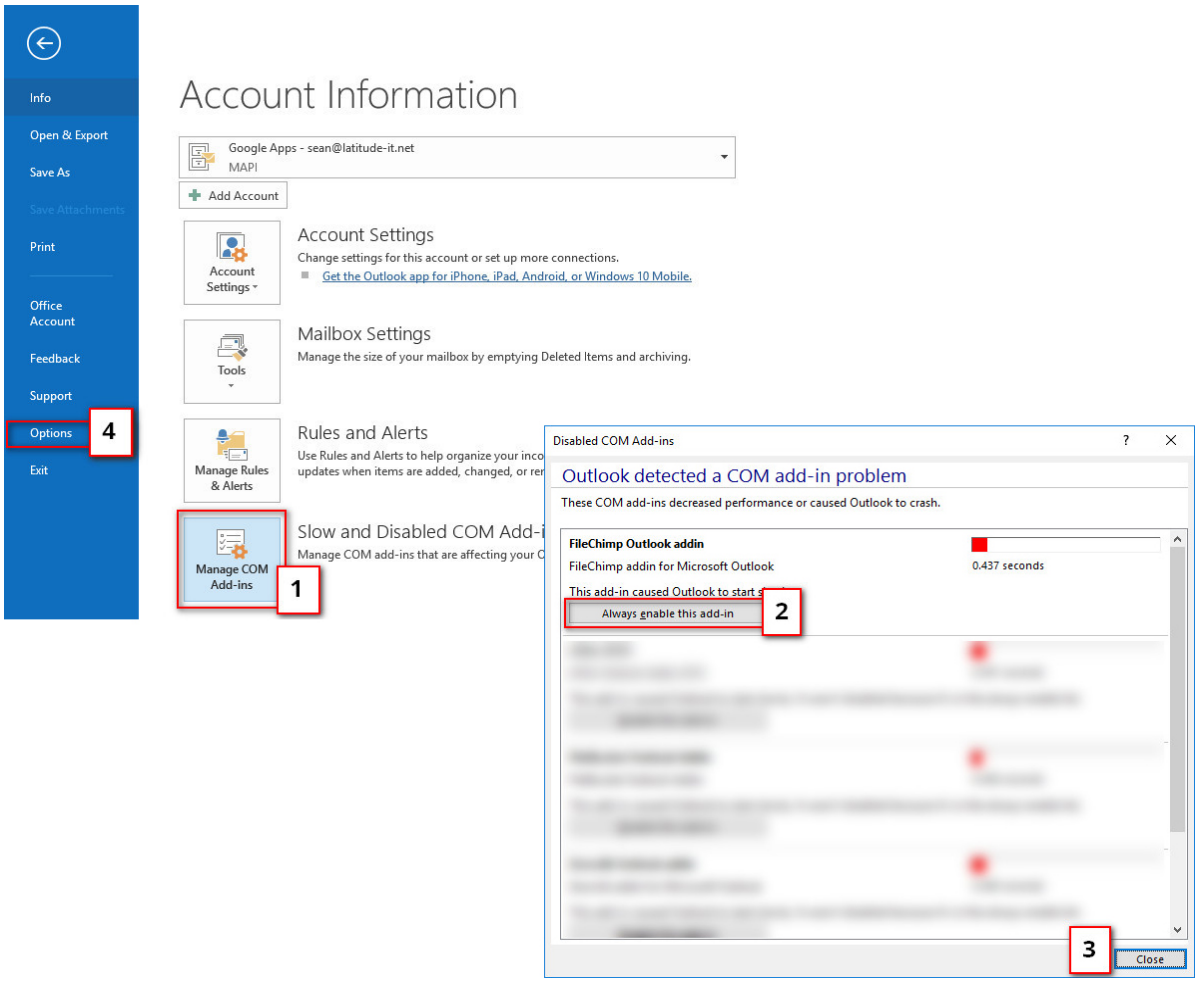
Troubleshooting & Administration

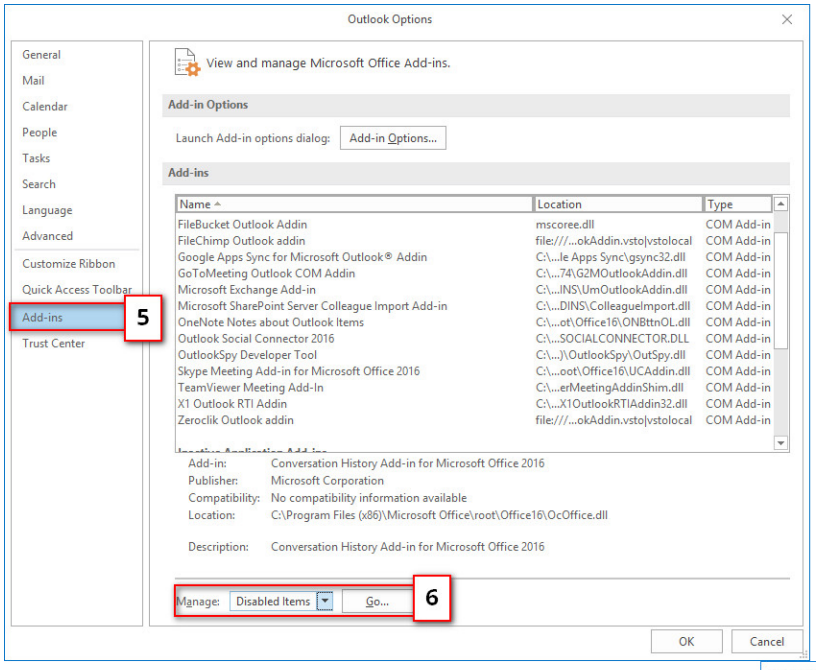
Icons are missing from Outlook - disabled addin

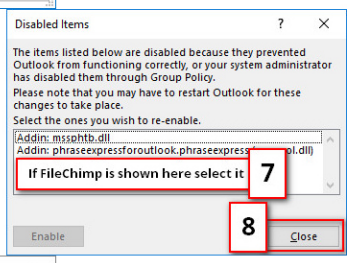
If FileChimp is visible on the toolbar but fails to operate as expected, please restart outlook and observe if any mailbox errors are shown during startup. If any messages are displayed, please correct these errors and restart Outlook once more to receive a fully functioning FileChimp toolbar.

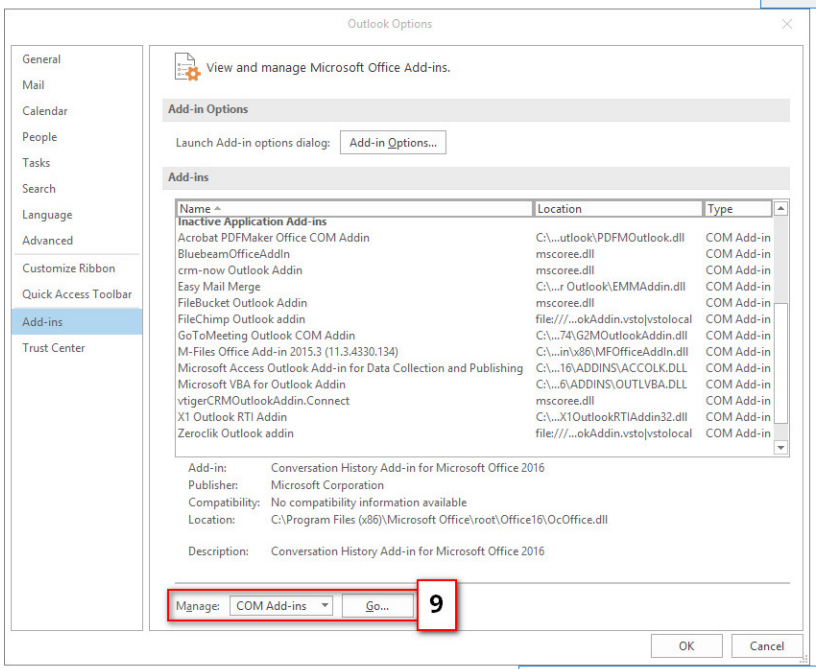
If the addin becomes disabled, please follow these steps to re-enable FileChimp –

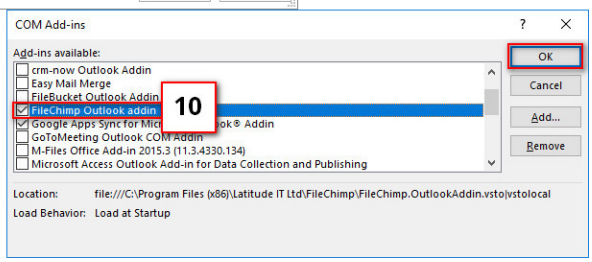
1. From the File menu select ‘Manage COM add-ins’
2. Locate the FileChimp Outlook add-in and select ‘Always enable this add-in’.
3. Close the ‘Disabled COM Add-ins’ window
4. From the File menu select ‘Options’
5. Select Add-ins from the left
6. From the drop down near the bottom select ‘Disabled items’
7. Check to see if FileChimp is listed, if it is select it and press enable below.
8. Click close to return to ‘Outlook Options’
9. You may now see FileChimp listed as an inactive add-in. From the drop down menu select ‘COM Add-ins’ and ‘Go…’
10. Locate ‘FileChimp’ in the list and ensure the checkbox is ticked. Finally click ‘OK’
11. The toolbar should now re-appear on the Outlook ribbon menu




Outlook Options
General
Mail
Calendar
People
Tasks
Search
Language
Advanced
Customize Ribbon
Quick Access Toolbar
Add-ins
Trust Center
5
View and manage Microsoft Office Add-ins.
Add-in Options
Launch Add-in options dialog:
Add-in Options...
Add-ins
Name
Location
Type
FileBucket Outlook Addin mscoree.dll COM Add-in
FileChimp Outlook addin file:///...okAddin.vsto|vstolocal COM Add-in
Google Apps Sync for Microsoft Outlook® Addin C:\...le Apps Sync\gsync32.dll COM Add-in
GoToMeeting Outlook COM Addin C:\...74\G2MOutlookAddin.dll COM Add-in
Microsoft Exchange Add-in C:\...INS\UmOutlookAddin.dll COM Add-in
Microsoft SharePoint Server Colleague Import Add-in C:\...DINS\ColleagueImport.dll COM Add-in
OneNote Notes about Outlook Items C:\...ot\Office16\ONBttnOL.dll COM Add-in
Outlook Social Connector 2016 C:\...SOCIALCONNECTOR.DLL COM Add-in
OutlookSpy Developer Tool C:\...)\OutlookSpy\OutSpy.dll COM Add-in
Skype Meeting Add-in for Microsoft Office 2016 C:\...oot\Office16\UCAddin.dll COM Add-in
TeamViewer Meeting Add-In C:\...erMeetingAddinShim.dll COM Add-in
X1 Outlook RTI Addin C:\...X1OutlookRTIAddin32.dll COM Add-in
Zeroclik Outlook addin file:///...okAddin.vsto|vstolocal COM Add-in
Add-in: Conversation History Add-in for Microsoft Office 2016
Publisher: Microsoft Corporation
Compatibility: No compatibility information available
Location: C:\Program Files (x86)\Microsoft Office\root\Office16\OcOffice.dll
Description: Conversation History Add-in for Microsoft Office 2016
Manage: Disabled Items
Go...
6
OK
Cancel


Disabled Items
The items listed below are disabled because they prevented Outlook from functioning correctly, or your system administrator has disabled them through Group Policy.
Please note that you may have to restart Outlook for these changes to take place.
Select the ones you wish to re-enable.
Addin: mssphtb.dll
Addin: phraseexpressforoutlook.phraseexpress
If FileChimp is shown here select it
7
Enable
8
Close


Outlook Options
General
Mail
Calendar
People
Tasks
Search
Language
Advanced
Customize Ribbon
Quick Access Toolbar
Add-ins
Trust Center
View and manage Microsoft Office Add-ins.
Add-in Options
Launch Add-in options dialog:
Add-in Options...
Add-ins
Name
Location
Type
Inactive Application Add-ins
Acrobat PDFMaker Office COM Addin C:\...utlook\PDFMOutlook.dll COM Add-in
BluebeamOfficeAddIn mscoree.dll COM Add-in
crm-now Outlook Addin mscoree.dll COM Add-in
Easy Mail Merge C:\...r Outlook\EMMAddin.dll COM Add-in
FileBucket Outlook Addin mscoree.dll COM Add-in
FileChimp Outlook addin file:///...okAddin.vsto|vstolocal COM Add-in
GoToMeeting Outlook COM Addin C:\...74\G2MOutlookAddin.dll COM Add-in
M-Files Office Add-in 2015.3 (11.3.4330.134) C:\...in\x86\MFOfficeAddIn.dll COM Add-in
Microsoft Access Outlook Add-in for Data Collection and Publishing C:\...16\ADDINS\ACCOLK.DLL COM Add-in
Microsoft VBA for Outlook Addin C:\...6\ADDINS\OUTLVBA.DLL COM Add-in
vtigerCRMOutlookAddin.Connect mscoree.dll COM Add-in
X1 Outlook RTI Addin C:\...X1OutlookRTIAddin32.dll COM Add-in
Zeroclik Outlook addin file:///...okAddin.vsto|vstolocal COM Add-in
Add-in: Conversation History Add-in for Microsoft Office 2016
Publisher: Microsoft Corporation
Compatibility: No compatibility information available
Location: C:\Program Files (x86)\Microsoft Office\root\Office16\OcOffice.dll
Description: Conversation History Add-in for Microsoft Office 2016
Manage: COM Add-ins
Go...
9
OK
Cancel


COM Add-ins
Add-ins available:
crm-now Outlook Addin
Easy Mail Merge
FileBucket Outlook Addin
FileChimp Outlook addin
10
Google Apps Sync for Mic
ok® Addin
GoToMeeting Outlook COM Addin
M-Files Office Add-in 2015.3 (11.3.4330.134)
Microsoft Access Outlook Add-in for Data Collection and Publishing
OK
Cancel
Add...
Remove
Location: file:///C:\Program Files (x86)\Latitude IT Ltd\FileChimp\FileChimp.OutlookAddin.vsto|vstolocal
Load Behavior: Load at Startup

Icons are missing from Outlook - registry patch

The latest versions of Outlook rely on some additional ‘resliency’ registry keys to determine if an addin should be run.

Using notepad copy the string of registry keys below and then save the file with a file extension of .reg
Locate the saved file and double click to run and execute the changes (with Outlook closed)

Restart Outlook and FileChimp should re-appear on the toolbar.

Windows Registry Editor Version 5.00
[HKEY_CURRENT_USER\Software\Policies\Microsoft\Office\16.0\Outlook\Resiliency\AddinList]
"FileChimp.OutlookAddin.FileChimpAddin"=dword:00000001
[HKEY_CURRENT_USER\SOFTWARE\Microsoft\Office\Outlook\Addins\FileChimp.OutlookAddin.FileChimp
A
ddin]
"LoadBehavior"=dword:00000003
[-HKEY_CURRENT_USER\SOFTWARE\Microsoft\Office\16.0\Outlook\Resiliency\DisabledItems]
[HKEY_CURRENT_USER\SOFTWARE\Microsoft\Office\16.0\Outlook\Resiliency\DisabledItems]
[-HKEY_CURRENT_USER\SOFTWARE\Microsoft\Office\16.0\Outlook\Resiliency\CrashingAddinList]
[HKEY_CURRENT_USER\SOFTWARE\Microsoft\Office\16.0\Outlook\Resiliency\CrashingAddinList]
[HKEY_CURRENT_USER\SOFTWARE\Microsoft\Office\16.0\Outlook\Resiliency\DoNotDisableAddinList]
"FileChimp.OutlookAddin.FileChimpAddin"=dword:00000001

Failed installations / Installation logging

Failed installations

Failed installations are usually caused by pre-packaged office installations or cases where multiple versions of Office have been installed.

Please make use of the Microsoft Uninstall Support tool to remove any invalid installations.
Once removed, please login to Office365 directly to access and install the latest version of Microsoft Office.
Retail installations from original media or Microsoft downloads are also supported.

Installation logging

If the installation doesn't go as planned you may be required to generate a verbose log to help identify what went wrong during the installation process.

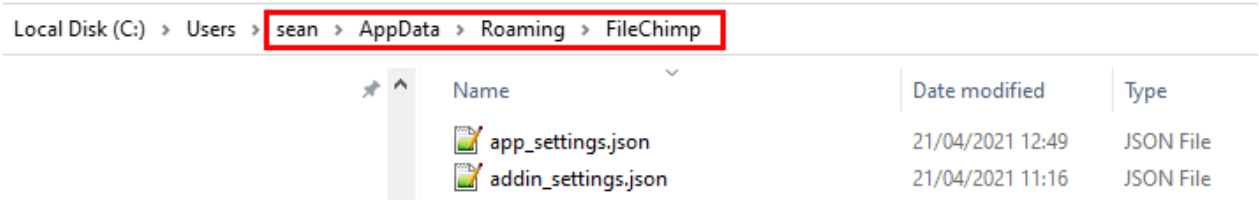
Take the following steps to generate an installer log file -

1. Ensure Outlook is closed and you have local administration permissions which will allow software installation.
2. Download the latest installer from our website.
3. Save the installer to a local folder (eg. C:\temp\filechimp.msi)
4. Open a command prompt from the start menu
5. Type (or copy/paste) the following command
   msiexec /i c:\temp\filechimp.msi /lv c:\temp\filechimp.log
6. Locate the log file which was generated as c:\temp\filechimp.log
7. Review the log file for errors or contact support by email with a copy of the log file for review.

Note - Always ensure you have local administrative rights. If in doubt login as a local administrator to complete the installation.

Registry Key Add-in locations - further reading available here

Transfer or Backup Configurations



FileChimp uses 2 configuration files which are saved to the users roaming profile path (%appdata%) -

To transfer your settings from one computer to another copy the 2 files mentioned above from the source to the destination computer

On both the the original and the new computer -
Please ensure Outlook and the system tray application are closed before copying any files.

app_settings.json	This file holds the configuration of the system tray application
addin_settings.json	This stores the configuration of the Outlook add in

Emails are filed but they are not marked as filed

This commonly occurs on automatic email filing. There are 3 common causes for this.

Cause 1

The add-in and system tray app are out of sync. This means that the system tray application is unable to relay information back to the add-in to tell the add-in where the email was filed to.

Solution 1

Start by closing both Outlook and the system try app (right click and exit). Then restart Outlook and it should also start the system tray app. Test again – if it still fails it is likely to be the antivirus. Proceed to Cause 2

Cause 2

The antivirus can preventing successful communications between the add-in and the system tray application.

Solution 2

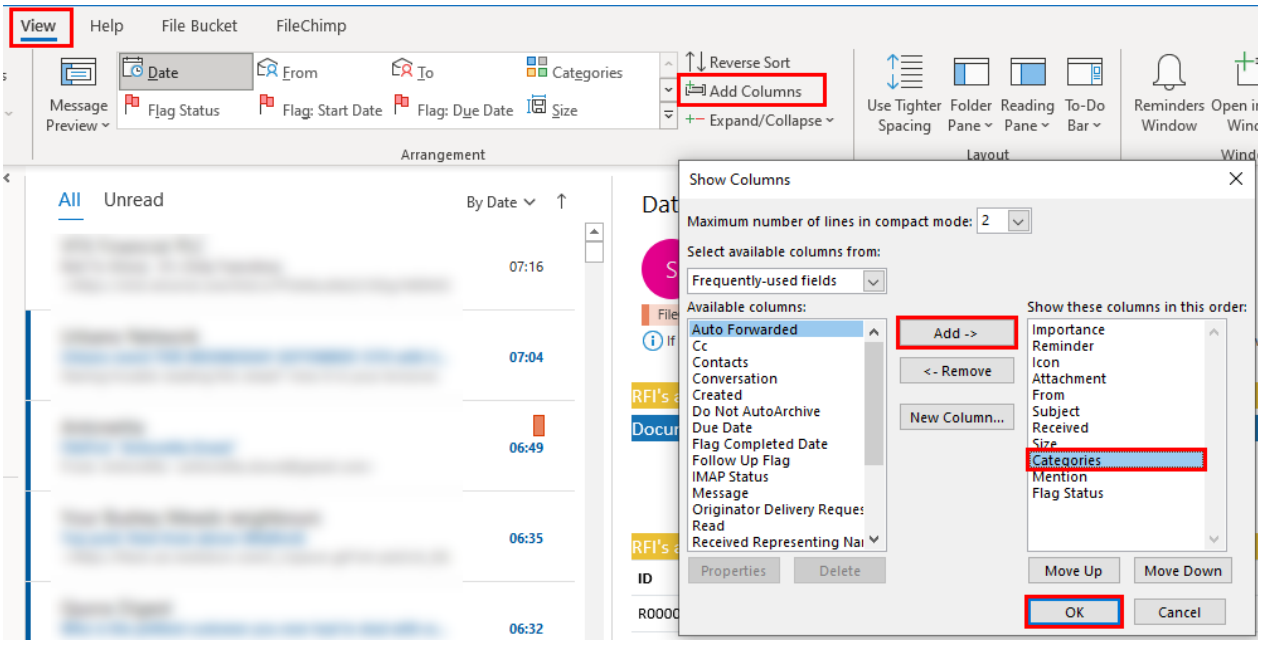
Contact your IT support team and add a folder exclusion for the FileChimp Program directory. This is typically located -
C:\Program Files (x86)\Latitude IT Ltd\FileChimp (for 32 bit installations)
or
C:\Program Files\Latitude IT Ltd\FileChimp (for 64 bit installations)

Cause 3

Outlook is not set to display the catagory field on message previews.

Solution 3

Right click any message and apply a catagory. If the catagory does not display on the preview you will need to enable it. Go to View - Add Columns - finally add the catagory value to be displayed.

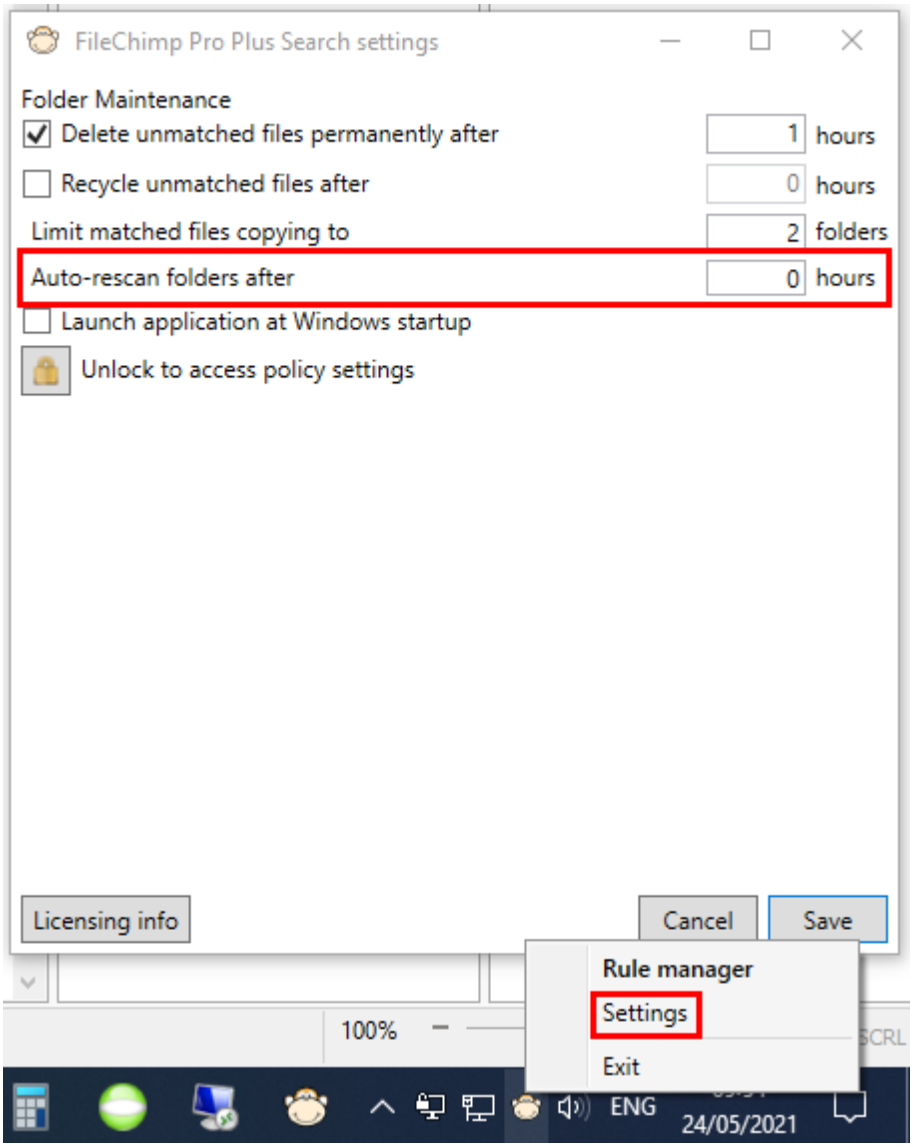


New emails are not filed automatically

Always check the destination folder to confirm the email was not saved. It is possible the email was saved but was not marked as filed. If this is the case read more here
Check to see that the source and destination folders exist (as specified in the system tray rules). Check the folder names closely - they must be identical.
Check to see that the autosave location specified in the FileChimp Outlook addin settings is the same as the source folder specified in your system tray application rule.
Check to see if you can create or copy and save a new file into each folder. You can do this by creating a simple text file in each location.
If you select a rule in the system tray application the indexed folder count will appear. If you add or remove a folder from the destination path does the folder count change? If you are trying to file to a newly created folder see 'detecting new folders below'

Detecting new folders -

FileChimp monitors the destination folders for changes. Not all file systems support instant updates - in these cases you will find that newly created folders are not instantly detected by FileChimp. For this reason we have included the option to 'Auto rescan folders' after a specified time interval. This is also useful for users who share file systems - where one user may have created new folders while other users computers are offline.


FileChimp Pro Plus Search settings
Folder Maintenance
Delete unmatched files permanently after
1
hours
Recycle unmatched files after
0
hours
Limit matched files copying to
2
folders
Auto-rescan folders after
0
hours
Launch application at Windows startup
Unlock to access policy settings
Licensing info
Cancel
Save
Rule manager
Settings
Exit
100%
ENG
24/05/2021

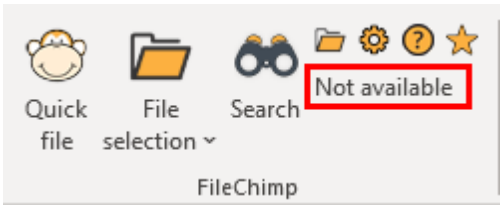
Filing Suggestions Not Available

When you first start using FileChimp the suggested filing location will display 'Not Available'. This is expected as no emails have been filed using FileChimp so it is not yet able to offer any suggestions.

If you have been using FileChimp successfully for some time and are used to being offered a suggested filing location which now shows as 'Not Available'

The FileChimp addin communicates with the FileChimp system tray application. If communications are broken suggested filing locations will show as 'not available'. This can be resolved by closing both Outlook and the FileChimp system tray application and then restarting Outlook or by rebooting your computer.

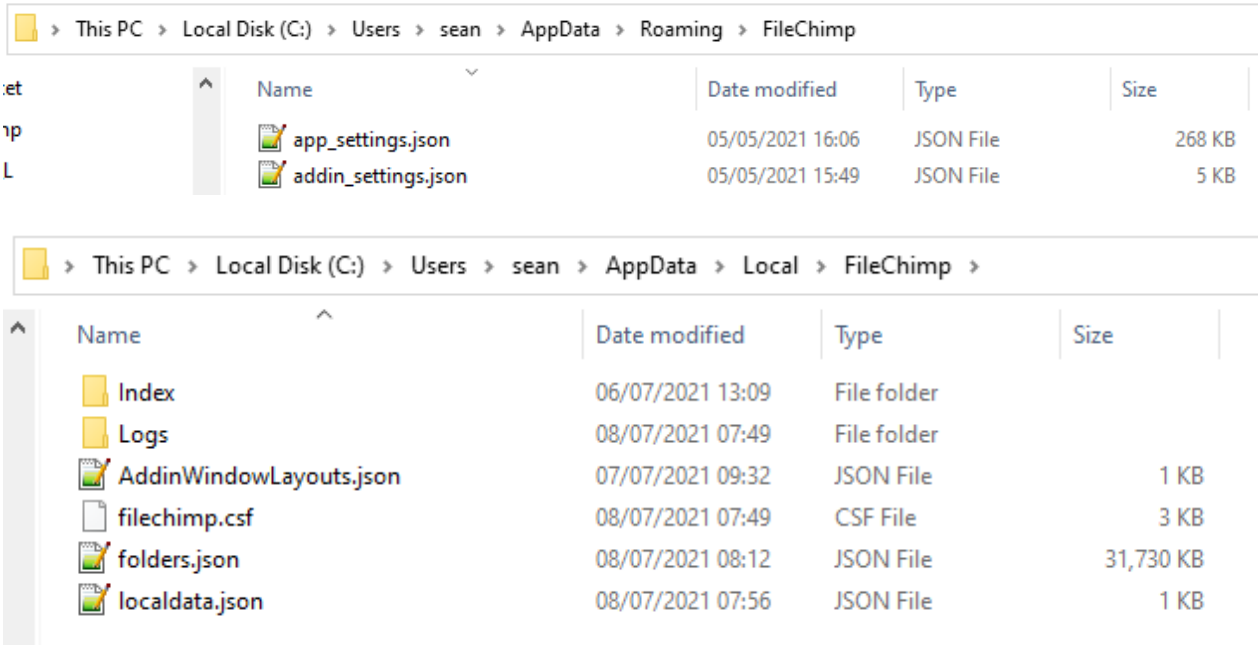
If restarting FileChimp does not resolve the issue it is possible one of the configuration files has become corrupted or cannot be read. Proceed to backup your current configurations and then see below to reset FileChimp to default configurations. Start by deleting the 'app' configuration and restarting the application. File a new email to see if the location is retained.



Reset FileChimp to default configurations

Symptoms may vary but if you continue to have difficulty with either the add-in or the system tray application you will need to go back to basics to see if you can restore the expected functionality.

Always rule out Anti-Virus issues. Disable the AV while you are offline and test. What worked yesterday might not work today, Anti-Virus applications are constantly changing and often do not report valid applications that they are blocking.

If in doubt return to the default configuration by following these steps –

- Close Outlook and the system tray application
- Navigate to your roaming profile folder (copy this into Windows explorer) %appdata%\FileChimp
- Backup the 2 files shown below and then delete them. Make sure Outlook and the system tray application are both closed.
- Change folders to the local profile path C:\Users\%username%\AppData\Local\FileChimp
- Delete the contents of the folder including all subfolders and files
- Restart Outlook, the system tray application should start and default configurations should be created
- Reconfigure the add-in and the system tray application (or restore earlier files should you have any backups)
- Give FileChimp some time to rebuild the indexes and then re-test