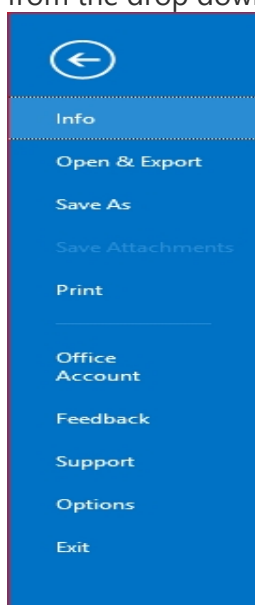


DO YOU KNOW

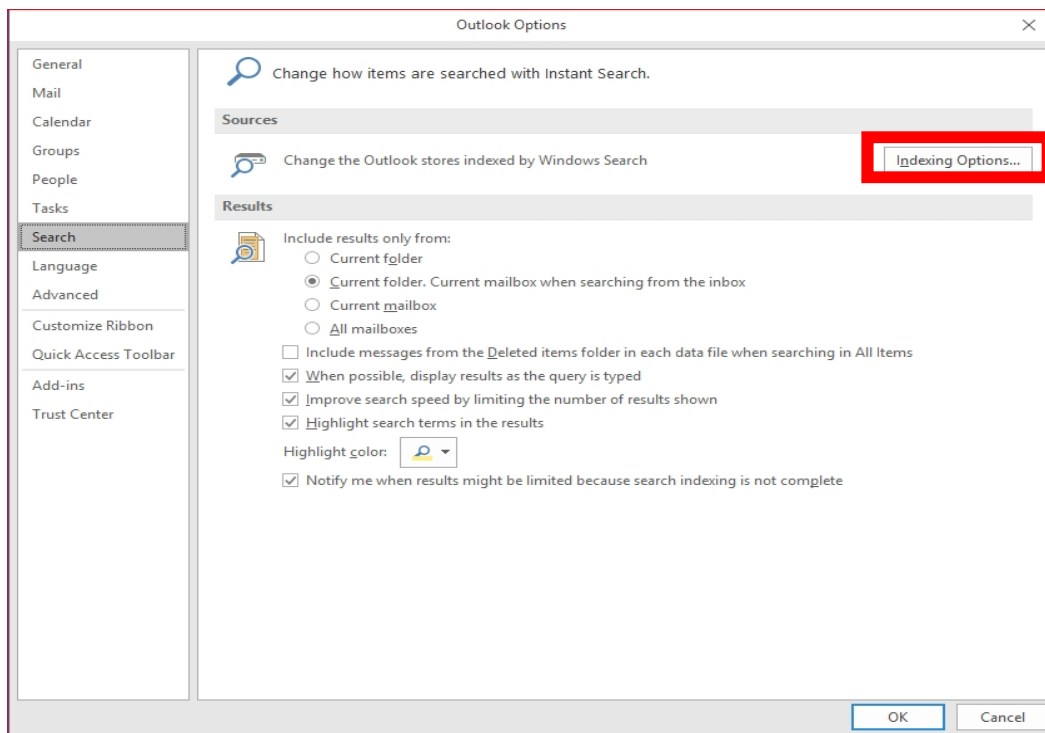
How to use Indexing in Outlook?

Sometimes, when we use the Search operation in Outlook, we might come out with blank results. This probably means that Outlook might not be able to check its data files for Indexing. In Outlook 365 though, we have an easy way to analyze if the Mailbox is indexed or not. All you need to do is to continue reading below.

We must select the File tab in order to move to Backstage View, and then from the left and from the drop down menu we select the category Options as shown in the image below.



Once we select the Options command, the Outlook Options dialog box appears, where from the left we must select the Search category as shown below.

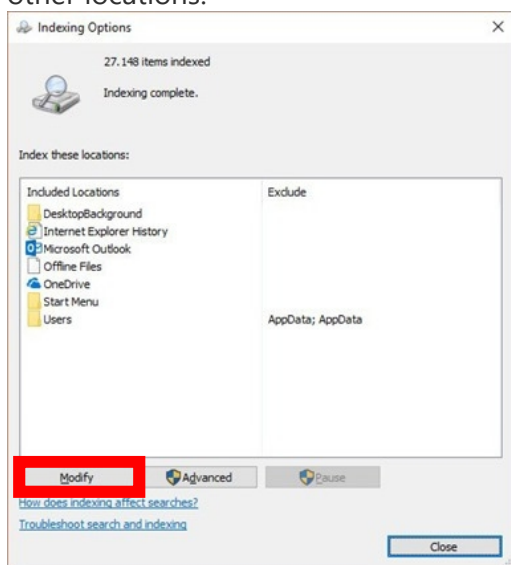


Click on Search and select the Indexing Options.

Once selected, the Indexing Options dialog box appears as shown below,

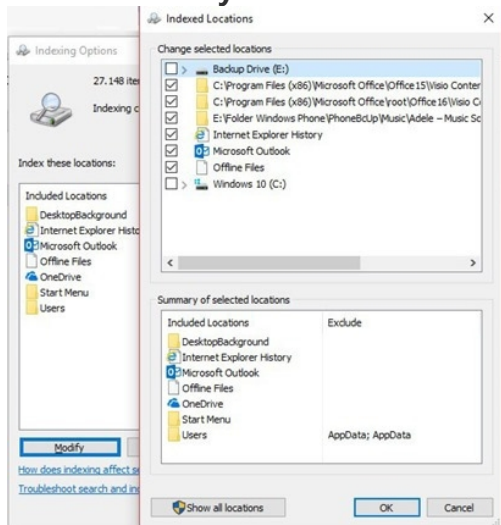
- **How many items are indexed**
- **That Indexing is Complete**
- **Index These Locations**

In this pane we can see the Included Locations and which ones to Exclude. In the Indexed Locations window, we can check if the Outlook data file is being indexed, along with all the other locations.



At the bottom left corner of the Indexing Options dialog box, we have the **Modify** button where one selected the Indexed Locations dialog box appears. This dialog box is separated in two areas which are the following:

- **Change Selected Locations**
- **Summary of Selected Locations**



At the bottom and in the middle of the Indexing Options dialog box we have the Advanced button, where once we select it, the Advanced Option dialog box appears as shown in the image below. This dialog box is separated by two tabs which are the following:

First tab is named Index Settings:

File Settings: We can activate or deactivate the following check boxes.

- Index Encrypted Files
- Treat Similar Words with Diacritics as Different Words

Troubleshooting:

Delete and Rebuild Index (we press the Rebuild button located at the right)

If we Rebuild the Index, it might make the Search feature to work properly.

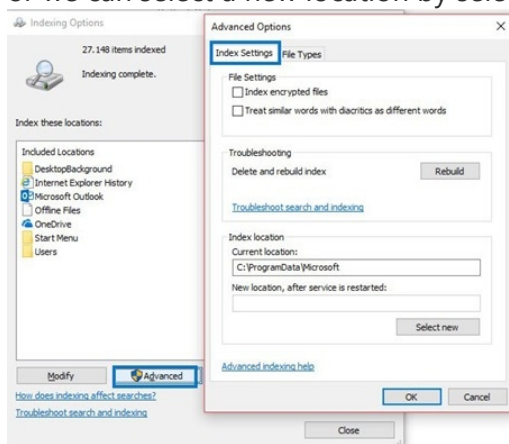
Index Location:

We can see the Current Location of the Index.

We can type in a new location in the text box under the area named:

New Location, After Service Is Restarted,

or we can select a new location by selecting the Select New button.



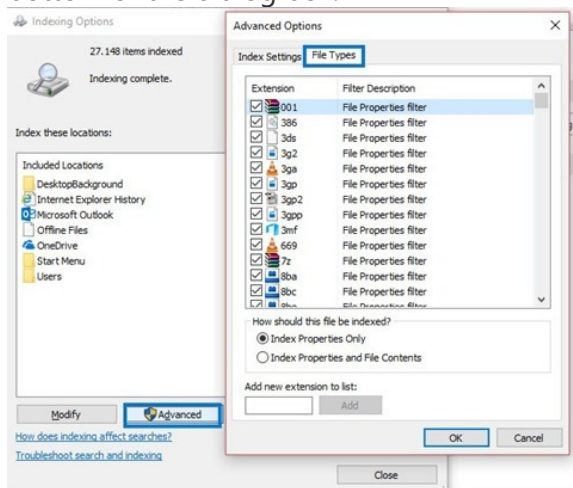
Second tab is named File Types:

On this tab we can see the Extensions of the Files among with the Filter Description.

At the bottom of the window we can choose How Should This File Be Indexed? just in case we have selected a File from the list.

- Index Properties Only
- Index Properties and File Contents

We can also Add a New Extension to the List if we want to, command which is located at the bottom of the dialog box.



Whatever adjustments we make, in any dialog box, we must select the Ok button at the end in order for them to take place.

THANK YOU

