

d.velop

d.3one e-Mail integrations: User

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1. Quick guide for d.velop documents e-mail integration

1.1. Imprint and legal notices

All previous quick guide documentation for d.3one e-mail integration cease to be valid once this document is published.

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1.2. Basic information about the quick guide

In this quick guide, you can learn everything you need to know about d.3one integrations in Microsoft Outlook and HCL Notes (formerly IBM Notes) so that you can get started with d.3one in your e-mail application immediately.

It will help your understanding if you have a general knowledge of Microsoft Outlook or HCL Notes.

1.2.1. About d.3one

d.3one is an innovative modern product suite with the philosophy of focusing on the end users and supporting them from wherever they would like to access ECM information, be it Microsoft Outlook, Microsoft Office, IBM Notes, or simply the browser.

Seamless integration and simple handling

You can define a few areas for your users so that they can access the required information with a URL, without detours and without many clicks.

The innovative search supports you step by step in finding information and data using the facets. In this way, you also quickly gain an overview when you have large quantities of data. Importing documents into dossiers is accomplished quickly with drag & drop, whether it is one document or several.

An intelligent check for duplicates protects you from importing identical data multiple times. You can change document contents and properties at any time. You can also edit contents of Microsoft Office documents natively and straightforwardly in Microsoft Office.

As a team and across the organization, you communicate directly in d.3one using Tasks and Messages as well as with integrate forms, so that everyone can participate in digital business processes.

Expandability and adaptation

You can expand and adapt d.3one individually with functions, tailored to your requirements.

d.3one is an innovative tool that allows you to collaborate with the d.3ecm world.

1.3. Getting started

In this section, you can learn about the basic functions in d.3one and the e-mail integrations.

1.3.1. Things to know about searching

In the **Search** feature, you can find contents in a d.3 repository using key words as well as properties and categories. To make finding easier, there are a few options available to you that you can combine with each other or use individually.

You can do the following in the **Search** feature:

- **Select a category or several categories:** Use **Select category** to specify at least a document type or dossier type to search across. By selecting at least one category, you can find the item more precisely.
- **Search by key words:** Enter a keyword in the search field. It is a full-text search feature. If you have selected a category, the search for the keyword is only performed across the selected category.
- **Refine results by selecting values in the properties (facets):** Enter at least a single value for a property to use the property for finding documents. You can also combine a category and at least one property.

In the **Results** section, you will find all the items that match your selected criteria. Each time you add a property, you can refine the number of results.

In addition to the categories and possible key words, properties are a great help when it comes to finding. For example, you can search for a specific date or a time period in properties reserved for a date. You can use properties that contain only figures such as monetary amounts to find documents located in a certain figure range or whose values are larger or smaller.

1.3.2. Finding items based on properties and categories

The **Search** feature helps you find data and information even if you do not exactly know where and how to search for it. You do not need any special knowledge about the dossier and document structure in the d.3 repository. You can simply search for a keyword or a category and, then, restrict the search result by additional traits (facets) until you get the information you need.

In a sense, you are rummaging in a pool data and information based on a vague idea that there is information that you need for your task.

Supposed, you only know the category and want to learn more about a specific customer. Although you know the name of the category, e.g. **Customer invoice/credit**, you have only a vague memory of other details, such as the customer number and when changes were made.

This is how it works

1. Select at least one category in the start section under **Select a category**. The category is added to the bouquet.
2. The properties are immediately reduced to the values which are found based on the keyword you entered. If you specified several categories, all properties are shown that are commonly existing in the specified categories.
3. Select a property to add this to the bouquet.
4. Perform the search to display the results for the indicated criteria.
5. Indicate further properties to refine the search result.

If you want to remove properties from the bouquet, click or tap on the cross next to the property.

1.3.3. Finding contents using keywords

The **Search** feature helps you find data and information even if you do not exactly know where and how to search for it. You do not need any special knowledge about the dossier and document structure in the d.3 repository. You can simply search for a keyword or a category and, then, restrict the search result by additional traits (facets) until you get the information you need.

In a sense, you are rummaging in a pool data and information based on a vague idea that there is information that you need for your task.

In addition to the search using categories and properties, you also have the option of searching for items using key words in the full-text search. This search option is only available if the full-text search functionality was installed for your organization.

Suppose you know that there are projects and documentations related to the topic "ebikes" in your organization. Maybe the keyword exists in a document and is also mentioned in the properties of a document. You can enter the keyword "ebikes" into the search field. Because the result list is very long, you can specify additional properties.

This is how it works

1. Enter a keyword into the search field.
2. The properties are immediately reduced to the values which are found based on the keyword you entered.
3. Select a property to continue to refine the result.

The found keyword is only displayed in the result list if it matches the selected properties.

1.3.4. Refining searches using facets

The **Search** feature helps you find data and information even if you do not exactly know where and how to search for it. You do not need any special knowledge about the dossier and document structure in the d.3 repository. You can simply search for a keyword or a category and, then, restrict the search result by additional traits (facets) until you get the information you need.

In a sense, you are rummaging in a pool data and information based on a vague idea that there is information that you need for your task.

For example, if you use a keyword for your search operation, you may get a lot of results. Since the keyword only exist in certain categories and properties, the properties are reduced based on the results. Only those properties are shown that are present in the result list. You can refine the results by specifying more properties.

Let's suppose you want to know who is currently working on an essential project. The data about each project are collected in a project dossier in the d.3 repository. A common property of all documents in the project dossier is the name of the project manager. You can select the category **Project dossier** so that the search result is refined for the first time using this facet. You can refine your search result again because you now get only the names in the project manager name property that are actually listed as project manager in the properties of the result.

The **Search** feature uses the opposite approach. The opposite approach to finding information is made possible by the full-text search functionality on the one hand and due to faceting the search operation.

With the faceting feature, you are offered only the search criteria (properties and categories) that always lead to a result.

This combination of functions helps you get the information you need faster and more efficiently.

- **The pre-selection makes the difference:** For each search result you only get the properties that are actually present in this search result and, thus, can be selected.
- **The combination of criteria leads to where you want to go:** The search criteria present in the search result facilitate your search because you can only select from the criteria that are relevant and present in your search. This means that any values which were excluded previously by the selected search criteria are no longer present.
- **The search operation always ends up with results:** Use the offered properties and categories for your search to ensure that you always get results. You can immediately refine the result by adding or removing search criteria.

1.3.5. Storing documents

Use the **Storage** feature to save files in your d.3 repository.

Suppose you would like to save a locally saved file in your repository.

This is how it works

1. Click or tap **Storage** on the start page.
2. In the start section **Store in**, you can specify a file using **Browse** and select a category, in which you want to save the file in the d.3 repository.
3. You can specify the properties in the **Advanced** perspectives which are valid only for this category.
4. If your category contains multi-values, enter the values in the **Multi-value** perspective.
5. You can specify the common, system-specific properties in the **Common** perspective.
6. Confirm saving the item with **Save**.

Once you have successfully saved the item, you can use the context action **Save new document** to directly save an additional item in the repository. To display the saved item once the storage process is finished, use the context action **Show document**. This context action is used to display the detail section with the perspectives of the document.

Characteristics about the document number

The document number is a common property available for any document. If you store a document which already exists in a d.3 repository, you can enter the document number to match the document. You can identify an already existing document in the repository by using the document number in order to update the existing document or to create a new version of the document. If there is already a document existing in the same category with the identical document number and variant number, you switch to the update mode. Once you switch, the properties of the existing document are already specified and displayed. If you have already entered changed the properties, the values are discarded.

Each document has a certain status. If the existing document is in the status **Release** or **Archive**, you create a new version of the document with **Save**. The existing document is replaced if it is available in the status **Processing** and **Verification**.

1.3.6. Storing e-mails using the "Store e-mail" context menu

You can store at least one e-mail in a d.3 repository using the **Store e-mail** context menu.

This is how it works

1. Select at least one e-mail in your mailbox and open the context menu.
2. Choose **Store e-mail**, or **Store e-mails** if there are several.
3. Enter the properties required for each e-mail in the **Storage** feature.
4. Save the e-mail in the d.3 repository.

1.3.7. Storing attachments using the "Store attachments" context menu

You can store attachments from a selected e-mail separately in a d.3 repository.

This is how it works

1. Select an e-mail with an attachment in your mailbox and open the context menu.
2. Choose **Store attachment**, or **Store all attachments** if there are several.
3. Enter the properties required for each attachment in the **Storage** feature.
4. Save the item in the d.3 repository.

1.4. More functions and settings

In this section, you can find additional functions to help you with your daily work with your e-mail application.

1.4.1. Manual saving of items in dossiers

You can store at least one item (file, e-mail) in a dossier by dragging it onto the desired dossier in the dossier navigation or in the result list of the search and dropping it in the **Save manually** area. When saving manually, you can select another category than the default category of the dossier and specify the properties individually.

Suppose you would like to save several local files in a dossier and indicate the document properties manually.

This is how it works

1. Drag the items onto a dossier in the **Save manually** area.
2. Select the category for the first item and enter the required values for the properties. If a default category has been defined for the dossier, this category is automatically selected for all items.
3. Click on **Next** and enter the values for the following items. The category selected for the first item is suggested for all other items. If necessary, you can change the category for each item.
4. Click on **Back** or **Next** to check your entries again or to make changes.
5. In the summary of the documents to be saved, choose whether all the items are to be saved. If you do not want to save an item in your repository, click on **Do not save**.
6. Click on **Apply** to save all items with the indicated properties.

If at least one item could not be saved successfully, you will see a notification and you can edit the item again. You can get to the related storage dialog by moving back page by page with **Back** or use the pencil icon to navigate directly to the according page.

1.4.2. Automatic saving of documents in dossiers

You can store at least one item (file, e-mail) in a dossier by dragging it onto a dossier in the dossier navigation or in the result list of the search and dropping it in the **Save automatically** drop zone.

The options to store an item are set up by a d.3 administrator and depend on your permissions.

When you drag an item onto the drop zone **Save automatically**, the name of the category is shown that was configured as the default category of the dossier. You save the item in these categories.

Once you have dropped the item, a dialog is displayed to inform you that the item is transmitted to the server. If you dropped several items onto the dossier, the respective status and the related note is shown for each item. If, for example, properties required by the dossier or the item to be stored could not be applied, you are forwarded to the section in which you can store it manually.

1.4.3. Storing e-mails using the "Store e-mail in" context menu

You can use the **Store e-mail in** function to store one or more e-mails directly in their appropriate category in a d.3 repository.

To enable you to save your e-mails more quickly and easily, your administrator must define categories for the **Store e-mail in** function.

This is how it works

1. Select at least one item in your mailbox and open the context menu.
2. Choose **Store e-mail in** and then select the appropriate category.
3. Enter the properties required.
4. Save the e-mail in the d.3 repository.

1.4.4. Storing e-mails using the "Store e-mail in" context menu

If you want to send an e-mail with attachments, you can send the e-mail and save it in a d.3 repository in the same step.

Let's assume you have opened a finished e-mail with attachments and you now want to send and store this e-mail.

This is how it works

1. Open the context menu and choose **Send e-mail and store in d.3 repository**.
2. Select an appropriate category in the **Storage** feature.
3. Enter the required properties and store the e-mail.

1.4.5. Simultaneously sending and saving e-mails and attachments in Microsoft Outlook

If you want to send an e-mail with attachments, you can send the e-mail and save it in a d.3 repository in the same step.

The **Send and store** function works properly only if you store the sent items in the **Sent Items** folder in Microsoft Outlook.

Let's assume you have opened a finished e-mail with attachments and you now want to send and store this e-mail.

This is how it works

1. On the Microsoft Outlook menu ribbon for the e-mail, choose **Send and store**.
2. Select an appropriate category in the **Storage** feature.
3. Enter the required properties and store the e-mail.

1.4.6. Context-sensitive search for selected content

You can search for keywords simply and quickly using an e-mail. Your administrator must define keywords for the **Search for** function to enable you to search for the appropriate customer record for an e-mail directly in the d.3 repository, for example.

Let's assume you receive an invoice by e-mail and you want to use the invoice number to check whether a customer record already exists for this customer in your d.3 repository. Your administrator has set up the **Search for** function so that you can search for the customer record directly.

This is how it works

1. Select the relevant e-mail.
2. Open the context menu and choose **Search for**.
3. Select the relevant entry to search for the customer record in the d.3 repository.

1.4.7. Searching for the sender of an e-mail

You can use the **Search for** function to search for the sender of an e-mail directly in your d.3 repository. Your administrator must define keywords for the **Search for** function to enable you to check whether additional items for this name exist in your d.3 repository, for example.

For e-mails from external senders, you must search for the complete e-mail address (e.g. **john.doe@<domain name>**). For e-mails from internal senders, you can also search for the name (e.g. "John Doe").

1.4.8. Opening a different application with the "Go to" context menu

You can use an e-mail to open content quickly and easily in a different application (e.g. your ERP system). Your administrator must define keywords for the **Go to** function to enable you to switch to the appropriate application.

Let's assume your administrator has defined a **Go to** function for you that enables you to switch directly to the appropriate process in your ERP system.

This is how it works

1. Select the relevant e-mail.
2. Open the context menu and choose **Go to**.
3. Select the relevant entry to open your ERP system.

1.4.9. Restoring an item from a d.3 repository

You can restore individual documents or e-mails that were archived previously using the **Restore from repository** context menu. The item is restored in the background. You can continue working with your e-mail application.

Depending on the size of the item, the restore process can take a number of seconds. When you restore larger files, you may not receive the usual feedback about the restore. However, the file is still restored.

1.5. Tips and tricks

You can find out more about tips on functions and tips for making your work easier in this section.

1.5.1. Sending an item by e-mail as an original file or PDF file

For example, you can send documents from your result list directly as attachments in a new e-mail.

Let's assume that you have found the original file for an invoice using the **Search** feature and you now want to send it to an employee by e-mail.

This is how it works

1. Select the item in the result list.
2. Click the context action **Send as e-mail**.

If a PDF file for the selected document exists, you can also use the context action **Send as PDF**.

1.5.2. Replacing attachments in the mailbox with HTTP links

When you store an e-mail in a d.3 repository, you can save memory space in your mailbox by replacing the e-mail attachments with HTTP links after storing them. Attachments are not replaced with links by default. However, you can specify that attachments are to be replaced with links under **Post-processing options**.

You can display the archived e-mail and attachments at any time by clicking the link in the e-mail.

1.5.3. Defining the settings for integration in Microsoft Outlook

To make your daily work with your e-mail application easier, you can adjust the behavior of your application to your requirements. Multiple options are available to you.

Let's assume that you receive a large number of approval workflows in your mailbox. You can configure the settings so that the workflows are opened directly from the browser.

If, for example, you frequently search for e-mails in the d.3 repository, you can also define the **Search** feature as a start page.

This is how it works

1. On the Microsoft Outlook menu ribbon, choose **File** and then **Options**.
2. In the **Outlook Options** dialog box, click **Add-ins > Add-in Options**.
3. Activate the checkbox **Open workflow instead of e-mail message**.
4. Choose **In new window**, for example, to open workflows directly in the browser.
5. Under **Select starting application**, for example, select the entry **Search** and confirm your settings.
6. Restart Microsoft Outlook.

1.5.4. Defining the settings for integration in HCL Notes

To make your daily work with your e-mail application easier, you can adjust the behavior of your application to your requirements. Multiple options are available to you.

Let's assume that you receive a large number of approval workflows in your mailbox. You can configure the settings so that the workflows are opened directly from the browser.

If, for example, you frequently search for e-mails in the d.3 repository, you can also define the **Search** feature as a start page.

This is how it works

1. Choose **File > Preferences**.
2. In the **User Preferences** dialog box, select the entry **d.3one**.
3. Activate the checkbox **Open workflows directly from e-mail messages**.
4. Choose **In new window**, for example, to open workflows directly in the browser.
5. Under **Select starting application**, for example, select the entry **Search** and confirm your settings.
6. Restart HCL Notes.

1.5.5. Defining the maximum age of documents to be saved locally in HCL Notes

If you are often away on business, for example, it is useful to store archived e-mails locally on your mobile device. You can then access your e-mails even if you do not have an internet connection.

If you want to save archived e-mails locally, you can also save only items from within a specific time period. The date on which the items are received or sent is used to calculate the period.

This is how it works

1. Choose **File > Preferences**.

2. In the **User Preferences** dialog box, select the entry **d.3one**.
3. Activate the Offline Store.
4. Enter the relevant value under **Synchronize documents of the previous x days** and confirm your settings.

1.5.6. Defining the maximum age of documents to be saved locally In Microsoft Outlook

If you are often away on business, for example, it is useful to store archived e-mails locally on your mobile device. You can then access your e-mails even if you do not have an internet connection.

If you want to save archived e-mails locally, you can also save only items from within a specific time period. The date on which the items are received or sent is used to calculate the period.

This is how it works

1. On the Microsoft Outlook menu ribbon, choose **File** and then **Options**.
2. In the **Outlook Options** dialog box, click **Add-ins > Add-in Options**.
3. Choose **Offline Store configuration for d.3one**.
4. Activate the Offline Store.
5. Enter the appropriate value under **Save items offline that are not older than (days)**.
6. Restart Microsoft Outlook.

1.5.7. Reserving disk space on the local data medium

You can reserve free storage space for the local disk to prevent the storage space from being occupied by the Offline Store. Once the reserved storage limit (MB) is reached, synchronization stops automatically.

Let's assume you want to reserve 10240 MB on the local disk

This is how it works

1. On the Microsoft Outlook menu ribbon, choose **File** and then **Options**.
2. In the **Outlook Options** dialog box, click **Add-ins > Add-in Options**.
3. Choose **Offline Store configuration for d.3one**.
4. Under **Preserved disk space (MB)**, select the value **10240**.
5. Restart Microsoft Outlook.

1.5.8. Excluding Microsoft Outlook folders from synchronization

You can specify Microsoft Outlook folders that are not to be synchronized. All Microsoft Outlook folders are synchronized by default.

You can also exclude folders using macros. If you have any questions about macros, please contact your administrator.

Let's assume that you want to exclude the Microsoft Outlook **Junk E-mail** folder from synchronization.

This is how it works

1. On the Microsoft Outlook menu ribbon, choose **File** and then **Options**.
2. In the **Outlook Options** dialog box, click **Add-ins > Add-in Options**.
3. Choose **Offline Store configuration for d.3one**.
4. Under **Exclude Folders**, select the folder **Junk E-mail**.
5. Restart Microsoft Outlook.

1.5.9. Displaying d.3 items in the Microsoft Outlook reading area

You can display d.3 items directly in the Microsoft Outlook reading area to complete your tasks more quickly.

The d.3 items are provided for you as d.velop documents links in an e-mail. When you click the link, the content is displayed in the reading area.

If you double-click the e-mail, you can see the document in the reading area of the application. You can start your task as usual, for example, using the **Start editing** context action.

To display d.3 items in the reading area, activate the add-in option **Open workflow instead of e-mail message** in the Microsoft Outlook options and choose the option **In Microsoft Outlook**.

1.5.10. Hiding the d.3one integration in Microsoft Outlook

You want a full view of your inbox in Microsoft Outlook. However, if you are working with a mobile device, for example, the space on the screen is limited. You can then permanently hide the d.velop documents integration.

This is how it works

1. On the Microsoft Outlook menu ribbon, go to the **View** tab.
2. In the **d.3ecm** area, deactivate the **Show** checkbox to hide the integration completely.
3. Restart Microsoft Outlook.

1.6. Frequently asked questions

You can find answers to frequently asked questions in this section.

1.6.1. Why doesn't the synchronization of my e-mails in Microsoft Outlook work anymore?

If your PC or mobile device is in offline mode, you can continue working with the e-mails in the Offline Store. Offline Store synchronization stops after 60 seconds at the latest. If you switch back to online mode, the synchronization process starts again.

1.6.2. Why can't I use the "Send and store" function in the Microsoft Outlook reading area?

You can display, edit and send e-mails in the Microsoft Outlook reading area. However, you can only access the **Send and store** function on the menu ribbon of the opened e-mail.

1.6.3. Why can't I store an e-mail with large files?

You can use the d.velop documents integration to store e-mails with a size of up to 50 MB. When you store larger files, you may not receive the usual feedback about the storage or individual items of the e-mail may not be processed correctly.

1.6.4. Why can't I archive e-mail attachments? in Microsoft Outlook?

To be able to archive e-mail attachments, you must check whether certain security settings in Microsoft Outlook are deactivated.

If you have any questions about the security settings, please contact your administrator.

This is how it works

1. Click **File** on the menu ribbon and then choose **Options**.
2. Click **Trust Center > Trust Center Settings**.
3. Click **Attachment Handling** and ensure that the **Turn off Attachment Preview** checkbox is deactivated.

1.6.5. Why can't I store e-mails from my Microsoft Outlook outbox in the d.3 repository?

You cannot store e-mails in the d.3 repository if they are located in the Microsoft Outlook **Outbox** folder.

1.6.6. Why is the "Replace attachments" option not displayed in Microsoft Outlook when I save RTF e-mails?

In Microsoft Outlook, attachments from e-mails in Rich Text Format (RTF) cannot be replaced with HTTP links.

1.6.7. Why is the "Replace attachment" option not displayed when I save signed or encrypted attachments in MIME format in HCL Notes?

In HCL Notes, signed attachments in MIME format and encrypted attachments in MIME format cannot be replaced by HTTP links.

1.6.8. Why is the "Go to" function not displayed in some e-mails?

You can only use the **Go to** function to open the contents of an e-mail in your ERP system, for example, if the e-mail contains information that meets the criteria of the **Go to** function.

If, for example, your administrator has defined a **Go to** function for invoice numbers, the e-mail in question must also contain an invoice number (in the e-mail subject line or text, for instance).

1.6.9. Why is the "Search for" function not displayed in some e-mails?

You can only use the **Search for** function to open the contents of an e-mail in the repository if the e-mail contains information that meets the criteria of the **Search for** function.

If, for example, your administrator has defined a **Search for** function for invoice numbers, the e-mail in question must also contain an invoice number (in the e-mail subject line or text, for instance).

1.6.10. What do the e-mail icons in HCL Notes mean?

You can use the icons shown directly on an e-mail to identify whether the e-mails or their attachments have been stored in a d.3 repository and much more:

- ✉ The icon with the blue envelope means that the e-mail has been stored in a d.3 repository.
- 📎 The icon with the blue parentheses means that the attachment in an e-mail has been stored in a d.3 repository.
- 🔗 The blue link icon means that the e-mail has been stored in a d.3 repository and the attachment in the e-mail has been replaced by a link.
- ✉ The icon with the green envelope means that the e-mail has been restored from a d.3 repository.

1.6.11. What do the e-mail icons in Microsoft Outlook mean?

You can use the icons that are shown directly on an e-mail to identify whether the e-mail or its attachments have been stored in a d.3 repository and much more:

- 📧 The e-mail has been stored unread in a d.3 repository.
- 📧 The e-mail has been read and stored in a d.3 repository.
- 📧 The e-mail has been read, forwarded and stored in a d.3 repository.
- 📧 The e-mail has been read, responded to and stored in a d.3 repository.
- 📧 The e-mail has been read. The e-mail attachment has been stored in a d.3 repository.
- 📧 The e-mail has been read and forwarded. The e-mail attachment has been stored in a d.3 repository.
- 📧 The e-mail has been read and responded to. The e-mail attachment has been stored in a d.3 repository.

- 📧 The e-mail has not been read. The e-mail attachment has been stored in a d.3 repository.

1.6.12. What do the parentheses after some "Search for" functions mean?

If you have access to more than one d.3 repository, the name of the relevant repository is displayed next to the search term in the context menu for the **Search for** function.

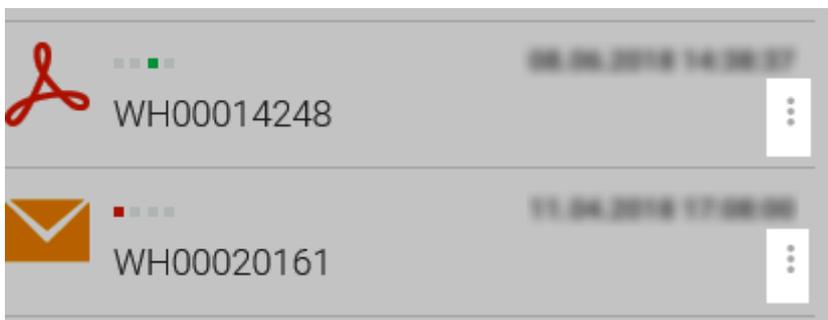
1.6.13. What is a context action?

Context actions are functions which are only available to you if the function is useful in this specific context. For example, you can download documents to your local disk, thus, in the context of a document in the result list, you can find the function for downloading items. However, dossiers are a kind of sleeve (logical parenthesis) around documents in the real world as well. For your work purposes, the documents are of importance, while the ring binder is a means to thematically bundle documents. Thus, it does not make sense to offer the download function for a dossier in the digital world.

You can only see the context action if you can use the function. The advantage is that the user interface is easy to oversee and clearly structured. You can decide more quickly what to do because the number of options is customized according to the context.

You can find the context actions for a selected item positioned laterally at the screen margin. By default, the context actions are displayed as icons. Point to the icon using the mouse, the function is displayed as text. Use the double-headed arrow to display the context action with the text or part of the text so that you can identify the icons more quickly.

The context actions for an item are combined in a menu for context actions so that you can directly perform the actions for an item. You can tell the menu for context actions by the three superimposed dots.



The context actions which are only present in an integrating application, e.g. in Microsoft Outlook, are not available in the menu for context actions.

1.6.14. If I change an archived e-mail in Microsoft Outlook, which changes are retained when I restore it?

If the attachments in archived e-mails were replaced by HTML links, the following applies when they are permanently restored:

- If you changed the text of an e-mail after archiving it, your changes to the text are retained when you restore it.
- If you removed the attachments after archiving the e-mail, the attachments are restored from the repository when you restore the e-mail.

1.6.15. How do I activate d.3one functions in Microsoft Outlook?

By default, you can access the d.3one functions as soon as your administrator has provided you with the add-in.

If the add-in is not displayed automatically, enable the add-in.

This is how it works

1. On the Microsoft Outlook menu ribbon, choose **File** and then **Options**.
2. In the **Outlook Options** dialog box, click **Add-ins**.
3. Select the entry **COM Add-ins**.
4. Activate the **d.3one** checkbox.

1.6.16. How can I store an encrypted e-mail from HCL Notes in a repository?

Although you can decrypt an e-mail that is to be saved, the e-mail is stored encrypted in the d.3 repository.

You cannot store attachments from encrypted e-mails. However, you can store the whole e-mail.

1.6.17. How can I store an encrypted e-mail from Microsoft Outlook in a repository?

Although you can decrypt an e-mail that is to be saved, the e-mail is stored encrypted in the d.3 repository.

You cannot store attachments from encrypted or signed e-mails. However, you can store the whole e-mail.

1.6.18. How can I accept a certificate that was previously rejected in HCL Notes again?

If you do not confirm that the certificate is trusted while downloading a document, an error message is always displayed when you navigate to d.3one. The rejection of the certificate means that the entire communication is no longer trusted.

Restart HCL Notes and repeat the process that led to the certificate message. Confirm the trustworthiness of the certificate. If you have any questions about the certificate, please contact your administrator.

1.6.19. How often are e-mails synchronized in the Offline Store?

When you are online, e-mails are synchronized every hour in the Offline Store. If the synchronization takes longer than one hour, it starts again immediately.

The Offline Store is automatically "cleaned" prior to each synchronization: For example, if you change your settings or if items exceed their maximum permitted age, these items are deleted from the Offline Store before each synchronization.

1.6.20. How often are e-mails synchronized in the Offline Store?

You can display the d.3 properties of an e-mail that was previously archived or restored.

This is how it works

1. Select the relevant item in your mailbox and open the context menu.
2. In the context menu, select the entry **Show in d.3one**.
3. If necessary, go to the **Properties** perspective.

1.6.21. Where can I find detailed information about e-mail synchronization in Microsoft Outlook?

Where necessary, you can view detailed information about the last synchronization, the current capacity of the Offline Store and the time of the next synchronization. You can find the information by clicking the three dots under **d.3one Offline Store** in the Microsoft Outlook navigation pane.