

Bounced Emails Detective for Outlook

Identify Contacts Causing Bounced Emails!

Printed Manual

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Bounced Emails Detective for Outlook

Identify Contacts Causing Bounced Emails!

by *PersonalCRM Inc.*

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Bounced Emails Detective for Outlook

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Printed: December 2005 in (wherever you are located)

Publisher

Tom Wikman

Special thanks to:

Special thanks to our customers for their input and support in testing and encouraging us to go forward with this project.

Special thanx to the Wikman family for all their support.

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Foreword

I despise, hate, and abhor bounced emails! They demonstrate how out-of-date a database is and it takes a lot of time to maintain the database to date. I'm glad I can share this software product with other users with the same feelings.

*Tom Wikman
President, PersonalCRM Inc.*

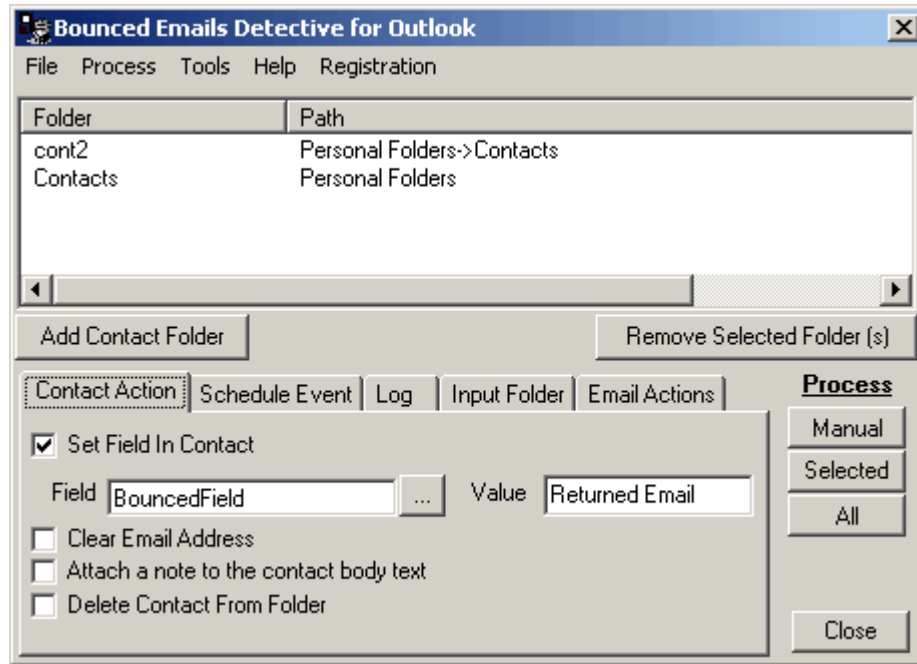
Bounced Emails Detective for Outlook

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1 Welcome



Welcome to **Bounced Emails Detective for Outlook!** The Ultimate Tool to manage multiple database email integrity!.

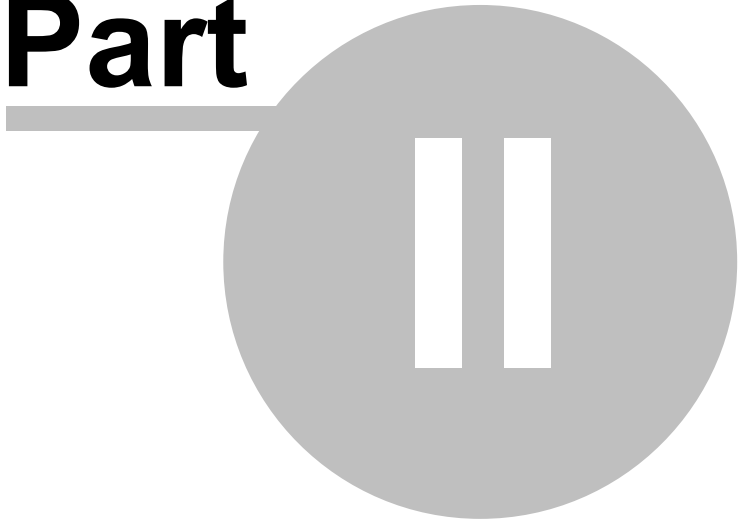
With **Bounced Emails Detective for Outlook** you'll be able to:

- Identify quickly which contacts have an invalid email
- Scan through thousands of bounced emails and update your contact list
- Manage the integrity of your email database
- Manage multiple databases with a single click of the button.

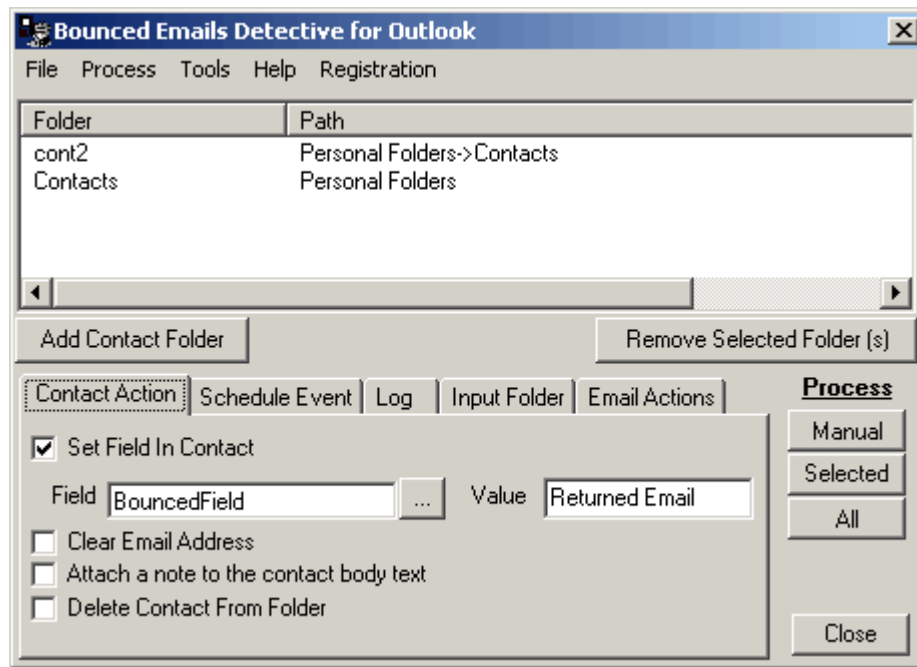
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2 Introduction

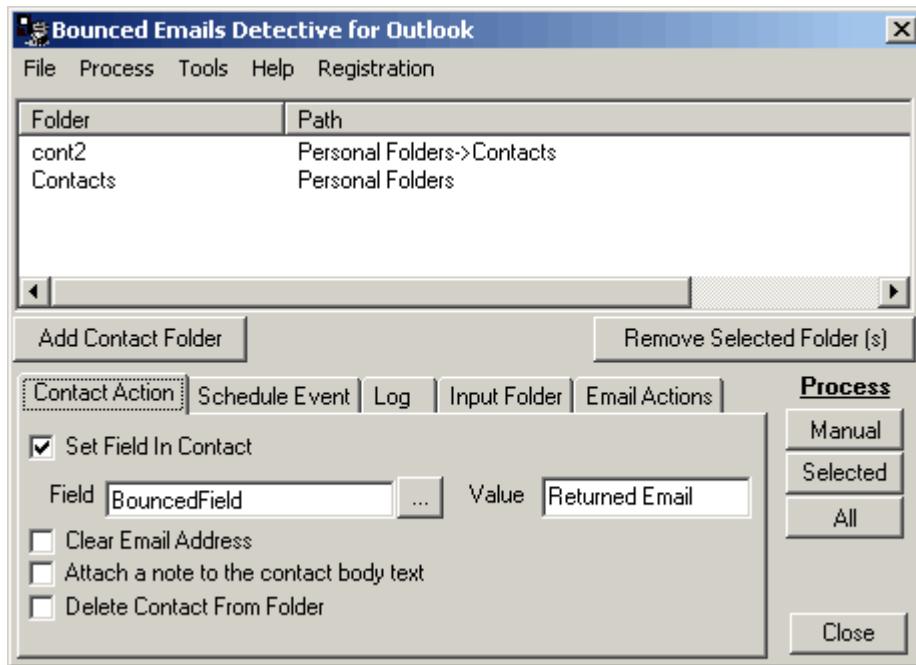


The purpose of Bounced Emails Detective for Outlook is to identify bounced emails and provide the user with a set of actions to take when the offending contact in the database is found.

Sub Topics

- Why use Bounced Emails Detective for Outlook
- Help on Bounced Emails Detective for Outlook
- What is new with V4.0
- How to buy

2.1 Why Use Bounced Emails Detective for Outlook



Bounced Emails Detective for Outlook is the most complete bounced emails analyzer in the market.

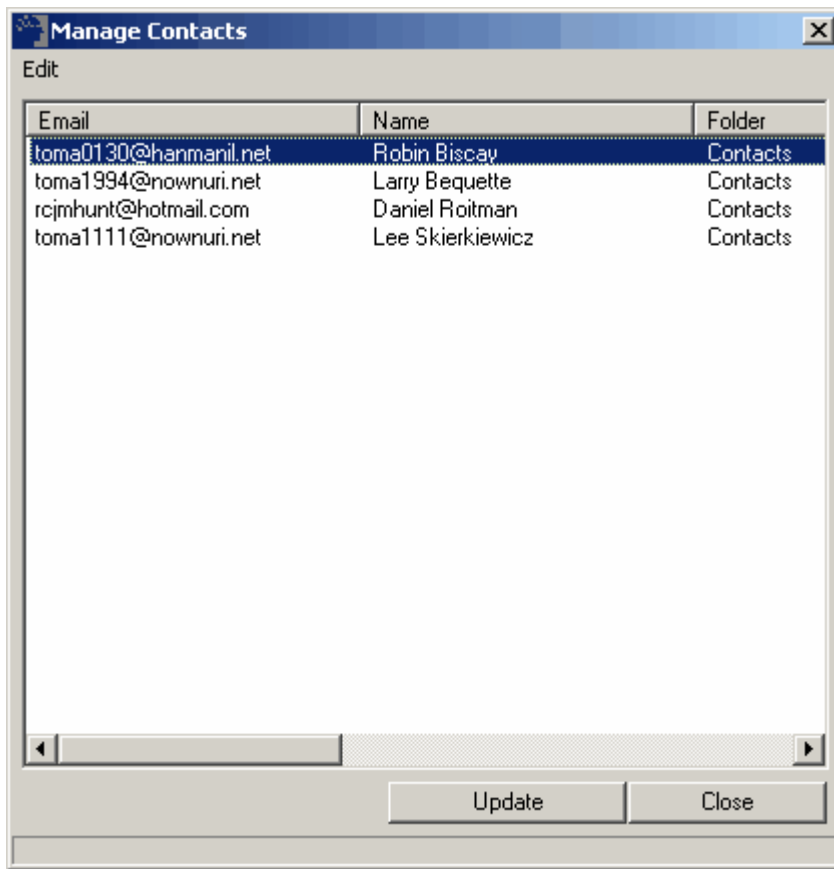
[Identify the Offending Contact](#)

Quickly scan the email and identify the contact in the folder that has the incorrect email address.

[Multi-Database Support](#)

With the simple click of the mouse, scan through your inbox for returned emails and identify the contacts in all the folder list provided to Bounced Emails Detective.

[Bounced Email Contact Management Screen](#)



Quickly and efficiently manage your contacts from a single interface. Remove, edit or clear emails from contacts with the click of a button!

Background Processing Supported

Process all your bounced emails in the background. Once the basic setup has been done, run the software in the background using the windows scheduler. Whether you have 1 database or multiple databases, Bounced Emails Detective will process them all.

Multiple Processing Options

When processing the bounced emails, you can take multiple actions on identified contacts:

- Set a field on the contact to a value
- Clear the email address
- Create a note for the contact
- Schedule a todo for that contact
- Remove the contact

Never before has it been so easy to update your email list.

Customizable Identifiers and No-Check lists

You can customize the identifiers to look for in the subject string for the bounced emails. You can even add non-English characters to look for. In addition, a No-Check list of emails that are never flagged as invalid is provided to the user for editing.

Compatible with Outlook

Bounced Emails Detective is fully compatible with MS-Outlook. No special setups or changes. Just install it and start processing

Speed

Our New and Super fast identification system and processing will enable you to process bounced emails in a matter of minutes. You no longer need to take off for the day in order to bring your database up-to-date.

2.2 Help on Bounced Emails Detective for Outlook

You can obtain help for Bounced Emails Detective for Outlook in the following ways:

- **The help file shipped with the product.** The help file provided with Bounced Emails Detective for Outlook is the most recent help file when this version of Bounced Emails Detective for Outlook was created. We provide an online version of this help file which may be more up-to-date than the shipped version
- **The online help file.** This is the most updated version of the help file. When additions and changes are made to the help file, they are always posted on the online help file. To access it, [click here](#).
- **Printed Version of this Help File.** You can download the made-for-print version of this help file from the web by [clicking here](#). You will need to have the Adobe .pdf reader installed on your system. To download the Adobe .pdf reader, [click here](#). To print the manual, click on the print button of the .pdf reader and the manual will then be printed on your local printer.
- **Bounced Emails Detective for Outlook Discussion Board.** Participate on PersonalCRM's discussion board free of charge and pose questions and exchange ideas with other users of Bounced Emails Detective for Outlook. All discussion threads are monitored by PersonalCRM's personnel and you will receive answers to questions that relate to product installation, setup, and use. To access the discussion board, [click here](#).
- **Email Support.** You can obtain free email support from PersonalCRM. Make sure that you explain your problem/question with as much detail as possible. You can either send the email to support@personalcrm.com, or use the support form by [clicking here](#).
- **Personalized, one-on-one support.** PersonalCRM will provide personalized, one-on-one support to paying customers. Support is provided on an hourly basis. If you are interested on one-on-one support, you can purchase it by [clicking here](#). A support professional will call you (US Only). If you are based outside the U.S., schedule a time to call so that we can make sure the best support person is available to receive your call.
- **Suggestions.** PersonalCRM is driven to provide software solutions that will satisfy our customers. Your input is important to us and we want you to contact us if you have any suggestions on added features or even improvements we can make to our products in order to make them better. [Please click here to submit a suggestion](#).

2.3 What is New With V6.0

Version 5.0 of Bounced Emails Detective for Outlook has added some key components to make processing Outlook databases faster, more efficient and more encompassing:

Major Features

- **Microsoft Exchange Support.** V6.0 support Exchange Reports on Bounced Emails.
- **Multiple-Folder Support.** Multiple database folders support has been added. Scan all databases with the click of the button

- **Multi-Folder Contact Management Screen.** Manage all your contacts in your folders from a single dedicated interface designed to speed up your management of contacts that caused bounced emails.
- **Editable Identifiers.** We provide our users with a set of bounced email identifiers. However, you can now edit/add/remove identifiers at will.
- **Improved Help Functionality.** New local and web help eases the use of Bounced Emails Detective for Outlook.
- **Speed.** Major speed improvements have been added. In some cases, speed has improved by almost 1000%.
- **Outlook Field Support.** All fields in Outlook are now supported, including user defined fields.
- **Outlook Support.** We continue with better and faster support for Outlook
- **Installation.** Our installation now takes less than 1 minutes and you are up and running before you know it.
- **User Interface.** The user interface has been improved dramatically and made "tighter" for ease of use and management.
- **Background Processing.** Full Background support to analyze and manage multiple databases.

2.4 How to Buy Bounced Emails Detective for Outlook



Bounced Emails Detective for Outlook is distributed worldwide by a variety of resellers and distributors.

To Purchase

Click on the Registration->Purchase menu option of Bounced Emails Detective for Outlook and you will be taken to the purchase page for the product.

PersonalCRM Home page

<http://www.personalcrm.com>

Email support

support@personalcrm.com

Snail mail

PersonalCRM Inc.
891 Quetta Court
Sunnyvale, CA 94087

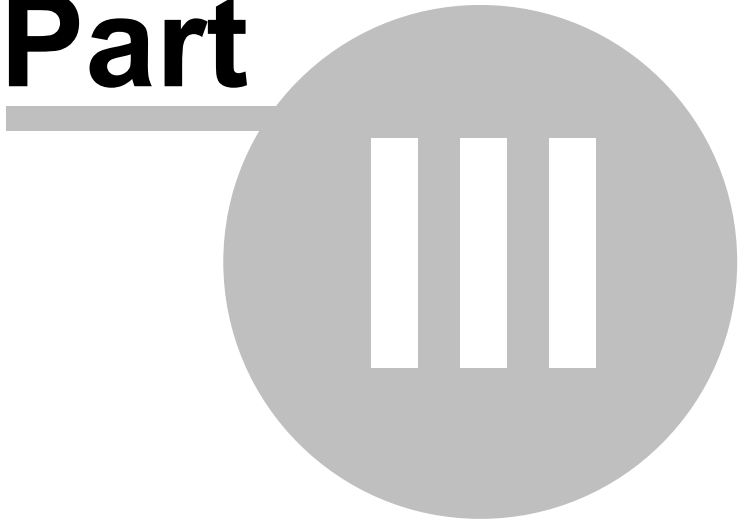
Fax

USA: (240)220-3244

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3 Installation

Installation of Bounced Emails Detective for Outlook is straightforward. The following is needed

- You'll need approximately 8mb of hard disk space
- Administrator Privilege if running Windows XP, XP Pro, and 2000

To install, simply execute the Bounced Emails Detective for Outlook executable and follow the directions to install the program.

Sub-topics

Bounced Emails Detective for Outlook for Outlook Compatibility

Lists the system with which Bounced Emails Detective for Outlook is compatible with

License Registration

Instructions on the procedures on registering Bounced Emails Detective for Outlook

End-User License Agreement

Uninstall

3.1 Compatability

Bounced Emails Detective for Outlook is an Addon Product for Outlook. Hence, it requires the user to have Outlook installed in the machine. Bounced Emails Detective for Outlook is compatible with Outlook 2000 or above.

Outlook Compatibility

Bounced Emails Detective for Outlook is compatible with the following versions of Outlook:

- Outlook 2000
- Outlook 2002/XP

Operating System Compatibility

Bounced Emails Detective for Outlook is compatible with the following Windows operating systems:

- Windows 98
- Windows 98 - SE
- Windows Me
- Windows 2000
- Windows XP
- Windows XP Professional

3.2 Registration

Purchasing Bounced Emails Detective for Outlook!

To purchase Bounced Emails Detective for Outlook, click on the Buy/Purchase Button and it will take you to the web site for purchase. When the product is purchased, you receive a license code (some of our partners also call it a Serial Number), indicating that your product has been purchased and paid for.

To activate (we call it *unlock*) Bounced Emails Detective for Outlook, you must obtain an unlock key from PersonalCRM. To obtain the unlock key, you must submit your Bounced Emails Detective for Outlook serial number and license number to PersonalCRM Inc.

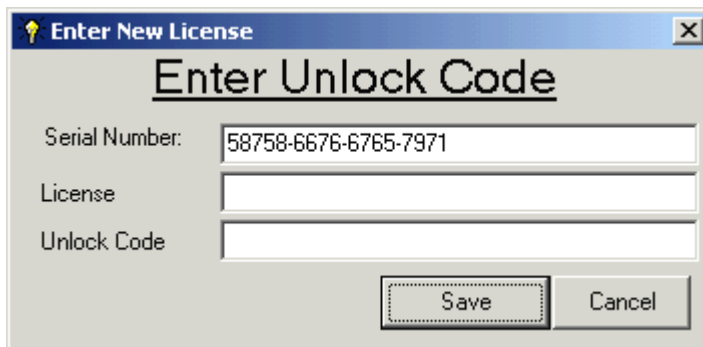
Bounced Emails Detective for Outlook for Outlook License Code

When you purchase Bounced Emails Detective for Outlook, you are provided with a License Number (in some cases it is called a purchase serial number). This number is your proof that you have purchased the product. You are now ready to unlock Bounced Emails Detective for Outlook for active use.

The Unlock Code

The unlock code will unlock the software on the PC where it is installed. **To obtain the unlock code, click on the Request Unlock Code option in the Registration menu and provide PersonalCRM with the information requested i.e. name, email address, and License Number. The Serial Number is automatically added.**

Entering the License and Unlock Code



The screenshot shows a Windows-style dialog box titled "Enter New License". Inside the dialog, the main heading is "Enter Unlock Code". There are three text input fields: "Serial Number" (containing "58758-6676-6765-7971"), "License", and "Unlock Code". At the bottom right of the dialog are two buttons: "Save" and "Cancel".

To enter the License and the Unlock Code, do the following:

- Click on [Registration->Enter Unlock Code](#)
- Enter the license number and the unlock code. The software is then enabled to work on the computer where it is installed

Note: The serial number cannot be edited. It is unique for every machine where Bounced Emails Detective for Outlook is installed. If you want to install the software on an additional machine, you must purchase another license.

3.3 End-User License Agreement

Bounced Emails Detective for Outlook LICENSE AGREEMENT - PERSONALCRM Inc.

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3.4 Uninstall

To uninstall Bounced Emails Detective for Outlook, do the following:

- Click on [Start->Settings->Control Panel](#)
- Execute [Add/Remove Programs](#) from the Control Panel
- Select Bounced Emails Detective for Outlook from the listed programs
- Click Remove and Bounced Emails Detective for Outlook will be removed from your system.

[A Few Things](#)

- Installing and Uninstalling will not reset the evaluation period for Bounced Emails Detective for Outlook
- Uninstalling Bounced Emails Detective for Outlook will not reset the conversion counter

Bounced Emails Detective for Outlook

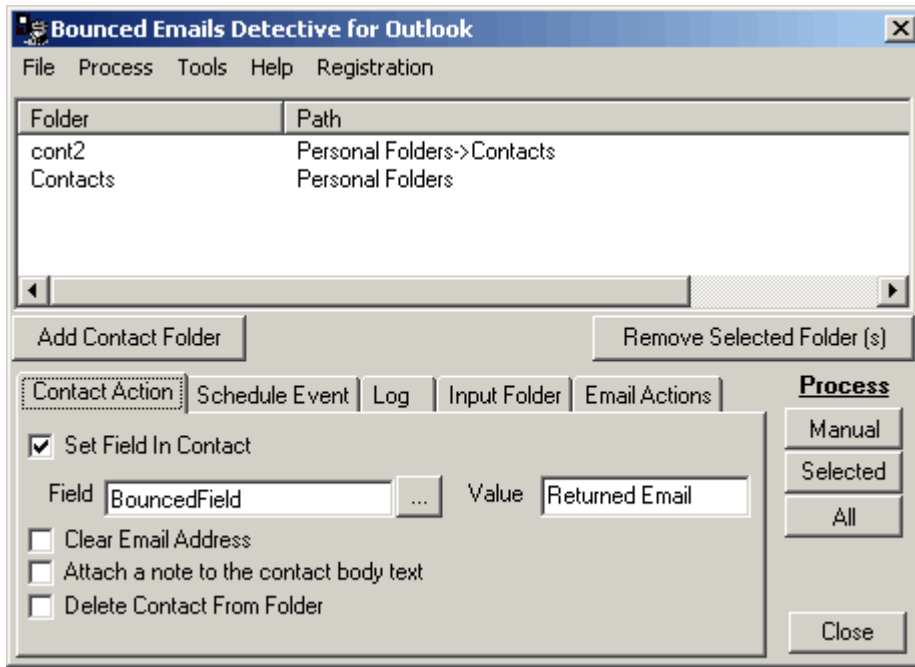
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4 Running Bounced Emails Detective for Outlook

Click anywhere on the screen shot of Bounced Emails Detective for Outlook to be taken to the topic relevant to that area.

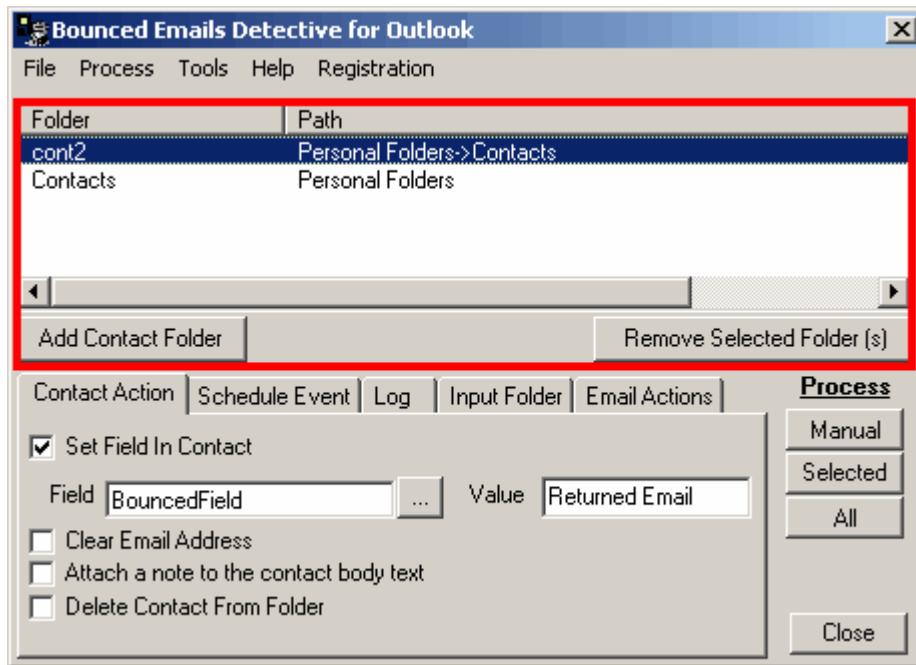


Before you are fully acquainted with Bounced Emails Detective for Outlook for Outlook, it is recommended you backup the database in case any of the import is done erroneously.

[Sub-Topics](#)

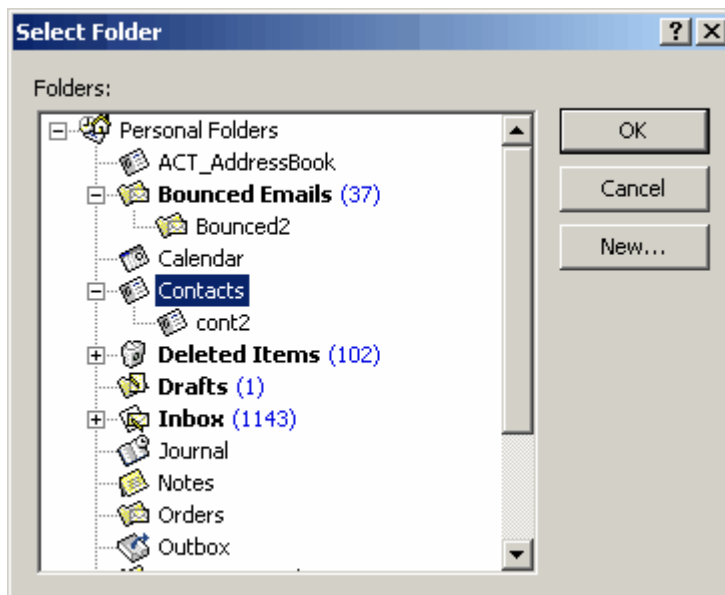
- Add/Removing Databases
- Process Menu
- Tools
- Help Menu
- Processing Buttons
- Tab Settings

4.1 Adding/Removing Contact Folders



To Add a Contact Folder

If you want to add a Contact Folder to the list of folders to be processed, click on the Add Contact Folder button. When you click on the button, you receive an Outlook Prompt to add the folder to the list of contact folders to process. Only folders of type contact folders are valid.

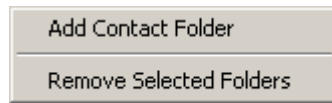


To Remove Selected Folders

To remove Selected Folders, click on the folders that are listed and click on the remove selected button. If you have selected multiple folders, those will be removed as well. These folders are only removed from the list to be processed. They are not removed from your system.

Mouse Right Click Options

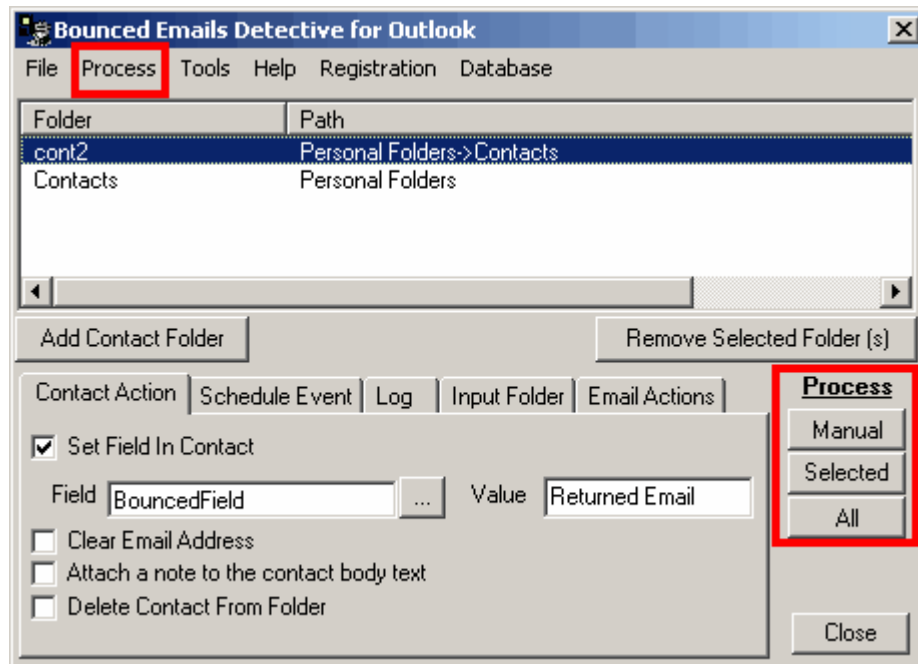
The same options above are available if you right click with the mouse.



Note

If Outlook is already open, you'll see the Outlook Icon in the toolbar flashing. Click on the icon and you'll then see the pick folder form.

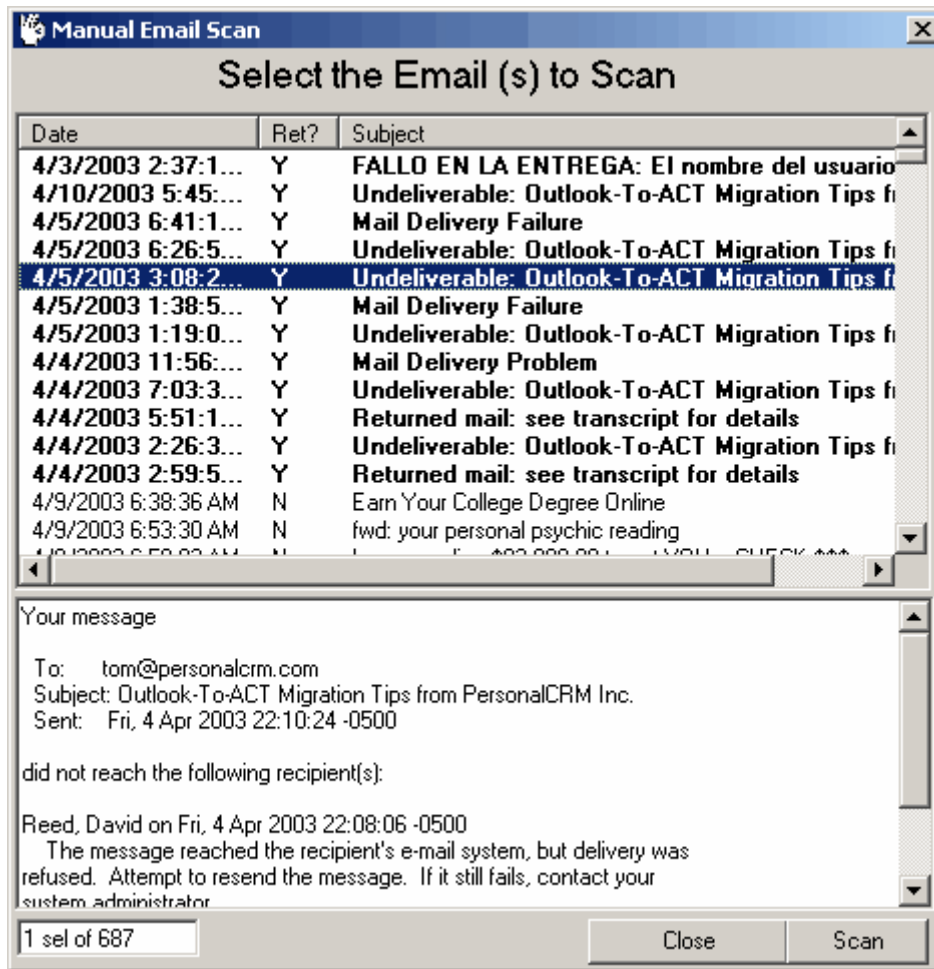
4.2 Process Menu



The process menu provides users with 3 options:

1. Manual. This option opens the list of emails in the established Outlook Inbox, lists the emails and allows the user then to selectively scan the emails.
2. Selected. Here, you select the contact folders you want to process and they are then selectively processed.
3. All. When pressed, all the contact folders that have been setup are processed.

4.2.1 Manual Processing



In manual processing, you can select one or as many emails as you wish to process against the selected databases on the main screen. The emails that have been identified as bounced emails have the value Y in the Ret? column.

To Scan Emails

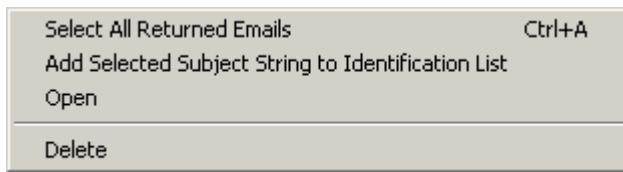
To scan emails, click on the email that you want to scan and click on the scan button. You can also select multiple emails by using the Ctrl key and/or the shift key and then press the scan button. CTRL-A will select all the bounced emails.

To Scan Across Multiple Contact Folders

Only the Contact Folder that are selected on the main screen are scanned in the manual option. It performs like the Selected option but processes only selected emails. Hence, to scan across multiple contact folders, go to the main screen and select the contact folders that you want to use to scan.

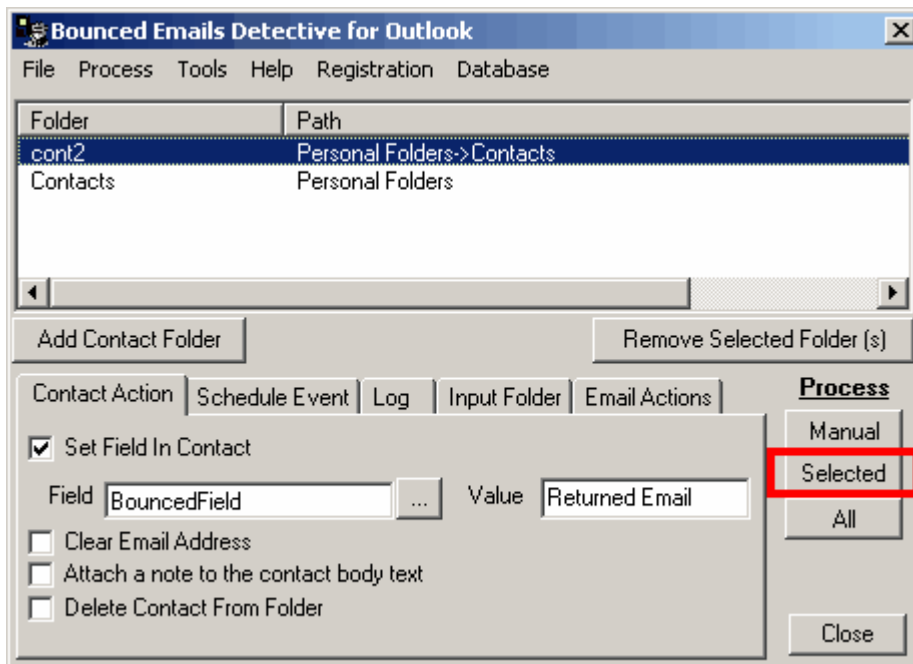
Mouse Right Click

If you right click with the mouse over an email, the following options are available:



- **Select All Returned Emails.** This will select all the returned emails that have been identified. Pressing CTRL-A also does the same thing
- **Add Selected Subject String to Identification List.** Although Bounced Emails Detective comes with a pre-set number of strings that should identify over 95% of the bounced emails in the market, there is always one that we have forgotten. Hence, by selecting this option, you add an email that we missed to identify to the list of identifiable bounced emails.
- **Open.** Open the last selected email
- **Delete.** Delete the selected returned emails

4.2.2 Selected Processing



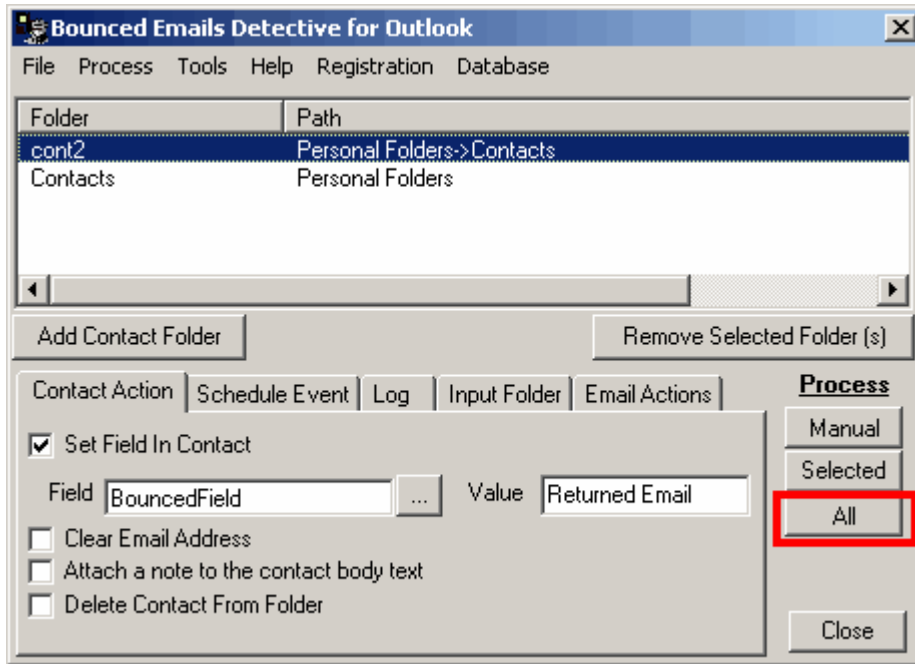
The selected processing button processes the selected (and highlighted) databases for bounced emails.

Selecting Multiple Databases

Multiple databases can be selected in the following manner:

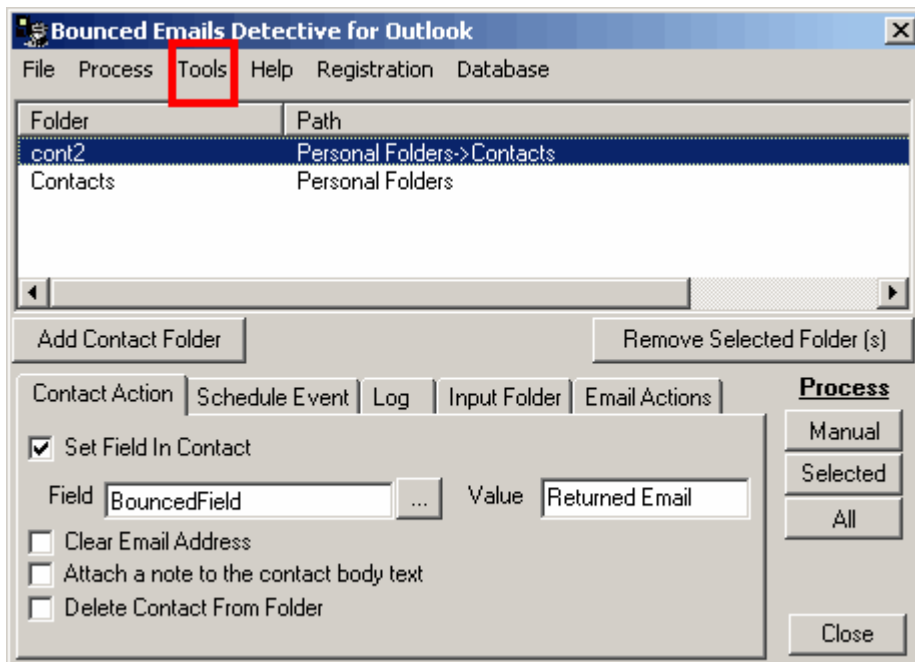
- **Independent Selections.** Hold down the Control Key while clicking on the databases you want to select.
- **Range.** To select a range, hold down the shift key and click with the mouse for the range.
- **All.** If you want to select all the databases, press CTRL-A and they will all be selected.

4.2.3 All Processing

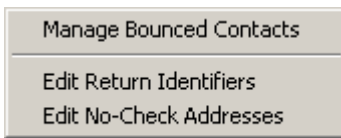


The Process All button/menu option processes all the emails in the inbox and analyzes all the databases that have been added to the list of databases to be processed.

4.3 Tools



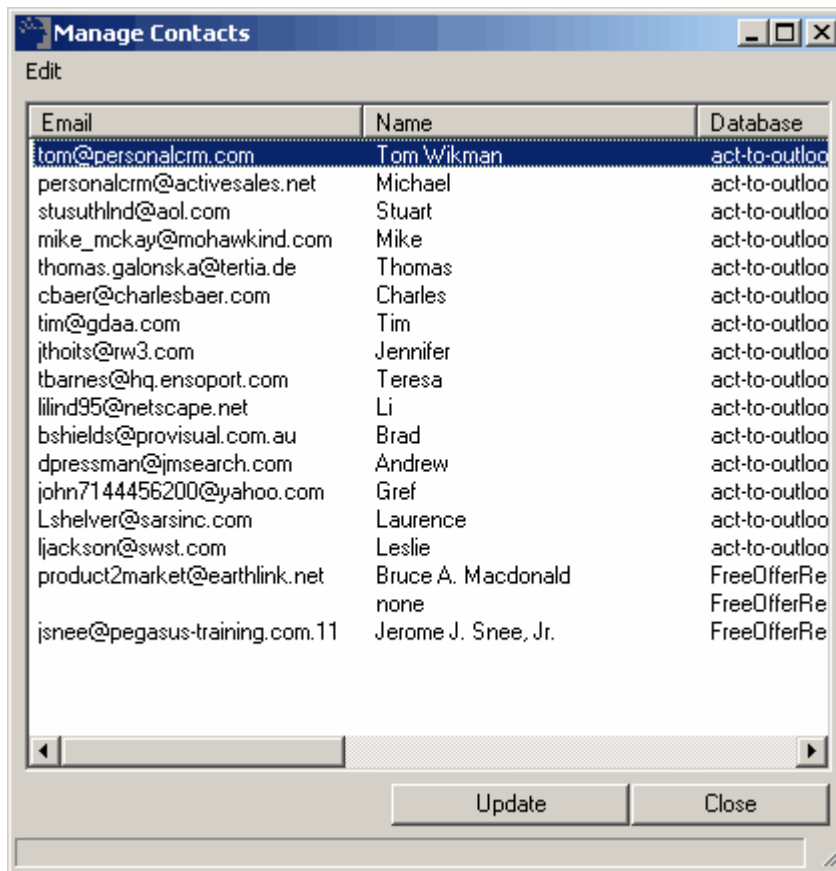
The tools menu is accessible by clicking on the Tools menu. Currently there are three options available:



Tools provides 3 options:

1. Manage Bounced Contacts. This tool is an interface designed for users to edit/clear bounced email address and also to remove contacts that have been identified to contain invalid email addresses. You manage **ALL CONTACT FOLDERS** from this dedicated single interface.
2. Edit Return Identifiers. Here you can add/remove/edit subject line return identifiers.
3. Edit No-Check Addresses. Here you can edit the no-check address list.

4.3.1 Manage Bounced Contacts



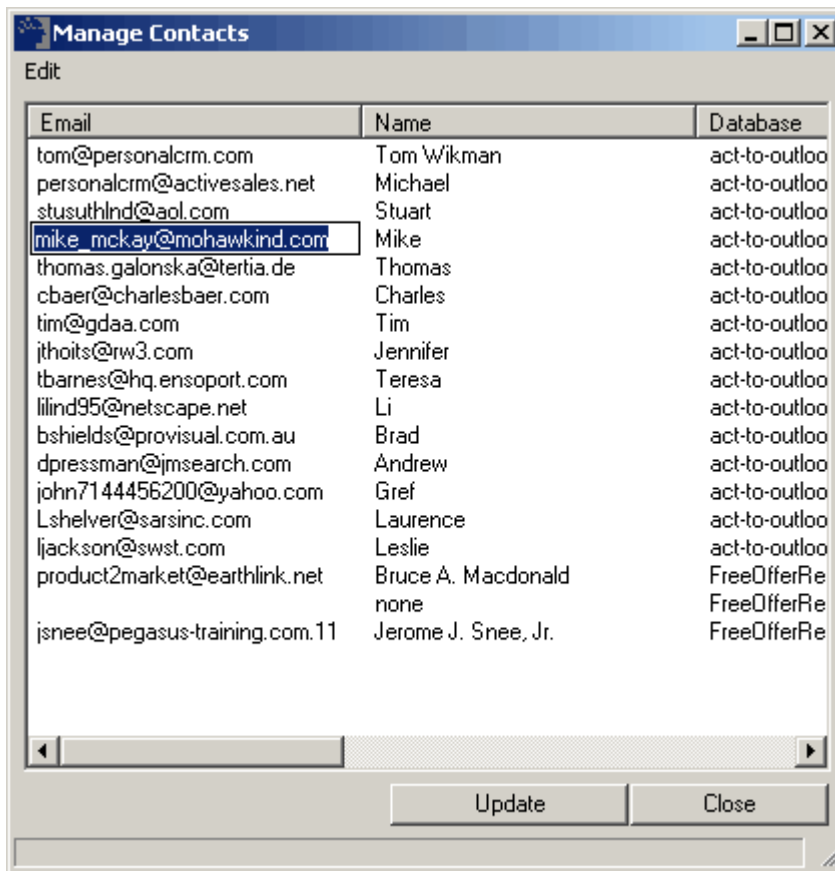
The manage bounced contacts tools allows users to manage all databases that have been setup to be scanned from a single screen.

The manage bounced contacts will only function if the Set Field In Contact option is set during the scan on the return email addresses.

Selecting Contacts

You can select one, a range, or a selection of contacts by either using the left button of the mouse or by pressing Control-A to select all.

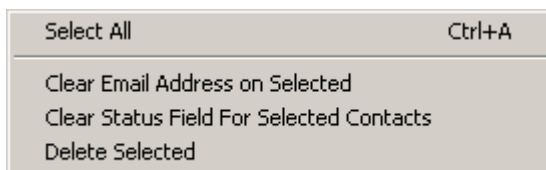
To Edit an Email Address



Click on the email address itself and you can then edit the email address. The new/edited email address is only saved when the Update button is clicked or when you close the windows and choose to update the databases.

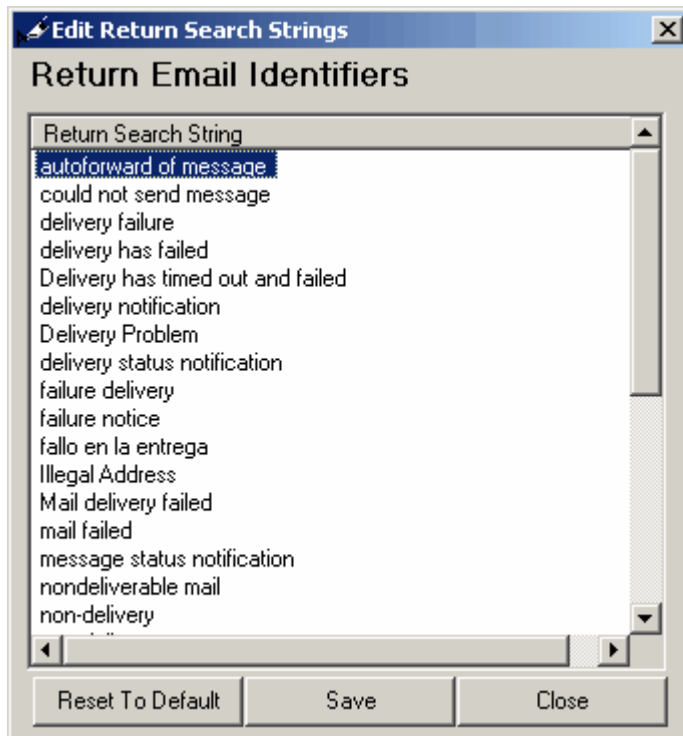
Using the Right Mouse Button and/or Edit Menu

When you click on the right button of the mouse while over the contact list, you receive the following options:



1. **Select All (or Ctrl+A).** Selecting this option, all the bounced contacts listed are selected. You can either then Clear their email addresses or simply delete the contact from your database.
2. **Clear Email Address on Selected.** This option allows you to clear all the email addresses on the selected contacts. The email addresses are only cleared when you update or close the windows with update. **You must press Update in order to write to the contact folders.**
3. **Clear Status Field for Selected Contacts.** When selected, the status field set on the main screen to identify the contacts as bounced is reset to empty. This action is in real time and cannot be undone when finished. **This option changes the contact items without using the update option.**
4. **Delete Selected.** Delete selected will delete the listed bounced contacts. **This action only becomes permanent when the update button is pressed or when the window is closed and the database is updated.**

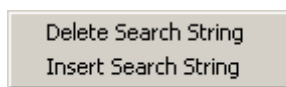
4.3.2 Edit Return Identifiers



Return Identifiers are the strings that come on the Subject Line of an email and identifies it to be a bounced email.

You can add/remove/edit the subject string identifiers.

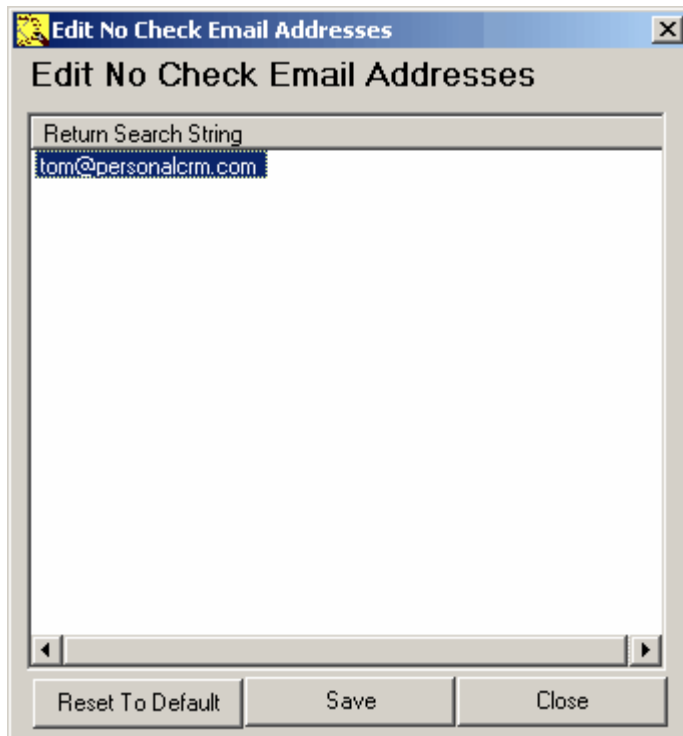
To add or remove an identifier, select the identifiers and then right click with the mouse. A menu will appear that allows you to delete the string or insert a new one. When a new search string is inserted, the default value is New Search String



To Edit a search string, click on the string itself and the edit mode is then enabled. Click on Save to save the search strings.

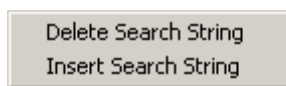
Click on Reset to default, it will clear the strings and reset to default strings. You will lose all custom settings.

4.3.3 Edit No-Check Addresses



No Check Email Addresses are email addresses that you do not want Bounced Emails Detective to search for i.e. your own email address or email addresses of other internal users in the Outlook database. In many cases, these emails are part of the bounced email analysis and will be identified as a bounced email address. To prevent this, add your and the email addresses of other users in the Outlook database to this list.

To add or remove an identifier, select the identifiers and then right click with the mouse. A menu will appear that allows you to delete the string or insert a new one. When a new search string is inserted, the default value is New Search String



To Edit a no-check identifier, click on the string itself and the edit mode is then enabled. Click on Save to save the search strings.

Click on Reset to default, it will clear all the identifiers and just add your email address.

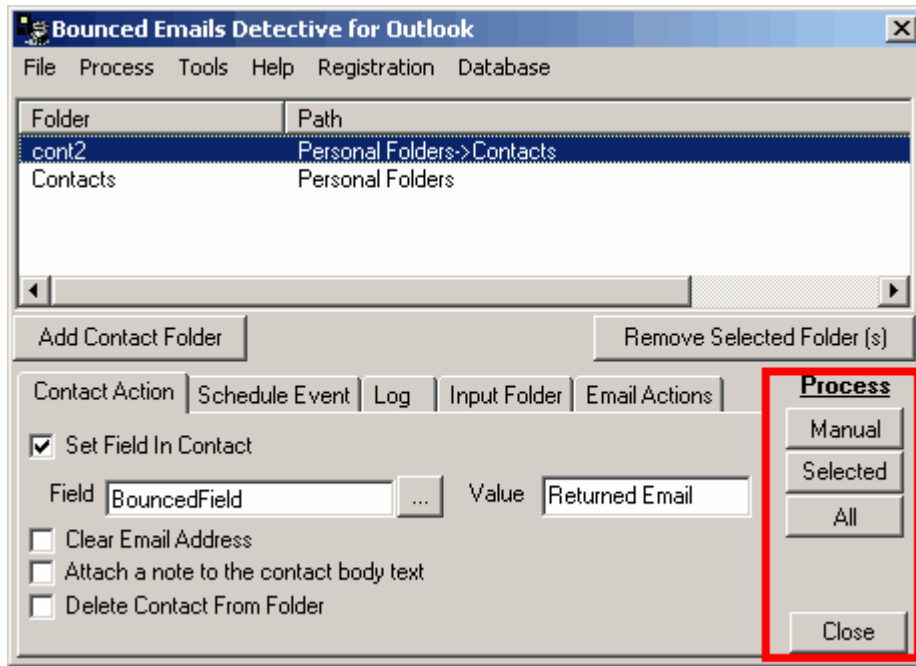
4.4 Help Menu

The help menu has 3 options:

- **Topic Help** - This is the help shipped with Bounced Emails Detective for Outlook.
- **Online Help** - Click here to access the online help. This help system is updated regularly with the latest additions/changes.
- **About Bounced Emails Detective for Outlook**. Click here to find out the information about the current version of Bounced Emails Detective for Outlook that you are running. A listing of the 25

serial number is also included here.

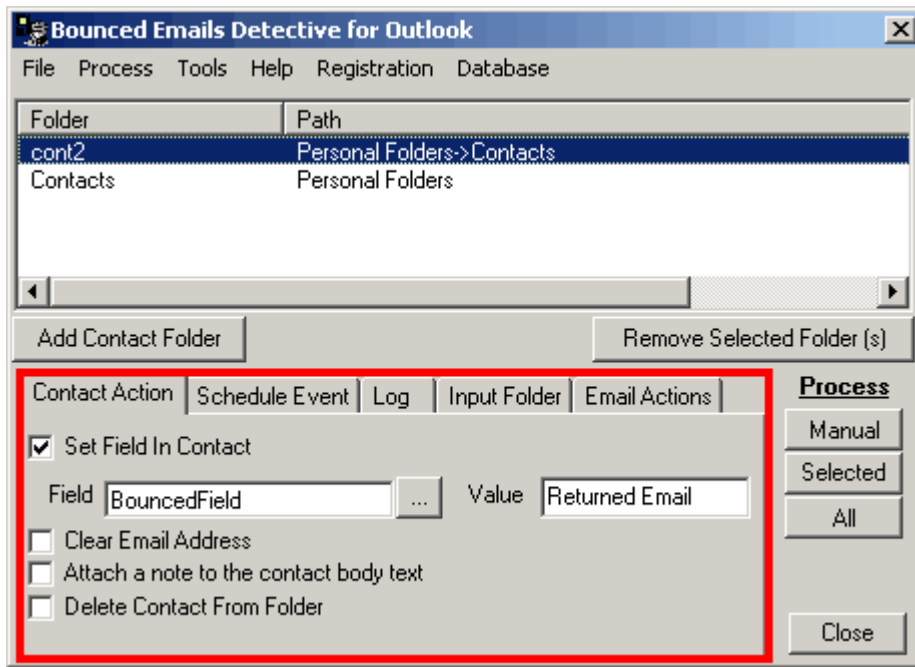
4.5 Processing Buttons



The Processing Buttons do the following.

- Manual. Click here to enter the manual processing screen.
- Selected. Process the selected databases.
- All. Process all the databases.

4.6 Tabs



Each tab provides with options that are used when processing bounced Emails:

The different options are accessed by clicking the appropriate tab selection:

Contact Action: Setup what to do with the contact that has been identified as having an invalid email

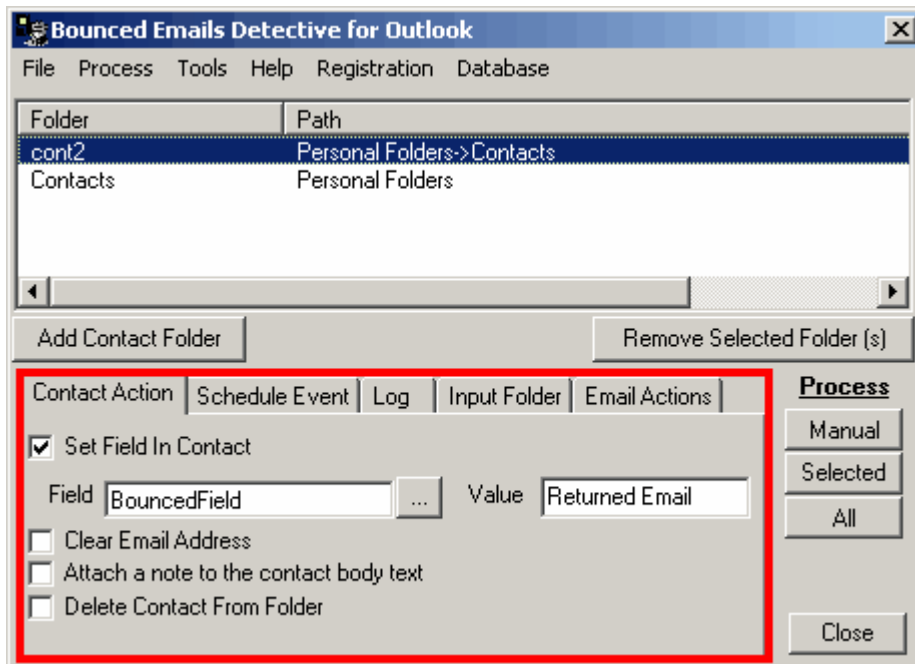
Schedule Event: Schedule an event for a contact when a contact is identified.

Log: Enable, Disable, Clean and Read the log of contacts identified as having incorrect email.

Input Folder: Setup the folder in Outlook where the bounced emails are stored.

Email Actions: What action to take with the bounced email after it is processed.

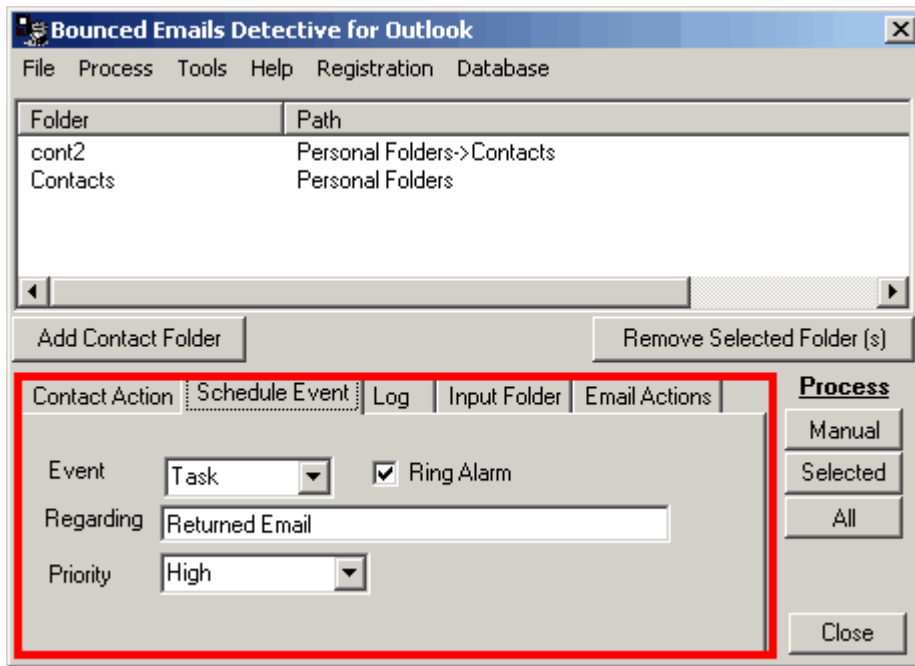
4.6.1 Contact Action



The contact action Tab establishes the action that you want to take on the contact when it has been identified as having an invalid email:

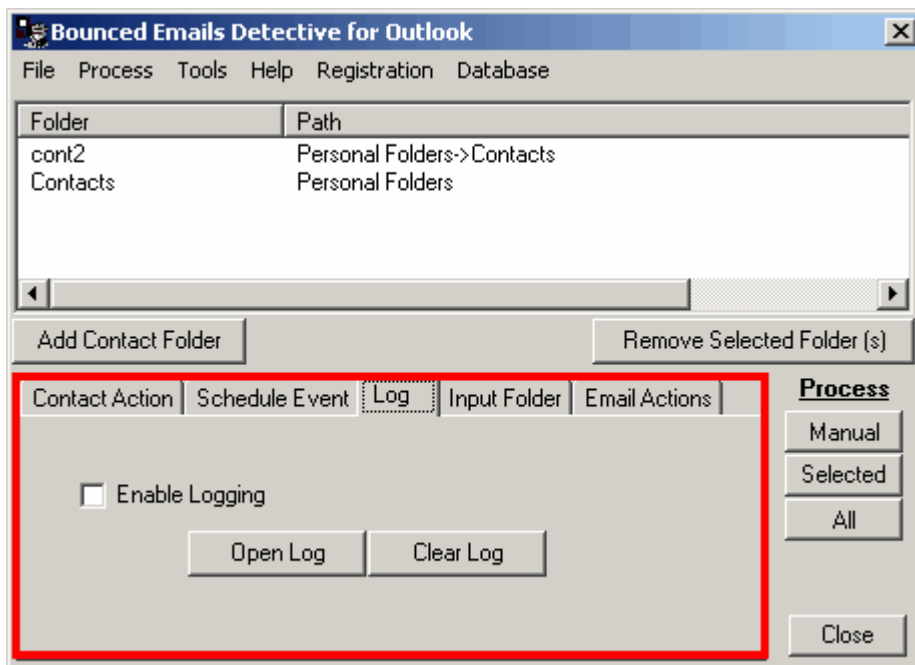
- **Set Field in Contact.** You can choose from any field in the Outlook database to set to a value when that contact is found to have an invalid email. This is useful so that you can perform lookups on the contact database that have an invalid email and then edit the contact. You can choose between an user defined field to a standard Outlook Field.
- **Clear Email Address.** This option instructs the software to clear the email address so no further emails are sent to that contact.
- **Create a Note for the Contact.** The software can create a note in the history/notes section of the contact with a description of the error returned with the bounced email.
- **Delete Contact From Database. This** option will remove the contact from the database.

4.6.2 Schedule Event



The schedule event Tab instructs Bounced Emails Detective to schedule a task to the identified contact. All standard Outlook values apply.

4.6.3 Log

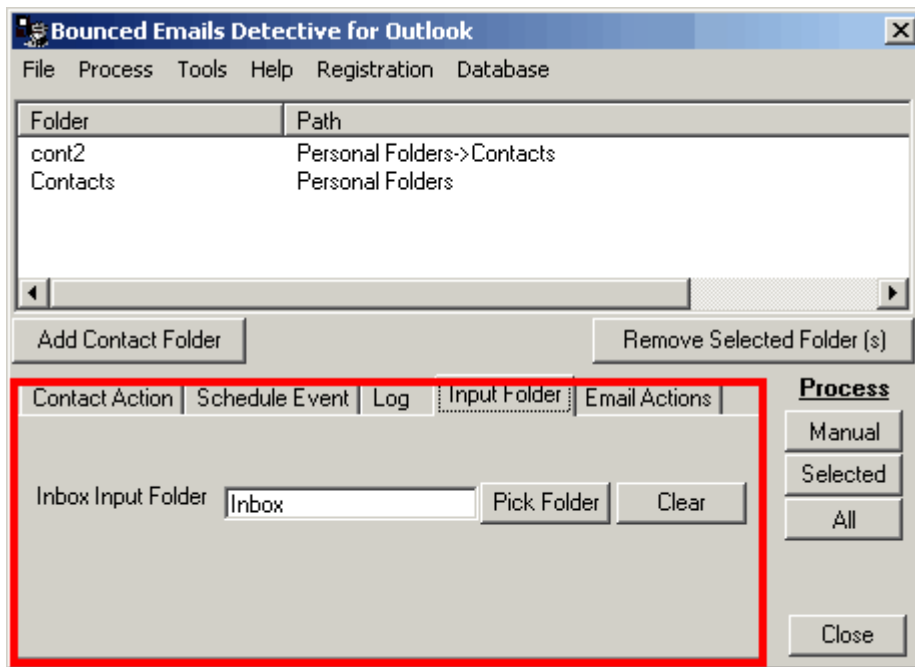


You can enable logging of the contacts that have been identified as having incorrect email addresses. The log is a serial file, comma delimited that can be imported into an ascii spreadsheet for later analysis. The format is as follows:

"Contact Full Name", "Invalid Email", "Database Path"

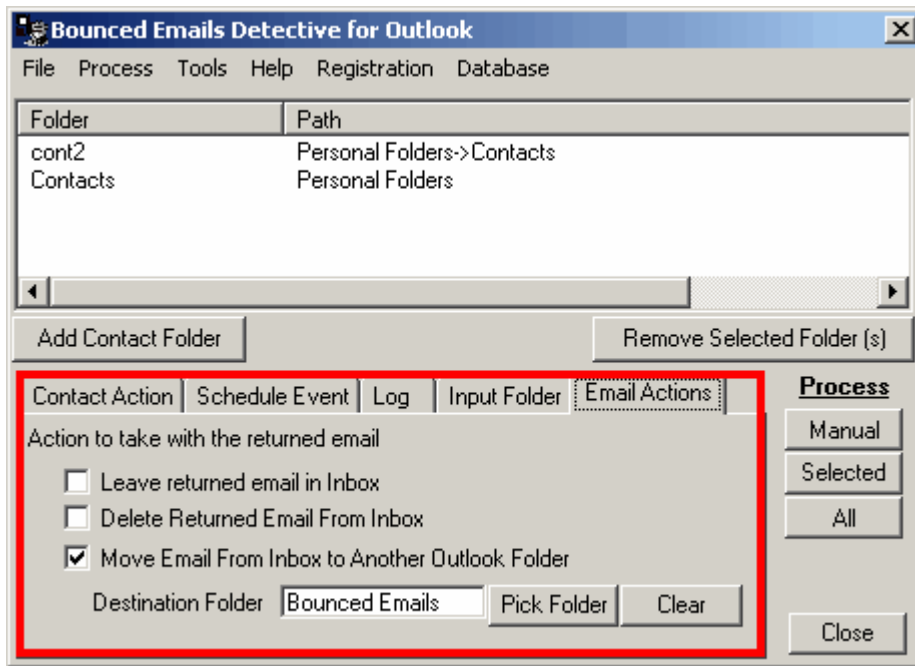
If you enabled the log, clear it periodically so that the file stays small.

4.6.4 Input Folder



The input folder is where Bounced Emails Detective is to scan for the emails that have bounced. Clicking on Pick Folder activates the Outlook Pickfolder menu and enter which folder you want the software to scan.

4.6.5 Email Actions



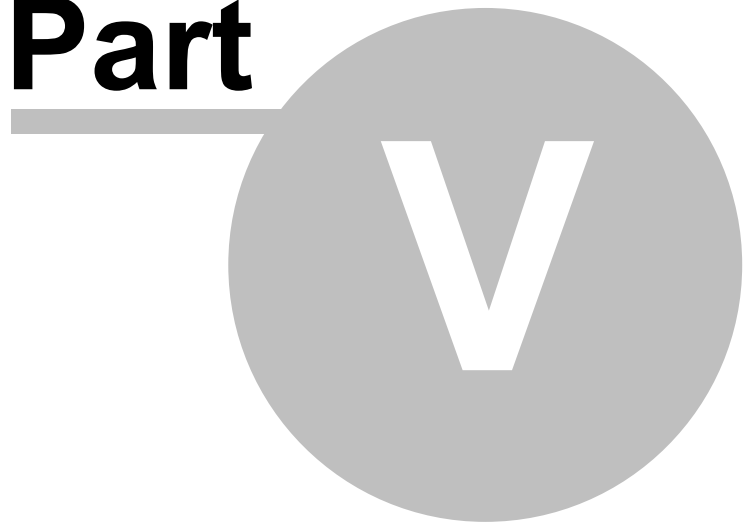
Email Actions tab specifies what to do with the returned email once it has been processed. You are provided with 3 options:

1. **Leave returned email in Inbox.** Do not do anything with the returned email. Just leave it where it is.
2. **Delete Returned Email From Inbox.** After the bounced emails have been processed, delete it from the Inbox.
3. **Move Email from Inbox to Another Folder.** This option instructs Bounced Emails Detective to move the processed bounced email from the established inbox to an alternative folder.

Bounced Emails Detective for Outlook

Identify Contacts Causing Bounced Emails!

Part



5 Tips and Tricks

The examples below lists a few of the applications of Bounced Emails Detective for Outlook

This section keeps expanding as we receive more requests from users for explanations. Check the web help for any updates.

Subtopics

- Failure To Scan Email
- What is scanned and found

5.1 Failure to Scan Email

Bounced Emails Detective will not appropriately find the contact if the following happens:

1. There is no pertinent information on the email body. If the bounced email does not have the email address of the offending contact on the main part of the email, the system will not find the contact.
2. The main body of the email is empty. Many system admin setup their systems to return an empty email when the recipient is not found. Those emails won't be processed.

5.2 What is scanned and found

When emails are returned, there is a string on the subject string that identifies the email as a return email. If you find a string that we have not already provided, you can add it using the Edit Return Identifiers tool.

Within the main body of the email, the software searches for email addresses that will match the email address in the database. If a match is found, the contacts is dealt with.

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