Email Edge for Outlook

Administration guide

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Contact us

In the event of any unexpected issues, please let us know. We're there to help you through every step of working with Turalt's technology.

Get in touch with us:
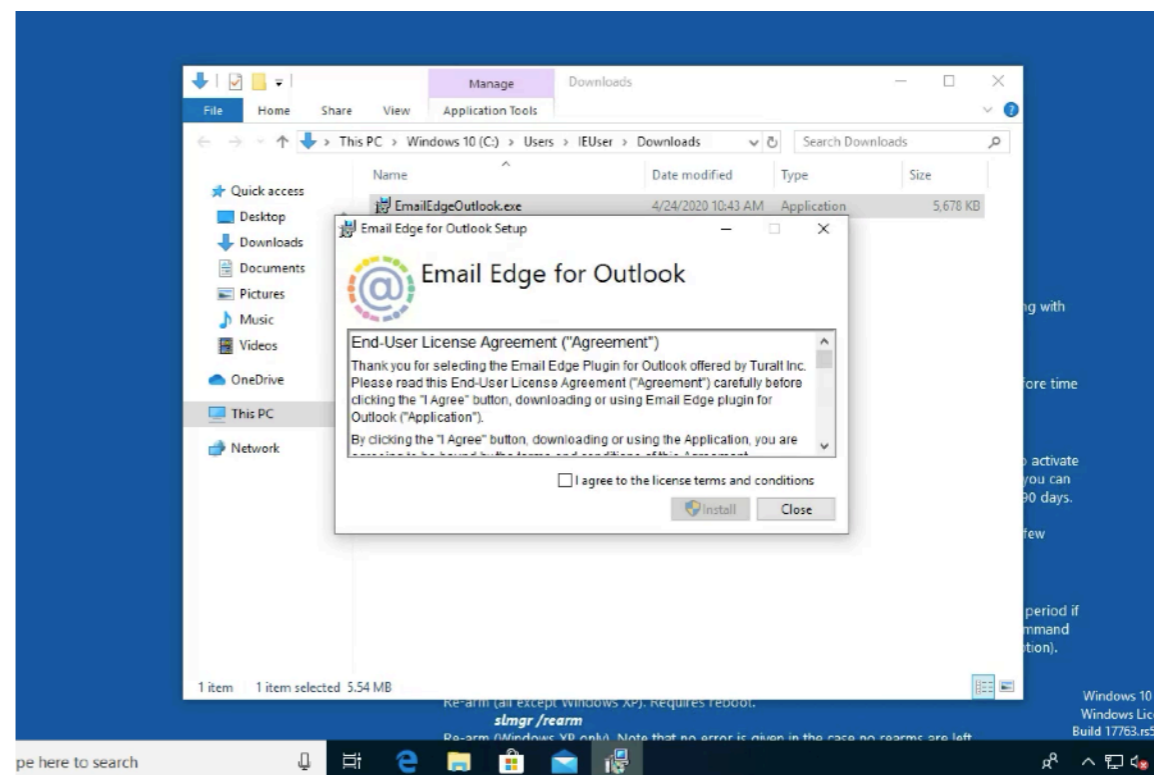
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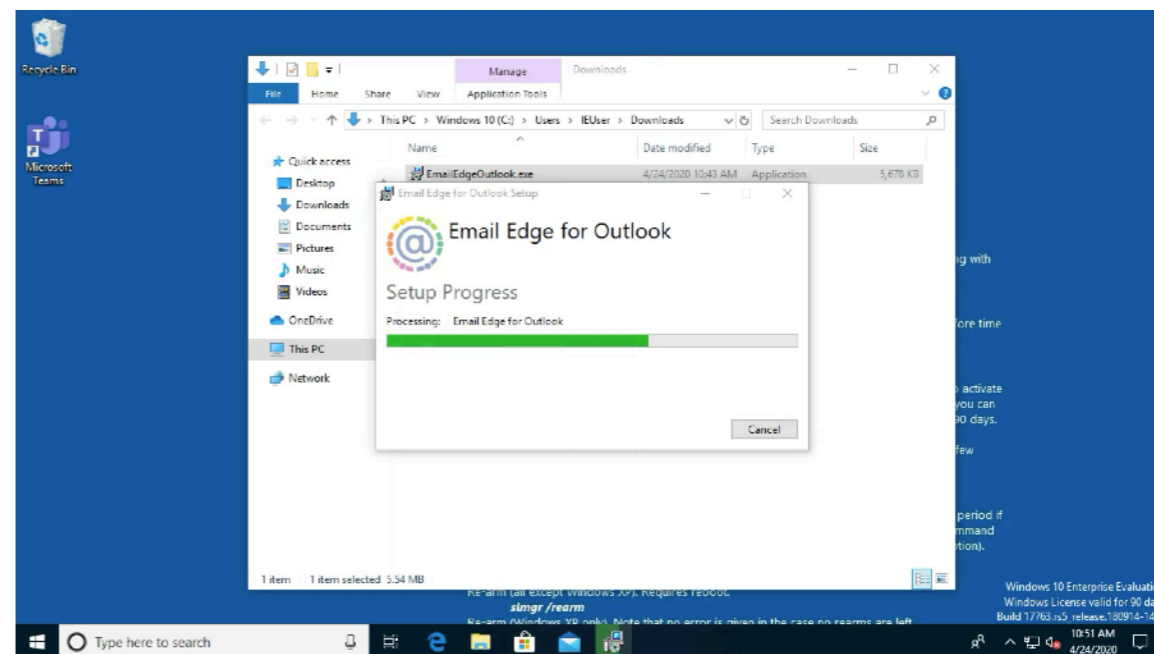
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Skype: morungos

Installing Email Edge

1. First, navigate your web browser to: https://turalt.com/plugin-for-outlook/EmailEdgeOutlook.exe, and download the installer application program.

2. After the download has been scanned by your security systems, run the installer program. This may take a few moments, and will need a network connection, as the installer might need to connect to Microsoft servers and download additional Windows and Office components, should they be required.

3. It is possible (although unlikely) that Windows Defender Smartscreen prompts you with a big blue warning about an unrecognized application. If so, select "More info", and confirm that this is a properly signed application by Turalt Inc. (This usually only happens for a few installs, before Windows learns to recognize the application).

4. When you are prompted with the Email Edge for Outlook installer for confirmation of the license agreement, check "I agree" and continue.

5. The installation may take a few minutes, especially if the installer needs to download and install additional Windows and Office components.
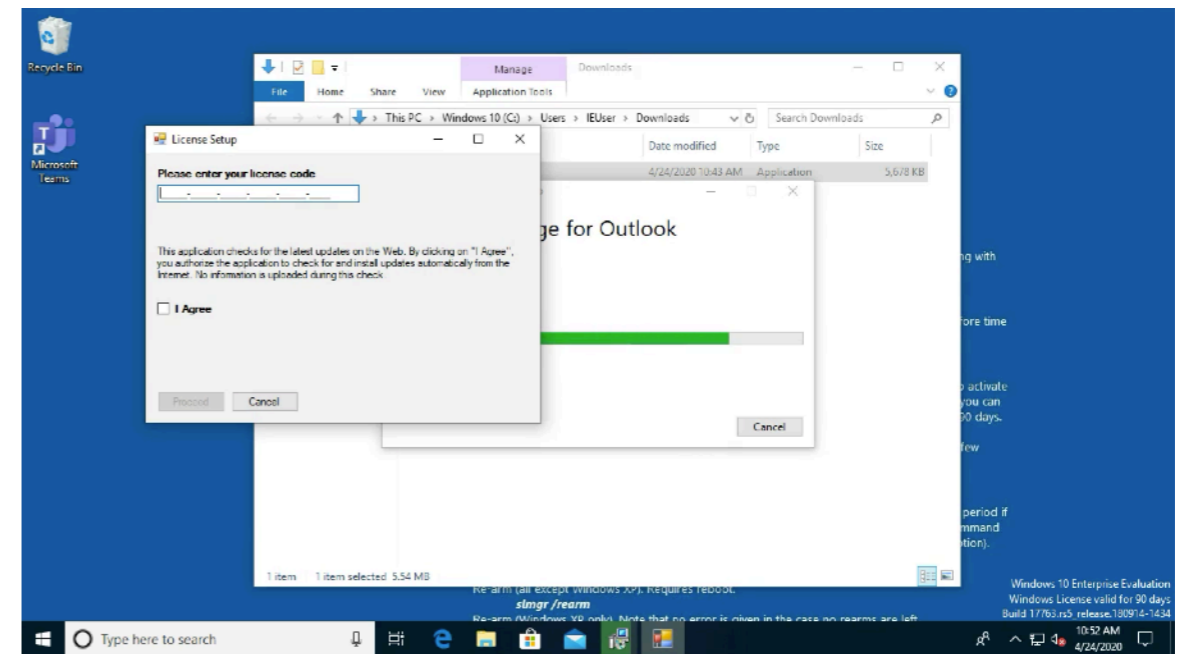

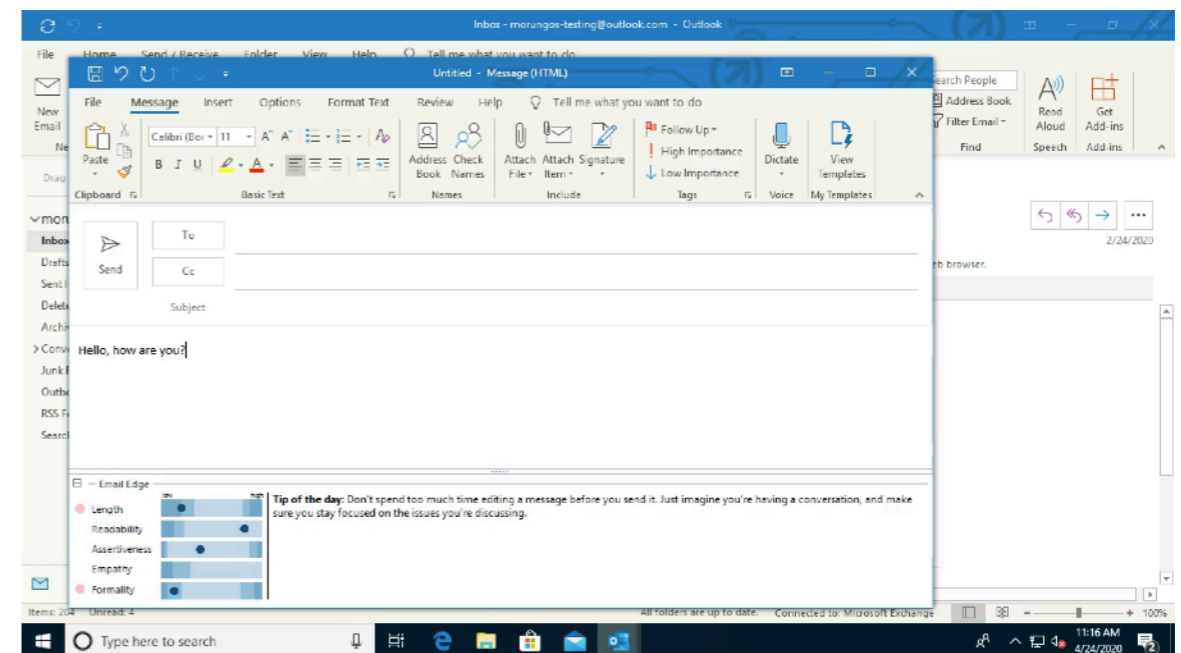**Step 4 – start the installer**

Step 5 – running the installer

6. When you see the "License Setup" screen, enter your license key code, and click "Proceed"

7. That's it! When complete, open Outlook and check that all is working by starting a new email message. You should see the Email Edge panel show at the bottom of the email window.

Step 6 – entering the license code

Step 7 – check the Outlook integration works

Technical details

System requirements

Email Edge for Outlook needs the following:

- Windows 10

- Microsoft Office 2016, and specifically Outlook (32-bit or 64-bit systems are both supported)

Permissions

The installer runs per-user, and does not need administrator permissions or access.

Network requirements

During installation, the installer program does need access to the network, because it checks for and downloads additional Microsoft components if needed by a user's platform.

Once installed, Email Edge for Outlook does not need a network connection, and does not send or receive data from external servers. Our AI engine is embedded within the Outlook extension, and does not use cloud or external services.

The installer

Email Edge for Outlook uses a signed and bundled Windows installer. During the install process, a log file is generated, and this is a valuable tool when analyzing installation issues. This log file is stored in `%TEMP%`, as files matching `Email_Edge_for_Outlook*.log`. These files are a great place to start auditing or troubleshooting the install process.

The installer contains several components:

1. The Outlook add-in itself

2. A "bootstrap" program that prompts for a license code and stores it

3. Additional checks for some Windows components (a modestly recent version of the .NET framework, and the runtimes needed by Visual Studio Tools for Office, VSTO). If these are missing, they will be downloaded and installed.

Removing Email Edge

If you need to remove Email Edge for Outlook, use the "Add or remove programs" control panel, search for "Email Edge for Outlook" and then choose "Uninstall".

This is a handy way to find which version is currently installed, which is helpful when troubleshooting or reporting issues.

Registry keys

The standard version for the registry keys used by the installation process is as follows. Note that there are additional components in the bundle to make sure .NET and VSTO are correctly installed. The variables [!FILE_AddIn] and [#FILE_VstoManifest] are completed with the actual locations of the addin and the manifest file.

Also be aware that the registry keys can get moved into the 64-bit area if needed. Because there are several distinct combinations of 32/64 bit systems for Windows and Office, and the installer detects the appropriate registry settings.

```
<RegistryKey Root="HKCU" Key="Software\Classes\EmailEdgeAddin">
   <RegistryValue Key="CLSID" Value="{ADD95DAF-9D0D-4B16-BEA5-4CFDBCF40791}"
              Type="string"/>
</RegistryKey>

<RegistryKey Root="HKCU"
   Key="Software\Classes\CLSID\{ADD95DAF-9D0D-4B16-BEA5-4CFDBCF40791}">
   <RegistryValue Key="InProcServer32" Value="[!FILE_AddIn]" Type="string"/>
   <RegistryValue Key="ProgId" Value="EmailEdgeAddin" Type="string"/>
</RegistryKey>

<RegistryKey Root="HKCU"
   Key="Software\Microsoft\Office\Outlook\Addins\EmailEdgeAddin">
   <RegistryValue Key="Description" Type="string"
      Value="Email Edge for Outlook strengthens your email communication"/>
```

```
   <RegistryValue Key="FriendlyName" Type="string"
      Value="Email Edge for Outlook"/>
   <RegistryValue Key="LoadBehavior" Type="integer" Value="3"/>
   <RegistryValue Key="Manifest" Type="string"
      Value="file:///[#FILE_VstoManifest]|vstolocal"/>
</RegistryKey>

<RegistryKey Root="HKCU"
   Key="Software\Microsoft\Office\Outlook\FormRegions\IPM.Note">
   <RegistryValue Key="EmailEdgeAddin.FeedbackRegion" Type="string"
      Value="=EmailEdgeAddin"/>
</RegistryKey>


<RegistryKey Root="HKCU"
   Key="Software\Microsoft\Office\16.0\Outlook\Resiliency\DoNotDisableAddinList">
   <RegistryValue Key="EmailEdgeAddin" Type="integer" Value="1"/>
</RegistryKey>

<RegistryKey Root="HKCU"
Key="Software\Microsoft\Office\16.0\Common\General">
   <RegistryValue Key="ReportAddinCustomUIErrors"
      Value="1" Type="integer"/>
</RegistryKey>
```

Data storage

Email Edge for Outlook stores all its data in a directory on the local user's system: `C\Users\<name>\AppData\Local\Turalt`. This directory contains both log files and an embedded database file: `Turalt.sqlite`. All data stored for analytics purposes is stored within that database file.

The next release of Email Edge for Outlook will include a personal analytics application which will help people gain insights into their email practices using insights derived from this data. This is planned to be an Electron-based application, using this same data file, again, no data will leave the user's computer.