

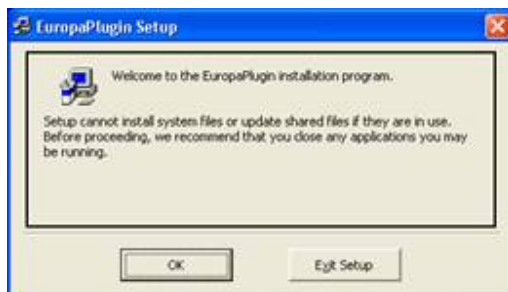
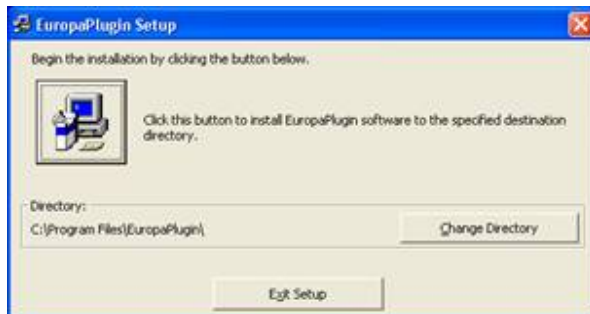
Europa Outlook Plug-in Installation & FAQ

Steps

1. Download **EuropaPluginInstall.zip** from Jovian web page.
2. Expand the zip file in a temp directory.
3. Execute the **setup.exe** file
4. Reboot

Step details

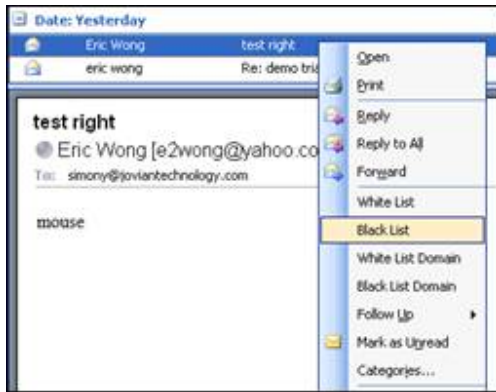
1. Go to <http://www.joviantechology.com> web site and traverse to following page: **Products > Europa > Resources**
Download the [EuropaPluginInstall.zip](#) file (click the file name to download).
2. Expand (unzip) the zip file into a temp directory
3. Execute the **setup.exe** application



After the step is completed, **reboot the Windows machine.**

Verify the Outlook Plug-in Installation

1. Start Outlook
2. Choose one of the incoming emails.
3. After the email content is displayed on the **Reading Pane**
4. Right click the email header; the popup menu should include the **Black/White listing** options.



Diagnostic the Outlook 2003 Plug-in Installation Problem

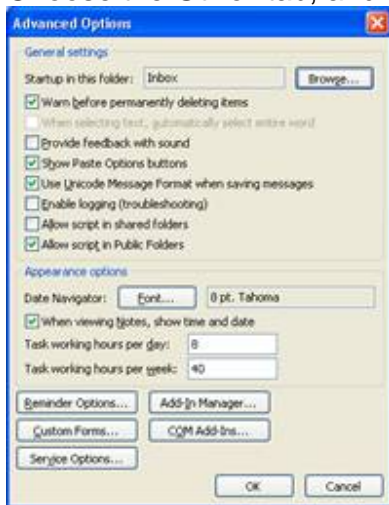
If you cannot see the Black/White listing options from the pop up menu.

1. Have you reboot the Windows machine?
2. The Black/White listing is only applied to the email from external sender. Are you looking at the emails from external sender?
3. Let check the Outlook plug-in option menu

Go to **Tools** menu > **Options**



Choose the **Other** tab, and click on **Advance Options ...** button.

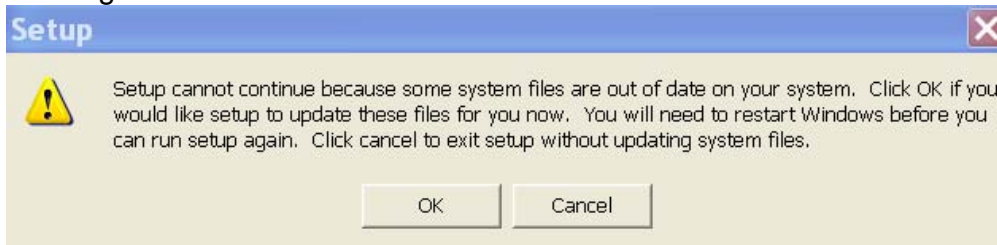


Click **COM Add-Ins ...** button



4. Europa plug-in only tested with Outlook 2003.
If you have different version of Outlook, please let us know your problem with Europa Outlook plug-in program.

5. Updated system files
The Outlook plugin requires updated system files. You may experience a Setup warning.



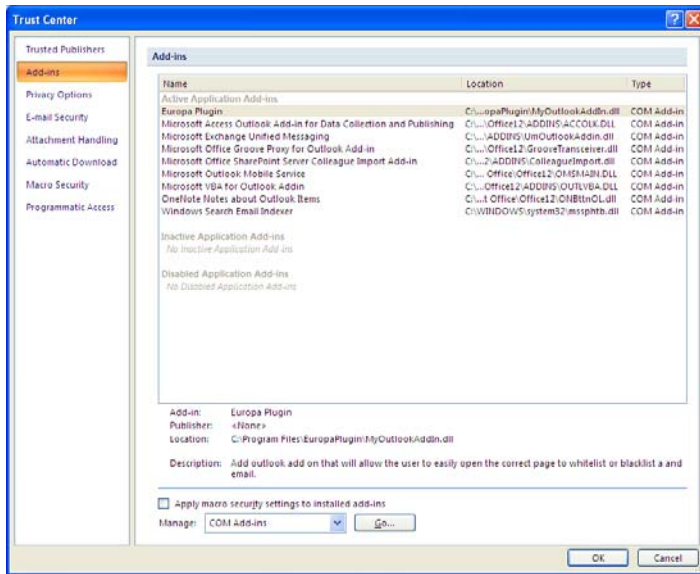
Please make sure the system files are up to date by visiting the Microsoft site and download the updates.

6. Browser not showing up while clicking 'Whitelist' or 'Blacklist'
The Outlook plugin requires the IE browser to work. Please double check the IE installation.

Diagnostic the Outlook 2007 Plug-in Installation Problem

If you cannot see the Black/White listing options from the pop up menu.

1. Repeat steps 1&2 as in **Outlook 2003** Diagnostics.
2. Check the Outlook Trust Center plug-in option menu
3. Repeat steps 4&6 as in **Outlook 2003** Diagnostics.



FAQs

1. *“Cannot perform the 'Whitelist sender' action because the user info and the email's recipient id mismatch”*

This is because the Europa email has a depleted version of plugin information. You can ignore this message and choose a more recent email (from the same sender) to perform White/Blacklist.