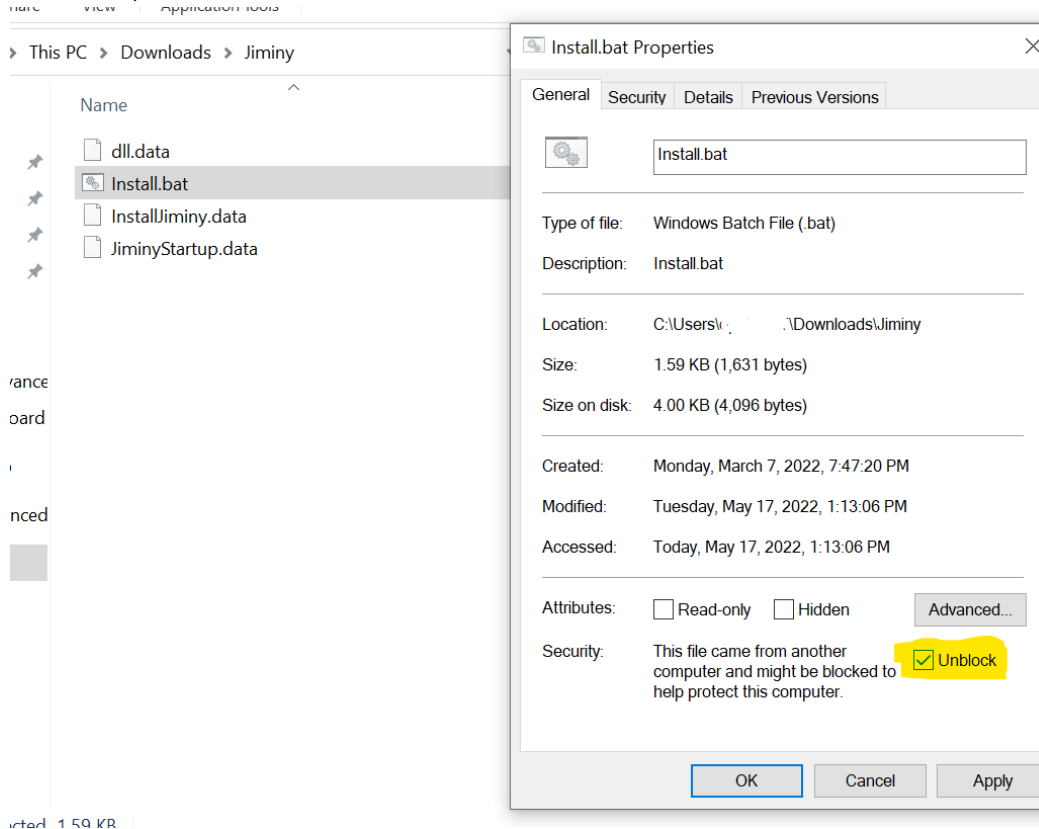


Jiminy Click Troubleshooting and Documentation

Installation Instructions

1. Unzip Jiminy.zip to a folder by right clicking it and clicking “Extract all...” and following the on-screen prompts.
2. In that folder, right-click the file “setup.exe” and click “Properties”.
3. If the bottom “Security” area says “This file came from another computer and might be blocked to help protect the computer,” you will need to check the “Unblock” checkbox and click “Apply”. Otherwise, click “Cancel”.



4. Double-click “setup.exe”
5. You may be prompted to install any missing prerequisites.
6. Follow on-screen prompts.
7. The first time Jiminy runs, it will have to build a machine learning model before it will start working properly. This will likely only take a few minutes but could take longer on slow PCs or very large mailboxes.

Common Issues

- The installer requires administrative privileges to be able to register machine learning DLLs with windows. You may require assistance from your IT department if you are attempting to install it on a company workstation.
- You may see a Windows SmartScreen error. If you click the link for more information, you may see an option to run the installer anyway. If you do not need this option, make sure to unblock the Installer.bat in step 3 of the installation instructions.
- Jiminy Click is developed and tested on the most recent version of Outlook. While it may work on previous versions, only the current version of Outlook is being developed for.
- Online Exchange Mode does not work properly. Only Cached Exchange Mode is supported. See the following for how to enable Cached Exchange Mode <https://support.microsoft.com/en-us/office/turn-on-cached-exchange-mode-7885af08-9a60-4ec3-850a-e221c1ed0c1c>
- Brand new mailboxes will likely be very inaccurate as there's not enough training data.
- In some circumstances, it may get disabled by Outlook. Follow these directions to re-enable it <https://support.inspire-tech.com/hc/en-us/articles/206061022-Re-enable-a-disabled-inactive-Outlook-Add-in>
- Very large mailboxes will take several minutes to train or longer, especially on older machines.

Information

- Jiminy Click will consume approximately a gigabyte of memory. This can be adjusted to some extent by using the low memory or high accuracy options.
- The add-in works best when it has a lot of messages to train on. New mailboxes may take some time to become accurate.
- The model automatically retrains every 3 weeks.
- Jiminy can be removed from the Add-Remove Programs section of Windows.
- The free version of Jiminy can be installed on unlimited computers for an unlimited amount of time.

Check for the most recent version of this document at <https://www.jiminyclick.com>.