Stellar Phoenix Mailbox Exchange

Recovery 8.0

User Guide

Overview

Stellar Phoenix Mailbox Exchange Recovery offers a complete solution to recover corrupt MS Exchange database files.

The software recovers corrupt EDB files and restores all its content such as e-mails, attachments, contacts, calendars, tasks and journals. **Stellar Phoenix Mailbox Exchange Recovery** scans and extracts data from a corrupt EDB file, recovers it and then saves it in PST, MSG, EML, HTML, RTF and PDF format.

After recovering the mailbox file, the software shows its original content. All folders from the original EDB file are shown along with their content in a three-pane structure.

Key features of Stellar Phoenix Mailbox Exchange Recovery:

- Support for MS Exchange Server 2013.

- Search particular mails from the repaired file.

- Added support for conversion of archive mailboxes.

- Repair multiple EDB files.

- Save repaired data in HTML, RTF, PDF formats.

- Export recovered file to an Exchange Mailbox.

- User-friendly and secure software.

- Saves repaired Exchange database (EDB) file as a PST, MSG and EML file.

- Supports repairing of PUB.EDB files.

- Selective repairing of user mailboxes.

- Supports MS Office 2016, 2013, 2010, 2007, 2003.

- Supports MS Exchange Server 2016 / 2013 / 2010 / 2007 / 2003 / 2000 / 5.5.

- Provides preview of mailboxes and mailbox items such as - Emails, Contacts, Calendar, Notes, Sent items etc.

- Compatible with Windows 10 / Windows 8.1 / 8 / Windows 7 / Windows Vista / Windows Server 12 / Windows Server 8.

Installation Procedure

Before installing the software, check that your system meets the minimum system requirements:

Minimum System Requirements:

- **Processor:** Pentium Class

- **Operating System:** Windows 10 / Windows 8.1 / 8 / Windows 7 / Windows Vista / Windows Server 12 / Windows Server 8

- **Memory:** Minimum 1 GB

- **Hard Disk:** 50 MB of Free Space

- **MS Outlook:** 2016, 2013, 2010, 2007, 2003

To install the software, follow these steps:

- Double-click **StellarPhoenixMailboxExchangeRecovery.exe** executable file to start installation. **Setup - Stellar Phoenix Mailbox Exchange Recovery** dialog box is displayed.

- Click **Next**. **License Agreement** dialog box is displayed.

- Choose **I accept the agreement** option. **Next** button will be enabled. Click **Next**. **Select Destination Location** dialog box is displayed.

- Click **Browse** to select the destination path where the setup files will be stored. Click **Next**. **Select Start Menu Folder** dialog box is displayed.

- Click **Browse** to provide path for program's shortcuts. Click **Next**. **Select Additional Tasks** dialog box is displayed.

- Choose the check boxes as per your choice. Click **Next**. **Ready to Install** dialog box is displayed.

- Review the entries. Click **Back** if you want to change them. Click **Install** to start installation. The Installing window shows the installation process.

- After completing the process, **Completing the Stellar Phoenix Mailbox Exchange Recovery Setup Wizard** window is displayed. Click **Finish**.

Note: Clear **Launch Stellar Phoenix Mailbox Exchange Recovery** check box before clicking **Finish** to prevent the software from launching.

Launching the Software

To launch Stellar Phoenix Mailbox Exchange Recovery in Windows 10:

- Click **Stellar Phoenix Mailbox Exchange Recovery** tile on the home screen. Or,

- Double click **Stellar Phoenix Mailbox Exchange Recovery** icon on the desktop.

To launch Stellar Phoenix Mailbox Exchange Recovery in Windows 8.1 / 8:

- Click **Stellar Phoenix Mailbox Exchange Recovery** tile on the home screen. Or,

- Double click **Stellar Phoenix Mailbox Exchange Recovery** icon on the desktop.

**To launch Stellar Phoenix Mailbox Exchange Recovery in Windows 7 / Vista:**

- Click Start -> Programs -> **Stellar Phoenix Mailbox Exchange Recovery** -> **Stellar Phoenix Mailbox Exchange Recovery**. Or,

- Double click **Stellar Phoenix Mailbox Exchange Recovery** icon on the desktop. Or,

- Click **Stellar Phoenix Mailbox Exchange Recovery** icon in Quick Launch.

User Interface

Stellar Phoenix Mailbox Exchange Recovery software has a very easy to use Graphical User Interface. The user interface contains features required for recovering the corrupt EDB file.

After launching the software, you will see the main user interface as shown below:
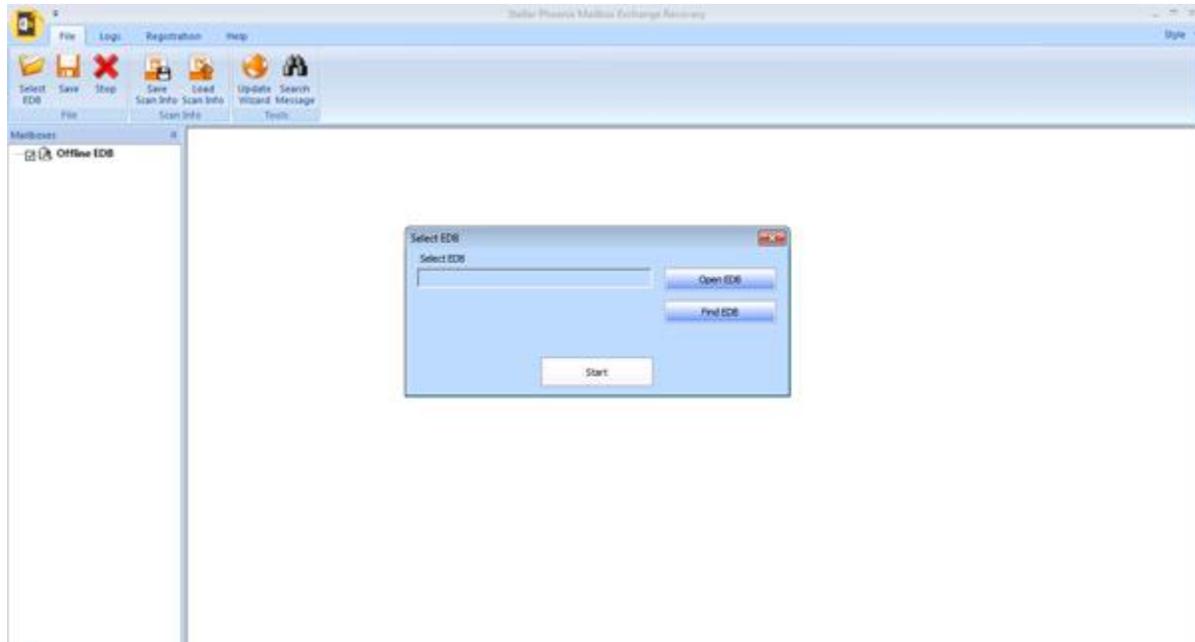
The user interface contains Menus and Buttons that let you access various features of the software with ease.

Menus

File Menu

Select EDB

Use this option to select the EDB file which you want to recover.

Save

Use this option to save the recovered file.

Stop

Use this option to stop the recovering process.

Save Scan Info

Use this option to save the scan information of the recovered files.

Load Scan Info

Use this option to load the scan information.

Update Wizard

Use this option to check for both, latest minor and major versions available online.

Search Message

Use this option to search for particular mails from the recovered file.

Logs Menu
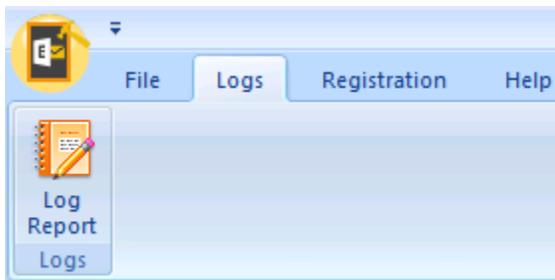
Log Report

Use this option to view / save the log report.

Registration Menu

Registration

Use this option to register the software after purchasing.

Transfer License

Use this option to transfer the license of the registered software to another computer.

Help Menu

Help

Use this option to view the help manual for the software.

Order

Use this option to buy **Stellar Phoenix Mailbox**

Exchange Recovery software.

Support

Use this option view the support page of stellarinfo.com

Knowledgebase

Use this option to visit Knowledgebase articles of stellarinfo.com

Enquiry

Use this option to submit enquiry to stellarinfo.com

About

Use this option to read information about the software.

Style Menu
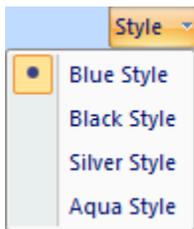
Use this option to switch between various themes for the software, as per your choice.

Buttons

Click this button to select the EDB file which you want to recover.

Click this button to save the recovered file.

Click this button to stop the recovering process.

Click this button to save the scan information of the recovered files.

Click this button to load the scan information.

Click this button to check for both, latest minor and major versions available online.
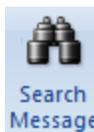
Click this button to search for particular mails from the recovered file.
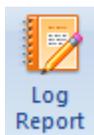
Click this button to view / save the log report.

Click this button to register the software after purchasing.
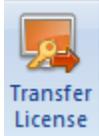
Click this button to transfer the license of the registered software to another computer.

Click this button to view the help manual for the software.

Click this button to buy **Stellar Phoenix Mailbox Exchange Recovery** software.

Click this button view the support page of stellarinfo.com.

Click this button to visit Knowledgebase articles of stellarinfo.com.
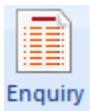
Click this button to submit enquiry to stellarinfo.com.

Click this button to read information about the software.

Ordering the Software

Click http://www.stellarinfo.com/edb-exchange-server-recovery.htm to know more about **Stellar Phoenix Mailbox Exchange Recovery.**

To purchase the software online, please visit http://www.stellarinfo.com/email-repair/edb-recovery/buy-now.php

Alternatively, click **Order** icon in **Help Menu** on **Menu Bar** to purchase the software online.

Select either of the methods given above to purchase the software.

Once the order is confirmed, a serial number will be sent to you through e-mail, which would be required to activate the software.

Registering the Software

The demo version is just for evaluation purpose and must be eventually registered to use the full functionality of the software. The software can be registered using the Registration Key which you will receive via email after purchasing the software.

To register the software:

1. Run demo version of **Stellar Phoenix Mailbox Exchange Recovery** software.

2. On **Registration** menu, click **Register** option. *Register* dialog is displayed as shown below.

3. choose 'I don't have the registration key' (Use this option if you have not purchased the product) or select 'I have the registration key' (Use this option if you have already purchased the product).

To register the software, when you do not have a registration key, follow the steps given below:

1. In the *Register* dialog, select '**I don't have the registration key**' option. Click **OK**, to go online and purchase the product.

2. Once the order is confirmed, a Registration Key will be sent to the email provided at the time of purchase.

3. In the *Online Registration* dialog, type the **Registration Key** and click **Register** button (Please ensure that you have an active Internet connection).

4. ' *Activation Completed Successfully* ' message is displayed after the process is completed successfully. Click **OK**.

To register the software, when you have a key, follow the steps given below:

1. In the *Register* dialog, select '**I have the registration key**' option.

2. You can choose either 'Online Registration' (Use this option to register the software over Internet) or 'Offline Registration' (Use this option to register the software manually / through e-mail if for any reason, Internet connection is unavailable).

- **Online Registration**

Online Registration is possible only when an active Internet connection is available.

   o **To register the software online**:

      1. From the *Register* dialog, select **Online Registration**. Click **OK**.

      2. An **Online Registration** dialog box will appear.

3. Type the **Registration Key** (received through email after purchasing the product) in the field of Registration Key. Click **Register**.

4. The software would automatically communicate with the license server to verify the entered key. If the key you entered is valid, software will be registered successfully.

Offline Registration

Offline Registration enables you to register the product when your computer does not have an Internet connection.

o **To register the software offline**:

1. From the *Register* dialog, select **Offline Registration**. Click **OK**.

2. An **Offline Registration** dialog will appear displaying **Registration ID** in its respective field.

Offline Registration

You need to send below listed 'Registration ID' to Stellar Technical Support to get your 'License Key'.
If you have already received your 'License Key', enter it and click 'Register' button to register the product.

Registration ID: CUPA-DJPZ9GWNJI9XGY6G-A96HKZITNE0AVZV2-F53D

License Key:

Cancel   Register

3. To get your License Key, which is required to register the software manually, you need to mail the listed **Registration ID** to support@stellarinfo.com.

4. A License Key will be sent to your email address after verifying the Registration ID and purchase details by *Stellar Technical Support*.

5. After receiving the License Key, open **Stellar Phoenix Mailbox Exchange Recovery**. In *Register* dialog, select '**I have the registration key**'.

6. Select **Offline Registration** and click **OK**.

7. Enter the **License Key** received through email in the field of License Key.

Offline Registration

You need to send below listed 'Registration ID' to Stellar Technical Support to get your 'License Key'.
If you have already received your 'License Key', enter it and click 'Register' button to register the product.

Registration ID: CUPA-DJPZ9GWNJI9XGY6G-A96HKZITNE0AVZV2-F53D

License Key: xxxxxxxxxxxxxxxxxxxxxxxxx

Cancel   Register

8. Click **Register** to activate the software. A confirmation message is displayed if a valid key is entered. Click **OK**.

Transfer License

Stellar Phoenix Mailbox Exchange Recovery allows you to transfer the license of the registered software to another computer on which you want to run the software with full functionality. This operation deactivates the product on your current computer so it can be reactivated on the new computer.

To transfer a software license from one computer to another, please follow the specific steps below:

On Target Computer:

1. Run demo version of the software.

2. In **Registration** Menu on Menu Bar, click **Register**. A new dialog appears.

3. From the **Register** dialog, select **Offline Registration**. Click **OK**.

4. An **Offline Registration** dialog box will appear displaying **Registration ID** in its respective field.


On Source Computer:

1. Run registered version of **Stellar Phoenix Mailbox Exchange Recovery** software.

2. In **Registration** Menu on Menu Bar, click **Transfer License** button.

3. Copy the **Registration ID** displayed on the Target Computer in the field of Registration ID on the Source Computer.

4. To get your License Key, click **Transfer In** button on Source Computer. This will generate a License Key.

5. You can also save the License Key generated on the source computer. Click **Save To File** button to save the Registration ID and the License Key. In **Save As** dialog box, select the location where you want to save the details. Click **Save**.

6. ' *License Key saved successfully* ' message is displayed after the saving process is completed successfully. Click **OK**.

This will deactivate the product on Source Computer and you will no longer be able to use the software anymore on this computer.

On Target Computer:

1. Type the **License Key** which you have generated on the Source Computer in the provided field of License Key.

Offline Registration

You need to send below listed 'Registration ID' to Stellar Technical Support
to get your 'License Key'.
If you have already received your 'License Key', enter it and click 'Register'
button to register the product.

Registration ID: CUPA-DJPZ9GWNJI9XGY6G-A96HKZITNE0AVZV2-F53D

License Key: xxxxxxxxxxxxxxxxxxxxxxxx

Cancel   Register

2. Click **Register** to complete the activation process.

3. ' *Activation Completed Successfully* ' message is displayed after the process is completed successfully. Click **OK**.

Updating the Software

Stellar releases periodical software updates for **Stellar Phoenix Mailbox Exchange Recovery** software. You can update the software to keep it up-to-date. These updates can add a new functionality, feature, service, or any other information that can improve the software. Update option of the application is capable of checking for latest updates. This will check for both latest minor and major versions available online. You can easily download minor version through the update wizard. However, the major version, if available, has to be purchased. While updating the software, it's recommended to close all the running programs. Note that demo version of the software cannot be updated.

To update Stellar Phoenix Mailbox Exchange Recovery:

- Click Update Wizard icon from **File Menu**.

- Stellar Update Wizard window opens. Click Next. The wizard will search for latest updates, and if it finds any new updates, a window will pop up indicating its availability.

- Click Next and the software will download the files from the update server. When the process is complete, the software will upgrade to the latest version.

Live Update may not happen due to following reasons:

- Internet connection failure

- Updates are not available

- Unable to download configuration files

- Unable to locate updated files or version

- Unable to locate executable file

Note: If a major version is available, you need to purchase the software in order to upgrade it.

Stellar Support

Our Technical Support professionals will give solutions for all your queries related to Stellar products.

You can either call us or go online to our support section at http://stellarinfo.com/support/

For price details and to place the order, click http://www.stellarinfo.com/email-repair/edb-recovery/buy-now.php

Chat Live with an Online technician at http://www.stellarinfo.com/

Search in our extensive Knowledgebase at http://www.stellarinfo.com/support/kb/

Submit enquiry at http://www.stellarinfo.com/support/enquiry.php

E-mail to Stellar Support at support@stellarinfo.com

Support Helpline

Monday to Friday [24 Hrs. a day]

USA (Tollfree- Pre Sales Queries)	+1-877-778-6087
USA (Post Sales Queries)	+1-732-584-2700
UK (Europe)	+44-203-026-5337
Australia & Asia Pacific	+61-280-149-899
Netherlands Pre & Post Sales Support	+31-208-111-188
Worldwide	+91-124-432-6777
Email Orders	orders@stellarinfo.com

Select EDB File

To Select an EDB File:

- Click **Select EDB** from **File Menu**. **Select EDB** dialog box opens.

- Click **Open EDB** to select the EDB file that you want to recover.
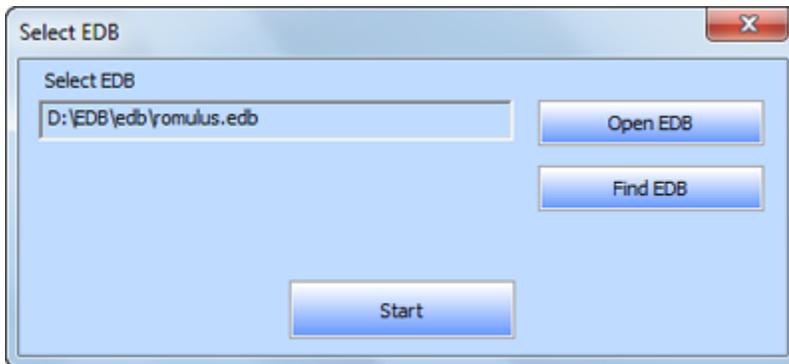
Stellar Phoenix Mailbox Exchange Recovery also allows you to search for EDB files in your computer's hard drive, in case you don't know their location.

To Find an EDB File:

- Click **Find EDB** in **Stellar Phoenix Mailbox Exchange Recovery** dialog box. **Find EDB File** dialog box opens.

- From **Find Options** section, select the required drive from the **Look in** list box or click **Look in** to search for EDB files within a specific folder. Click **Start** to start searching for EDB files.

- After the search is complete, list of EDB files found in the selected drive / folder is shown in **Find EDB File** dialog box as shown below:
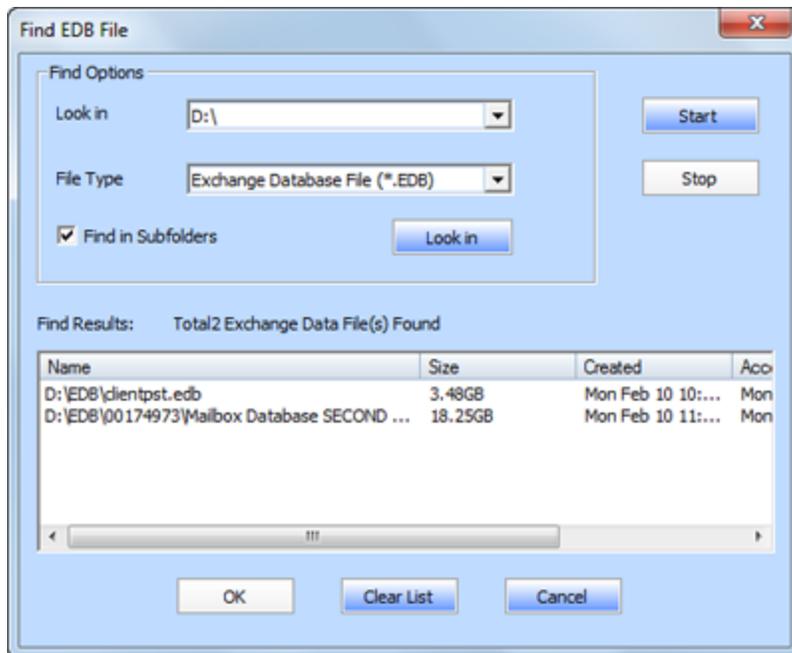
- Select file you wish to recover from this list and click **OK**.

Scan EDB File

- After selecting the EDB file that you want to recover, click **Start**. **Select Scan Mode** dialog box opens.
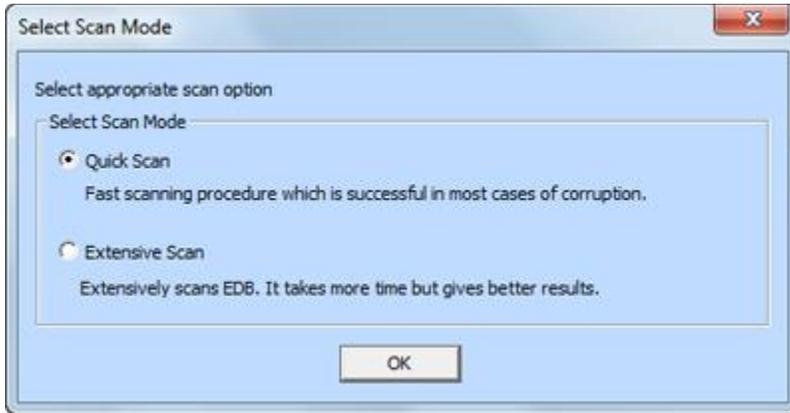
- If you want to quickly scan the corrupt EDB file, select **Quick Scan**, which is a fast mode to scan and recover corrupt EDB file. Or, If you want to scan the corrupt EDB file extensively for better results, select **Extensive Scan**. Click **OK** to start the scanning process.

- Once scanning is complete, you can preview the scanned file.

Left pane displays selected EDB filename under Root node in a tree like structure while the Middle pane displays the list of recovered mails. Click on any mail in the middle pane to see its content, which is displayed in right pane as shown below:
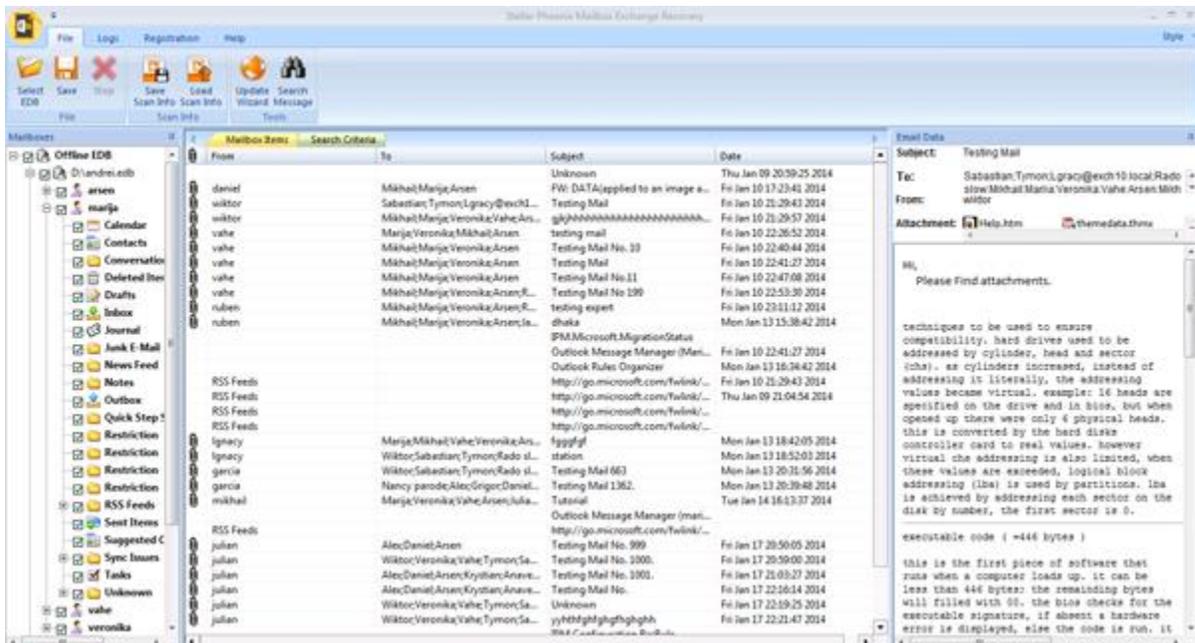
Stellar Phoenix Mailbox Exchange Recovery also allows you to search for particular mails from the scanned file.

To search for particular mails:

- Click on **Search Criteria** tab in Preview window, or select **Search Message** from **File Menu**.
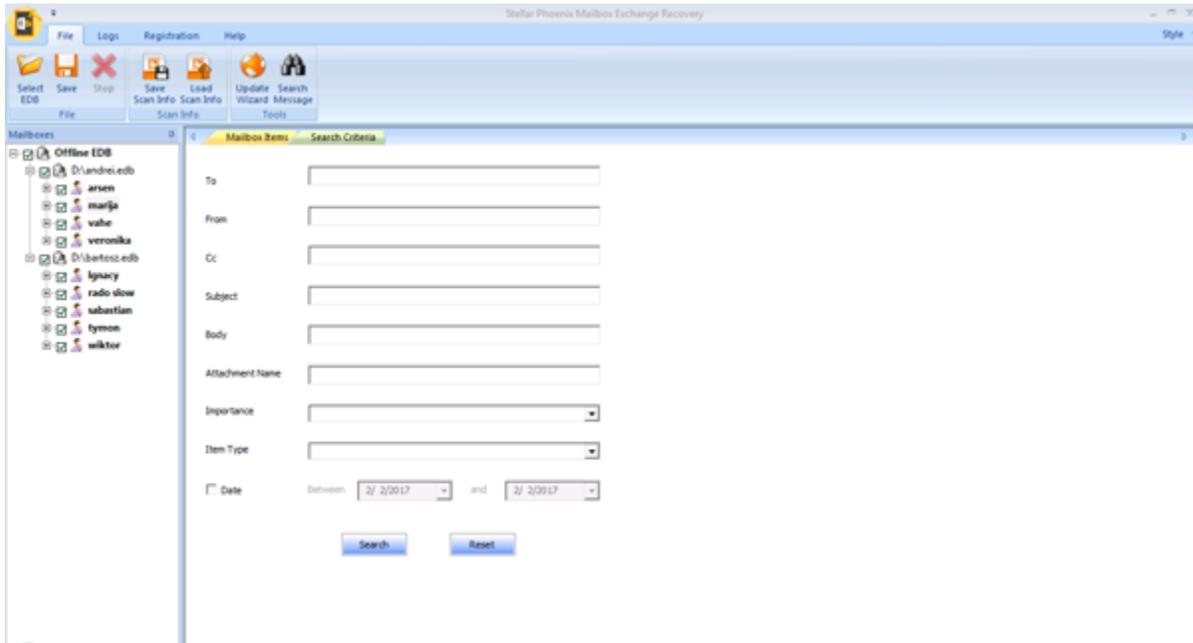
- Enter your requirements for any of the given attributes and then click **Search** to search for mails. However, you can only select one EDB at a time to search for mails.

Save & Load Scan Info

With **Stellar Phoenix Mailbox Exchange Recovery**, you can save the scan information of the recovered files, in case you need to access it at a later stage.

To save the scan info:

- From **File Menu**, select **Save Scan Info**.

- Click **Browse** to select the destination where you want to save the scan info. Click **OK**.

To load the scan info:

- From **File Menu**, select **Load Scan Info**.

- Click **Browse** to select the .img file from which you want to load the scan info. Click **OK**.
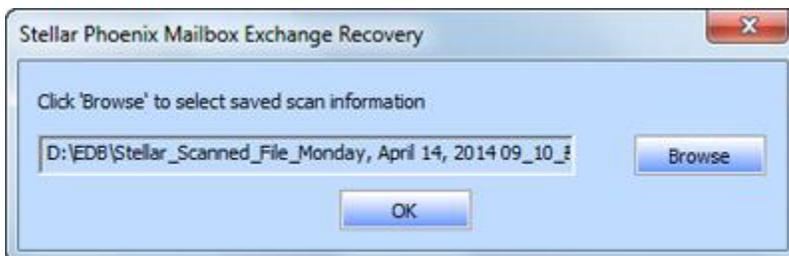
Save Scanned File

Stellar Phoenix Mailbox Exchange Recovery allows you to save the recovered files in various formats like PST, MSG, EML, HTML, RTF, PDF and Office 365.

To save the recovered files:

- Click **Save** from **File Menu**.

- Select the required format and then select the destination where you want to save the file. Click **OK**.
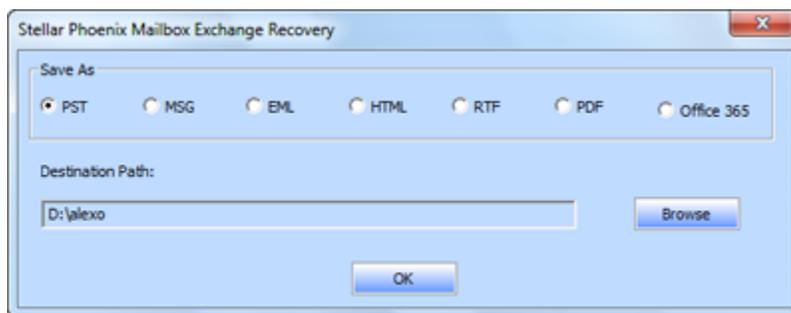
Using **Stellar Phoenix Mailbox Exchange Recovery**, you can save individual mailboxes in either of the given formats.

To save mailboxes individually, simply right-click on it and:

- Select Save as PST to save the mailbox in PST format.

- Select Save as MSG to save the mailbox in MSG format.

- Select Save as EML to save the mailbox in EML format.

- Select Save as HTML to save the mailbox in HTML format. (Attachments cannot be saved, however, their names are visible)

- Select Save as RTF to save the mailbox in RTF format. (Attachments cannot be saved, however, their names are visible)

- Select Save as PDF to save the mailbox in PDF format. (CC of the mails is not shown and attachments cannot be saved, however, their names are visible)

*Note: You can also right click on a message to save it individually in all formats **except PST**.*

You can export the recovered file to an Exchange Mailbox as well, using the following steps:

- Right Click on the tree item which you want to export and select **Export to Exchange Mailbox**.

- In **Connect to Exchange Server Mailbox** dialog box, choose **Connect to single mailbox** or **Connect to all mailboxes on server**, based on your requirement.
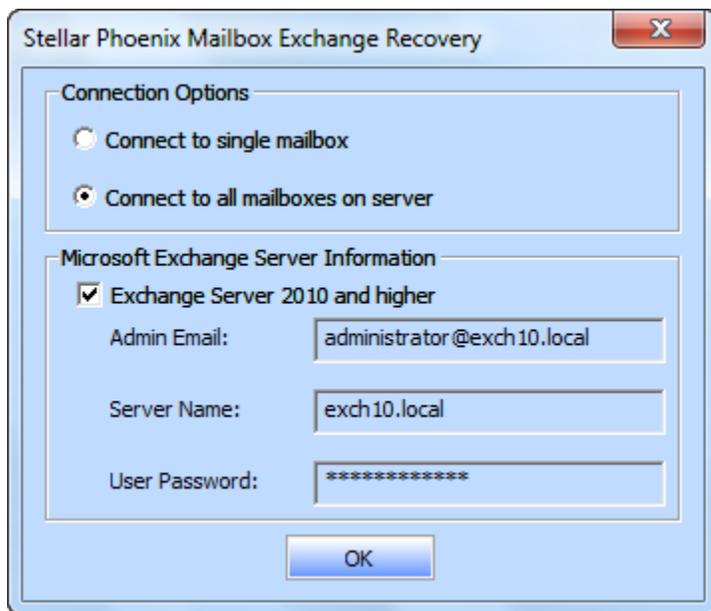

- In Connect to Exchange Server Mailbox dialog box, select Connection Options (either **Connect to single mailbox** or **Connect to all mailboxes on server**) and then enter Microsoft Exchange Server Information details. Click **OK**.

- In **Export To Mailbox** dialog box, double click the mailbox to which you want to export the mails. Click **OK**.
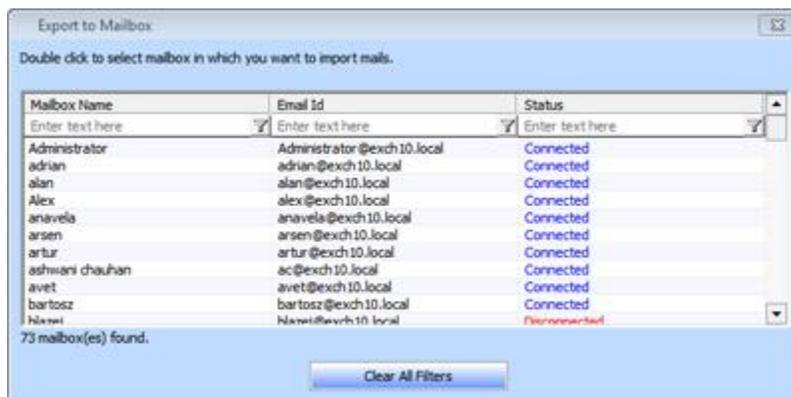
Stellar Phoenix Mailbox Exchange Recovery also allows you to save only those messages, which you have searched for using **Search Criteria** option.

To save search results:

- Click **Save** from **File Menu**.

- Select **Save Search Results** and click **OK**.

- Select your preference from **Save Search Results** section, select the required format, and then select the destination where you want to save the file. Click **OK**.
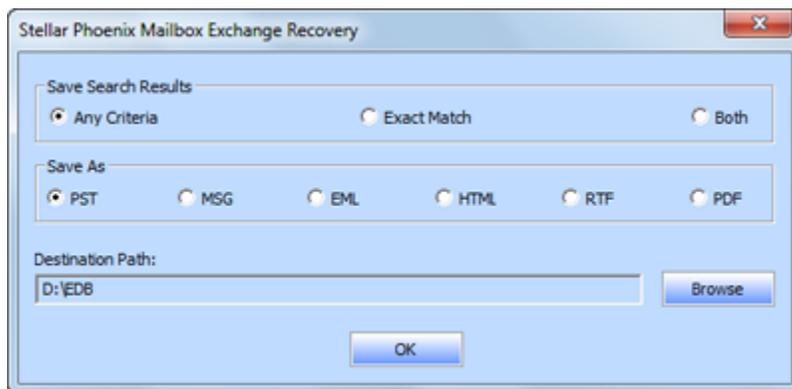
Note: After search is complete, you can right click on messages to save them individually.

Import PST file in MS Outlook

To import PST file in Microsoft Outlook 2016 / 2013:

- Open Microsoft Outlook. From **File Menu**, select **Open & Export.**

- Select **Import / Export** option from the right pane.

- From **Import and Export Wizard** window, select **Import from another program or file**, click **Next**.

- In **Import a File** dialog box, select **Outlook Data File (.pst)**, click **Next**.

- Click **Browse** to locate the PST file that needs to be imported. In the options box, select an appropriate option. Click **Next**.

- In **Import Outlook Data File** dialog box, select the folders that should be imported in Microsoft Outlook. Click **Finish**.

To import PST file in Microsoft Outlook 2010:

- Open Microsoft Outlook. From **File Menu**, select **Open** -> **Import**.

- From **Import and Export Wizard** window, select **Import from another program or file**, click **Next**.

- In **Import a File** dialog box, select **Outlook Data File (.pst)**, click **Next**.

- Click **Browse** to locate the PST file that needs to be imported. In the options box, select an appropriate option. Click **Next**.

- In **Import Outlook Data File** dialog box, select the folders that should be imported in Microsoft Outlook. Click **Finish**.

## To import PST file in Microsoft Outlook 2007 / 2003:

- Open Microsoft Outlook. From **File menu**, select **Import and Export**.

- From **Import and Export Wizard** window, select **Import from another program or file**, click **Next**.

- In **Import a File** dialog box, select **Personal Folder File (PST)**, click **Next**.

- Click **Browse** to locate the PST file that needs to be imported. In the options box, select an appropriate option. Click **Next**.

- In **Import Personal Folders** dialog box, select the folders that should be imported in Microsoft Outlook. Click **Finish**.

View Log Report

With **Stellar Phoenix Mailbox Exchange Recovery**, you can save the Log Report to analyze the repairing process at a later stage.

To save the log report:

- From **Logs** menu, select **Log Report**.

- In **Log Report** dialog box, click **Save Log**.
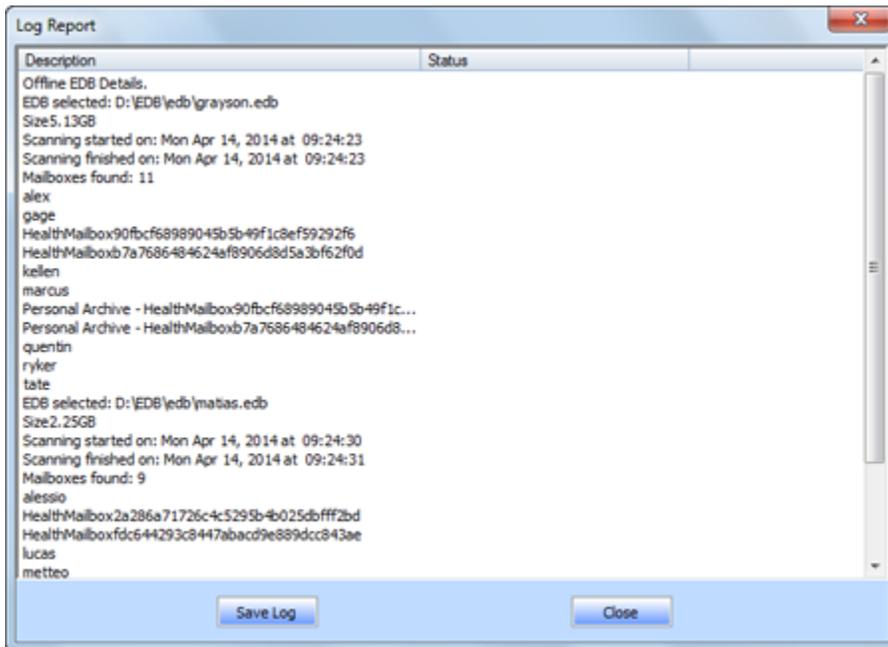
- In **Save As** dialog box, specify the location where you want to save the log file. Click **Save**.

FAQs

1. **What is the difference between an .EDB file and a .STM file?**

   The .EDB file is the main repository for the mailbox data. The .STM or streaming media file is used in conjunction with the .EDB file to comprise the Exchange database. Both files together make up the database, and as such, they should always be treated as a single entity. Typically, if you perform an action on the .EDB file, the .stm file is automatically included. The purpose of the .STM file is to store streamed native Internet content.

   When you install a new Exchange server in an organization, two data stores are created automatically: a default mailbox store and default public folder store. Two database files are associated with the default mailbox store:

   Priv1.EDB: A rich-text database file containing message headers, message text, and standard attachments.

   Priv1.EDB: A streaming internet content file containing audio, video and other media that are formatted as streams of Multipurpose Internet Mail Extensions (MIME) data.

   The .stm file houses Internet content message streams as defined in Request for Comments (RFC 822), and the .edb file contains messages that are in MAPI format (Rich Text Format).

   When an Internet mail message comes into the Exchange information store, the body of the message is saved in the .stm file, and the header information (From, To, Cc, Time Sent, and so on) is converted to Rich Text Format (RTF), and then stored in the .edb file.

2. **I am not able to find my EDB file, how do I locate it?**

   Use **Find EDB** option to search and locate the EDB files.

3. **I want to recover my Calendars and address book, how do I recover them using mailbox exchange recovery tool?**

   First you need to recover mailboxes from the edb file using the software. Then, import the PST file in outlook and check your calendars and address book.

4. **What is difference between Quick Scan and Extensive Scan?**

   Quick Scan mode is a fast mode to scan and recover corrupt EDB file. If you are not satisfied with the Quick Scan mode, then you can try Extensive Scan mode. Extensive Scan mode of scanning

an EDB file is slow but more effective process. This mode is more powerful than Quick Scan mode. It is able to recover even highly corrupted EDB files.

5. **Can I export the recovered file to an Exchange Mailbox?**

Yes, you can export the recovered file to an Exchange Mailbox. Refer to Save Scanned File section for complete steps.

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About Stellar

Stellar Data Recovery is a global leader in providing data recovery, data migration and data erasure solutions for the past two decades. **Stellar Data Recovery** is a customer centric, critically acclaimed, global data recovery, data migration & erasure solutions provider with cost effective solutions available for large corporates, SMEs & Home Users. **Stellar Data Recovery** is headquartered in New Delhi, India and has a strong presence across USA, Europe & Asia.

Product line:

Data Recovery

A widest range of data recovery software that helps you recover your valued data lost after accidental format, virus problems, software malfunction, file/directory deletion, or even sabotage!. More Info >>

File Recovery

The most comprehensive range of file undelete and unerase software for Windows and MS office repair tools. More Info >>

Email Recovery

A wide range of mail recovery, mail repair and mail conversion applications for MS Outlook, MS Outlook Express and MS Exchange useful in instances of data loss due to damages and corruption of Email. More Info >>

Data Protection

A wide range of Prevent Data Loss, Data backup and Hard Drive Monitoring Applications to ensure complete data protection against hard drive crash. More Info >>

Data Sanitization

Data cleanup and file eraser utility can delete selected folders, groups of files, entire logical drives, System Traces & Internet traces. Once the data have been removed using Stellar Wipe - Data File eraser utility, it is beyond recovery limits of any Data Recovery Software or utility. More Info >>

Data Erasure

Stellar Data Erasure software under the brand **BitRaser** help businesses & consumers permanently erase confidential data beyond the scope of data recovery. You can perform high speed bulk data erasure & generate erasure certificates for audit trail purpose. **BitRaser** supports 24 International data erasure standards. More Info >>

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