



Stellar Phoenix Mailbox Exchange Desktop

Version 4.0

User Guide



Overview

Stellar Phoenix Mailbox Exchange Desktop is a complete solution to convert Microsoft Outlook Offline Storage (OST) files to Microsoft Outlook Personal Storage (PST) files.

What is OST File?

If you use Outlook as an Exchange Server client and do not use PST file to store your data (instead store your data on the Exchange Server), OST file allows you to work offline. OST file acts essentially as an offline copy of your data store on the Exchange Server. When you're working offline, all changes that you make to contacts, messages, and other Outlook items and folders occur in the offline store. When you go online again, Outlook synchronizes the changes between offline store and your Exchange Server store. For example, if you've deleted messages from your offline store, Outlook deletes those same messages from your online store when you synchronize the folders. Any new messages in your Inbox on the server are added to your offline store. Synchronization is a two-way process, providing the most up-to-date copy of your data in both locations, ensuring that changes made in each are reflected in the other.

An OST file is similar to a PST. The difference is that an OST file is RTF-aware, while a PST is not. The contents of any folder designated as an offline folder are included in the OST file, but the contents of the mailbox and other folders are not.

Key features:


- Enables user to view messages in 3-view format
- Recovers e-mails, calendar entries, contacts, notes and journals
- Restores formatting from RTF and HTML messages
- Converted file is saved as new PST file on any (including network) disk visible by the host operating system
- Creates unique profile for PST file
- Supports MS Outlook 2000, 2002 (XP), 2003, 2007



Stellar Phoenix Update Wizard

The Stellar Phoenix Update Wizard keeps your Stellar Phoenix Mailbox Exchange Desktop application updated. Update option in the application checks for the latest updates available online. Stellar Phoenix Update Wizard checks for latest minor and major version available online. Stellar Phoenix Update Wizard automatically installs the minor version, if available. However, if major version available then you need to purchase it. While updating the software, it's recommended to close all the running programs.

To start Stellar Phoenix Update Wizard:

1. In the Stellar Phoenix Mailbox Exchange Desktop screen, Click **Update Wizard**  icon. the Stellar Phoenix Update Wizard window opens, click **Next**. The wizard will start searching for the latest updates and if it finds any new version, a window pops up indicating the availability.
2. Click **Next**, the software will start downloading files from the 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



If major version is available, to upgrade the software you have to purchase it.



Stellar Phoenix Mailbox Exchange Desktop

Getting Started

Stellar Phoenix Mailbox Exchange Desktop software converts OST files to PST files and saves them to your preferred location. It also shows content of converted OST file in a three-pane structure. When the scanning process is completed, all the recovered emails, notes, journals, tasks, calendar entries and contacts can be viewed in Stellar Phoenix Mailbox Exchange Desktop window. You can save the recovered PST file to your location.



Installation Procedure

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

Minimum System Requirements

- Processor: Pentium Class
- Operating System: Windows NT4(SP6)/2000/XP/2003/Vista/Windows7
- Memory: Minimum 256 MB (512 MB recommended)
- Hard Disk: 50 MB of free space
- MS Outlook: 2000, 2002 (XP), 2003, 2007
- Internet Explorer: Version 6 or later

To install the software:

1. Double-click spmde.exe file to start the setup process. The Setup - Stellar Phoenix Mailbox Exchange Desktop dialog box opens. Click **Next**.
2. In the License Agreement screen, select I accept the agreement option. The Next button will be enabled. Click **Next**.
3. In the Select Additional Tasks screen, check the required check boxes. Click **Next**.
4. In the Select Destination Location screen, provide the path by using Browse button where the setup files will be stored. Click **Next**.
5. In the Start Menu Folder screen, provide the path by using Browse button where the program's shortcuts will be stored. Click **Next**.
6. In the Ready to Install screen, review the settings. Click **Back** to change settings. After confirming the settings, click **Install**. The Installing screen shows the installation process.
7. After completing the process, the Completing the Stellar Phoenix Mailbox Exchange Desktop Setup Wizard screen opens. Click **Finish**.

Starting the Software

To start the application, do one of the following:

- Click **Start | All Programs | Stellar Phoenix Mailbox Exchange Desktop**, and then click **Stellar Phoenix Mailbox Exchange Desktop**.
- Double-click the shortcut icon of **Stellar Phoenix Mailbox Exchange Desktop** from the desktop.
- Click quick launch icon on the taskbar.



You can clear the **Launch Stellar Phoenix Mailbox Exchange Desktop** check box to stop the automatic launch of the software.




Stellar Phoenix Mailbox Exchange Desktop

How to Order

The software can be purchased by making payments online by using a credit card. Please visit <http://www.stellarinfo.com/exchange-ost-recovery-prices.htm?Order> for more information and to place an order.

Alternatively, if the demo version is installed then on the Help menu, select **Order Stellar Phoenix Mailbox Exchange Desktop**. This will open the home page of Stellar Phoenix Mailbox Exchange Desktop from where you can

purchase the software. You can also click **Order Stellar Phoenix Mailbox Exchange Desktop**  on the toolbar. The Order Stellar Phoenix Mailbox Exchange Desktop opens, click the Buy Stellar Phoenix Mailbox Exchange Desktop link to visit the home page from where you can purchase the software.



How to Register



If the software is downloaded from <http://www.stellarinfo.com/exchange-ost-recovery-prices.htm?Order> (i.e., ESD version), for the full functionality, the product must be registered using Serial Number (received through email after purchasing the product).

If the software is installed using the product installation CD (i.e., BOX version), hardware lock



is mandatory for the functioning of the software that is available with the software kit.

After purchasing the software, you will receive the serial number, which is required to register the software. The serial number will be verified during the registration process and if the serial number is valid then the software will be registered.

The software can be registered in different ways. These are the methods by using which you can register the software:

- [Over internet](#)

You should have the serial number, which is received after purchase of the software. On entering the serial number it is verified by license server and on verification the software will be registered.

- [Manual Activation](#)

You will need to generate a PHX_REG.txt file and mail the .txt file to support@stellarinfo.com. After verifying the serial number and purchase details of the software, the site key will be delivered to you at your email address. This site key is used to register the software manually.



Registration Over Internet

To register the software over Internet:

- On the Activation menu, click **Activate Stellar Phoenix Mailbox Exchange Desktop Online**. The Warning dialog box opens, click **OK**.
- In the Welcome to Stellar Phoenix - Electronic Software Registration wizard, click **Next**.
- Type the Serial number (received through email after purchasing the product) in the Serial number text box. Click **Next**.



- The software would automatically communicate with license server and register the software. Click **Finish** to complete the registration process.



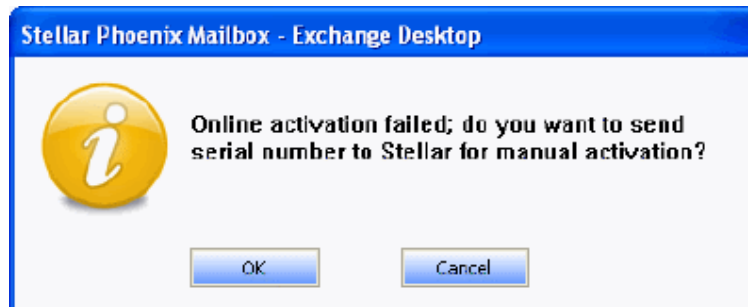
You can generate the PHX_REG.txt file manually by starting the online activation. View [manual activation](#) topic to perform the process of generating PHX_REG.txt file.



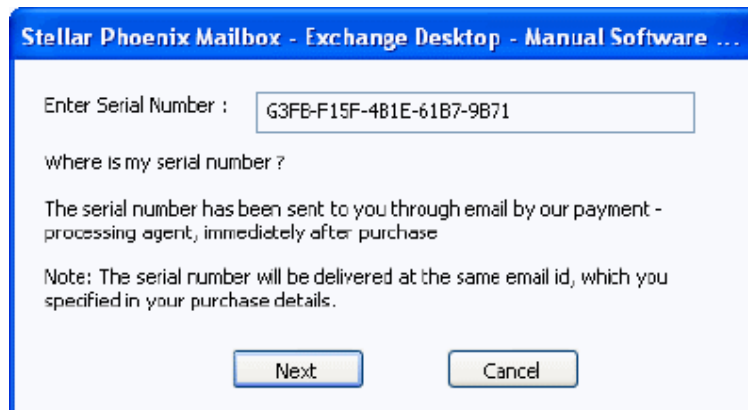
Manual Activation

To register the software by using manual activation process:

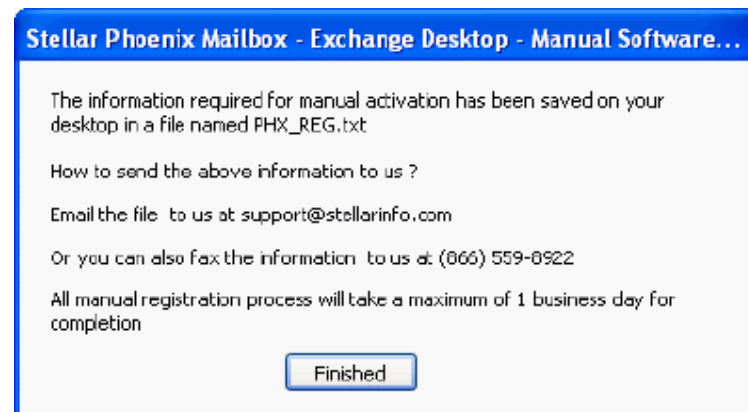
- On the Activation menu, click Activate Stellar Phoenix Mailbox Exchange Desktop Online. The Warning dialog box opens, click OK.
- In the Welcome to Stellar Phoenix - Electronic Software Registration wizard, click Cancel.
- The Stellar Phoenix Mailbox Exchange Desktop dialog box opens, click OK.



- In the Stellar Phoenix Mailbox Exchange Desktop -Manual Software ... dialog box, enter the serial number, which is received after the successful purchase of the software. Click **Next**.

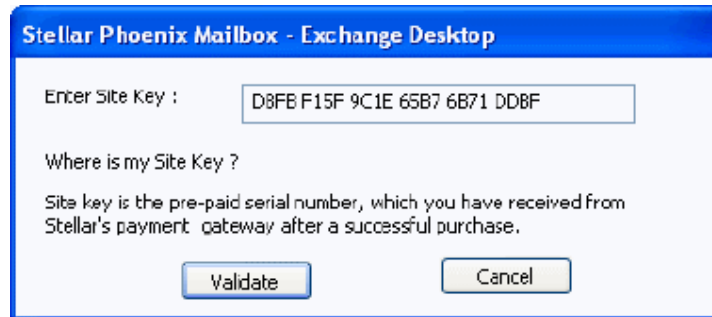


- A file named PHX_REG.txt will be created at your desktop. Email the .txt file to support@stellarinfo.com email address. Click **Finished**.



- In reply, you will receive the site key after checking the purchase details. This site key is required to activate the software manually.

- When you receive the site key, open Stellar Phoenix Mailbox Exchange Desktop, on the Activation menu, click **Manual Registration**. In the Stellar Phoenix Mailbox Exchange Desktop dialog box, enter the site key, which is received after sending the PHX_REG.txt file. Click **Validate**.



Stellar Phoenix Mailbox - Exchange Desktop

Enter Site Key :

Where is my Site Key ?

Site key is the pre-paid serial number, which you have received from Stellar's payment gateway after a successful purchase.

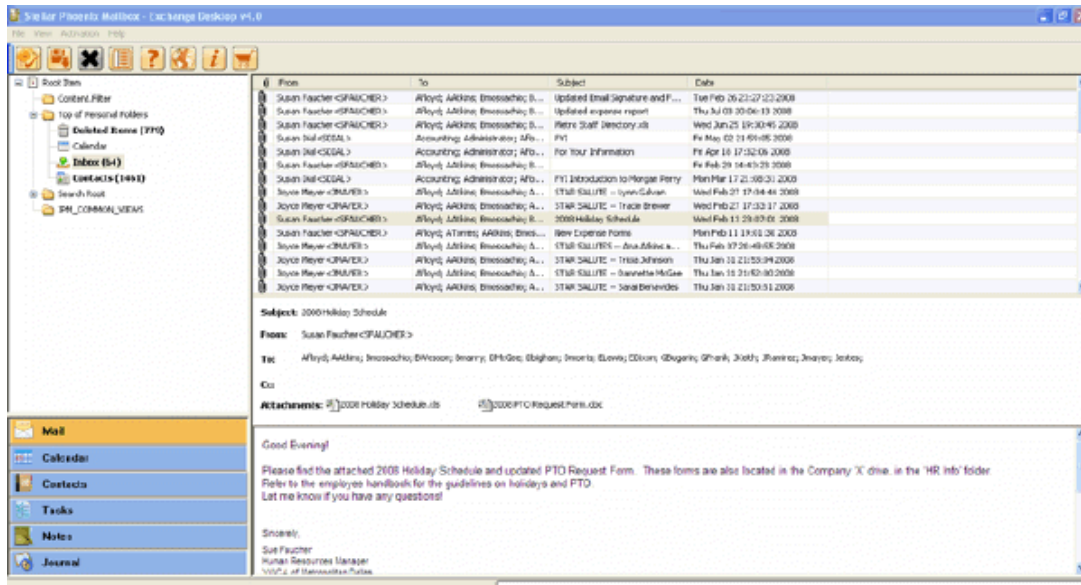


The site key is delivered to your email address, which is used to sent the serial number.

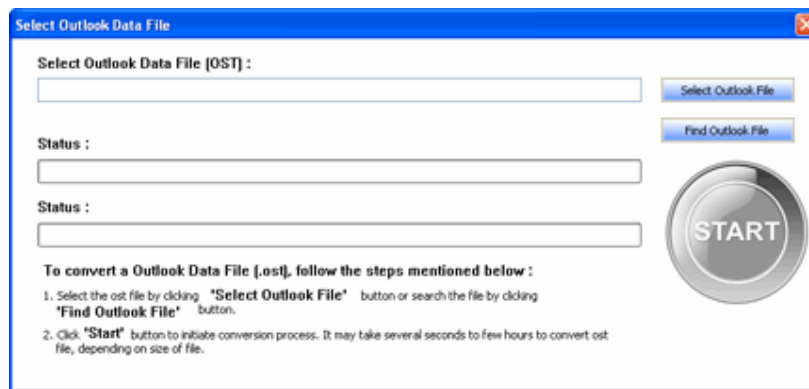


User Interface

Stellar Phoenix Mailbox Exchange Desktop has a rich Graphical User Interface (GUI) with many features. GUI of Stellar Phoenix Mailbox Exchange Desktop resembles the GUI of Microsoft Outlook. Stellar Phoenix Mailbox Exchange Desktop has a two-pane structure. The left-pane has Mail, Calendar, Contacts, Tasks, Notes and General tabs. Click a tab to view contents of it. All information related to an email such as sender's and recipient's address, subject date, and content is shown in the right-pane. The main user interface is as shown below.



When you start Stellar Phoenix Mailbox Exchange Desktop then Select Outlook Data File dialog box as shown below opens. You can select and search OST file by using this dialog box.



In this dialog box, the Select Outlook File button is used to select OST file from known location. The Find Outlook File button is used to search OST file in volumes. Start button starts conversion process. Stellar Phoenix Mailbox Exchange Desktop has a toolbar and menubar having many options.



Select Outlook Data File dialog box can also be opened by selecting **Open Outlook File** on the File menu and by clicking the **Open Outlook File to Repair** icon from toolbar.



Menubar








Menubar of Stellar Phoenix Mailbox Exchange Desktop has these menus and items:

Menu	Items
File	<ul style="list-style-type: none">○ Open Outlook File: Opens Select Outlook Data File dialog box that allows you to search and select OST files.○ Exit: Close Stellar Phoenix Mailbox Exchange Desktop application
View	<ul style="list-style-type: none">○ View Log Report: Shows log report generated by Stellar Phoenix Mailbox Exchange Desktop's processes.○ View Recovery Details: Shows folders and number of files recovered from the selected OST file.
Activation	<ul style="list-style-type: none">○ Activate Stellar Phoenix Mailbox Exchange Desktop: Starts the process of activating Stellar Phoenix Mailbox Exchange Desktop by using Internet.○ Manual Registration: Starts the process of manual activation of Stellar Phoenix Mailbox Exchange Desktop.
Help	<ul style="list-style-type: none">○ Help Topics: Opens help guide of Stellar Phoenix Mailbox Exchange Desktop.○ Order Stellar Phoenix Mailbox Exchange Desktop: Provides information regarding the purchase of Stellar Phoenix Mailbox Exchange Desktop.○ View Support Section: Opens online support web site where you can get online support.○ View Knowledge Base: Opens knowledge base web site where you can find numerous number of knowledge base articles related to software.○ Submit a Ticket: Allows you to submit a ticket to online support web site such that your query can be solved effectively.○ About Stellar Phoenix Mailbox Exchange Desktop: Provides general information and End User License Agreement (EULA) of the Stellar Phoenix Mailbox Exchange Desktop.



Toolbar

Stellar Phoenix Mailbox Exchange Desktop has a toolbar with these tools:

- : Opens Select Outlook Data File dialog box using which you can select and find OST files in your computer.
- : Allows you to save converted PST files at your preferred location.
- : Switch Reading Pane icon changes right pane position. When you click a folder in left-pane, by default, the right pane shows details in horizontal columns position. You can click icon to change the position to vertical columns.
- : Opens help guide of Stellar Phoenix Mailbox Exchange Desktop.
- : Update Wizard checks of available updates for Stellar Phoenix Mailbox Exchange Desktop. Click this icon to run update wizard, which downloads and installs newly available updates for Stellar Phoenix Mailbox Exchange Desktop.
- : Provides general information and End User License Agreement (EULA) of Stellar Phoenix Mailbox Exchange Desktop software.
- : Provides information regarding the purchase of Stellar Phoenix Mailbox Exchange Desktop.



Converting OST to PST

If the location of OST file is known then you can directly specify the location and start conversion process of OST to PST. If you do not know the location then you can search the required OST file by using the search functionality of Stellar Phoenix Mailbox Exchange Desktop.

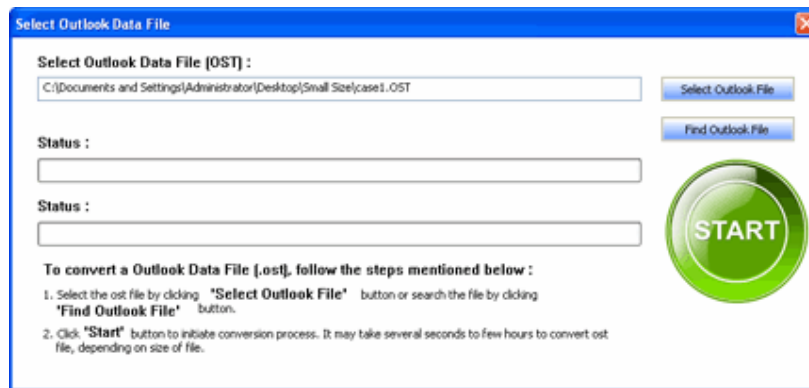
To convert OST files:

1. In the Stellar Phoenix Mailbox Exchange Desktop screen, on the File menu select **Open Outlook File** or click

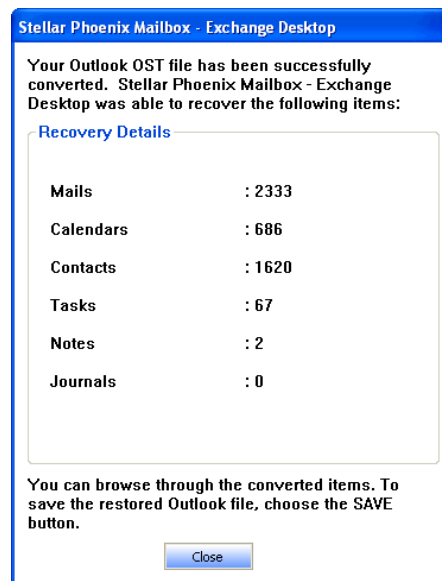


icon to open the Select Outlook Data File dialog box and click **Select Outlook File**. If file location is not known then [search OST files](#) in drives and folders and select the required OST file.

2. In the Open dialog box, locate and select the OST file that needs to be converted and click **Open**. Click **Start** button to start scanning selected OST file. It may take few minutes to few hours to complete the scanning process depending on the size of the selected OST file. You can stop scanning process by clicking the **Stop** button, which appears after clicking **Start** button.




After completion of scanning process, Stellar Phoenix Mailbox Exchange Desktop summary dialog shows recovery process details that is how many Emails, Calendar entries, Contacts, Tasks, Notes and Journals are recovered. Click **Close**. You can also view recovery details by selecting **View Recovery Details** from View menu.





After successful completion of scanning process, all recovered folders with number of files in them will be listed in the left-pane under root node. Click a folder to view emails stored in it. Click an email to read it. In addition, Mail, Calendar, Contacts, Tasks, Notes, and Journal tabs are

given, click a tab to view its contents. You can also change reading pane from horizontal to vertical. Click  icon to change reading pane position.



Click save pst files icon, the Stellar Phoenix Mailbox Exchange Desktop box opens, click **Browse**. in the Browse for Folder dialog box, locate and select the location where PST file should be saved. Click **OK** twice.

PST file will be saved at the specified location. You will need to [import](#) the recovered PST file to Microsoft Outlook to use it.



You can stop scanning process and recovering process individually. If you stop scanning process then no file will be recovered. If you stop recovering process then only files recovered up to stopped point will be displayed. Also, Microsoft Outlook should be closed before starting scanning process. Recovery of deleted data is not possible after performing compacting or Archiving operation.




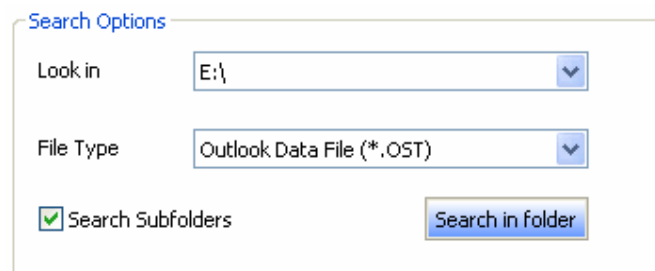
Searching OST Files

You can search for OST files by using Find Outlook File functionality of Stellar Phoenix Mailbox Exchange Desktop. You can search OST files in drives, folders and sub folders. However, you can select only one drive to search OST files.

To search OST files in drives:



- On the File menu, select **Open Outlook File** or click  icon on the toolbar to open Select Outlook Data File dialog box.
- In Select Outlook Data File dialog box, click **Find Outlook File** button.
- In the Find OST File dialog box, under Search Options box, click Look in listbox to select drive. Select the required drive, and then click **Start**.



Search Options

Look in: E:\

File Type: Outlook Data File (*.OST)

Search Subfolders

Search in folder

- In the Find OST File dialog box, under Search Results box, all OST files that are found in the selected drive will be shown. Click a file to select, and then click **OK**.

Search Results: **Total 9 Outlook Data File(s) Found.**

Name	Size
E:\D Drive_Backup\Back_up_04.09.09\Softwares\outlook_my.ost	1.36(GB)
E:\E Drive\Bachtel, Robert C.ost	465.01(MB)
E:\E Drive\Outlook\outlook.ost	1.36(GB)
E:\OST\sUNIL_outlook.ost	1.36(GB)
E:\Small Size\case1.OST	32.95(MB)
E:\Small Size\case12.Ost	31.01(MB)


OK Clear List Cancel



You can click **Clear List** button to clear the result of search process and start a new search process.

To search OST files in folders and subfolders:



- On the File menu, select **Open Outlook File** or click  icon on the toolbar to open Select Outlook Data File dialog box.
- In the Select Outlook Data File dialog box, click **Find Outlook File** button.
- In the Find OST File dialog box, click **Search in folder** button. In the Browse for Folder dialog box, select a folder and click **Start**. In addition, if you want to search subfolders in that folder, check **Search Subfolders** checkbox.
- In the Find PST File dialog box, under Search Results box, all OST files that are found in the selected drive will be shown. Click a file to select, and then click **OK**.



Import PST File

To import PST file in Microsoft Outlook:

- Open Microsoft Outlook. On the File menu, select **Import and Export**.
- In the Import and Export Wizard, select **Import from another program or file**, click **Next**.
- In the Import a File 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 the Import Personal Folders dialog box, select the folders that should be imported in Microsoft Outlook. Click **Finish**.

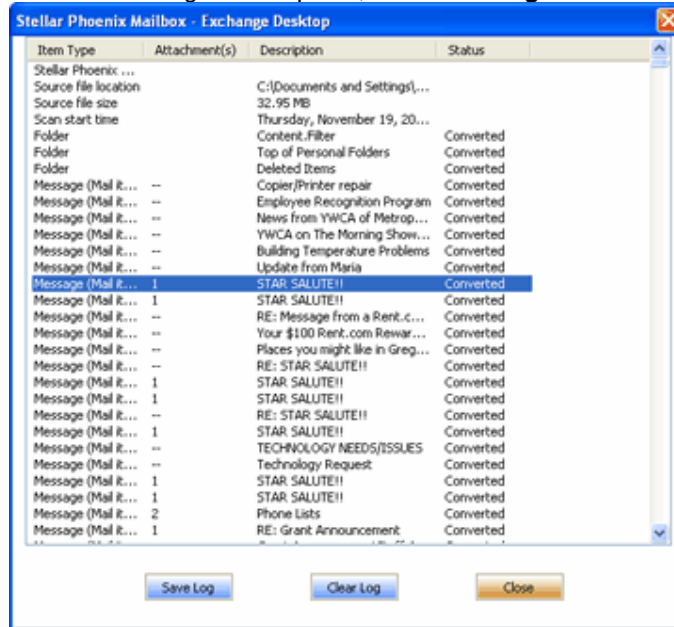


Saving Log Report

You can save record of all processes of Stellar Phoenix Mailbox Exchange Desktop in a text file.

To save log report:

1. On the View menu, select **View Log Report**.
2. In the Stellar Phoenix Mailbox Exchange Desktop box, click **Save Log**.



3. In the Save As dialog box, specify the location where log file should be saved. Click **Save**.

To clear log report:

1. On the View menu, select **View Log Report**.
2. In the Stellar Phoenix Mailbox Exchange Desktop box, click **Clear Log**.



Stellar Phoenix Mailbox Exchange Desktop

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Technical 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 <http://stellarinfo.com/esupport/users/kb.php>

Support Helpline	
Monday to Friday [24 Hrs. a day]	
USA (Toll free - Pre Sales Queries)	1-866-554-2512
USA (Post Sales Queries)	1-315-220-6245
UK (Europe)	+44-207-993-2293
Germany	+49-180-110-105-0051
Worldwide	+91-921-395-5509
Skype Id	stellarsupport
Email Orders	orders@stellarinfo.com

Online Help

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- Search in our extensive [Knowledge Base](#)
- [Submit Ticket](#) (If our Knowledge Base does not answer your question)
- Login and view [Ticket Status](#) (If you already have a valid Ticket with you)
- [Download Documents](#) on Product Usage (For Registered members only, i.e, user with login ID. If you are an unregistered user, please visit <http://stellarinfo.com/esupport/users/login.php> to create login ID)



About Stellar

Stellar Information Systems Ltd. is a trusted name in the field of Data Recovery and Data Protection Software for more than a decade.

We provide the widest range of Data Recovery Products. Our range includes Data Recovery Software for almost all Operating Systems and File Systems.

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 >>](#)

For more information about us, please visit www.stellarinfo.com
