



Stellar Phoenix Mailbox - Exchange Desktop

Version 4.5

Installation Guide

Overview

Stellar Phoenix Mailbox - Exchange Desktop is a complete 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, and 2010

Stellar Phoenix Update Wizard

The Stellar Phoenix Update Wizard keeps your Stellar Phoenix applications 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:

- o Internet connection failure
- o Updates are not available
- o Unable to download configuration files
- o Unable to locate updated files or version
- o Unable to locate executable file



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

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/Window 7
- Memory: Minimum 256 MB (512 MB recommended)
- Hard Disk: 50 MB of free space
- MS Outlook: 2000, 2002 (XP), 2003, 2007, and 2010
- Internet Explorer: Version 5 or later

To install the software:

1. Double-click StellarPhoenixMailboxExchangeDesktop.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.

How to Order?

The software can be purchased by making payments online by using a credit card. Please visit <http://www.stellarinfo.com/email-repair/convert-ost-pst/buy-now.php?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/email-repair/convert-ost-pst/buy-now.php?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:

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



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

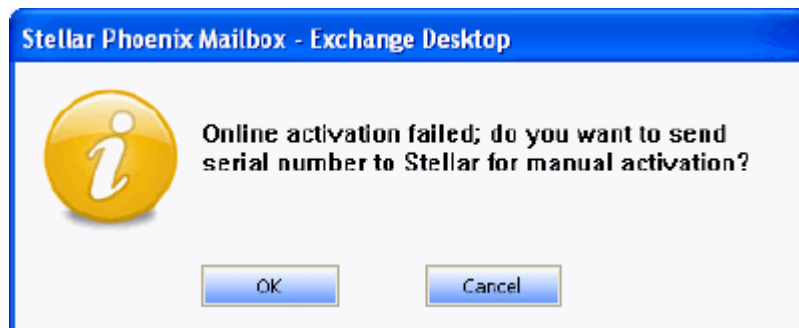


You can generate the PHX_REG.txt file manually by starting the online activation. View [manual activation](#) topic to perform the process of generating PHX_REG.txt file.

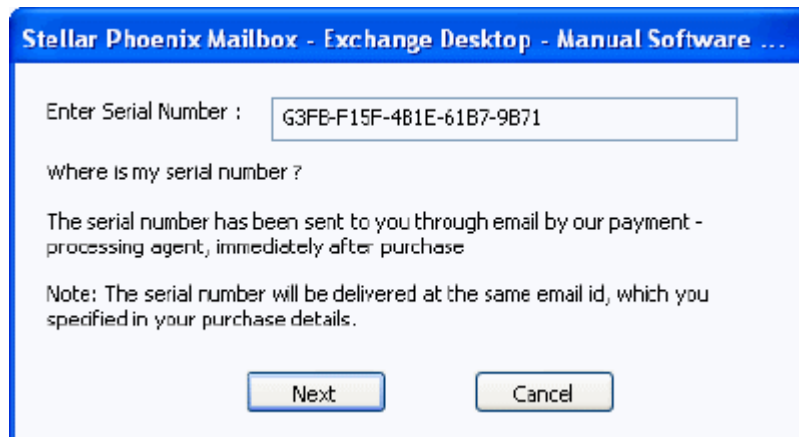
Manual Activation

To register the software by using manual activation process:

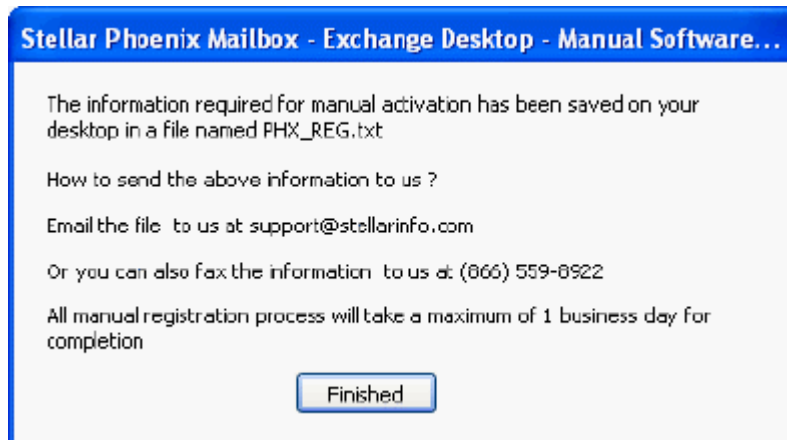
1. On the Activation menu, click **Activate Stellar Phoenix Mailbox - Exchange Desktop Online**. The Warning dialog box opens, click **OK**.
2. In the Welcome to Stellar Phoenix - Electronic Software Registration wizard, click **Cancel**.
3. The Stellar Phoenix Mailbox - Exchange Desktop dialog box opens,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



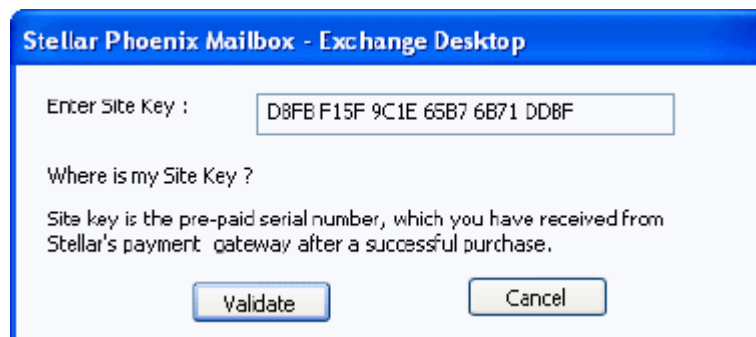
4. In the Stellar Phoenix Mailbox - Exchange Desktop -Manual Software Registra... dialog box, enter the serial number, which is received after the successful purchase of the software. Click **Next**.



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



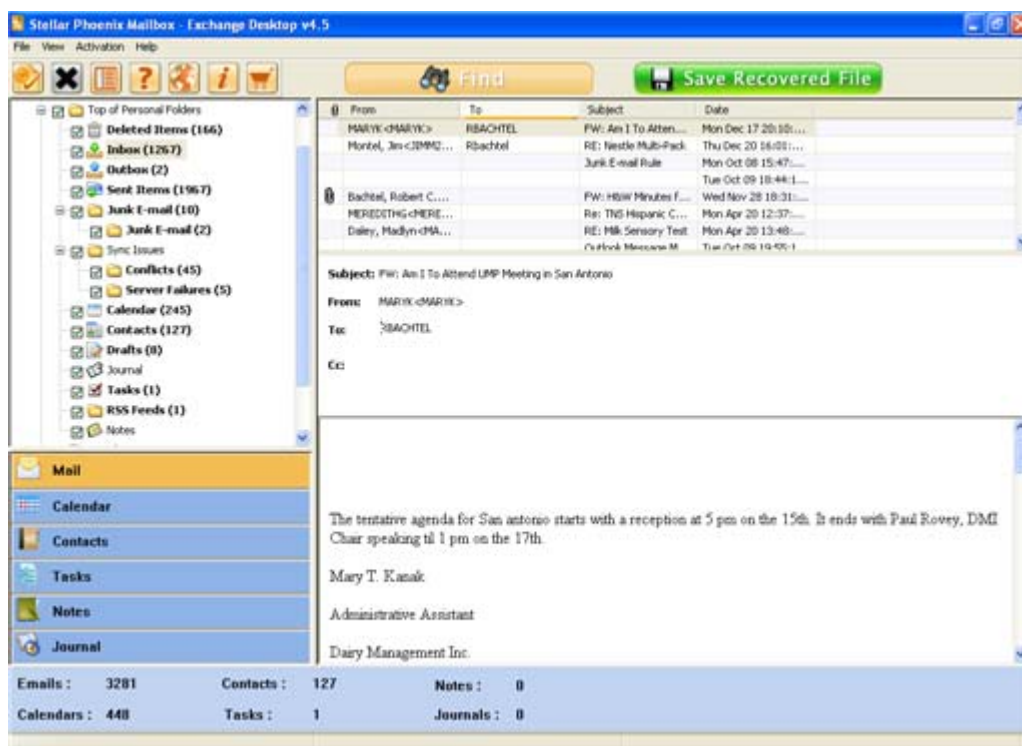
6. In reply, you will receive the site key after checking the purchase details. This site key is required to activate the software manually.
7. When you receive the site key, open Stellar Phoenix Mailbox - Exchange Desktop, on the Activation menu, click **Manual Registration**. In the Stellar Phoenix Mailbox - Exchange Desktop dialog box, enter the site key, which is received after sending the PHX_REG.txt file. Click **Validate**.



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. The GUI of Stellar Phoenix Mailbox - Exchange Desktop resembles the GUI of Microsoft Outlook Express. The 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 Find option helps to find particular mails. The main user interface is as shown below.



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Stellar Phoenix Mailbox - Exchange Desktop

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Technical Support

You can either Call Us or Go Online to our support section <http://stellarinfo.com/support.php>

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	+61-280149899
Netherlands Pre & Post Sales Support	31-208-111-188
Worldwide	+91-921-395-5509
Skype Id	stellarsupport
Email Orders	orders@stellarinfo.com

Online Help

- [Chat Live](#) with an Online technician
- Search in our extensive [Knowledge Base](#)
- [Submit Enquiry](#) (If our Knowledge Base does not answer your question)

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

FAQs

1. Can I convert the OST files in any other format?

Yes, Stellar Phoenix Mailbox - Exchange Desktop can convert messages in **MSG** and **EML** format. These files can be opened in MS Outlook and Outlook Express.

2. I have forgot the path of my OST file can I search the OST file using the application?

Yes, OST files can be searched in a drive or a specified folder. Click **Find Outlook File** option in the application and follow the process.

3. While trying to activate the software, I'm getting an error message that the software is not installed correctly. How can I activate the software ?

Follow the below steps to rectify the above mentioned problem :

- Go to **Control Panel**.
- Open **Administrative Tools**.
- Then, open **Services**.
- Now, right click on **Crypkey License** and click on **start**.
- After starting the Crypkey Service, try to activate the software.

4. How much time the Stellar Phoenix Mailbox - Exchange Desktop software will take to covert the file ?

The scanning time depends upon the size of file. If the process is running that means that software is still scanning the file and you have to wait for scanning process to complete. Once scanning is complete you will get the converted file at destination location.

5. I want to analyze the conversion process. Can I see the log report at a later stage?

Yes, the application gives you option to save and view log report at a later stage. To view and save log,

- On the View menu, select 'View Log Report'.
- In the Stellar Phoenix Mailbox - Exchange Desktop application, click 'Save Log'.

6. I have converted my OST file to PST. How can I import it in the outlook ?

Please follow the below mentioned procedure to import the PST file :

- Open Microsoft Outlook.
- Click on File-->Open-->Outlook Data File.

- Select the PST file to be imported and click on OK.

After this, you will be able to see second personal folder with the name of 'Stellar Phoenix Outlook PST Repair' in which you will be able to see all the mail folders.

7. 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.