



Stellar Phoenix Mailbox - Exchange Desktop

Version 4.5

User 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.

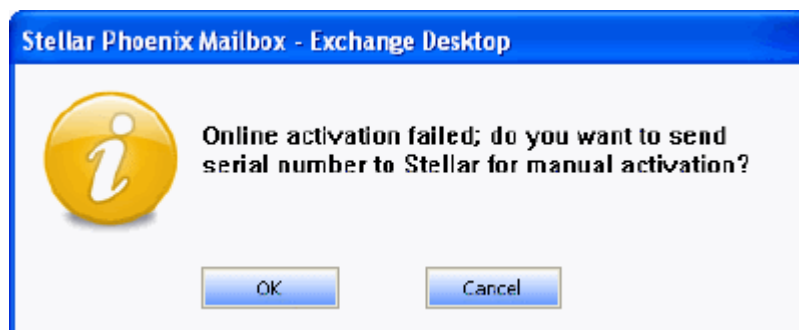


You can generate the PHX_REG.txt file manually by starting the online activation. View [manual activation](#) topic to perform the process of generating PHX_REG.txt file.

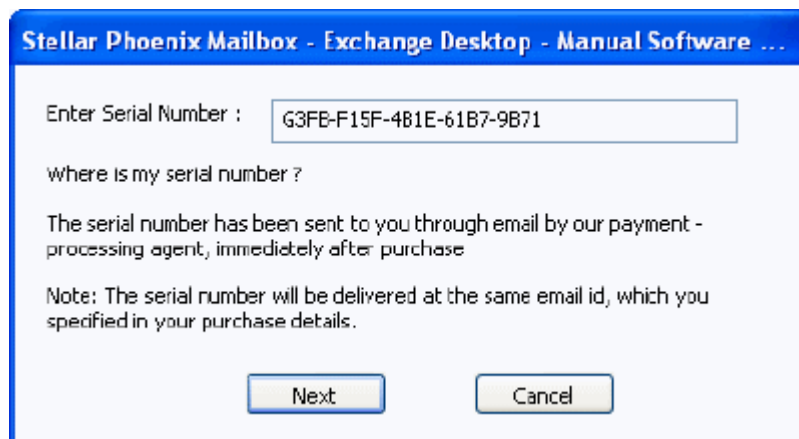
Manual Activation

To register the software by using manual activation process:

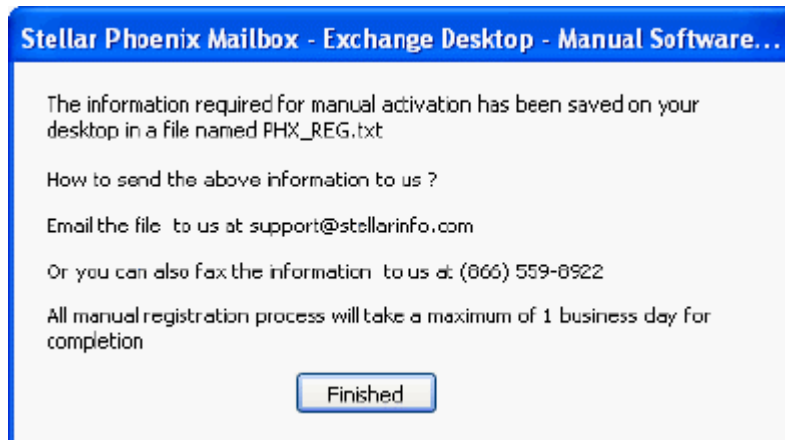
1. On the Activation menu, click **Activate Stellar Phoenix Mailbox - Exchange Desktop Online**. The Warning dialog box opens, click **OK**.
2. In the Welcome to Stellar Phoenix - Electronic Software Registration wizard, click **Cancel**.
3. The Stellar Phoenix Mailbox - Exchange Desktop dialog box opens,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



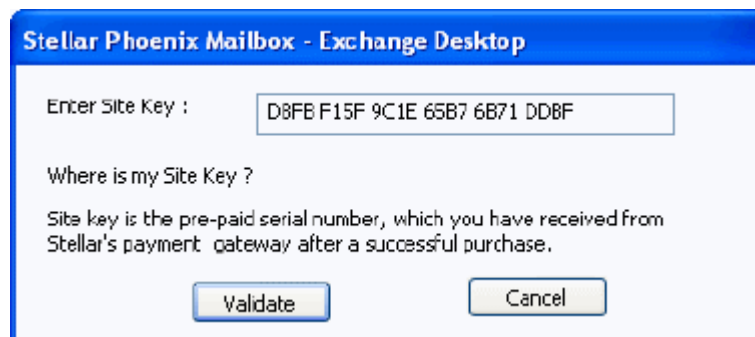
4. In the Stellar Phoenix Mailbox - Exchange Desktop -Manual Software Registra... dialog box, enter the serial number, which is received after the successful purchase of the software. Click **Next**.



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**.



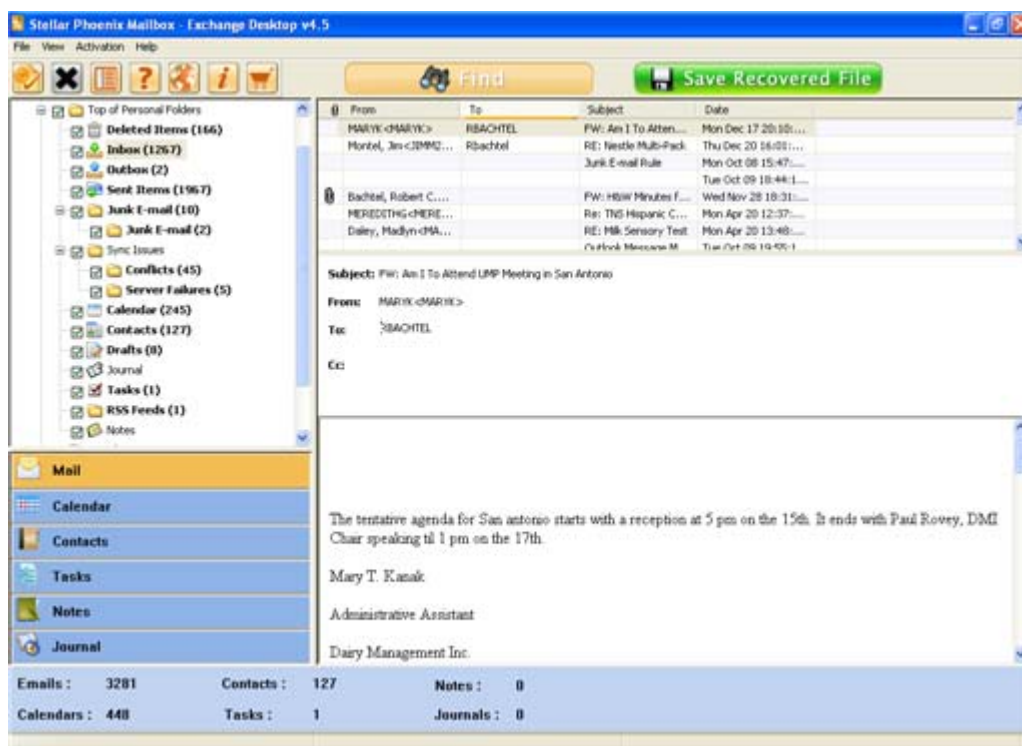
6. In reply, you will receive the site key after checking the purchase details. This site key is required to activate the software manually.
7. When you receive the site key, open Stellar Phoenix Mailbox - Exchange Desktop, on the Activation menu, click **Manual Registration**. In the Stellar Phoenix 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.

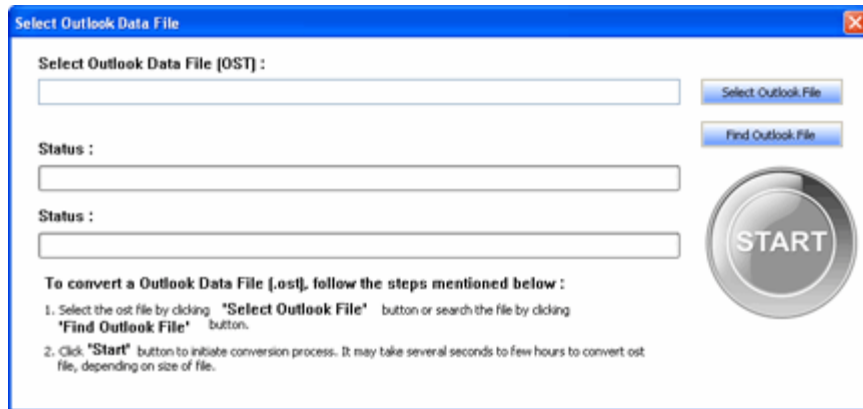
User Interface

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.



Click any tab to view contents of it.

When you start Stellar Phoenix Mailbox - Exchange Desktop the 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 open a OST file from known location. **Find Outlook File** button is used to search OST file in volumes. The Start button starts the recovering process.

Stellar Phoenix Mailbox - Exchange Desktop has a toolbar and menubar having many options.



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

Menubar

The 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 by using which that allows you to search and select OST files.○ Exit: Close the Stellar Phoenix Mailbox - Exchange Desktop.
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 the folders and number of files recovered from the selected PST 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 the Stellar Information Systems Ltd.'s online support Web site where you can get online support.○ View Knowledge Base: Opens the Stellar Information Systems Ltd.'s knowledge web site where you can find numerous number of knowledge base articles related to

data recovery concepts.

- **Submit an Enquiry:** Allows you to submit an enquiry in Stellar Information Systems Ltd.'s 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:

- : This icon opens the Select Outlook Data File dialog box by using which you can select and find OST files in your computer.
- : This icon changes the right pane position. When you click a folder in left-pane, by default, the right pane shows the details in horizontal columns position. You can click Switch Reading Pane icon to change the position to vertical columns.
- : Opens the help guide of Stellar Phoenix Mailbox - Exchange Desktop.
- : keeps Stellar Phoenix Mailbox - Exchange Desktop updated. Click this icon to run the update wizard, which download and install the newly available update for the Stellar Phoenix Mailbox - Exchange Desktop. However, if major version is available then you have to purchase the new version.
- : Provides general information and End User License Agreement (EULA) of the Stellar Phoenix Mailbox - Exchange Desktop.
- : Provides information regarding the purchase of the Stellar Phoenix Mailbox - Exchange Desktop.
- : This icon allows you to save PST files at your preferred location.
- : helps user to find particular mails. You can enter search criteria in respective text box to search mails. You can enter multiple values of parameter by using comma or semi colon as a separator.


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.

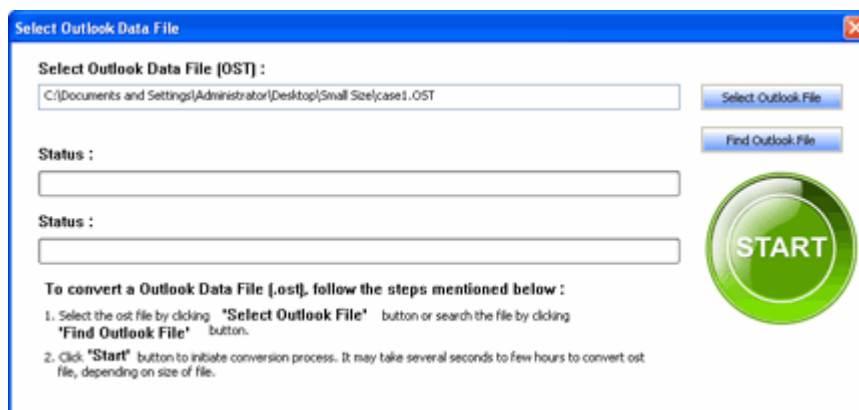
To convert OST files:

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.



3. After completion of scanning process, the Stellar Phoenix Mailbox - Exchange Desktop application window opens the OST file for preview. The recovery process details that is how many emails, Calendar entries, Contacts, Tasks, Notes and Journals are recovered is shown at the bottom of the window.



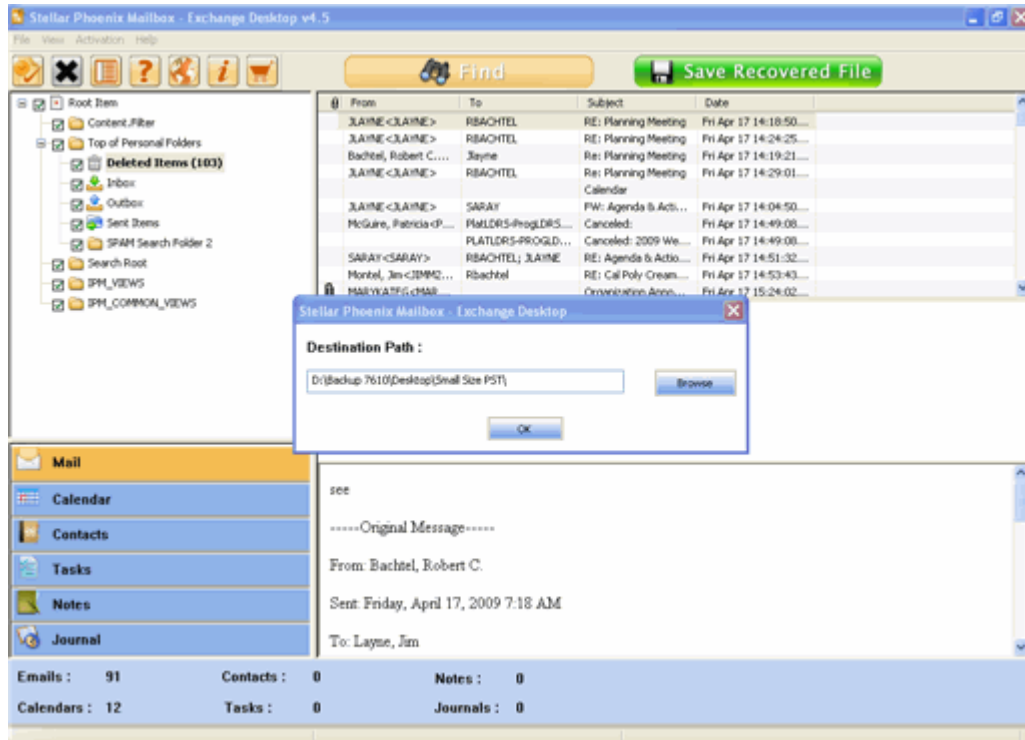
After successful completion of scanning process, all recovered folders with number of files in them will be listed in the left-pane under root node. Click a folder to view emails stored in it. Click an email to read it. In addition, Mail, Calendar, Contacts, Tasks, Notes, and Journal tabs are given,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



change reading pane from horizontal to vertical. Click  icon to change reading pane position.

4. Click **Save Recovered file**  icon, the Stellar Phoenix Mailbox - Exchange Desktop box opens, click **Browse**, in the Browse for Folder dialog box,

locate and select the location where the converted OST file should be saved. Click OK twice.



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




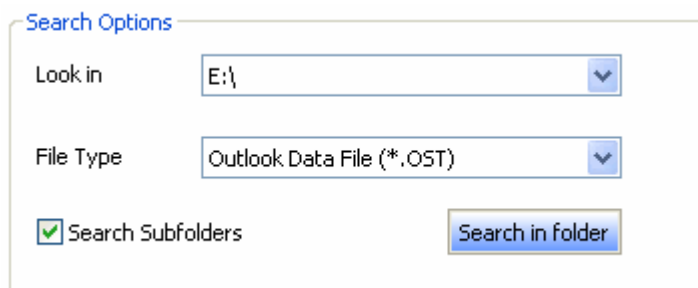
If you stop scanning process then no file will be recovered. If you stop recovering process then only files recovered up to stopped point will be displayed. Also, Microsoft Outlook should be closed before starting scanning process.

Search 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:

1. On the File menu, select **Open Outlook File** or click  icon on the toolbar to open Select Outlook Data File dialog box.
2. In the Select Outlook Data File dialog box, click **Find Outlook File** button.
3. 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:\

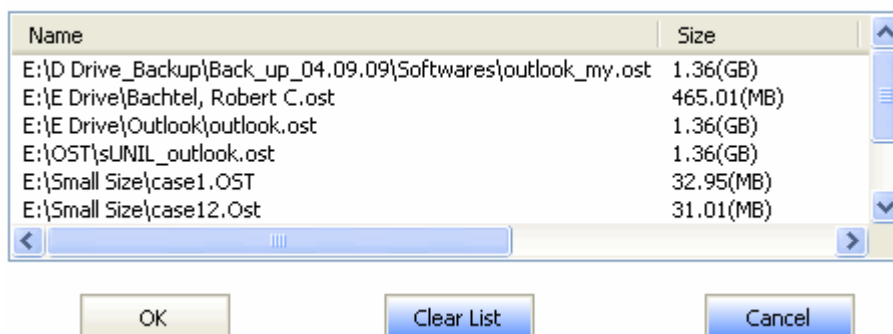
File Type: Outlook Data File (*.OST)

Search Subfolders

Search in folder

4. 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.

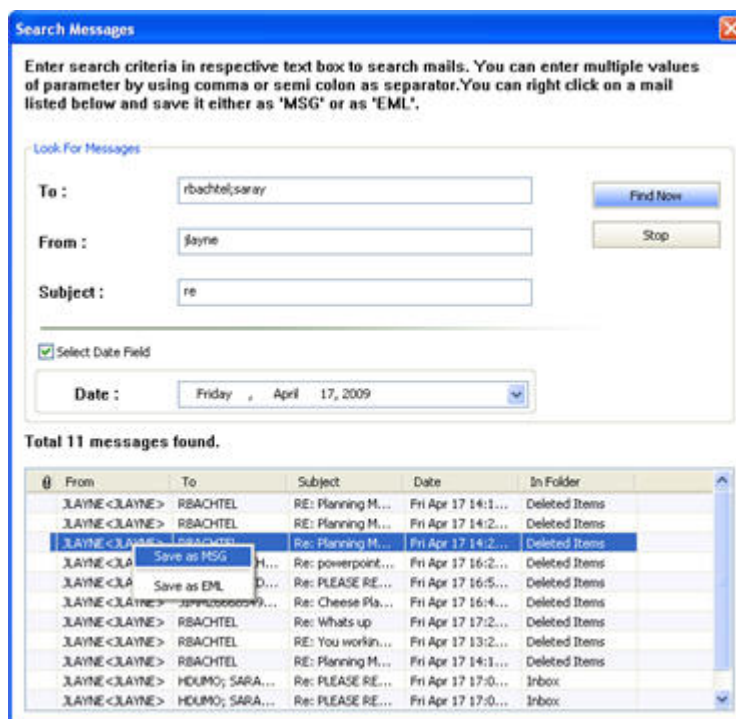
To search OST files in folders and subfolders:



1. On the File menu, select **Open Outlook File** or click  icon on the toolbar to open Select Outlook Data File dialog box.
2. In the Select Outlook Data File dialog box, click **Find Outlook File** button.
3. 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.
4. 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**.

Find, View and Save a Single Message

Stellar Phoenix Mailbox - Exchange Desktop gives an option to find and save a specific message in the converted OST file. You can narrow the search with help of various search options given in the Find option. You can save a message in the search result in EML or MSG format.



To find messages in OST file,

- Click **Find** button in tool bar.
- Specify the search options in **Search Messages** window.
 - In **To** box, specify all or few characters of e-mail ids of recipients. Key words should be separated by a semicolon (;).
 - In **From** box, specify all or few characters of e-mail ids of senders. Key words should be separated by a semicolon (;).
 - In **Subject** box, specify subject that will be searched.
 - In **Date** box, select date. All the mails received or sent on that date will be retrieved.
- Click **Find Now** button to start search.

To View messages in the OST file,

- After the search is over, the search result is shown in list. Double-click on mail message. It opens in new window.
- Close the mail message after view.

To save the message in the OST file,

- Right-click the mail message in search result list.
 - Select **MSG** to save the message in MSG format.
 - Select **EML** to save the message in EML format.

After the message is saved import it to view.

Import PST file

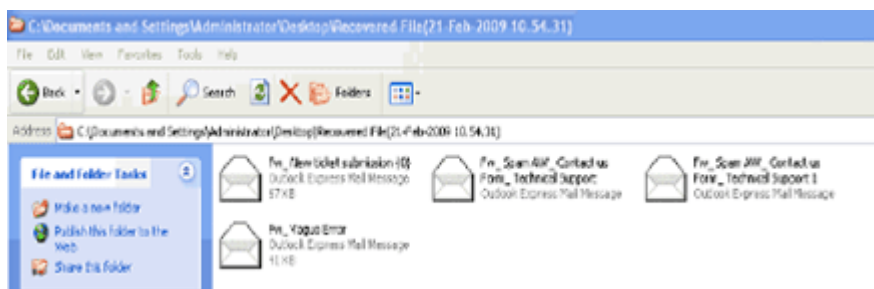
To import PST file in Microsoft Outlook:

1. Open Microsoft Outlook. On the File menu, select **Import and Export**.
2. In the Import and Export Wizard, select **Import from another program or file**, click **Next**.
3. In the Import a File box, select **Personal Folder File (PST)**, click **Next**.
4. Click **Browse** to locate the PST file that needs to be imported. In the options box, select an appropriate option. Click **Next**.
5. In the Import Personal Folders dialog box, select the folders that should be imported in Microsoft Outlook. Click **Finish**.

Read .eml and .msg files

To read an e-mail from a file saved as .eml:

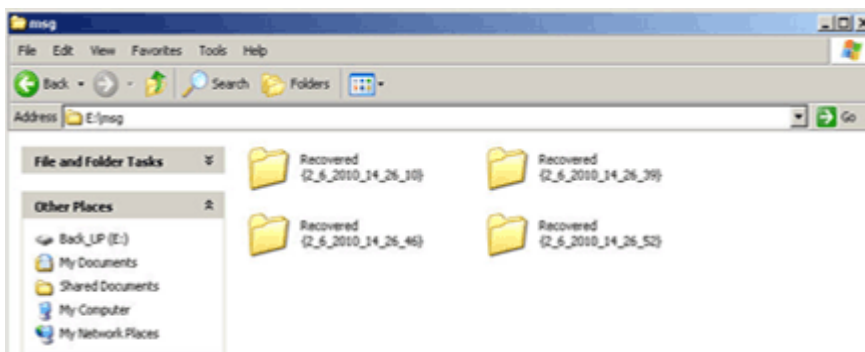
1. Navigate to the location where .eml file is saved or click the link displayed in the success message dialog box.



2. Double-click to open the file. The file opens as a regular e-mail in Outlook Express window.

To read MSG files:

- Navigate to the location where .msg file is saved or click link displayed in the success message dialog box.



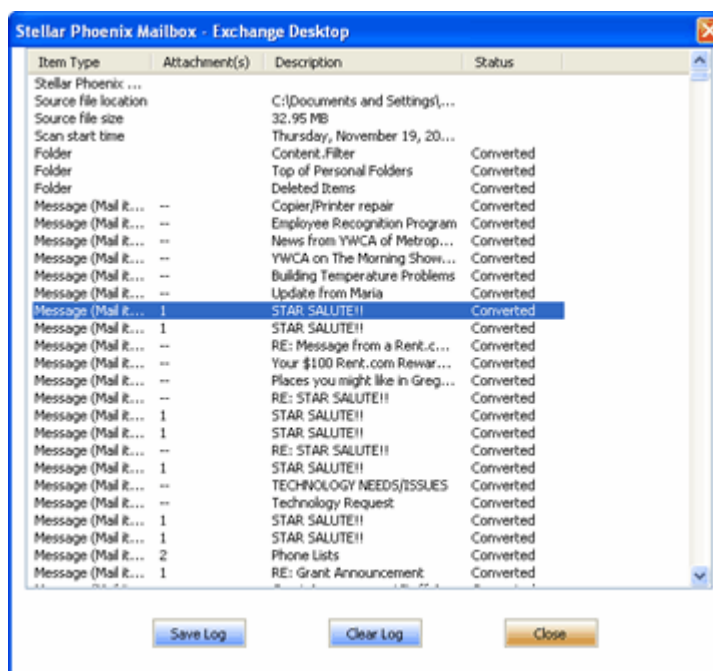
- Double-click to open the file. The file opens as a regular e-mail in MS Outlook window.

Save 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**.

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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.