



**Stellar Phoenix**  
**Mailbox Exchange Recovery**

Version 5.0

**Installation Guide**

## Overview

Stellar Phoenix Mailbox Exchange Recovery repairs corrupt or inaccessible Exchange Database and restores mailboxes as directly importable PST files. Quick and efficient scan extracts all the mailboxes including the deleted mailboxes, from the EDB file. In addition, software offers selective mailbox restoration. The simple and easy to use software, provides preview of the mailbox items such as - Emails, Contacts, Calendar, Notes, Attachments, Sent items etc.

MS Exchange database is susceptible to failure due to reasons such as corrupt database header, hardware problems, exchange dirty shutdown, corrupt or improper database backups etc., which eventually makes EDB files and STM files inaccessible. In these situations, Stellar Phoenix Mailbox Exchange Recovery is the best tool for the administrator to rescue the corrupt database and get complete mailboxes back from the EDB file.

### What's new?

- Supports MS Exchange 2010
- Supports MS office( 64 bit)
- Supports PUB.EDB files
- Preview of mailboxes
- Selective recovery of mailboxes
- Performs Quick and Extensive scan of database.

### Key Features of Stellar Phoenix Mailbox Exchange Recovery:

- Supports MS Exchange 5.5, 2000, 2003, 2007 and 2010
- Repairs corrupt or inaccessible Exchange Database (EDB) file
- Recovers Unicode-formatted EDB files
- Quick recovery of mailboxes
- Recovers accidentally deleted mailboxes

- Allows selective recovery of mailboxes
- Provides preview of mailboxes
- User-friendly and secure software
- Compatible with Windows 2000 / XP / 2003 / Vista / Windows 7

## Installation Procedure

Before beginning installation, make sure that the computer meets minimum system requirements.

### *Minimum System Requirements*

- **Processor:** Pentium Class
- **Operating System:** Windows XP / 2003 / Vista / Windows 7
- **Memory:** 1 GB RAM
- **Hard Disk:** 50 MB of Free Space
- **MS Office:** 2000 / 2003 / XP / 2007 / 2010

### **To install the software, follow the steps:**

1. Double-click **StellarPhoenixMailboxExchangeRecovery.exe**. Setup dialog box is displayed.
2. Click **Next** to continue. '*License Agreement*' dialog box is displayed.
3. Select '**I accept the Agreement**' option. Click **Next** to continue.
4. Specify the location where the installation files are to be stored. Click **Next** to continue.
5. Select the folder where the files are to be stored. A default folder is suggested in the box. Click on **Browse** to select a different location. Click **Next**.
6. In the '*Select Additional Tasks*' dialog box, choose the check box as per your choice. Click **Next**.
7. Review the entries. Click **Back** if you want to make any change. Click **Install** to start installation. The Installing screen shows the installation process.
8. After completing the process, the Completing the Stellar Phoenix Mailbox Exchange Recovery Setup Wizard screen opens. Click **Finish**.




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

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## Stellar Phoenix Update Wizard

Stellar Phoenix Update Wizard keeps your Stellar Phoenix applications updated. Update option in the application is capable of checking latest updates. This will check for both latest minor and major version available online. You can easily download minor version through 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.

### To start Stellar Phoenix Update Wizard:

1. In Stellar Phoenix Mailbox Exchange Recovery main screen, click  icon or click **Help** menu -> **Update**.
2. Stellar Phoenix Update Wizard window pops up. Click **Next** to proceed.
3. The wizard will start searching for latest updates and if it finds any new version, a window pops up indicating the availability.
4. Click **Next**, the software will start downloading the update 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 is not available
- There are no updates available from the update site



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

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## **Order and Activate**

**To know how to order and activate the software:**

- How to Order?
- How to Activate?

## **How to Order?**

The software can be purchased online. For price details and to place the order, please visit [www.stellarinfo.com/email-repair/edb-recovery/buy-now.php](http://www.stellarinfo.com/email-repair/edb-recovery/buy-now.php)

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

## How to Activate?

Stellar products are available in ESD version and BOX version. The BOX version is shipped and other is the downloadable version.

- How to Activate ESD version?
- How to Activate BOX version?



- If the software is downloaded from [www.stellarinfo.com/email-repair/edb-recovery/buy-now.php](http://www.stellarinfo.com/email-repair/edb-recovery/buy-now.php) (i.e., ESD version), for the full functionality, the product must be activated using Serial Key (received through email after purchasing the product).
  - If the software is installed using product installation CD (i.e., BOX version), hardware lock is mandatory for the functioning of the software which is available with the software pack.
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## How to Activate ESD Version?

### Stellar Phoenix Instant Activation over Internet

Once the serial key (pre-paid key received through email after purchasing the product) is received, activate the product instantly over Internet.

To activate the software,

1. Click **Activate** menu -> **Activate Online**, you get a software license warning message.
2. Click **Continue**, the software checks for the Internet connection. Once it is connected to the internet, software registration wizard will appear. Click **Next**, to continue further with the registration process.
3. In the window that appears, type the *Serial number* (received through email after purchasing the product) in the text box.
4. Click **Next** to continue. The software would automatically communicate with registration server and would activate the software.
5. Click **Finish**, to complete the activation process.

### Stellar Phoenix Activation using Email

While activating the product over Internet, if the software could not communicate with the server, an error message will popup. Click **OK** to register the product through email.

- Click **OK**, the registration wizard for sending the authorization request will appear.
- Leave the option unchecked and click **Next** to continue.
- In the next window, type the email address in the text box to which the unlocking code is to be send. Once the email address is entered, click **Next**.
- The email address verification window will appear. Click **Yes**, if email address is correct.

The software automatically launches the default email client, and sends an email containing the unique site code with registration request to the registration server.

If the registration wizard could not launch the default email client, error message will appear.

- Click **OK**, to continue the process manually.
- Registration wizard window appears.
- Open an email client (like Outlook Express, MS outlook, Eudora etc) and create a new message.
- Place the cursor in the box labeled **TO** and press **CTRL+V** to paste address. If it does not work, right click on the **TO** box and select **Paste** from the popup menu. The TO box will contain the address.
- Click **Next**, a window will appear.
- Now place the cursor in the box labeled *Subject* in the same message window and paste (method same as above) the text. The Subject box will now contain the text.
- Click **Next**, do the same process mentioned to paste the encrypted text content in the body of the message.
- Click **Next** to finish the procedure and send the email.



Make sure the content of the email sent for automatic authorization have the details as mentioned above. If they are incorrect, the server will reject the mail registration request.

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- If the process is successful, registration server would send an email containing unlocking code/site-key.



In case wizard is not able to launch the default email client, it automatically shifts to the manual process for sending the activation authorization request.

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## Activation without Internet

If the user tries to activate the product, without Internet connection manual registration window pops up.

- Enter the *Serial Number* (received through email) and click **Next**.
- Click **Finish** to complete the registration process.

Manual registration is complete, software would create a PHX\_REG.txt file on the desktop. Mail this file to [support@stellarinfo.com](mailto:support@stellarinfo.com)

After verifying the details, unlocking code/site key will be sent through email.

## Manual Activation

To activate the product manually (after receiving the site-key):

- Click **Activate** menu -> **Manual Activation**.
- Enter the Site Key and click **Validate**, to activate the software.
- Activation process completed confirmation window appears.



All Manual registration process will take maximum of one business day for completion.

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For 32 bit Microsoft Office, '**Activate**' menu contains Two options **Activate Online** and **Activate Manual**. For 64 bit Microsoft Office, **Activate** menu contains single option- **Activate Now**. When you click on this option, a dialog box opens that contains two options- **Online Registration** and **Manual Registration**.


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## How to Activate BOX Version?

The BOX version software is the one installed using Stellar product CD that comes as a package. This pack contains:

- Product CD
- Hardware Lock
- Product manual

To activate the BOX version:

1. Install the software using the product CD.
2. Once the software is installed, plug in the hardware lock  into any USB port on the computer. It is mandatory to attach hardware lock for the functioning of the software.
3. After the system successfully detects the lock, launch the software.

## 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 [www.stellarinfo.com/support](http://www.stellarinfo.com/support).

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### Support Help line

Monday to Friday [ 24 Hrs. a day ]

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<b>USA (Tollfree- Pre Sales Queries)</b>	+1-877-778-6087
<b>USA (Post Sales Queries)</b>	+1-732-584-2700
<b>UK (Europe)</b>	+44-203-026-5337
<b>Australia &amp; Asia Pacific</b>	+61-280-149-899
<b>Netherlands Pre &amp; Post Sales Support</b>	+31-208-111-188
<b>Worldwide</b>	+91-921-395-5509
<b>Skype Id</b>	stellarsupport
<b>Email Orders</b>	<a href="mailto:orders@stellarinfo.com">orders@stellarinfo.com</a>

### Online Help

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