



Client

Rivender Oy

A Finnish technology company that develops automation systems for retail businesses.

Business Need

Repair corrupt Outlook PST files to recoup crucial business data and reinstate email communication

Solution

Stellar Repair for Outlook

Rivender Restores Outlook After Massive Corruption In

Rivender Oy is a Finnish technology company that specializes in making automation systems. The company has expertise in retail and technology domains and develops innovative products for its retail and technology customers. Located in Helsinki, the company has a turnover of more than 500 k per year.

Rivender Oy employees rely heavily on Microsoft Outlook for business communication. Due to its geographically distributed operations and other functional setup. Due to frequent data updates and with address book buildup, it's normal for PST files to become oversized with time, which affects performance and might get corrupt in due time.

That's what happened with Rivender employees who had exceeded the optimal file size by saving more data in the same files. As a result, they began to face issues while opening Outlook, an error message, as follows

"Cannot start Microsoft Outlook. Cannot open the Outlook window. The set of files cannot be detected in the file"

These PST files contained business-critical information such as business correspondence, purchase orders, etc. This was a worrisome situation because loss of the data would have a significant impact on business operations, business development, sales and even revenue loss.

Business Challenge

Rivender Oy faced 3 key challenges:

1. Retrieve all mailbox data stored on these corrupt PSTs
2. Retrieve the entire data in original form
3. Reinstall normal Outlook functioning in the least time

Rivender Oy IT team used the Outlook built-in scanpst.exe utility to diagnose and repair the PST files. It took considerable time and still couldn't resolve the problem, due to the PST file size.

In the first instance, the screen stopped responding for more than ten minutes. The process stretched for hours. Once the repair process was complete, the PSTs were opened. Some were found totally inaccessible (unchanged from the previous state) or had mail items, but no calendar entries.

Failing to restore the mailboxes after using scanpst.exe, the Rivender IT team knew they had to address this massive PST file corruption issue.

Solution

Rivender decided to try out Stellar Repair for Outlook a software that is purpose-built for restoring data from severely corrupt PST files. To repair and extract data, these corrupt PSTs were first opened via the software interface. Next, the scanning and repair task was initiated by using the software's Repair function.

The software displayed free preview of the mailbox items (including previously deleted items) to verify the integrity of data. Subsequently, the entire mailbox data was extracted from the corrupt PSTs.

Execution Approach

The software-based mailbox recovery process involved the following steps:

1. Downloaded and Purchased Stellar Repair for Outlook software
2. Opened the corrupt PST via the software interface
3. Used the 'Repair' function to initiate PST file scanning
4. Clicked the scanned folders in Preview mode to verify the emails, calendar items, etc.
5. Saved the repaired PST as a new fully-restored PST at the desired location
6. A dialog box to enter Office 365 login credentials opened
7. Imported the new PST file with all original contents in Outlook

Results

Rivender successfully repaired all the corrupt PSTs and restored the mailboxes in Outlook. The entire process was completed within the set timeframe, which helped the organization expedite reinstatement of services.

Stellar Repair for Outlook also restored all the deleted emails including those that were permanently deleted.

Key Benefits

1. **100% mailbox restoration:** The entire mailbox data from corrupt PSTs was successfully restored and verified and found in original form, without any missing or altered items.
2. **Hassle-free repair process:** : The software smoothly repaired and restored the data with minimal intervention or monitoring. This was a remarkable feat, considering the severity of these corrupt PSTs.
3. **Quick and simple solution:** All the mailboxes (and underlying data) were restored quickly. The software interface being similar to MS Office 2016 interface facilitated intuitive navigation.