Introduction

Welcome to e-Recovery for Outlook Express!

e-Recovery for Outlook Express allows you to recover deleted E-mails from Outlook Express even after you have emptied the "Deleted Items" folder!

Some restrictions apply, so please take note of the following:

- **Recovery is only possible on mail folders that have NOT been compacted!**

Once you have compacted your mail folders, e-Recovery for Outlook Express will not be able to recover any deleted messages!

- **e-Recovery for Outlook Express will not function when Outlook Express is running.**

Please make sure that you close Outlook Express before running the recovery program.

- **e-Recovery for Outlook Express can not recover E-mails from an HTTP server (e.g. Hotmail, Yahoo).**

As these E-mail messages are stored on an external server, they cannot be recovered by e-Recovery for Outlook Express. Contact your web-mail provider

Installation

System Requirements

To run this application you will need the following:

Pentium machine equivalent or better

64MB of RAM or better

Microsoft Outlook Express   (users of MS Outlook cannot use this program)

Installation Process

You will have gone through the installation process when you downloaded and executed the installation process for the first time.

If you want to register now, see the details here

How to Register

To register e-Recovery for Outlook Express please contact our sales department via Email on sales@dtidata.com or visit the DTI Data Recovery website www.dtidata.com.

Alternatively, you can contact our Sales Department by phone:

USA: 866-438-6932

International: 727-345-9665

User Assistance

 If you are having any problems with our program please contact our well trained technical support personnel support@dtidata.com <mailto:support@dtidata.com> Or call us 24/7 within the U.S.A. at 866-438-6931 (toll free) or International 727-345-9665.

 You can also visit our website for all your other data recovery needs www.dtidata.com <http://www.dtidata.com> or send an E-mail to our Sales staff sales@dtidata.com <mailto:sales@dtidata.com>.

 For all other questions, concerns or comments, click here info@dtidata.com <mailto:info@dtidata.com>

 Frequently Asked Questions

Uninstalling

To remove this program from your system:

Using the Windows Uninstaller
- Open the Windows Control Panel.
- Double-click Add/Remove Programs.
- Find the application name in the list and select it.
- Follow the instructions in the Uninstall Wizard.

Using the e-Recovery Uninstaller:
- Open the Start Menu.
- Go to Programs.
- Select the e-Recovery program group.
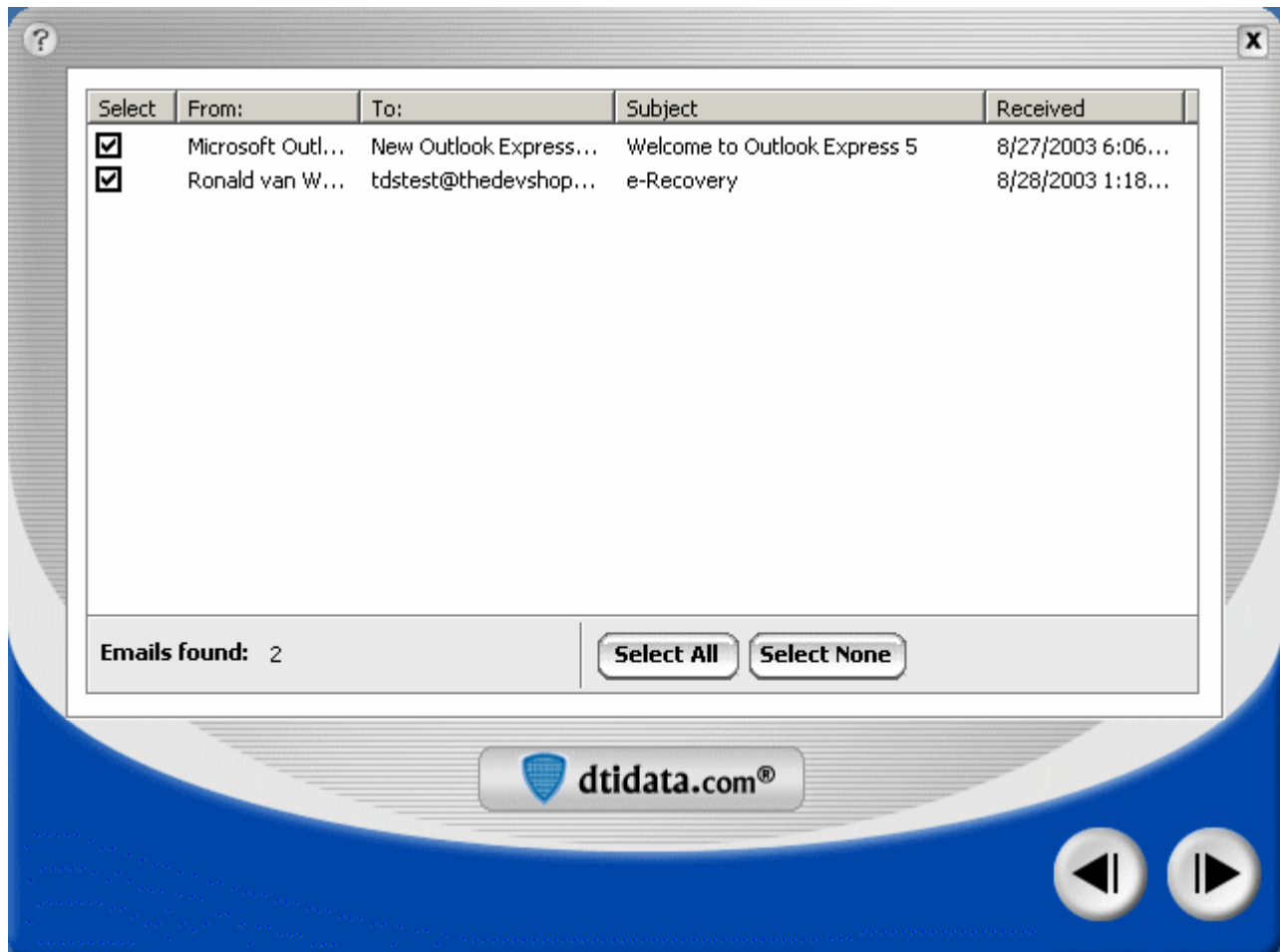- Double-Click Uninstall and follow the instructions.

Select E-mail folders

The first window will prompt you to select the E-mail folder from which you want to recover deleted messages. e-Recovery for Outlook Express will automatically detect your deleted items folder.
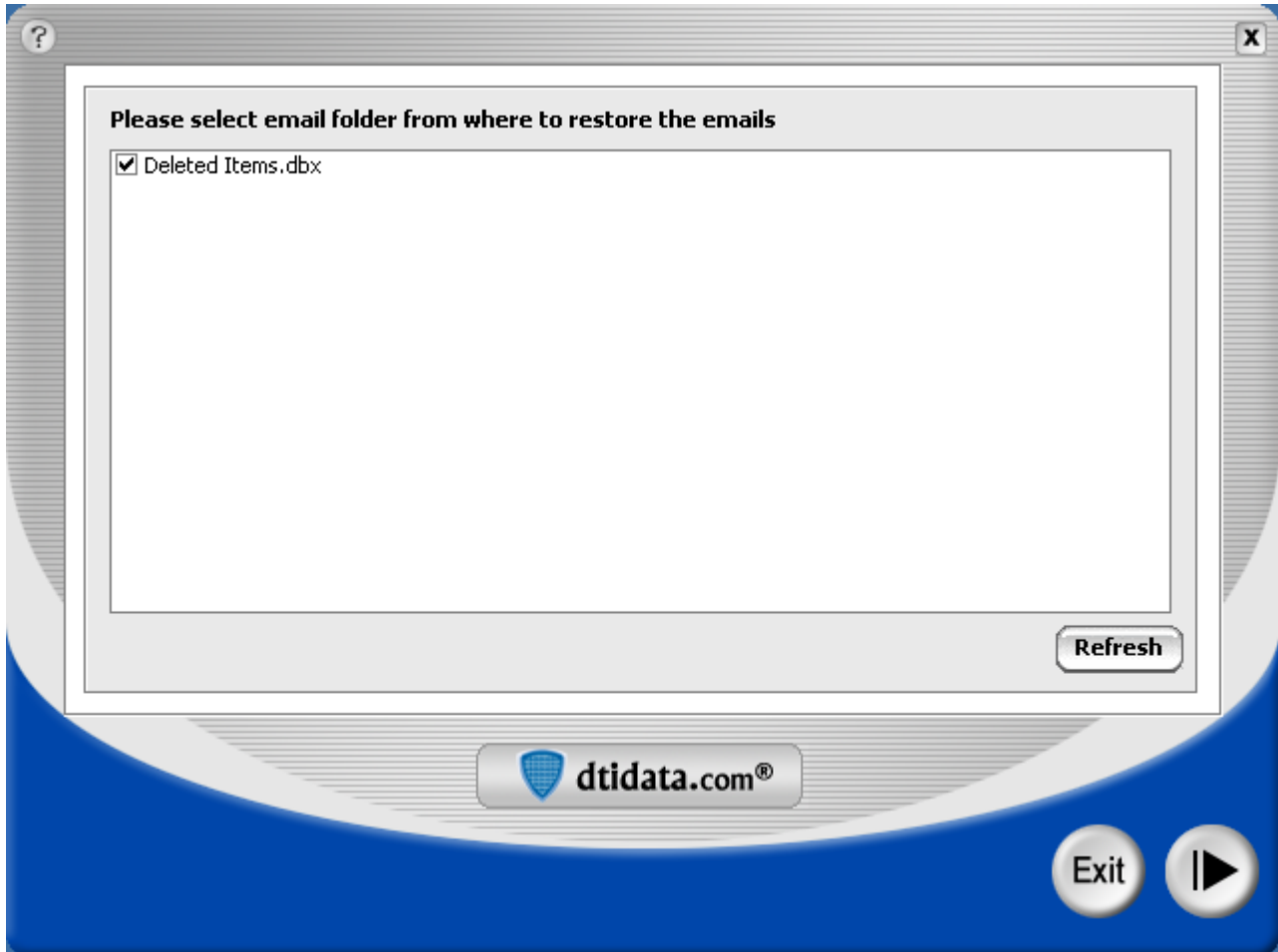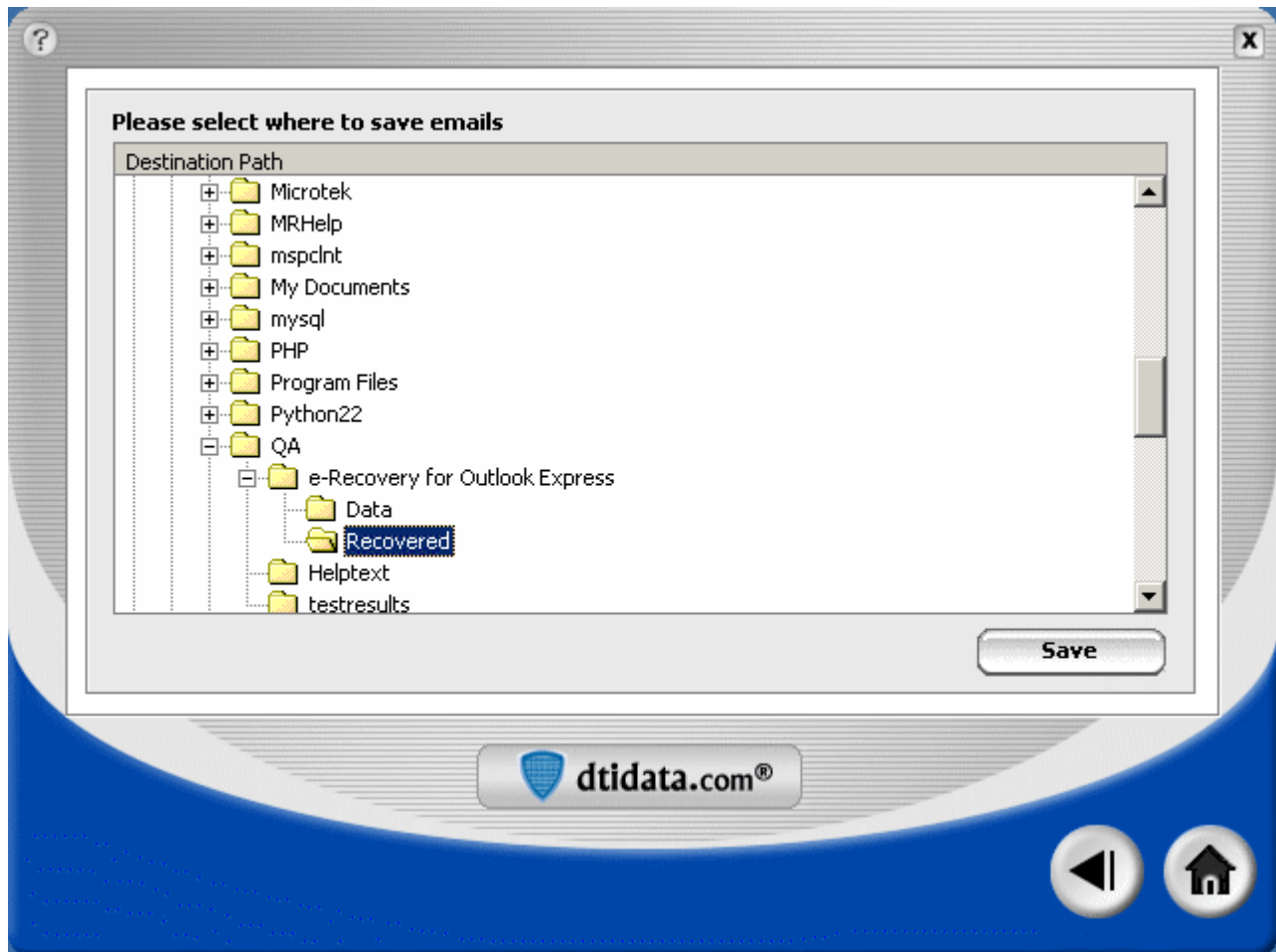
Select E-mails to recover

   This window will give an overview all the deleted E-mail messages eligible for recovery. You can select all messages, or use the tick boxes to select/de-select E-mails that you do not want to have recovered.

Select	From:	To:	Subject	Received
☑	Microsoft Outl…	New Outlook Express…	Welcome to Outlook Express 5	8/27/2003 6:06…
☑	Ronald van W…	tdstest@thedevshop…	e-Recovery	8/28/2003 1:18…

**Emails found:** 2   [Select All] [Select None]

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Start the Recovery Process

In this window you can select in which folder on your computer you want to save the recovered E-mail messages. Browse through the folders and double click the desired folder.

Click on "Save" to finalize the recovery process. A message will indicate that all your messages have been recovered successfully.

Your recovered E-mails will appear as files in the folder you selected. The filename will be the original E-mail's Subject Line.
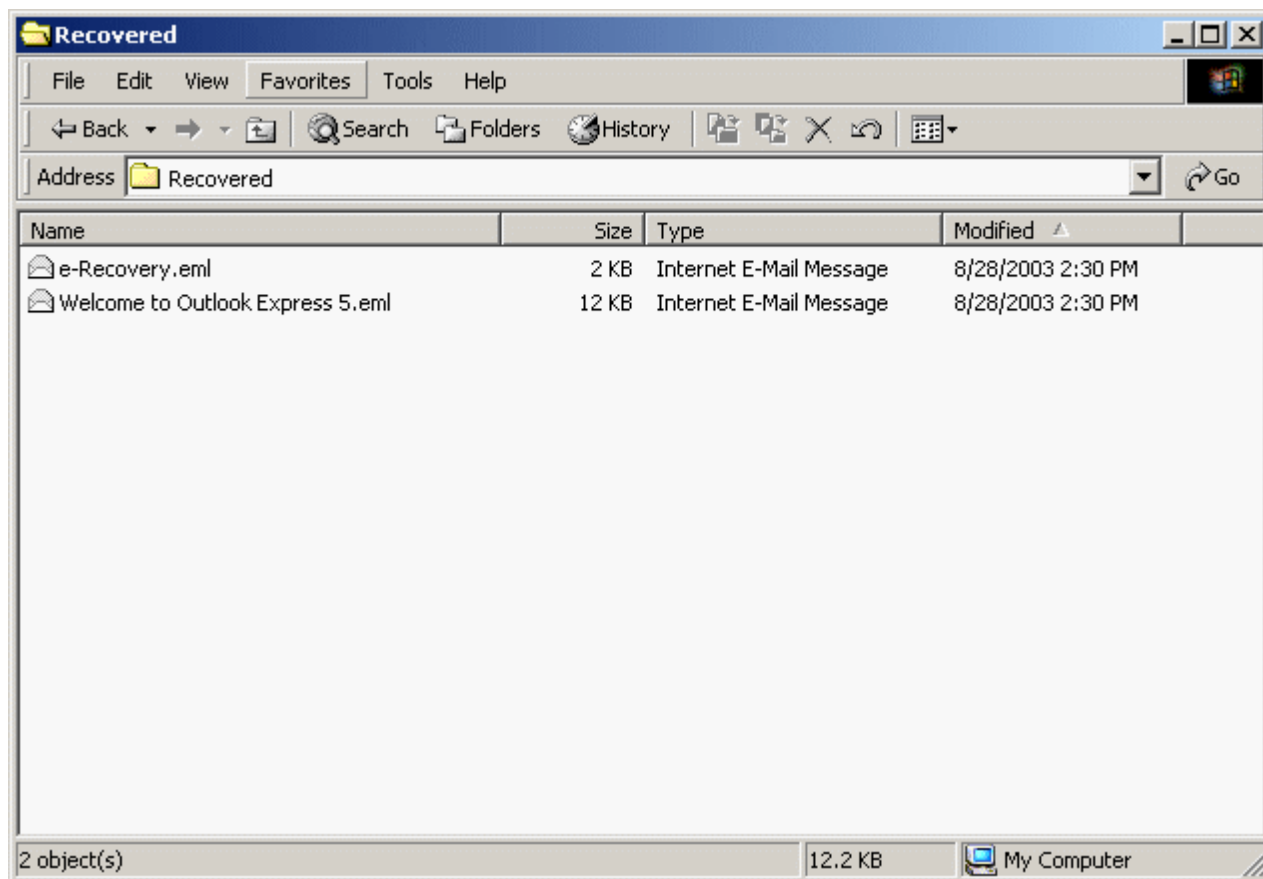
You can now open your E-mails in Outlook Express by double-clicking on the individual E-mails, and forward, reply, print etc. them as if you have just received them!

FAQ

Why does e-Recovery for Outlook Express display an error at startup?

You may still have Outlook Express running. Make sure that Outlook Express is not running and restart the recovery program.

Why are there no E-mail messages to recover?

If you have compacted your mail folders AFTER you emptied the deleted Items folder, recovery of E-mails is not possible anymore.

Why do you report there are more e-mails to recover than there are recovered to my recovery folder?

e-Recovery for Outlook Express will count all e-mails that are currently in your deleted folder and those that have been emptied. We consider these all to be "recoverable" but we only recover the emptied ones to your folders. The best way to reccover the ones in the deleted folder is to simply move them back to your inbox.

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