

Introduction

Welcome to e-Recovery for Outlook!

e-Recovery for Outlook allows you to recover deleted E-mails from Outlook 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 will not be able to recover any deleted messages!

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

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

- **e-Recovery for Outlook 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. 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(tm) Outlook (users of MS Outlook Express 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 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>](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>](http://www.dtidata.com) or send an E-mail to our Sales staff [sales@dtidata.com <mailto:sales@dtidata.com>](mailto:sales@dtidata.com).

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

Getting Started

The e-Recovery for Outlook wizard will guide you through the necessary steps to recover your deleted E-mail messages.

First of all, make sure Outlook is not running, and that you have NOT compacted your mail folders!

Upon starting e-Recovery for Outlook a splash window will pop up, after which the first window will guide you through the recovery process.

e-Recovery for Outlook uses the following buttons to navigate through the windows:



- to proceed to the next window.



- to return to the previous window.



- to return to the first window.



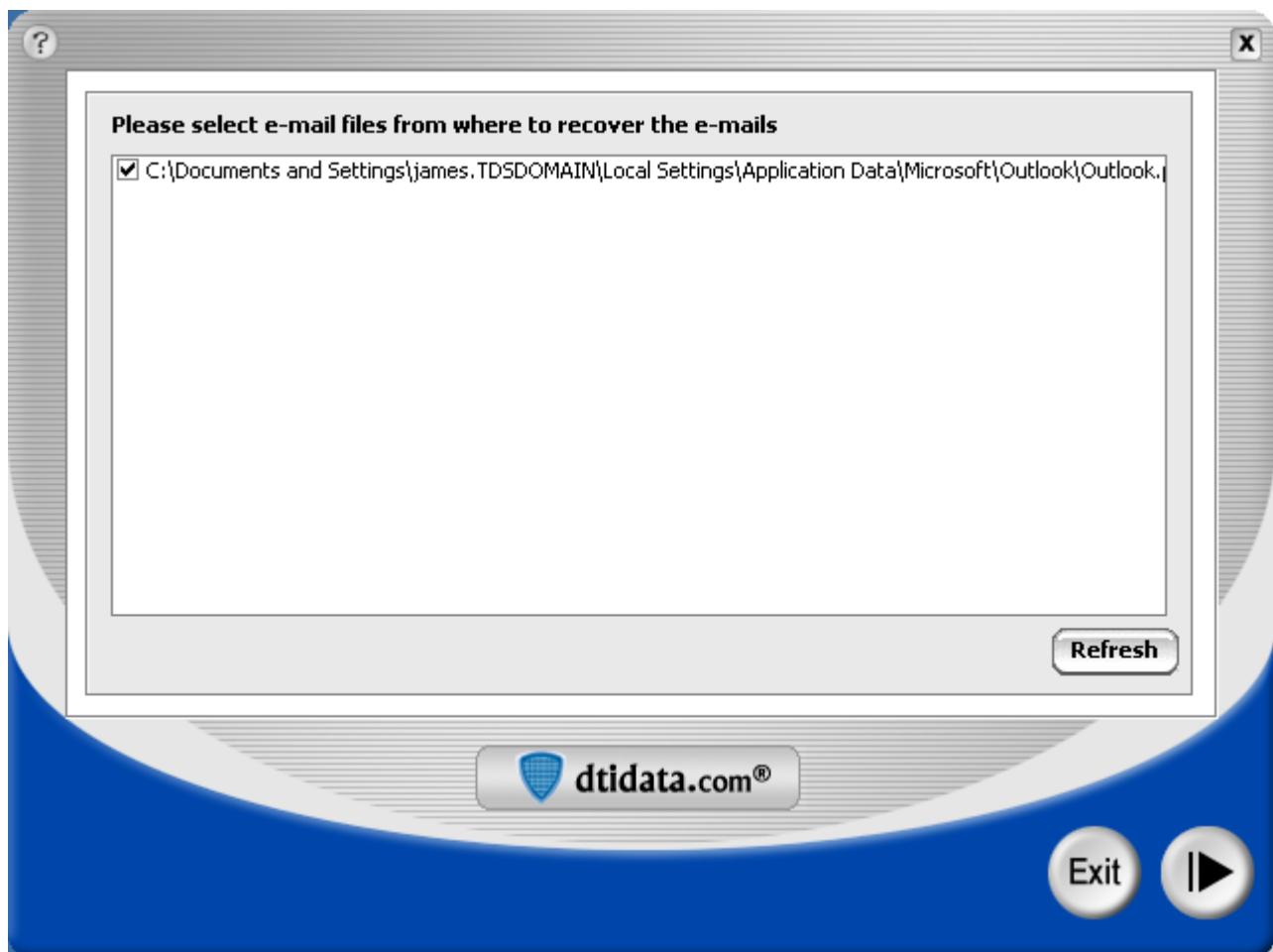
- to end e-Recovery for Outlook.

Select E-mail Files

The first window will prompt you to select the E-mail files from which you want to recover deleted messages.

Outlook keeps all your email in PST files. Depending on your setup in outlook and the number of accounts, you can have several PST files on your computer.

e-Recovery for Outlook will automatically detect your deleted items folder withing your .PST file you need only to tick the files you wish to recover.

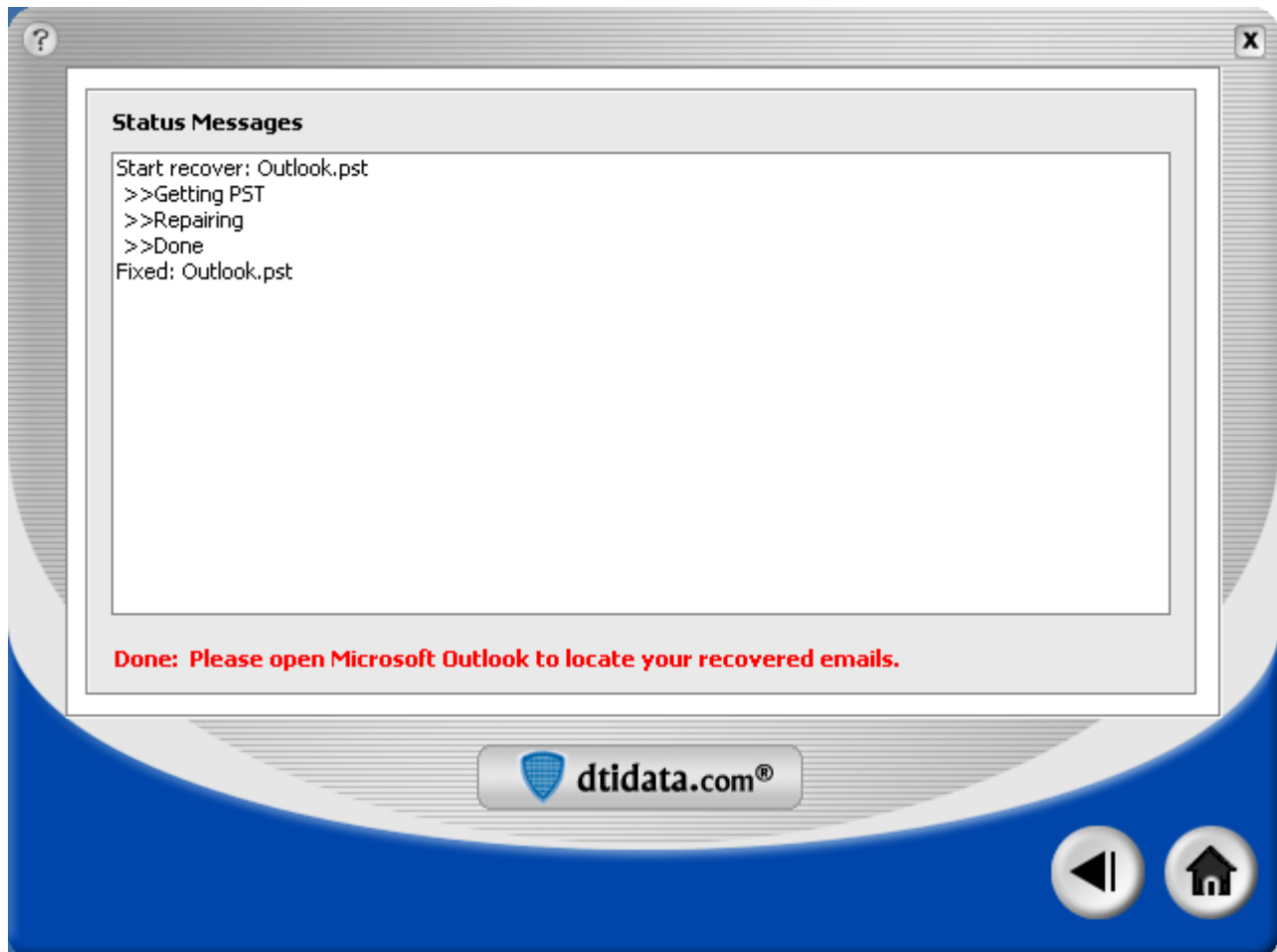


Click the Next  Button

Monitoring Progress

e-Recovery for Outlook will report each step of the recovery. As it examines the outlook files, repairs and finishes. If you selected multiple files to recover. Each one is done in turn.

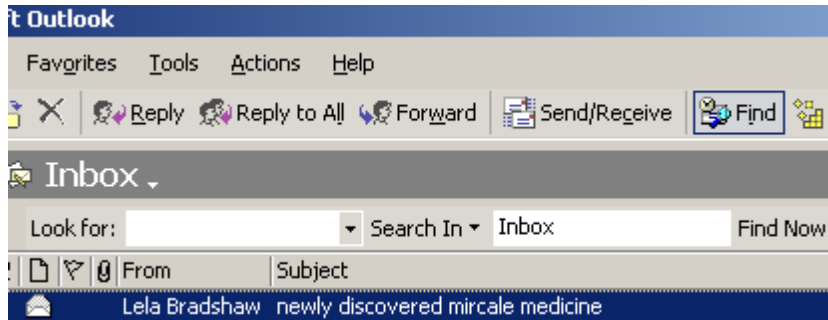
You should never interrupt the recovery process once started.



How to Check for Recovered Mail

e-Recovery for Outlook is completely automatic. If it was possible to recover Emails then they will be either restored to the Deleted Items folder, or at times to their original folder.

You can use the find function built into Outlook to locate your recovered e-mails



FAQ

Why do I sometime see windows flashing?

e-Recovery for Outlook runs sub programs in the recovery process, these sometimes appear.

How do I know what was recovered?

Depending on what was wrong with your PST file, recovery may vary. See [How to check for recoverd e-mail](#)

The recovery seems to get "stuck", what should I do?

If recovery encounters problems, it may have subprograms waiting for a response use the Alt+Tab to locate awaiting dialog boxes and see if you can close these. Finally sometimes programs to not terminate cleanly a reboot may help.