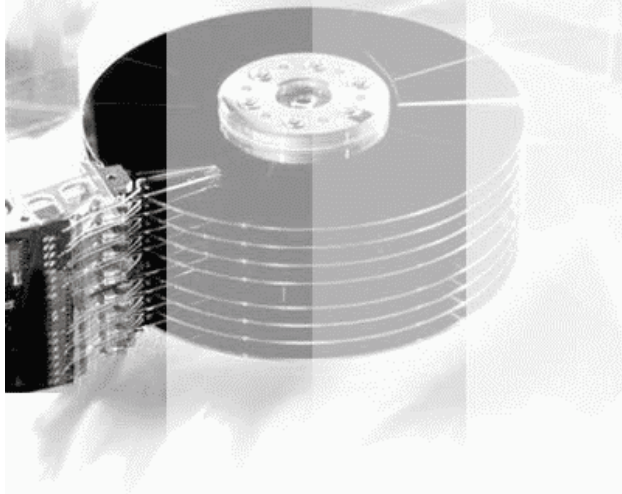


R-MAIL for Outlook

User's Manual

Lost Data?

We help to recover!



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Table of Contents

I Introduction to R-Mail for Outlook	1
1 R-Mail for Outlook Features	1
2 Contact Information and Technical Support	2
3 System Requirements	2
4 R-Mail for Outlook Main Panel	2
II Outlook Data Recovery	6
1 Outlook Data File Management	9
2 Saving Data Recovered from an Outlook Data File	11
Index	12

I Introduction to R-Mail for Outlook

R-Mail for Outlook is a utility that recovers damaged Outlook data files (*.pst) where **Microsoft Outlook** stores e-mail messages, contacts, appointments, and other folders. It also recovers accidentally deleted messages. The Outlook file recovery technology allows the users to rebuild corrupted Outlook data files and restore accidentally deleted messages and other information. The recovered data can be saved in *.pst, *.msg, and *.eml formats that **Outlook** can open/import.

- Go to the [R-Mail for Outlook Features](#) page to learn more about **R-Mail for Outlook**
- Go to the [Outlook Data Recovery](#) chapter for quick start
- Go to the [R-Mail for Outlook Main Panel](#) page to learn the **R-Mail for Outlook** panels and controls
- Go to the [Contact Information and Technical Support](#) page to learn how to obtain technical assistance from the R-tt staff.

Note: When doing any operation, including Outlook data file recovery, R-Mail for Outlook never deletes from disks, writes to, or modifies in any way, original Outlook data file.

Attention: If you find messages you want to recover marked as deleted, or they are in a damaged Outlook data file, **DO NOT START OUTLOOK** until you have them recovered! Or **Outlook** may change the Outlook data file in a such way that all data will be completely deleted.

1.1 R-Mail for Outlook Features

- Supported *.pst file format: **Microsoft Outlook 97/2000/XP(2002)/2003.**
- Recovers accidentally deleted messages, contacts, notes, etc, even from the **Deleted Items** folder.
- Recovers damaged Outlook data files (when **Outlook** cannot open them).
- Recovers data from Outlook data files with No Encryption and Compressible Encryption (default) options, both with and without a password.
- Automatic or manual search for Outlook data files. **R-Mail for Outlook** searches for data files on all (including network) disks visible by the host operating system.
- Recovered data may be previewed in **R-Mail for Outlook** as close to Outlook preview as possible, and opened directly in **Outlook** and **Outlook Express**.
- Works with Outlook data files stored on read-only media (CD/DVD, etc.). That allows the user to work easily with Outlook data backups stored on such media.
- Works with Outlook data files on computers where **Outlook** is not installed. On such computers, Outlook data may be viewed, copied, and saved as *.eml files.
- Recovered data may be saved in the following formats:
 - as *.pst file (the native Outlook data format).
 - as *.msg files (the native Outlook data format for separate data items).
 - as *.eml files (the native Outlook Express data format for separate messages).on any (including network) disks visible by the host operating system.
- Message source view.
- Original Outlook data files may be copied for backing them up or to work with files locked by running Outlook.
- Standard Outlook - style interface.
- Host OS: Win98, ME, NT, 2000, XP, 2003.

Note: When doing any operation, including Outlook data file recovery, R-Mail for Outlook never deletes from disks, writes to, or modifies in any way, original Outlook data file.

Attention: If you find messages you want to recover marked as deleted, or they are in a damaged Outlook data file, **DO NOT START OUTLOOK** until you have them recovered! Or **Outlook** may change the Outlook data file in a such way that all data will be completely deleted.

1.2 Contact Information and Technical Support

To obtain the latest version of **R-Mail for Outlook**, go to:

Product Site: <http://www.r-tt.com>

Sales Department: sales@r-tt.com

R-Mail for Outlook Technical Support Team is available 24 hours a day, seven days a week, and has an average e-mail response time less than 4 hours.

Tech. Support: support@r-tt.com

Send your support request to: http://www.r-tt.com/Support_request.html

1.3 System Requirements

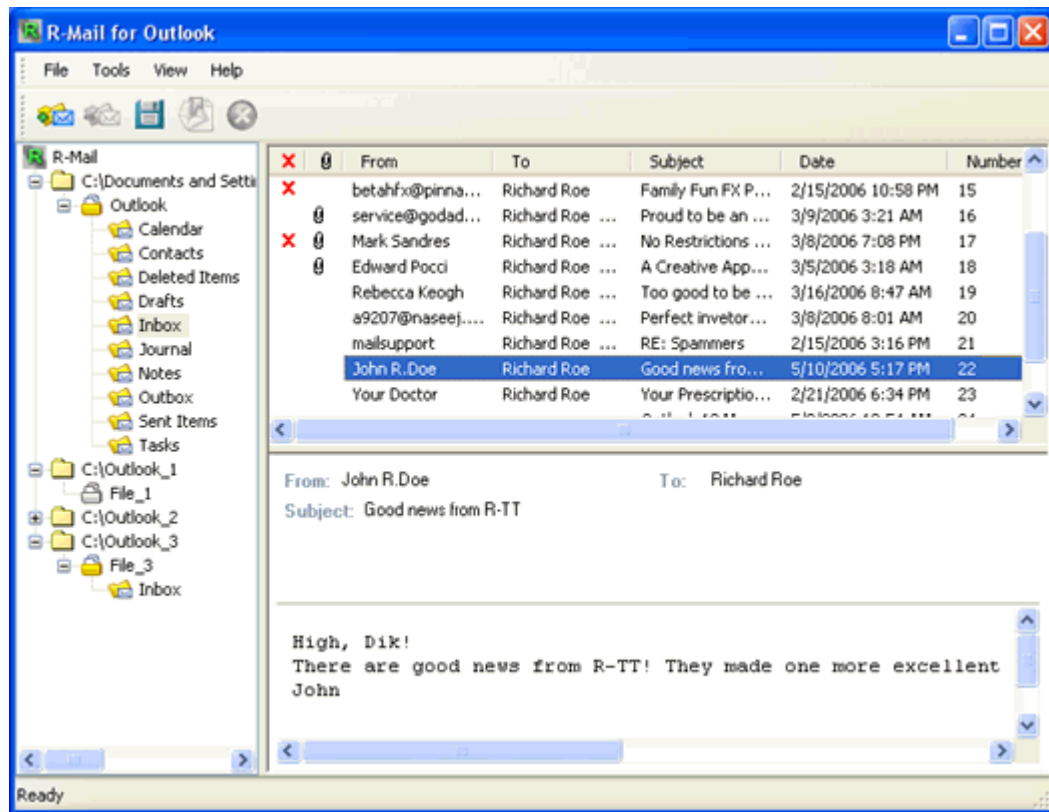
- An Intel-compatible platform running Windows 98/ME/NT/2000/XP/2003.
- At least 32 MB of RAM, a mouse, and enough disk space for recovered data.
- Internet Explorer 4.0 or later.
- Microsoft Outlook to save recovered data as * .pst and * .msg files.

1.4 R-Mail for Outlook Main Panel

Note: When doing any operation, including Outlook data file recovery, R-Mail for Outlook never deletes from disks, writes to, or modifies in any way, original Outlook data file.

Attention: If you find messages you want to recover marked as deleted, or they are in a damaged Outlook data file, **DO NOT START OUTLOOK** until you have them recovered! Or **Outlook** may change the Outlook data file in a such way that all data will be completely deleted.

When **R-Mail for Outlook** starts, its main panel appears at the Windows desktop.



Add Outlook data files (*.pst) to Tree View

Click this button to add an Outlook data file to the Tree View.



Remove from Tree View

Click this button to remove a selected object from the Tree View.
This action does not delete the object from a disk.



Save As...

Click this button to save a selected object



Recovery

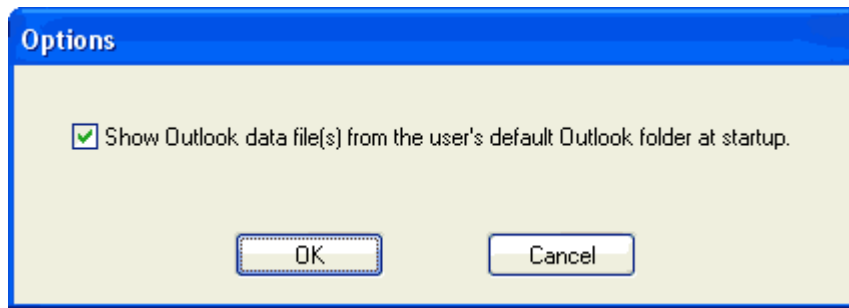
Click this button to recover the selected Outlook data file.
R-Mail for Outlook does not modify the original Outlook data file.



Stop

Click the button to stop the current operation

R-Mail for Outlook searches for the current user's Outlook data file and displays them in its **Tree View** pane. If you do not want this to happen, select **Options** in the **Tools** menu and clear **Show Outlook data file(s)** from the user's **default Outlook folder at startup** on the **Options** dialog message.



You may turn the toolbar and status bar on and off using the **View** menu.

Tree View Pane

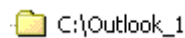
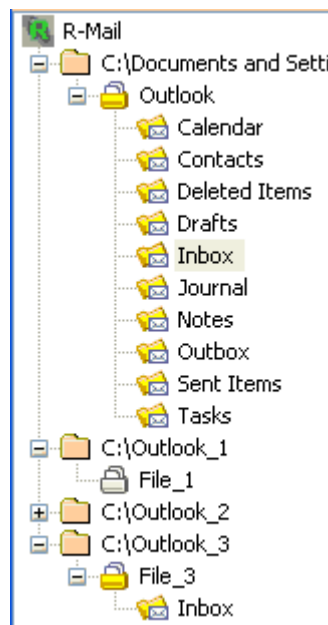
This is the pane where you can work with entire Outlook data files. Outlook data files may be recovered and saved in various save types. Go to the [Outlook Data Recovery](#) help pages for more information.

You may add and remove Outlook data files in the **Tree View** pane. You may make **R-Mail for Outlook** search for Outlook data files, or add them manually. You may also remove any object from the **Tree View** pane. You may also copy Outlook data files for backup purposes. Go to the [Outlook Data File Management](#) page for details.

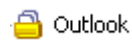
Tree View pane

Click an object to select it.

Double-click an Outlook data file to recover it



A folder in which an Outlook data file is found.



A recovered Outlook data file.



An unprocessed Outlook data file

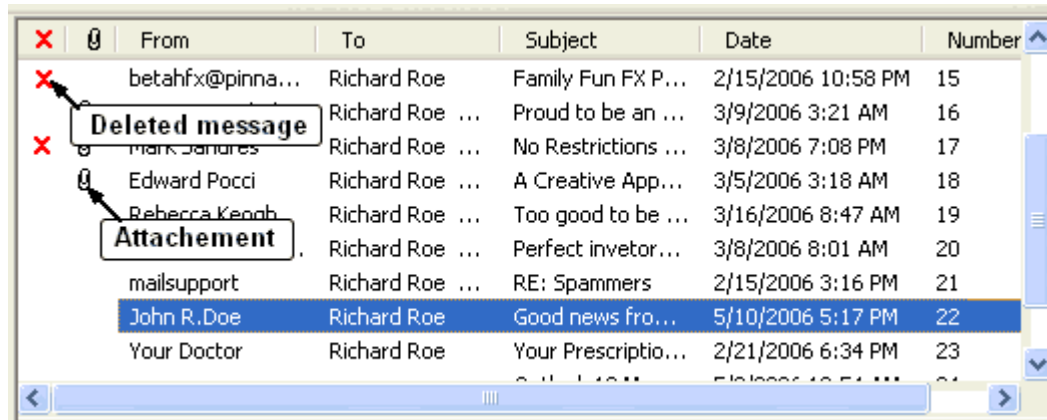
List View Pane

This is the pane where you can see a list of messages in an Outlook data file. To do so, you need to recover the Outlook data file first. Double-click the Outlook data file, or select it and click the **Recovery** button to browse the Outlook data file.

List View pane

Double-click a message to view it in **Outlook**.

Right-click a message and select an action from the shortcut menu.



You may view the message in **Outlook** or **Outlook Express**. To do so, right-click the message in the **List View** pane and select **Open in Outlook** or **Open in Outlook Express** in the shortcut menu.

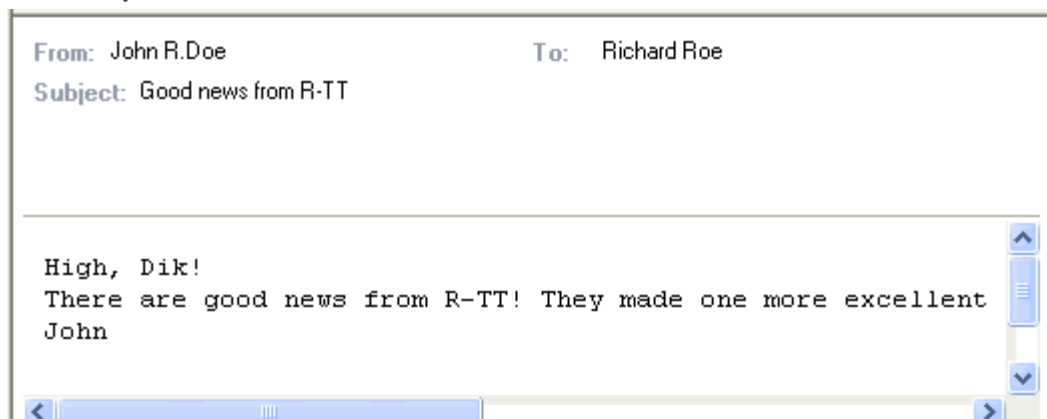
You may view a message source. To do so, right-click the message and select **View source** in the shortcut menu.

Go to the [Outlook Data Recovery](#) page for details.

Preview Pane

This is the pane where you can preview messages. You may select the entire message or its part, and copy and print it. To do so, right-click the **Preview** pane in any place and select an appropriate item in the shortcut menu.

Preview pane



II Outlook Data Recovery

Note: When doing any operation, including Outlook data file recovery, R-Mail for Outlook never deletes from disks, writes to, or modifies in any way, original Outlook data file.

Attention: If you find messages you want to recover marked as deleted, or they are in a damaged Outlook data file, **DO NOT START OUTLOOK** until you have them recovered! Or **Outlook** may change the Outlook data file in a such way that all data will be completely deleted.

R-Mail panels and controls are shown on the [R-Mail for Outlook Main Panel](#) page.

Steps to recover your Outlook data file

① **Select an Outlook data file in the Tree View pane.**

You may find and add the Outlook data file if you do not see it in the **Tree View** pane.

Go to the [Outlook Data File Management](#) page to learn more about adding/removing/backing up Outlook data files.

② **Recover the Outlook data file by clicking the Outlook data file.**

Other ways to recover the Outlook data file

To recover the Outlook data file,

Select the Outlook data file and click the **Recovery** button,

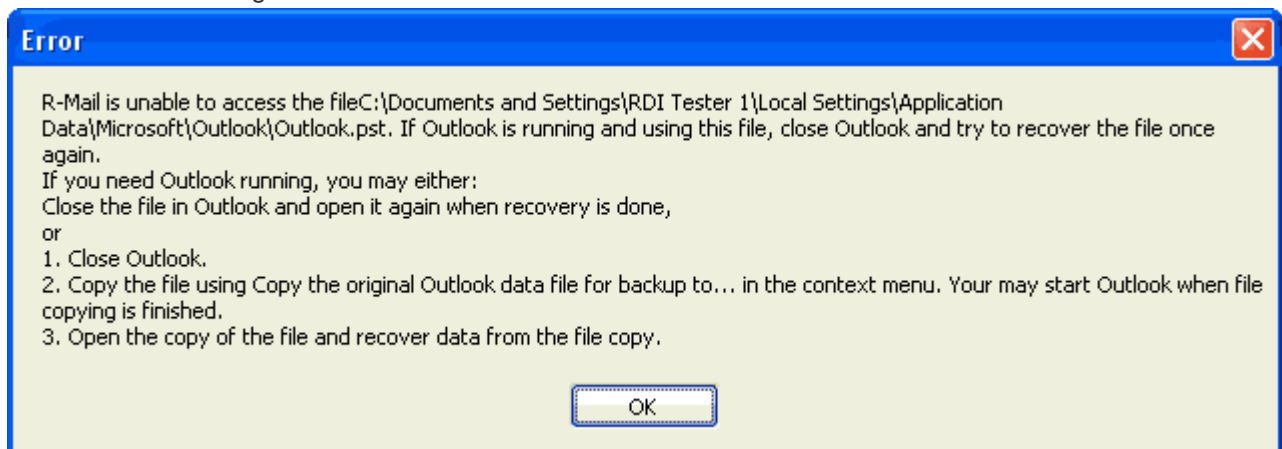
or

Right-click the Outlook data file and select **Recovery** in the shortcut menu.

or

Select the Outlook data file and select **Recovery** in the **Tools** menu.

If you try to recover an Outlook data file which is used by running **Outlook**, **R-Mail for Outlook** will be unable to recover or copy the file and the **R-Mail is unable to access...** message will appear. Close **Outlook** and try to recover the file once again.



If you need Outlook running,

Close the file in **Outlook** and open it again when recovery is done and data is saved.

Or

1. Close **Outlook**.
2. Copy the file using **Copy the original Outlook data file for backup to...** in the shortcut menu. You may start **Outlook** when file copying is finished.
3. Open the copy of the file and recover data from the file copy.

R-Mail for Outlook cannot recover files that use High Encryption.

⇒ The Outlook data file will change its icon and expand its folder structure.

Select a folder which content you want to view. A list of items containing in this folder will appear in the **List View** pane and content of the first item will be shown in the **Preview** pane.

You may open and view messages in **Outlook** or Outlook **Express**. Right-click the messages and select **Open in Outlook** or **Open in Outlook Express** in the shortcut menu.

You may view the source of a selected message. Right-click the message and select **View Source** in the shortcut menu.

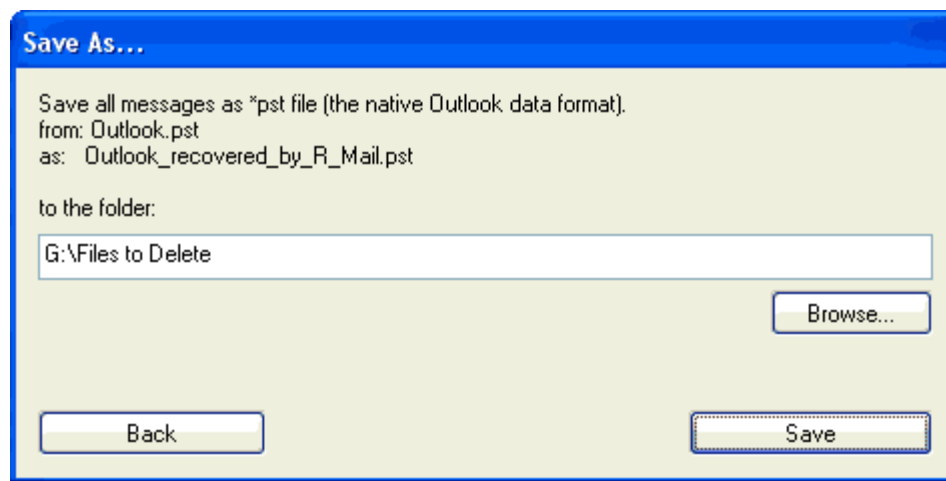
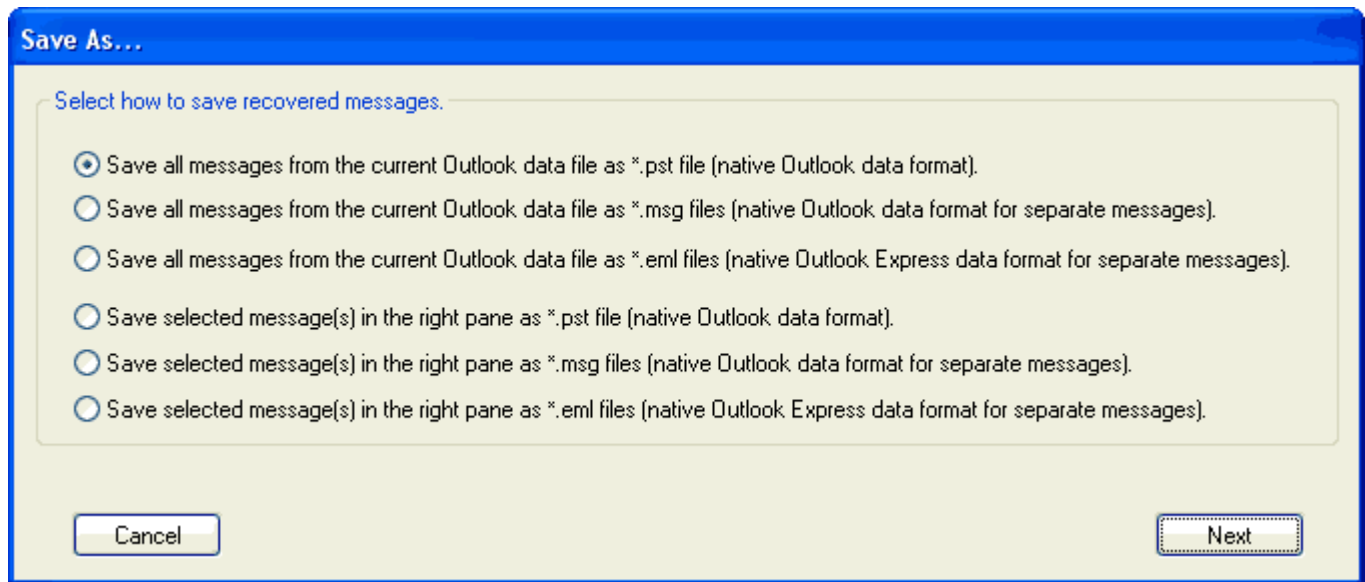
Note: If a message body is encrypted, or in a format that **R-Mail for Outlook** cannot show for preview, the message content will be saved as an attachment to such message.

③ Save either the entire recovered Outlook data file or a separate folder, or only items selected in the List View.**How to save an entire recovered Outlook data file or separate folder**

1. Right-click the item you want to save and select **Save As...** in the shortcut menu. You may also select the item and click the **Save As...** button or select **Save As...** in the **Tools** menu.
The **Save As...** dialog message will appear.
2. Select a save type for the data and click the **Next** button.
The other **Save As...** dialog message will appear.
3. Select a destination for the saved data and click the **Save** button.
See the [Saving Data Recovered from an Outlook Data File](#) page for more information on saving data.

How to save items selected in the List View

1. In the List View, select items you want to save.
2. Right-click the selections and select **Save As..** in the shortcut menu. You may also click the **Save As...** button or select **Save As...** in the **Tools** menu.
The **Save As...** dialog message will appear.
3. Select a save type for the data and click the **Next** button.
The other **Save As...** dialog message will appear.
4. Select a destination for the saved data and click the **Save** button.
See the [Saving Data Recovered from an Outlook Data File](#) page for more information on saving data.



➔ **R-Mail for Outlook will save the recovered data in the specified place.**

You may stop the operation by clicking the **Stop** button.

Name conventions for saved data

Save type

The Outlook data file is: <FileName>

as a *.pst file (the native Outlook data format)

as *.msg files (the native Outlook data format for separate messages)

as *.eml files (the native Outlook Express data format for separate messages)

Folder/File names

File Name:<FileName>_recovered_by_R_Mail.pst

Folder Name: Recovered_<FileName>_as_msg_by_R_mail

File names: <MessageNumber>.msg

Folder Name: Recovered_<FileName>_as_eml_by_R_mail

File names: <MessageNumber>.msg

2.1 Outlook Data File Management

Note: When doing any operation, including Outlook data file recovery, R-Mail for Outlook never deletes from disks, writes to, or modifies in any way, original Outlook data file.

Attention: If you find messages you want to recover marked as deleted, or they are in a damaged Outlook data file, **DO NOT START OUTLOOK** until you have them recovered! Or **Outlook** may change the Outlook data file in a such way that all data will be completely deleted.

You may add and remove Outlook data files in the **Tree View** pane. You may have **R-Mail for Outlook** search for Outlook data files, or add them manually. You may also remove any Outlook data file from the **Tree View** pane. You may also copy Outlook data files for backup purposes.

Outlook data files are usually stored in hidden folders generally invisible in **Windows Explorer**. To allow you to find those bases, **R-Mail for Outlook** shows all hidden and system folders.

Under Windows NT/2000/XP, **R-Mail for Outlook** shows and processes only Outlook data files accessible to the current user. You need to have administrative privileges to find all Outlook data files in the specified locations.

To manually add an Outlook data file to the Tree View pane,

- 1 Click the **Add Outlook data files (*.pst) to Tree View** button,

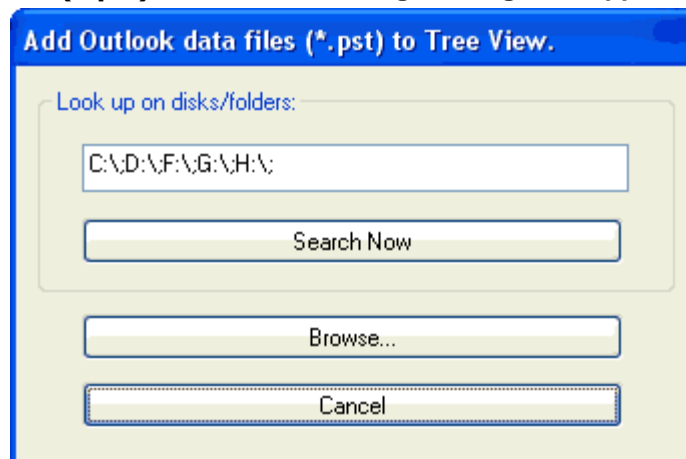
or

Right-click any object on the **Tree View** pane and select **Add Outlook data files (*.pst) to Tree View** in the shortcut menu.

or

Select **Add Outlook data files (*.pst) to Tree View** in the **File** menu.

- 2 The **Add Outlook data files (*.pst) to Tree View** dialog message will appear.



- 3 Click the **Browse** button and manually select the Outlook data file.

- 4 The Outlook data file will appear in the **Tree View** pane.

To automatically search for Outlook data files,

- 1 Click the **Add Outlook data files (*.pst) to Tree View** button,

or

Right-click any object on the **Tree View** pane and select **Add Outlook data files (*.pst) to Tree View** in the shortcut menu.

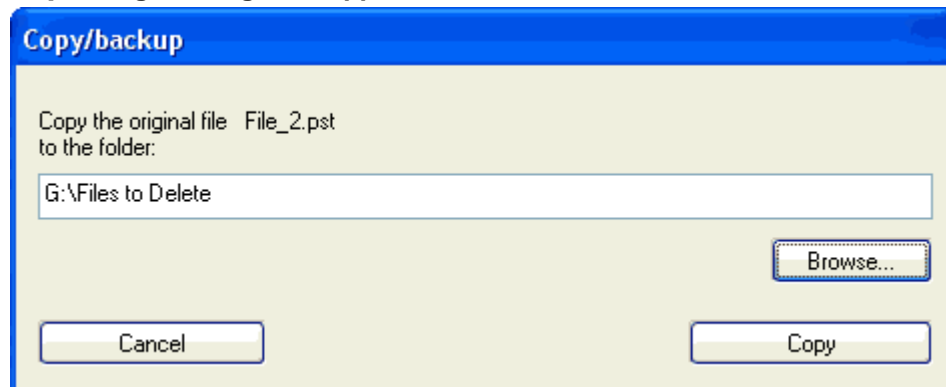
- The **Add Outlook data files (*.pst) to Tree View** dialog message will appear.
- ② Specify the disks and folders in which you want to search for Outlook data files and click the **Search Now** button.
- **R-mail for Outlook** will start search for Outlook data files, and found files will appear in the **Tree View** pane.
You may stop the operation by clicking the **Stop** button.

To remove an Outlook data file from the Tree View pane,

- ① Select an Outlook data file you want to delete from the **Tree View** pane and click the **Remove from Tree View** button,
or
Right-click the Outlook data file you want to delete from the **Tree View** pane and select **Remove from Tree View** in the shortcut menu.
or
Select the Outlook data file on the **Tree View** pane and select **Remove from Tree View** in the **File** menu.
- The Outlook data file will disappear from the **Tree View** pane.
Note: When removing files from the Tree View, you **DO NOT** delete the original Outlook data files from disks.

To copy an Outlook data file,

- ① Right-click a file in the **Tree View** that you want to copy and select **Copy the original Outlook data file for backup to...** in the shortcut menu.
or
Select the Outlook data file on the **Tree View** pane and select **Copy the original Outlook data file for backup to...** in the **File** menu.
If you try to copy an Outlook data file which is used by running **Outlook**, **R-Mail for Outlook** will be unable to copy the file. Close **Outlook** and try to copy the file once again. If you need **Outlook** running, close the file in **Outlook** and open it again when copying is done.
- The **Copy/backup** dialog message will appear.



- ② Specify the destination for the copy of the Outlook data file and click the **Copy** button.
- **R-Mail for Outlook** will copy the file to the destination.
Please note that copying large Outlook data files may be a very lengthy process.

2.2 Saving Data Recovered from an Outlook Data File

Note: When doing any operation, including Outlook data file recovery, R-Mail for Outlook never deletes from disks, writes to, or modifies in any way, original Outlook data file.

Attention: If you find messages you want to recover marked as deleted, or they are in a damaged Outlook data file, **DO NOT START OUTLOOK** until you have them recovered! Or **Outlook** may change the Outlook data file in a such way that all data will be completely deleted.

You may save an entire recovered Outlook data file or a separate folder, or only items selected in the List View in the following formats:

- as a *.pst file (a native Outlook data format).
- as *.msg files (a native Outlook data format for separate messages).
- as *.eml files (a native Outlook Express data format for separate messages).

Name conventions for saved data

Save type	Folder/File names
The Outlook data file is: <FileName>	
as a *.pst file (the native Outlook data format)	File Name: <FileName>_recovered_by_R-Mail.pst
as *.msg files (the native Outlook data format for separate messages)	Folder Name: Recovered_<FileName>_as_msg_by_R_mail File names: <MessageNumber>.msg
as *.eml files (the native Outlook Express data format for separate messages)	Folder Name: Recovered_<FileName>_as_eml_by_R_mail File names: <MessageNumber>.msg

If R-Mail for Outlook has not found Outlook installed or it cannot connect to Outlook.

R-Mail for Outlook will not save data in the *.pst (the native Outlook data format) and *.msg (the native Outlook data format for separate messages) files. Still you will be able to view the messages and save them as *.eml files (the native Outlook Express data format for separate messages).

If Outlook is installed,

1. **Save the messages as *.eml files in a temporary folder.**
To save all messages from an Outlook data file at once, select the file in the Tree View, click the **Save as...** button, and select **Save all messages from the current Outlook data file as *.eml files (native Outlook Express data format for separate messages)** on the **Save As...** dialog message.
2. **Start Outlook Express.**
You may create a special folder for recovered messages.
3. **Open Windows Explorer, go to the folder in which the messages are saved, and select all the messages .**
4. **Drag and drop the selected messages to a folder in Outlook Express.**
5. **Open Outlook and import the messages from Outlook Express.**

Index

- A -

Add an Outlook data file 9

- B -

Buttons

Add Outlook data files (*.pst) to Tree View 2, 9
Browse 9
Copy 9
Recovery 2, 6
Remove from Tree View 2, 9
Save As... 2, 6
Search Now 9
Stop 2, 6, 9

- C -

Contact Information and Technical Support 2
Copy an Outlook data file 9

- F -

File menu

Add Outlook data files (*.pst) to Tree View 9
Copy the original Outlook data file for backup to...
9
Remove from Tree View 9

- I -

Introduction to R-Mail for Outlook and Quick Start 1

- M -

Main Panel 2

Messages

Add Outlook data files (*.pst) to Tree View 9
Copy/backup 9
Options 2
R-Mail is unable to access... 6
Save As... 6

- O -

Outlook Data File Management 9
Outlook Data Recovery 6

- P -

Panels

List View pane 2
Preview pane 2
Status bar 2
Tree View pane 2

- R -

Remove an Outlook data file 9
R-Mail for Outlook Features 1

- S -

Saving Data Recovered from an Outlook Data File
11

Search for Outlook data files 9

Shortcut menu

Add Outlook data files (*.pst) to Tree View 9
Copy the original Outlook data file for backup to...
6, 9
Open in Outlook 6
Open in Outlook Express 6
Recovery 6
Remove from Tree View 9
Save As... 6
View Source 6

- T -

Tools menu

Recovery 6
Save As... 6

- V -

View menu 2