Stellar Repair for Exchange

User Guide for version 9.5

1. About Stellar Repair for Exchange

Stellar Repair for Exchange provides you a complete solution to repair corrupt Microsoft Exchange database files. The software repairs corrupt EDB files and restores all its data such as e-mails, attachments, contacts, calendars, notes, tasks and journals. **Stellar Repair for Exchange** scans and extracts data from a corrupt EDB file, repair it and then saves it in PST, Public Folder, Live Exchange, Office 365, MSG, EML, RTF, PDF and HTML format.

After repairing the EDB file, the software shows its original data. All folders from the original EDB file are shown along with their data in a three-pane structure.

Key features of Stellar Repair for Exchange:

- **Output Supported**: Repair and export EDB files to Live Exchange Server, Public Folder and Microsoft Office 365 or save in PST, MSG, EML, RTF, PDF and HTML format.
- **Support for Multiple File Repair**: Scans and repairs up to four EDB files in a single process.
- **Preview Option**: Provides preview of mailboxes and mailbox items such as - Mails, Attachments, Calendar, Contacts, Tasks, Notes, Search, and Journal.
- **Selective Repair Option**: Provides option to select and repair only the mailboxes that you require.
- **Search and Filter data**: Provides option to search for required mails and to filter the scanned results before saving.
- **Support for Archive Mailboxes**: Supports repair of archived mailboxes in EDB files.
- **Option for Saving MS Exchange Generated Folders**: Provides option to include or exclude **MS Exchange generated folders** from your output (For Microsoft Exchange 2010 or above versions).
- **Support for Multiple Mailboxes while Saving**: Supports all saving options for multiple mailboxes.
- **Support for Exporting data to Public Folder**: Supports exporting selective data to **Public folder** of **Live Exchange Server** and **Office 365** account.
- **PUB.EDB files**: Supports repairing of PUB.EDB files.
- Supports Microsoft Office 2019, 2016, 2013, 2010 and 2007.
- Supports Microsoft Exchange Server 2019, 2016, 2013, 2010, 2007, 2003, 2000 and 5.5.
- Compatible with Windows 10, Windows 8.1, Windows 8, Windows 7, Windows Server 2016, Windows Server 2012 and Windows Server 2008.

1.2. About the guide

This user guide contains sequential steps to assist you through various **Stellar Repair for Exchange** functions. Each function is explained in details, in the corresponding sections. The guide covers following major topics:

1. General Information
2. Getting Started
3. Working with the Software
4. Frequently Asked Questions (FAQ)

This guide has the following features for easy navigation and understanding:

- There are **Notes** and **Tips** in some topics of this guide for better understanding and ease of work. These **Notes** and **Tips** are given in *italics* style.

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Chat Live with an Online technician at http://www.stellarinfo.com/

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Know More -->

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Know More -->

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Best software for IT assets disposition. Secure and erase variety of storage media and files from PC/Laptop, Servers, Rack Drives or Mobile devices. Data once erased cannot be recovered by using any data recovery software or service.

Know More -->

Email Repair & Converter

Robust applications to restore inaccessible mailboxes of MS Exchange, Outlook, AppleMail, Thunderbird, Eudora, Spicebird, Entourage, and Pocomail mailbox. Also, tools to convert mailboxes and database files from one format to another.

Know More -->

Database Repair

Professional and reliable software to repair corrupt or damaged database for Microsoft SQL Server, QuickBooks®, Microsoft Access, SQLite and many more.

Know More -->

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Know More -->

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Stellar Toolkits

Stellar also provides toolkits that are combination of Powerful Tools Designed for Data Recovery, File repair, Mailbox repair and File Conversion. All in one power packed toolkits to meet the need of every business.

Know More -->

For more information about us, please visit www.stellarinfo.com.

2.1. System Requirements

Before installing the software, ensure that your system meets the minimum system requirements:

Minimum System Requirements:

- **Processor:** Intel Pentium Class
- **Operating System:** Windows 10 / 8.1 / 8 / 7, Windows Server 2016 / 2012 / 2008
- **Memory:** 2 GB minimum (4 GB recommended)
- **Hard Disk:** 250 MB of Free Space
- **MS Outlook:** 2019 / 2016 / 2013 / 2010 / 2007

Other Prerequisites:

To create the new or existing mailboxes on exchange you have to run the application either on Exchange Server or for local system your machine should be on domain of Exchange Server with Administrative user rights.

Create Mailbox Requirements:

Exchange Server	Prerequisites
Exchange Server 2000	Microsoft Outlook 2000 or later Exchange Server 2000 Management Tools Windows 2000 Administrative Tools
Exchange Server 2003	Microsoft Outlook 2003 or later Exchange Server 2003 Management Tools Internet Information Server (IIS) Windows Server® 2003 SP1 Administrative Tools Pack
Exchange Server 2007	Any of the following Microsoft Outlook versions: • Microsoft Outlook 2003 • Microsoft Outlook 2007 • Microsoft Outlook 2010 Exchange Server 2007 Management Tools IIS Microsoft® .NET Framework 2.0 Microsoft® Management Console (MMC 3.0) Windows PowerShell 1.0

Exchange Server 2010	Any of the following Microsoft Outlook versions: • Microsoft Outlook 2003 • Microsoft Outlook 2007 • Microsoft Outlook 2010 Exchange 2010 Management Tool IIS 6 Management Console .NET Framework 3.5 SP1 Windows Management Framework Core (KB968930) including PowerShell 2.0 and WinRM 2.0
Exchange Server 2013	Any of the following Microsoft Outlook versions: • Microsoft Outlook 2013 • Outlook 2007 Service Pack 3 with the Outlook 2007 November 2012 update (12.0.6665.5000) • Outlook 2010 Service Pack 1 with the Outlook 2010 November 2012 update (14.0.6126.5000) Exchange Management Tools 2013 Microsoft .NET Framework 3.5 SP1 or later Windows Management Framework 3.0 or later IIS 6 Management Console or later
Exchange Server 2016	Any of the following Microsoft Outlook versions: • Outlook 2010 • Outlook 2013 • Outlook 2016 • Outlook 2019 Microsoft .NET Framework 4.5.2 or later Windows Management Framework 4.0 or later IIS 6 Management Console or later
Exchange Server 2019	Any of the following Microsoft Outlook versions: • Outlook 2013 • Outlook 2016 • Outlook 2019 Microsoft .NET Framework 4.7.2 or later Windows Management Framework 5.1 or later IIS 10 Management Console or later.

2.2. Installation Procedure

To install the software, follow these steps:

- Double-click **StellarRepairforExchange.exe** executable file to start installation. **Setup - Stellar Repair for Exchange** dialog box is displayed.
- Click **Next**. **License Agreement** dialog box is displayed.
- Choose **I accept the agreement** option. **Next** button will be enabled. Click **Next**. **Select Destination Location** dialog box is displayed.
- Click **Browse** to select the destination path where the setup files will be stored. Click **Next**. **Select Start Ribbon Folder** dialog box is displayed.
- Click **Browse** to provide path for program's shortcuts. Click **Next**. **Select Additional Tasks** dialog box is displayed.
- Choose the check boxes as per your choice. Click **Next**. **Ready to Install** dialog box is displayed.
- Review the entries. Click **Back** if you want to change them. Click **Install** to start installation. The Installing window shows the installation process.
- After completing the process, **Completing the Stellar Repair for Exchange Setup Wizard** window is displayed. Click **Finish**.

Note: *Clear* ***Launch Stellar Repair for Exchange*** *check box before clicking* ***Finish*** *to prevent the software from launching.*

2.3. Launching the Software

To launch Stellar Repair for Exchange in Windows 10:

- Click **Stellar Repair for Exchange** tile on the home screen. Or,
- Double click **Stellar Repair for Exchange** icon on the desktop.

To launch Stellar Repair for Exchange in Windows 8.1 / 8:

- Click **Stellar Repair for Exchange** tile on the home screen. Or,
- Double click **Stellar Repair for Exchange** icon on the desktop.

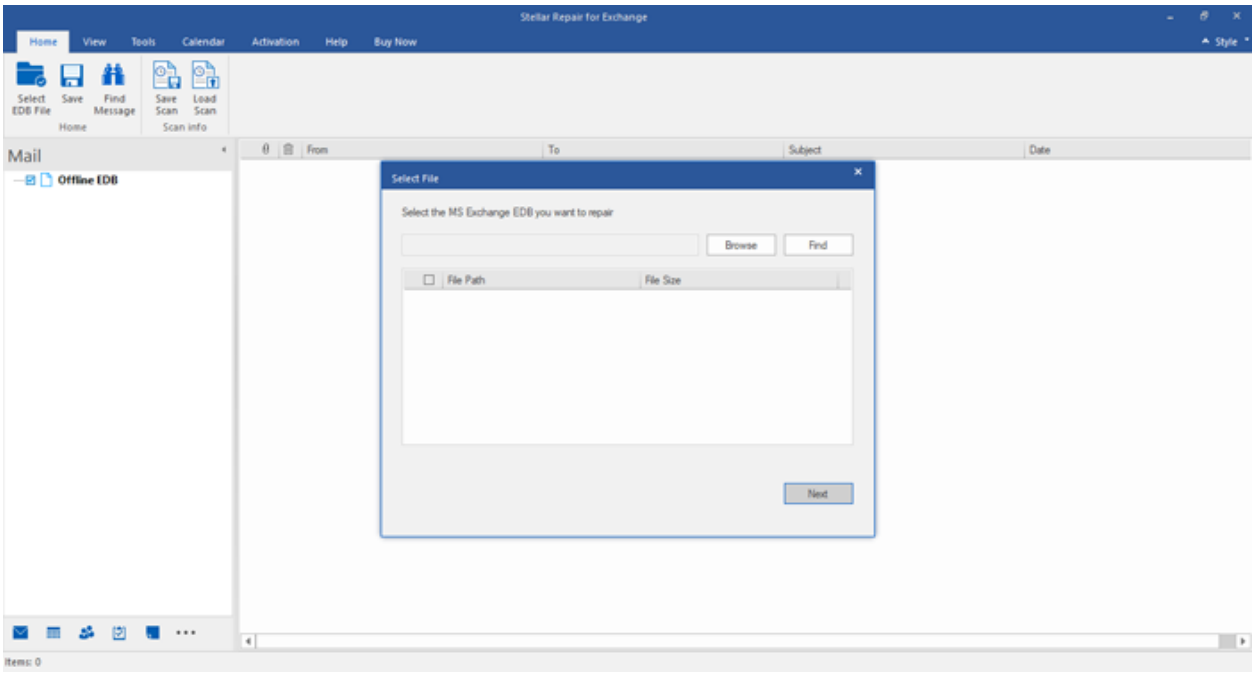
To launch Stellar Repair for Exchange in Windows 7:

- Click **Start** -> **Programs** -> **Stellar Repair for Exchange** -> **Stellar Repair for Exchange**. Or,
- Double click **Stellar Repair for Exchange** icon on the desktop. Or,
- Click **Stellar Repair for Exchange** icon in Quick Launch.

2.4. User Interface

Stellar Repair for Exchange software has a very easy to use Graphical User Interface. The user interface contains features required for repairing the corrupt EDB file.

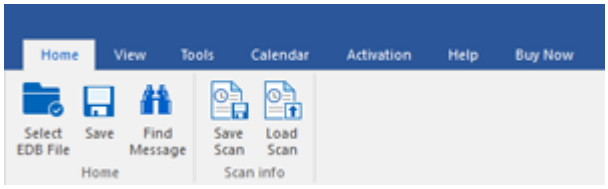
After launching the software, you will see the main user interface as shown below:



The user interface contains Ribbons, Buttons and Preview Tabs options that let you access various features of the software with ease.

2.4.1. Ribbons

Home Ribbon



Select EDB File

Use this option to select the EDB file which you want to repair.

Save

Use this option to save the repaired file.

Find Message

Use this option to search for particular mails from the repaired file.

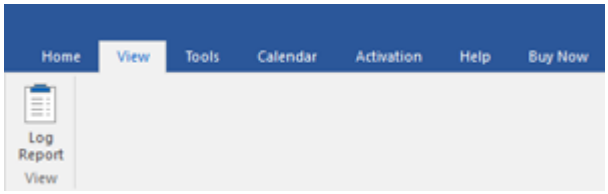
Save Scan

Use this option to save the scan information of the repaired files.

Load Scan

Use this option to load the scan information.

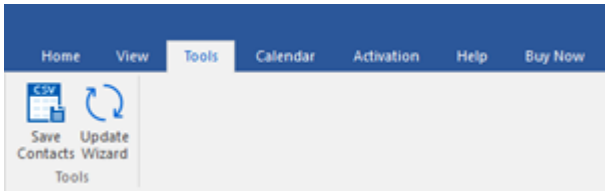
View Ribbon



Log Report

Software records all the events and activities performed by you in a detailed log file. Use this option to view the log report.

Tools Ribbon



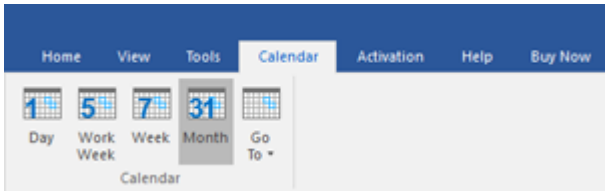
Save Contacts

Use this option to save the repaired contacts from the mailbox in .CSV format.

Update Wizard

Use this option to check for both, latest minor and major versions available online.

Calendar Ribbon



Day

Use this option to list all calendar entries of a particular day from the list of the scanned mailbox.

Work Week

Use this option to list all calendar entries of a work week (from Monday to Friday).

Week

Use this option to list all calendar entries of a week (from Monday to Sunday).

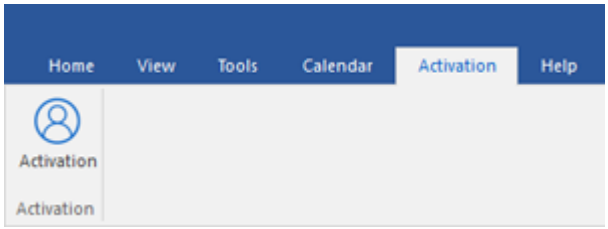
Month

Use this option to list all calendar entries for a particular month.

GoTo

Use this option to list all calendar entries of the current date or any particular date.

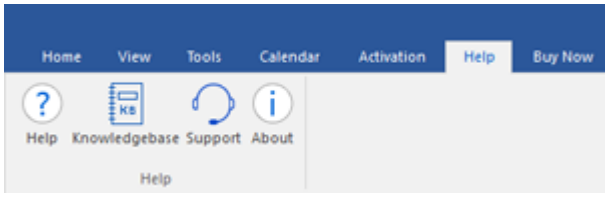
Activation Ribbon



Activation

Use this option to activate the software after purchasing.

Help Ribbon



Help

Software is accompanied by a descriptive help document. Use this option to view the help manual for the software.

Knowledgebase

Frequently asked questions and other common queries are available as knowledgebase for your reference and to help you use the software to get the best outcome. Use this option to visit Knowledgebase articles of stellarinfo.com

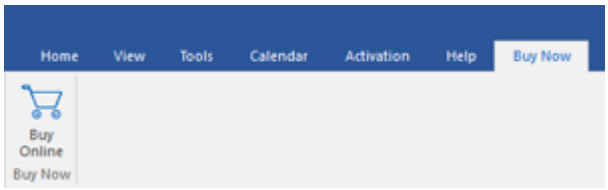
Support

In case you don't find any related content in the help document or on the knowledgebase page that resolves your query, use this option to view the support page of stellarinfo.com and contact the Stellar customer support.

About

Use this option to read information about the software.

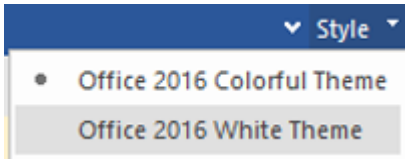
Buy Now Ribbon



Buy Online

Use this option to buy **Stellar Repair for Exchange** software.

Style Ribbon



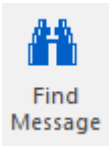
Use the upward arrow button to hide/ unhide the ribbon.

Stellar Repair for Exchange, offers the following themes: **Office 2016 Colorful Theme**, **Office 2016 White Theme**. Use this option to switch between various themes for the software, as per your choice.

2.4.2. Buttons

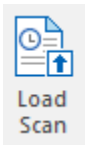
Click this button to select the EDB file which you want to repair.

Click this button to save the repaired file.

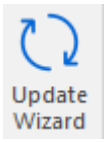


Click this button to search the mails through a specific criteria.

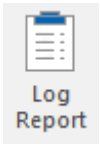
Click this button to save the scan information of the repaired files.



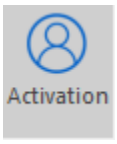
Click this button to load the scan information.



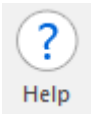
Click this button to check for both, latest minor and major versions available online.



Click this button to view the log report.

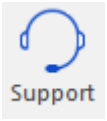


Click this button to activate the software after purchasing.



Click this button to view the help manual for the software.

Click this button to buy **Stellar Repair for Exchange** software.



Click this button view the support page of stellarinfo.com.

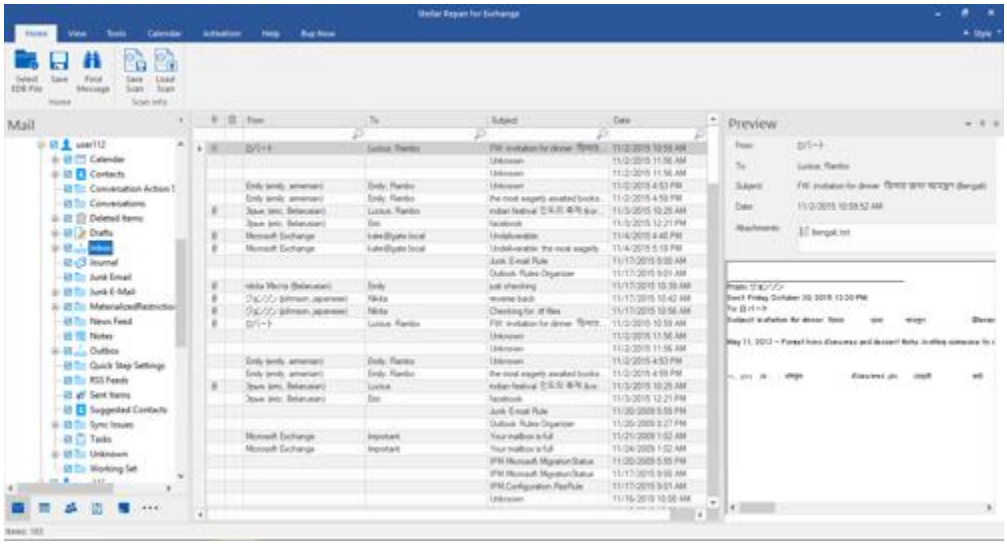
Click this button to visit Knowledgebase articles of stellarinfo.com.

Click this button to read information about the software.

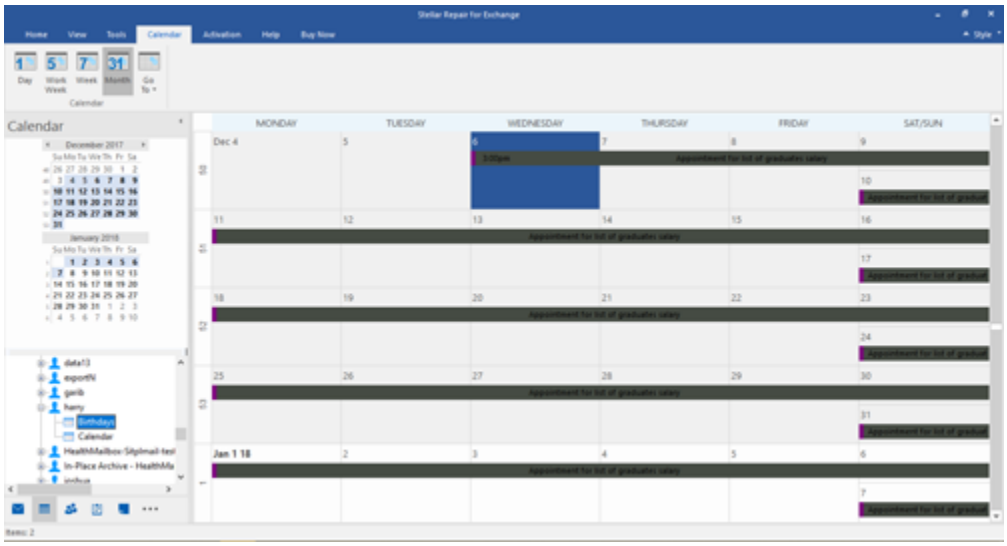
2.4.3. Preview Tabs

Stellar Repair for Exchange provides options to navigate between **Mails, Calendar, Contacts, Tasks, Notes, Search, and Journal** views at the bottom of the left pane. It also allows to modify/reset the **Navigation Pane Options**.

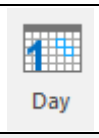
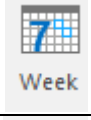
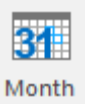
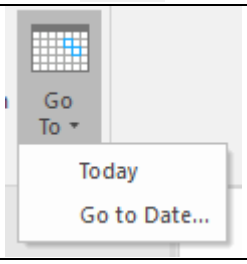
- Click on **Mail** icon to view the mails of the scanned mailbox.



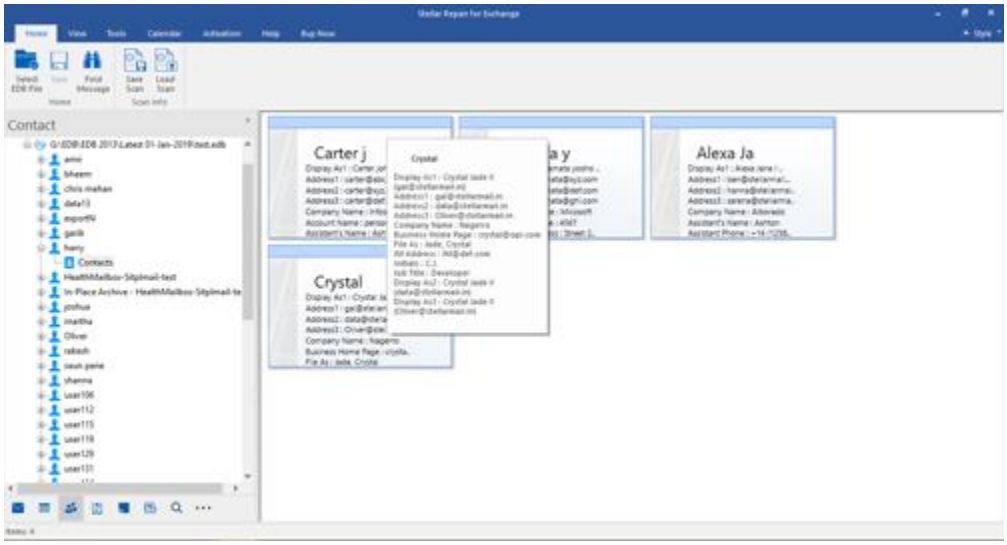
- Click on **Calendar** icon to view the Calendar functions scanned mailbox. It displays the schedules in an organized and efficient manner.



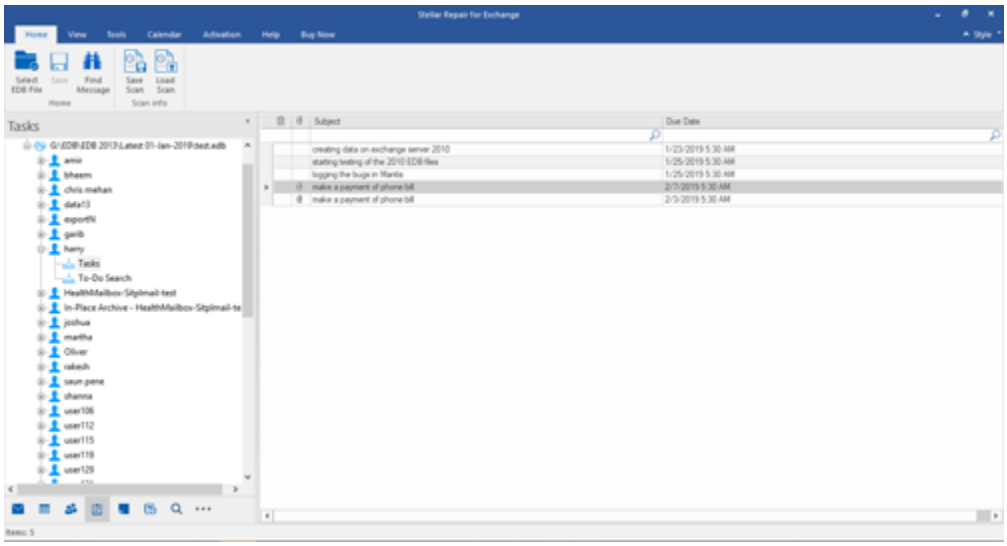
Calendar function also allows to efficiently display the schedule for a day, work week, week, or month.

	Click this button to list all the entries of one particular day from the calendar.
	Click this button to list all the entries of a work week (from Monday to Friday).
	Click this button to list all the entries of a week (from Monday to Sunday).
	Click this button to list all the entries of a particular month.
	Click this button to list all the entries of the current date, or of a particular day (any single day except the current date).

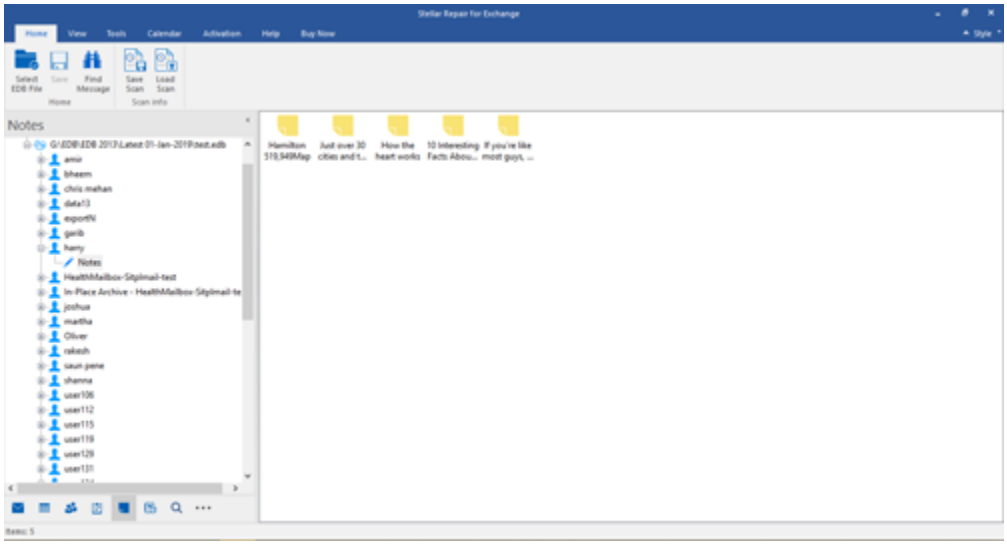
- Click on **Contacts** icon to view the contacts of the scanned mailbox.

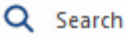


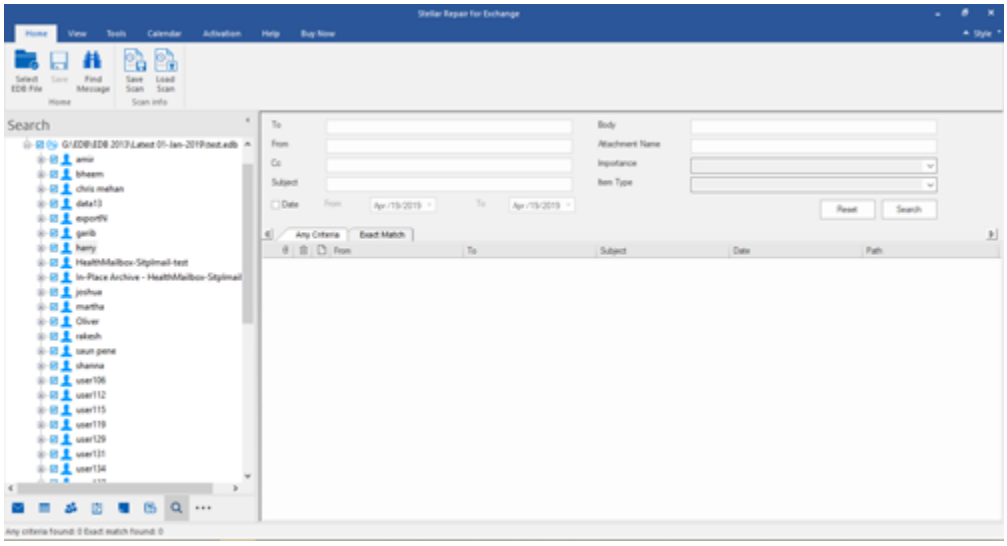
- Click on **Tasks** icon to view the tasks of the scanned mailbox.



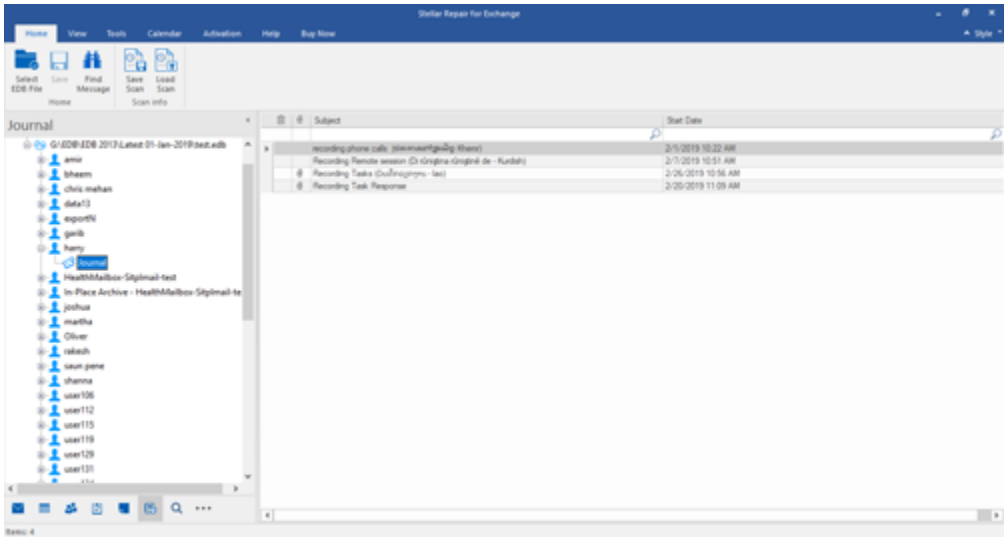
- Click on **Notes** icon to view the notes of the scanned mailbox.



- Click on **Search**  icon to view the specific search results of the scanned mailbox.

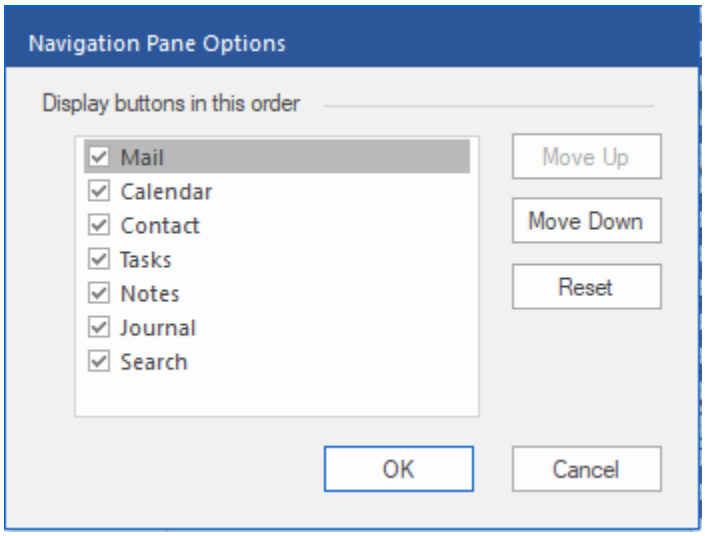


- Click on **Journal** icon to view the created journal entries of the scanned mailbox.



- Click on and select **Navigation Pane Options.** This will open the **Navigation Pane Options** dialog box.

To modify/reset the navigation pane options:



- Check/uncheck the preview tab that you want to add/ remove from the list.
- Click **Move Up/ Move Down** button to modify the order of the preview tabs. **Move Up** button will shift the desired tab upwards and **Move Down** button will shift the desired tab downwards in the list.
- Click **Reset** to go back to the default list of preview tabs.
- Click **OK** to save the changes.

2.5. Ordering the Software

Click https://www.stellarinfo.com/edb-exchange-server-recovery.htm to know more about **Stellar Repair for Exchange.**

To purchase the software online, please visit https://www.stellarinfo.com/email-repair/edb-recovery/buy-now.php

Alternatively, click **Buy Online** button in **Buy Now** ribbon on **Ribbon Bar** to purchase the software online.

Select either of the methods given above to purchase the software.

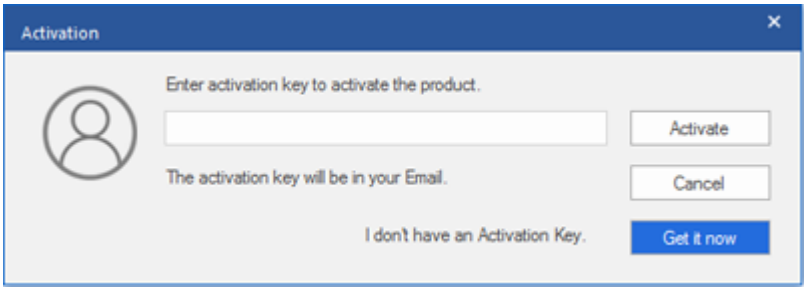
Once the order is confirmed, a serial number will be sent to you through e-mail, which would be required to activate the software.

2.6. Activating the Software

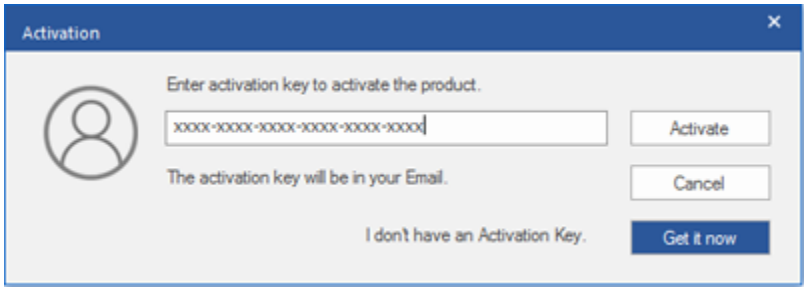
The demo version is just for evaluation purposes and must be eventually activated to use the full functionality of the software. The software can be activated using the Activation Key that you receive via email after purchasing the software.

To activate the software:

1. Run the demo version of **Stellar Repair for Exchange** software.
2. On the main user interface, click the **Activation** button in **Activation** ribbon icon. The **Activation** dialog is displayed as shown below:



3. If you don't have the activation key, click the **Get it now** button in the dialog to go online and purchase the product.
4. Once the order is confirmed, an Activation Key will be sent to the email provided.
5. Type the **Activation Key** (received through email after purchasing the product) and click **Activate** button (Please ensure that you have an active Internet connection).



6. The software will automatically communicate with the license server to verify the entered key. If the key you entered is valid, the software will be activated successfully.
7. The '***Activation completed successfully*** ' message is displayed after the process gets completed successfully. Click **OK**.

2.7. Updating the Software

Stellar releases periodical software updates for **Stellar Repair for Exchange** software. You can update the software to keep it up-to-date. These updates can add a new functionality, feature, service, or any other information that can improve the software. Update option of the application is capable of checking for latest updates. This will check for both latest minor and major versions available online. You can easily download minor version through the 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. Note that demo version of the software cannot be updated.

To update Stellar Repair for Exchange:

- Click **Update Wizard** icon from **Tools Ribbon**.
- Update Wizard window opens. Click **Next**. The wizard will search for latest updates, and if it finds any new updates, a window will pop up indicating its availability.
- Click Next and the software will download the files from the update 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 failure
- Updates are not available
- Unable to download configuration files
- Unable to locate updated files or version
- Unable to locate executable file

Note: *If a major version is available, you need to purchase the software in order to upgrade it.*

3. Working with the Software

3.1. Select and Scan EDB Files

3.2. Preview Scanned Files

3.3. Save and Load Scan Info

3.4. Save Scanned Files

- 3.4.1. Export Mailbox to Live Exchange Server
  - 3.4.1.1. How to Create Mailbox?
- 3.4.2. Export Mailbox to Office 365
- 3.4.3. Export Mailbox to PST
- 3.4.4. Export Mailbox to Public Folder
- 3.4.5. Export Mailbox to Other Formats

3.5. Search and Save Scanned Files

3.6. View Log Report

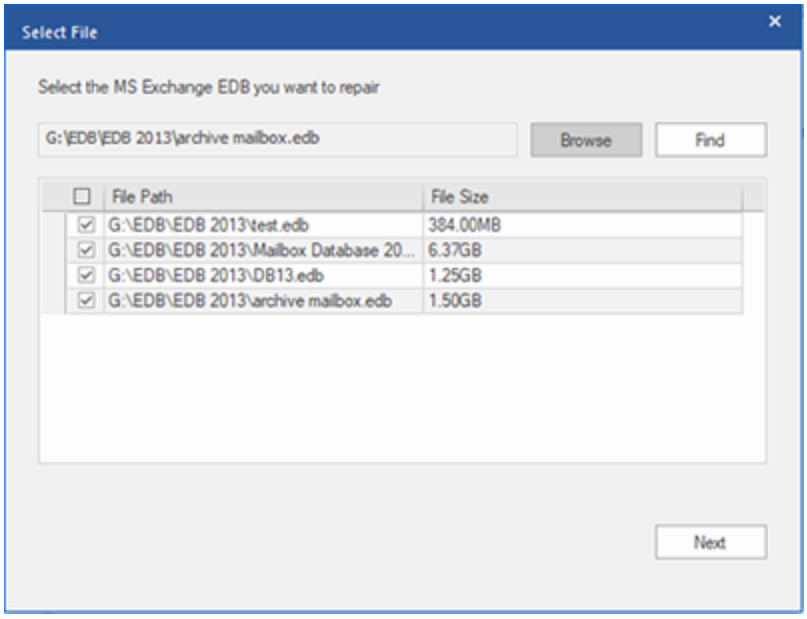
3.1. Select and Scan EDB Files

Stellar Repair for Exchange provides option to either add the EDB files directly from your hard drive or search for EDB files from a particular folder or drive, in case you don't know its exact location. After adding of searching the EDB files, you can scan up to four EDB files using the software.

There are two ways to scan the files depending upon the level of corruption to your EDB files. You can select either **Quick Scan** or **Extensive Scan**. See Scanning of EDB files, to know more.

To Browse and add EDB Files:

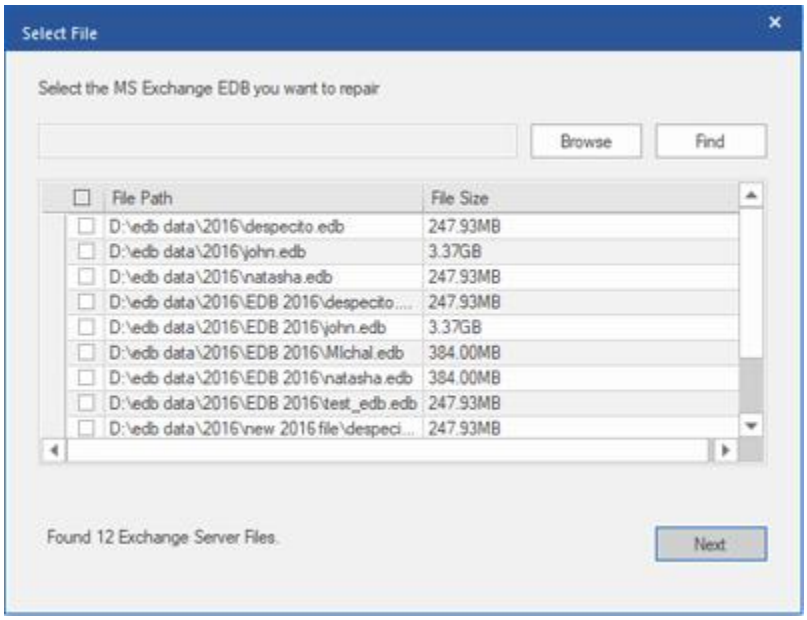
- Click **Select EDB File** from **Home Ribbon**. **Select File** dialog box opens.
- Click **Browse** to select the EDB files that you want to repair.



Stellar Repair for Exchange also allows you to find the EDB files in your computer's hard drive, in case you don't know their location.

To search and add EDB Files:

- Click **Find** in **Select File** dialog box. **Browse for Folder** dialog box opens.
- After the search is complete, list of EDB files found in the selected drive / folder is shown in **Select File** dialog box as shown below:

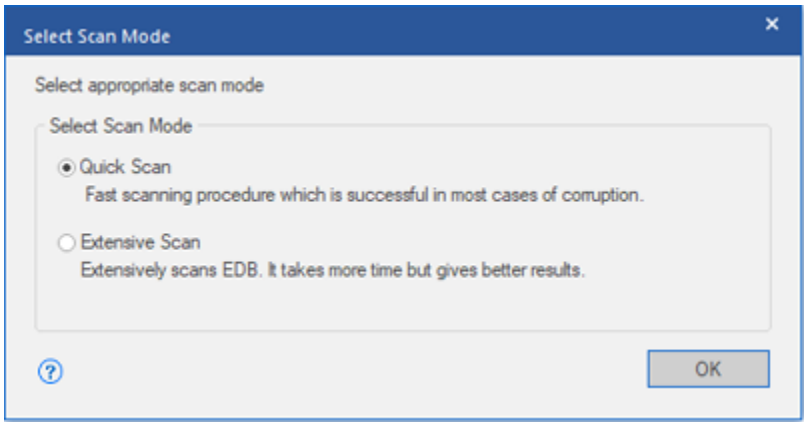


- Select the file you want to repair from this list and click **Next**.

Note: *Maximum of 4 files can be scanned at a time using both options -* ***Find*** *and* ***Browse****.*

Scanning of EDB Files:

- After selecting the EDB files that you want to repair, click **Next**. **Select Scan Mode** dialog box opens.



- If you want to quickly scan the corrupt EDB file, select **Quick Scan**, which is a fast mode to scan and repair corrupt EDB file. Or, If you want to scan the corrupt EDB file deeply for the better results, select **Extensive Scan**. Click **OK** to start the scanning process.

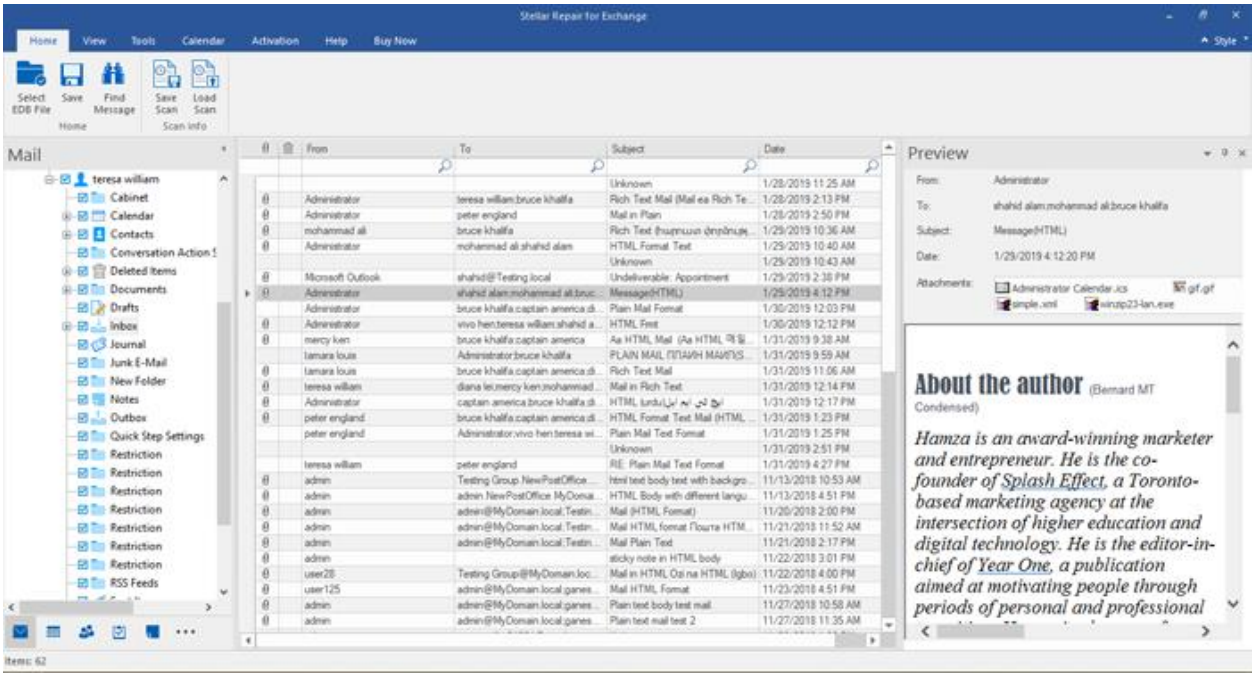
Tip: Quick Scan *takes less time in scanning process and provides a standard scan of your EDB files. Use this mode if you are scanning the EDB files for the first time. After scanning, preview the results and if you are not satisfied with the* ***Quick Scan*** *mode, then you can try* ***Extensive Scan*** *mode. Extensive Scan mode of scanning an EDB file is slow but more effective process. This mode is more powerful than Quick Scan mode. It is able to repair even highly corrupted EDB files.*

- Once scanning is complete, you can preview the data of the scanned file.

3.2. Preview Scanned Information

Once EDB files are scanned, you will find a navigation tree on the left side showing the files with its mailboxes, folders and sub-folders. Select the desired mailbox/folder/sub-folder from this pane to view its data.

Preview of the mailbox data is available in a three pane structure: Left pane, Middle pane and Right pane which are explained in details below:



- The left pane provides the navigation tree, displaying the files with its mailboxes, folders and sub-folders. Select the desired mailbox/folder/sub-folder from this pane.

- The middle pane provides a list of mailbox items, in a tabular format, of the selected mailbox/folder/sub-folder. The pane contains the following columns:

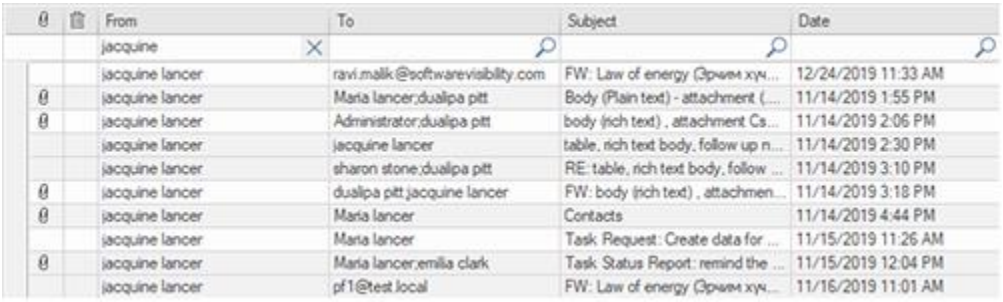
    - **Attachments**: Shows an attachment icon if the particular mail item contains an attachment.
    - **Deleted Mailbox** : Shows a deleted icon if the particular mail item was deleted from the mailbox.
    - **From**: Shows the e-mail address of the sender.
    - **To**: Shows the e-mail address of the receiver.
    - **Subject**: Shows the e-mail subject.
    - **Sent Date**: Shows the date and time when the e-mail was sent.

***Tip**: You can change the order of the above given columns as per your requirement. Click and hold on the column name and drag the column to the desired location to change it.*

- The right pane provides the preview of the mail item that you select from the middle pane. It shows the following information:
  - **From**: Shows the e-mail address of the sender.
  - **To**: Shows the e-mail address of the receiver.
  - **Subject**: Shows the subject of the e-mail.
  - **Date**: Shows the date and time when the e-mail was sent.
  - **Attachments**: Shows the attachments of the selected mailbox item.
  - **Body**: Shows the preview of body of the selected mail item.

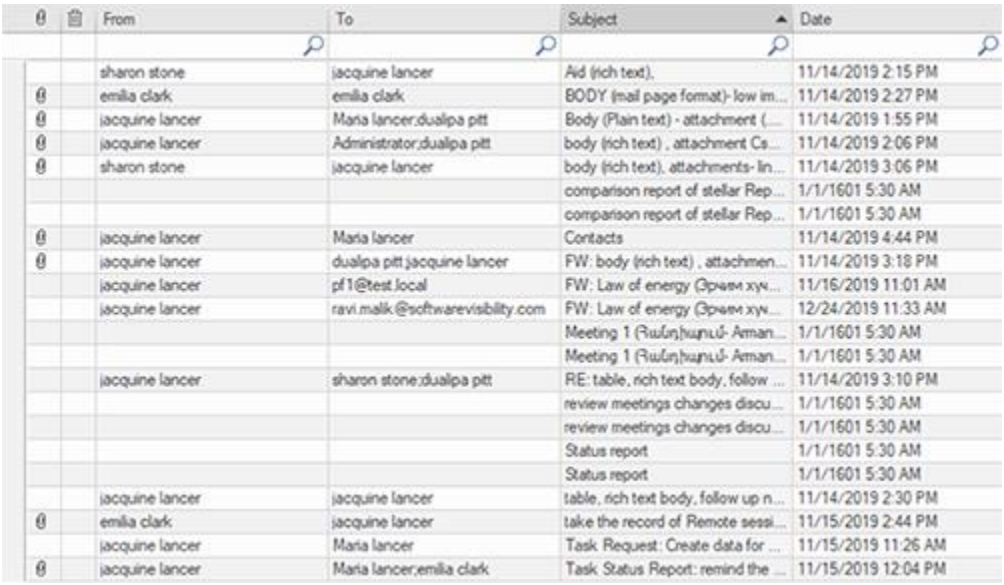
Additional Options:

- **Quick search:** The software provides quick search options for Mails and Media files. In the middle pane below the table headings, type the keywords in the search bar of a particular column. The columns that support quick search are From, To, Subject, and Date.



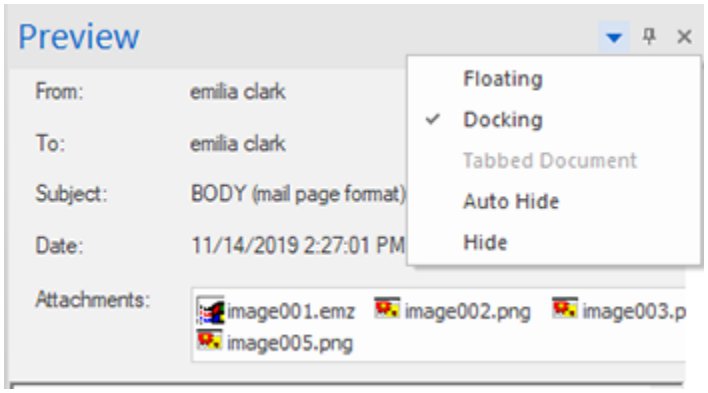
	From	To	Subject	Date
	jacquine			
	jacquine lancer	ravi.malik@softwarevisibility.com	FW: Law of energy (Эрчим хүч...	12/24/2019 11:33 AM
	jacquine lancer	Maria lancer;dualipa pitt	Body (Plain text) - attachment (...	11/14/2019 1:55 PM
	jacquine lancer	Administrator;dualipa pitt	body (rich text) , attachment Cs...	11/14/2019 2:06 PM
	jacquine lancer	jacquine lancer	table, rich text body, follow up n...	11/14/2019 2:30 PM
	jacquine lancer	sharon stone;dualipa pitt	RE: table, rich text body, follow ...	11/14/2019 3:10 PM
	jacquine lancer	dualipa pitt;jacquine lancer	FW: body (rich text) , attachmen...	11/14/2019 3:18 PM
	jacquine lancer	Maria lancer	Contacts	11/14/2019 4:44 PM
	jacquine lancer	Maria lancer	Task Request: Create data for ...	11/15/2019 11:26 AM
	jacquine lancer	Maria lancer;emilia clark	Task Status Report: remind the ...	11/15/2019 12:04 PM
	jacquine lancer	pf1@test.local	FW: Law of energy (Эрчим хүч...	11/16/2019 11:01 AM

- **Sorting columns:** You can sort the mails and media items using the table headers in the middle pane. Click on the column heading to sort the column in ascending order. Click on the same heading again to change the sorting order from ascending to descending and vice versa.



From	To	Subject	Date
sharon stone	jacquine lancer	Aid (rich text),	11/14/2019 2:15 PM
emilia clark	emilia clark	BODY (mail page format)- low im...	11/14/2019 2:27 PM
jacquine lancer	Maria lancer;dualipa pitt	Body (Plain text) - attachment (...	11/14/2019 1:55 PM
jacquine lancer	Administrator;dualipa pitt	body (rich text) , attachment Cs...	11/14/2019 2:06 PM
sharon stone	jacquine lancer	body (rich text), attachments- In...	11/14/2019 3:06 PM
		comparison report of stellar Rep...	1/1/1601 5:30 AM
		comparison report of stellar Rep...	1/1/1601 5:30 AM
jacquine lancer	Maria lancer	Contacts	11/14/2019 4:44 PM
jacquine lancer	dualipa pitt;jacquine lancer	FW: body (rich text) , attachmen...	11/14/2019 3:18 PM
jacquine lancer	pf1@test.local	FW: Law of energy (Эрчим хүч...	11/16/2019 11:01 AM
jacquine lancer	ravi.malik@softwarevisibility.com	FW: Law of energy (Эрчим хүч...	12/24/2019 11:33 AM
		Meeting 1 (Համդիպում- Aman...	1/1/1601 5:30 AM
		Meeting 1 (Համդիպում- Aman...	1/1/1601 5:30 AM
jacquine lancer	sharon stone;dualipa pitt	RE: table, rich text body, follow ...	11/14/2019 3:10 PM
		review meetings changes discu...	1/1/1601 5:30 AM
		review meetings changes discu...	1/1/1601 5:30 AM
		Status report	1/1/1601 5:30 AM
		Status report	1/1/1601 5:30 AM
jacquine lancer	jacquine lancer	table, rich text body, follow up n...	11/14/2019 2:30 PM
emilia clark	jacquine lancer	take the record of Remote sessi...	11/15/2019 2:44 PM
jacquine lancer	Maria lancer	Task Request: Create data for ...	11/15/2019 11:26 AM
jacquine lancer	Maria lancer;emilia clark	Task Status Report: remind the ...	11/15/2019 12:04 PM

- **Preview mail options**:



The preview pane provides the following preview options:

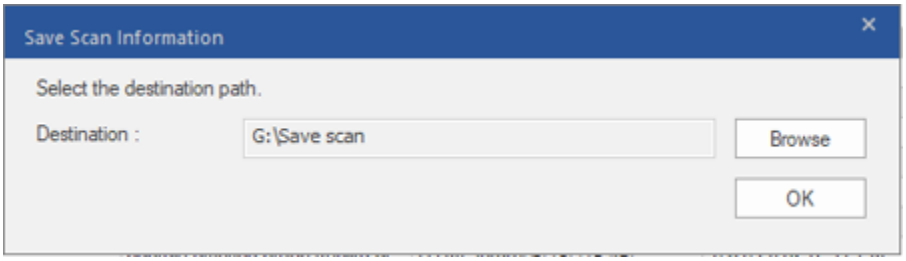
- **Floating/Docking Preview Pane**: The preview pane opens in **Docking** view as default. To change the view to **Floating**, click on ▾ and select **Floating** from the drop down menu. To change the view back to **Docking**, click and hold the floating window from its title bar. The screen provides dock hints that indicate a valid drop location when you are dragging the float window. When the preview pane is about to be docked, a dock preview will be displayed to show where the preview pane will be placed.
- **Pin/Unpin Preview Pane**: Click on 📌 to pin and 📌 to unpin the preview pane. Alternatively, click on ▾ select **Auto Hide** to pin/unpin the pane. When unpinned, the preview pane automatically hides on the right side of the work area. Hover the mouse on **Preview** button to view the preview pane.
- **Close/Hide the Preview Pane:** To close the preview pane, click on close ✕ located at right hand top corner of the pane. Alternatively, click on ▾ and select **Hide** from the drop down menu.

3.3. Save and Load Scan Info

With **Stellar Repair for Exchange**, you can save the scan information of the repaired files, in case you need to access it at a later stage.

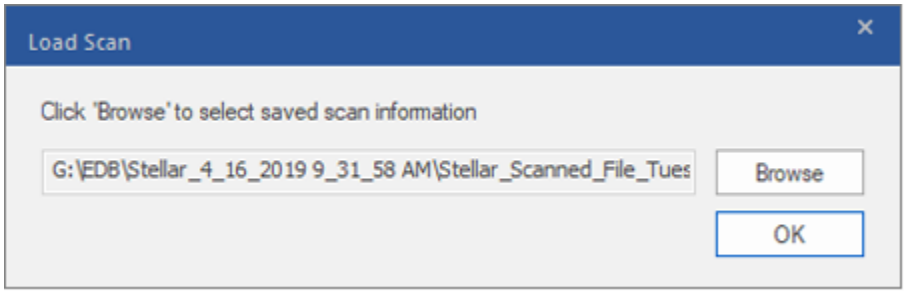
To save the scan info:

- From **Home Ribbon**, select **Save Scan**. **Save Scan Information** dialog box displays.
- Click **Browse** to select the destination where you want to save the scan info. Click **OK**.



To load the scan info:

- From **Home Ribbon**, select **Load Scan**. **Load Scan** dialog box displays.
- Click **Browse** to select the location of the .img file from which you want to load the scan info. Click **OK**.



3.4. Save Scanned Files

Repaired files can be exported/ saved to various formats.

3.4.1. Export Mailbox to Live Exchange Server

3.4.1.1. How to Create Mailbox?

3.4.2. Export Mailbox to Office 365

3.4.3. Save Mailbox in PST Format

3.4.4. Export Mailbox to Public Folder

3.4.5. Save Mailbox in MSG, EML, RTF, PDF or HTML

3.4.1. Export Mailbox to Live Exchange Server

Stellar Repair for Exchange allows you to export your repaired mailboxes to the mailbox of a mounted database on a Live Exchange Server. If your Exchange database is not mounted on the Live Exchange Server then perform a **Dial Tone Recovery** process to mount the database.

See Dial Tone Recovery, to know how to perform the **Dial Tone Recovery** process.

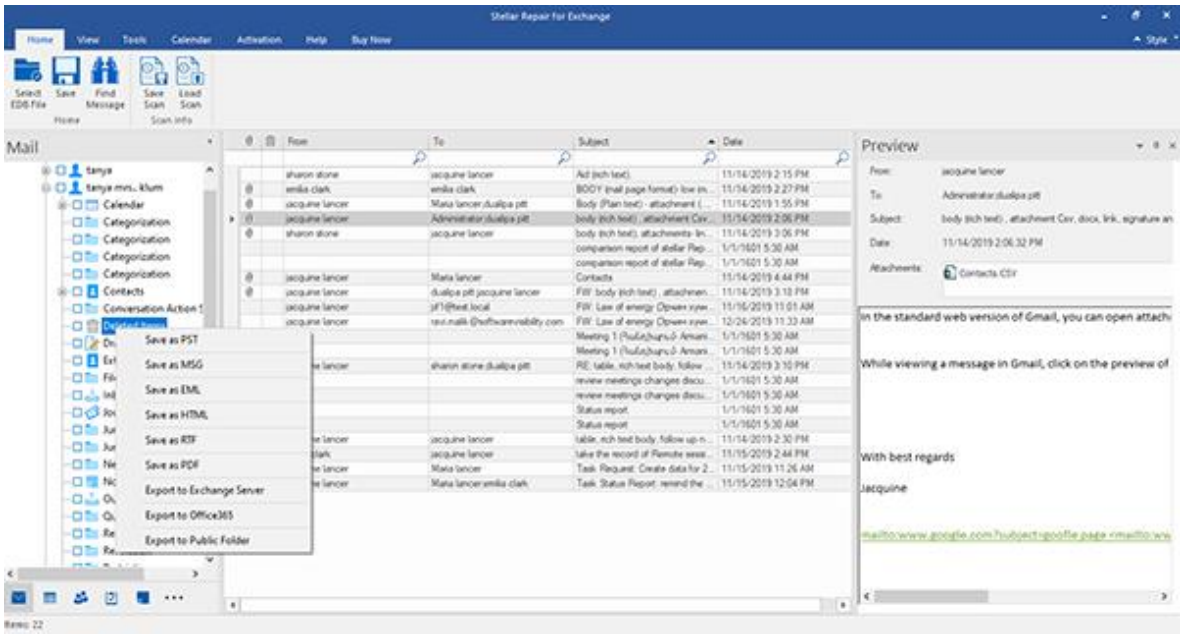
To know how to export data to a Live Exchange Server refer to the topics as follows:

1. Export Single Mailbox to Exchange Server
2. Export Multiple Mailboxes to Exchange Server

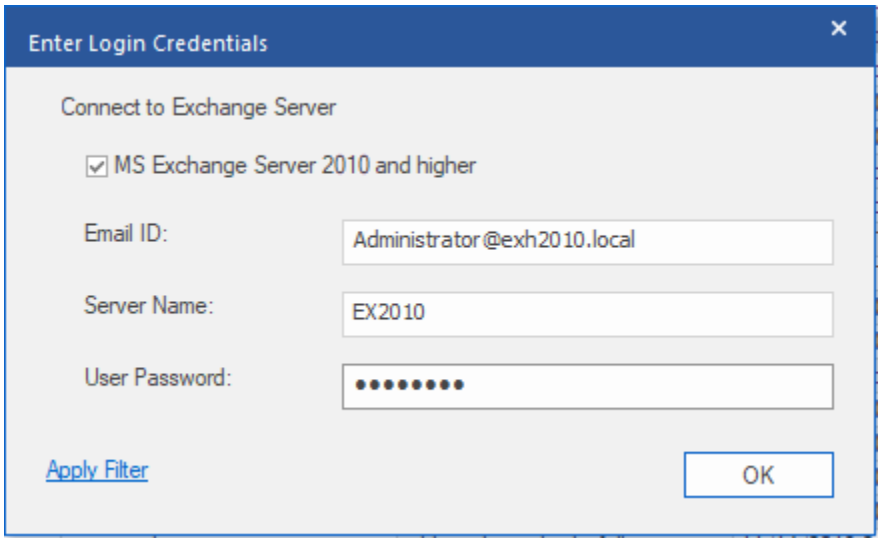
To Export Single Mailbox to Exchange Server:

1. Right Click on the mailbox or mailbox item in the navigation tree that you want to export and select **Export to Exchange Server**.

Note: *In order to export data by right clicking on the mailbox, the local system should be in the domain of the Exchange server on which you are exporting the data.*



2. **Enter Login Credentials** dialog box opens, enter the **Mailbox Name** and **Server Name**.



***Note**: By default, the **MS Exchange Server 2010 and higher** check-box is unchecked. If you are using Exchange Server 2010 or a higher version, check the **MS Exchange Server 2010 and higher** check-box.*

3. If you want to filter the scanned results before exporting, click on the **Apply Filter**.

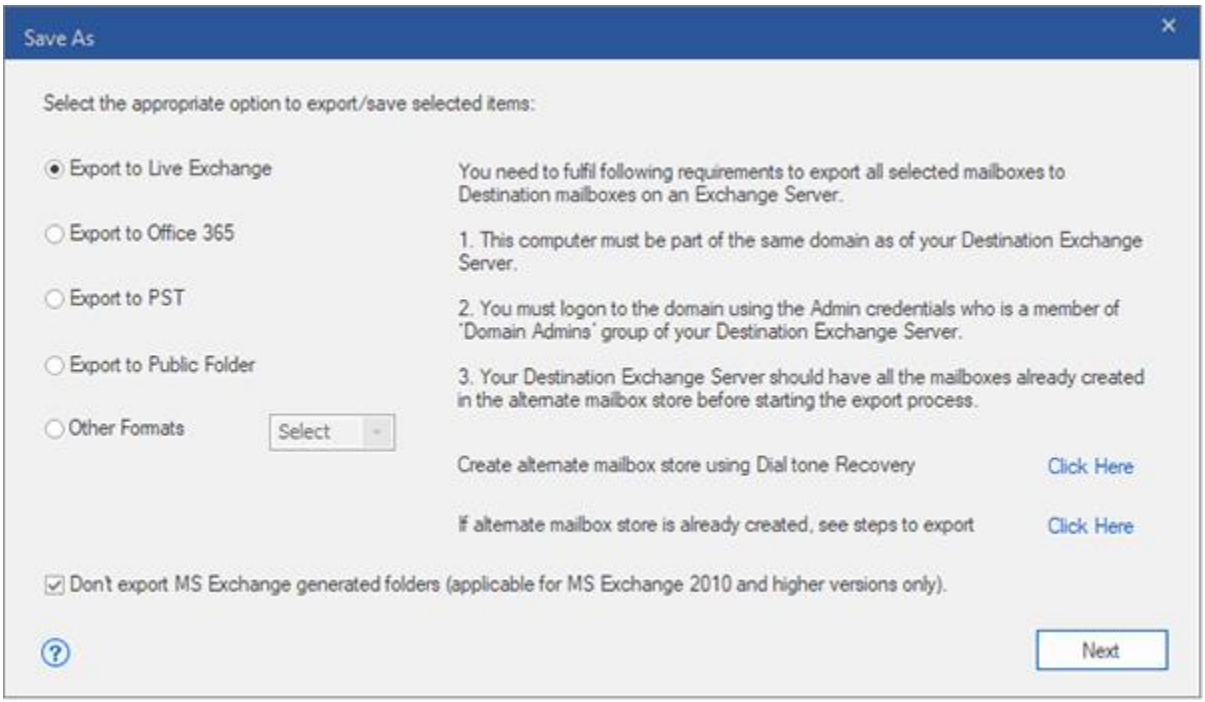
4. Click **OK.**

To Export Multiple Mailboxes to Exchange Server:

1. Select the mailboxes or mailbox items that you want to export from the navigation tree.

2. Click **Save** button from the **Home Ribbon**. A **Save As** dialog box opens.

3. Select **Export to Live Exchange** from the list of options on the **Save As** dialog box.



Note: *By default, the* ***Don't export MS Exchange generated folders*** *check-box is checked. If you want to export the system folders, Uncheck the* ***Don't export MS Exchange generated folders*** *checkbox. This option is only applicable for scanned EDB files of* ***MS Exchange 2010*** *and* ***higher*** *versions.*

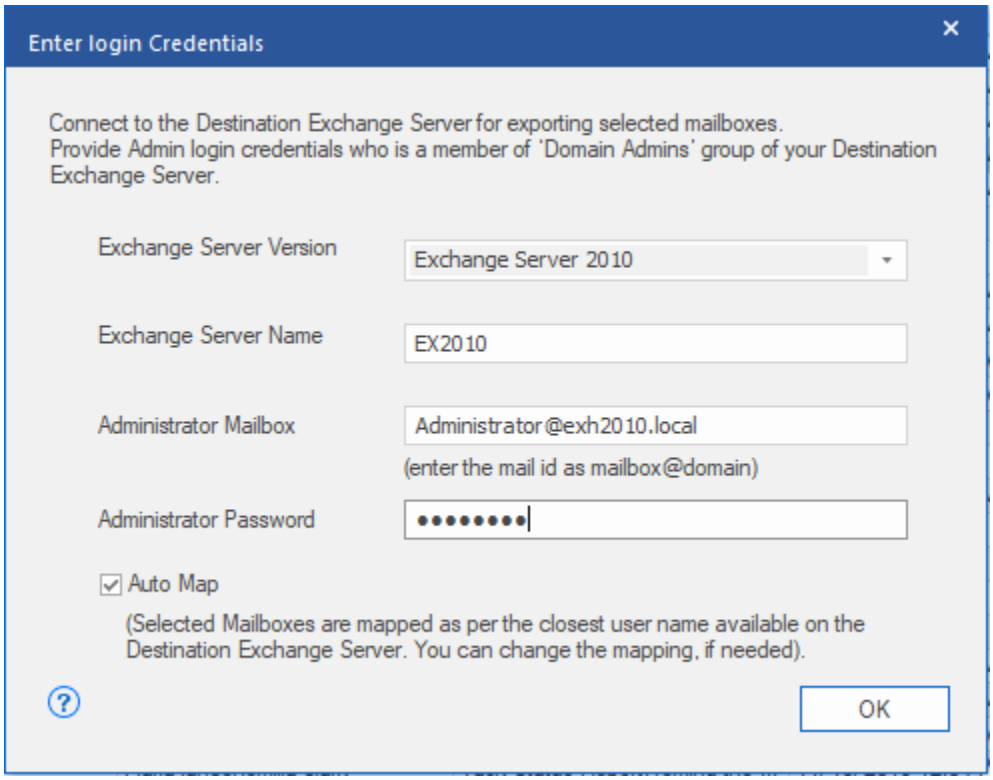
4. Click **Next** to proceed.

5. A **Enter Login Credentials** dialog box opens

6. The dialog box requires the following fields:

- **Server Version:** Select the Exchange Server version from the drop-down ribbon.
- **Server Name:** Enter the name of the Exchange Server.
- **Admin Mailbox:** Enter the administrator email id for the Exchange Server.
- **Password:** Enter the password of the administrator login id of the Exchange Server.

Click **OK** to continue.



7. If exchange server is not able to find Active Directory Server (ADS), a **Save** dialog box shows that the server is not operational. Click **OK**.

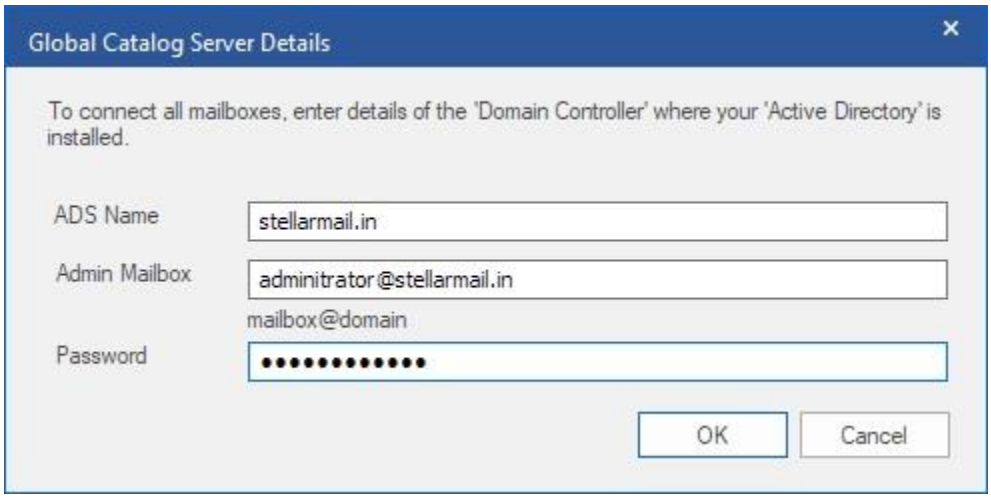
A **Global Catalog Server Details** dialog box opens. To connect all the mailboxes, enter details of the '**Domain Controller**' where your '**Active directory**' is installed.

Fill in the required fields :

- **ADS Name :** Enter the ADS name.

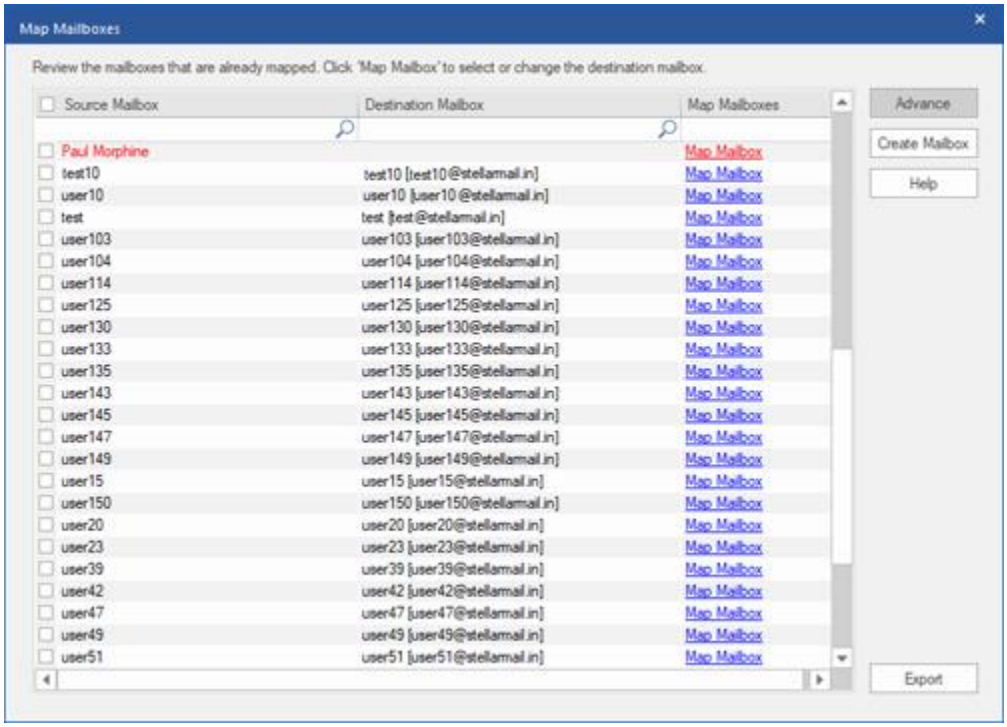
- **Admin Mailbox :** Enter the administrator email id for the Exchange Server.
- **Password :** Enter the password of the administrator login id of the Exchange Server.

Click **OK**



8. **Map Mailboxes** dialog box opens displaying mapped and unmapped mailboxes. The dialog box consists of the following options:

- **Source Mailbox:** Source Mailbox provides a list of scanned mailboxes from the repaired EDB file. You can search for a specific mailbox to be mapped to a particular destination mailbox.
- **Destination Mailbox:** Destination Mailbox provides a list of scanned mailboxes on the Exchange Server. You can search for a specific mailbox that has been auto-mapped to a particular source mailbox.
- **Advance:** Click Advance to filter the scanned results before saving.
- **Create Mailbox:** This option allows you to create a new mailbox to map any user. To know the steps to create a new user, click here.
- Click **"Map Mailbox"** in the dialog box to select/ change the destination mailbox.



Check/ Uncheck the desired user mailbox and click **Export** button to start exporting the data.

Note:

- *Check the **Auto Map** checkbox if you want mapping to be done automatically. To map the mailboxes manually, uncheck the **Auto Map** checkbox. **Auto Map** automatically maps the source mailbox to destination mailbox, if found on the destination server with the same name.*
- *Click on **Map Mailbox** to select/ change the destination mailbox in **Map Mailbox** dialog box.*
- *The server version selected while logging to Live Exchange Server should be similar to that of the system on domain.*
- *Mailboxes in blue are mapped mailbox and mailboxes in red are unmapped.*

9. The mapped and unmapped source EDB mailboxes are listed.

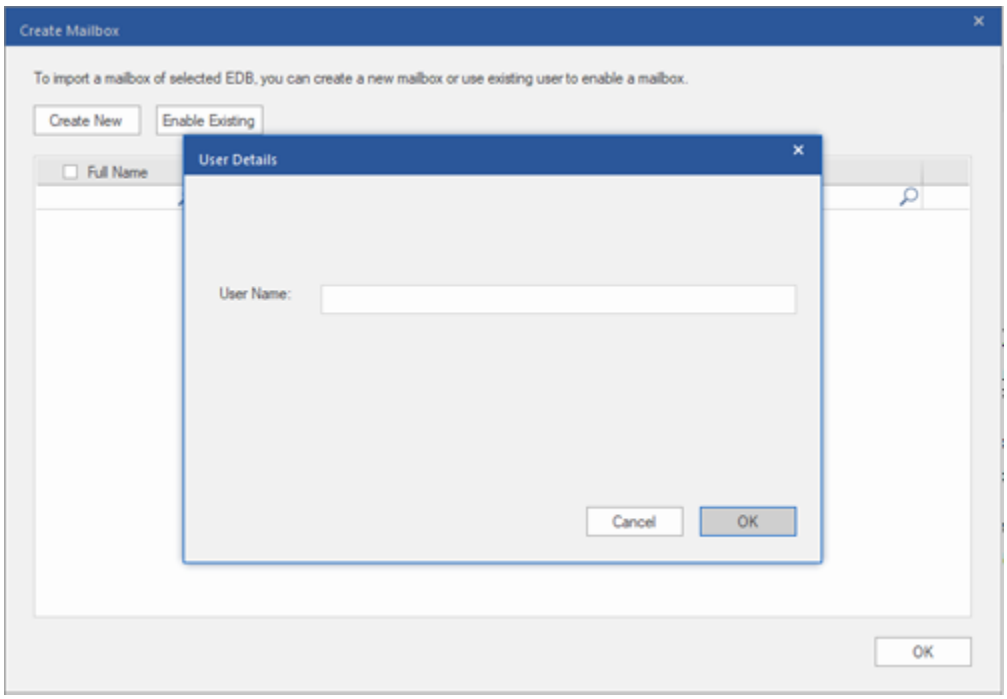
***Note:** Full-Mailbox permissions are mandatory for the user to whom the data is being exported.*

3.4.1.1. How to Create Mailbox?

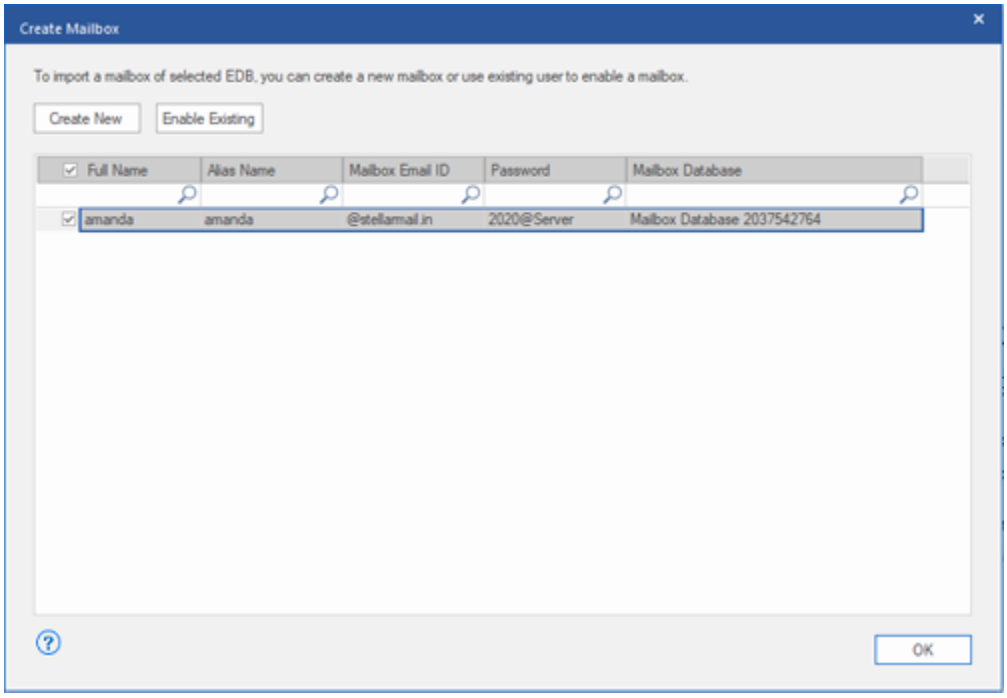
1. Click **Create Mailbox** from the **Map Mailboxes** dialog box, to create a new mailbox for mapping.

   ***Note**: To know how to open **Map Mailboxes** dialog box, refer **Export Multiple Mailboxes to Exchange Server** Steps 1 to 8.*

2. Click **Create New**. Enter the **User Name** to be created. Click **OK**.

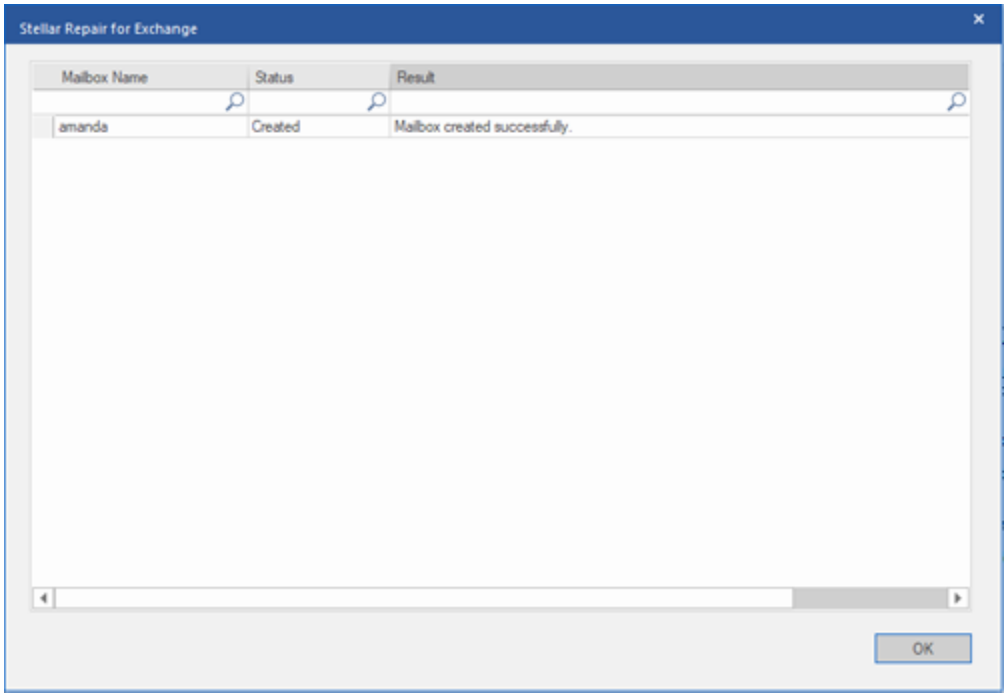


3. Select the desired users to be created. Click **OK.**



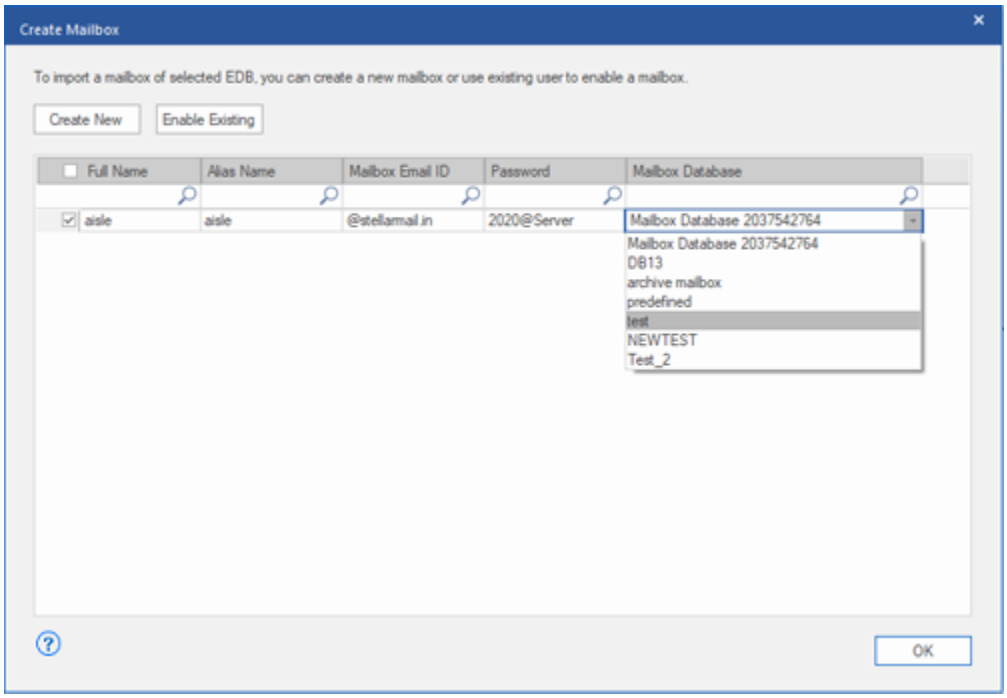
Note: *In order to export data, the user should have the full data access rights.*

4. The user's mailbox will be created successfully. Click **OK.**



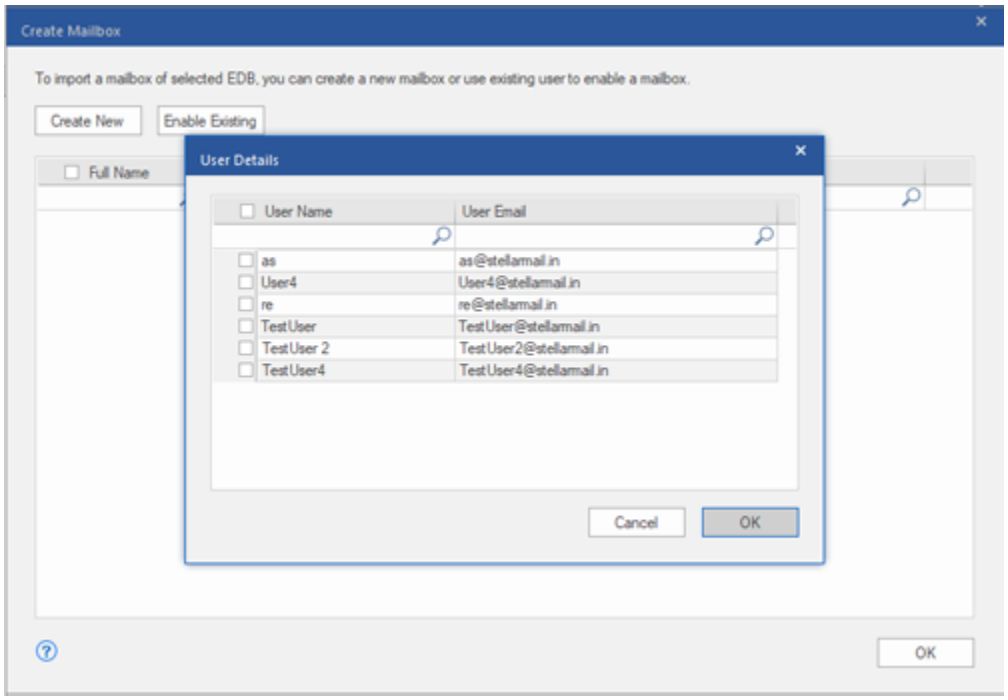
Note:

- *The fields that can be edited are : Full Name, Alias Name, Password, and Mailbox Database.*

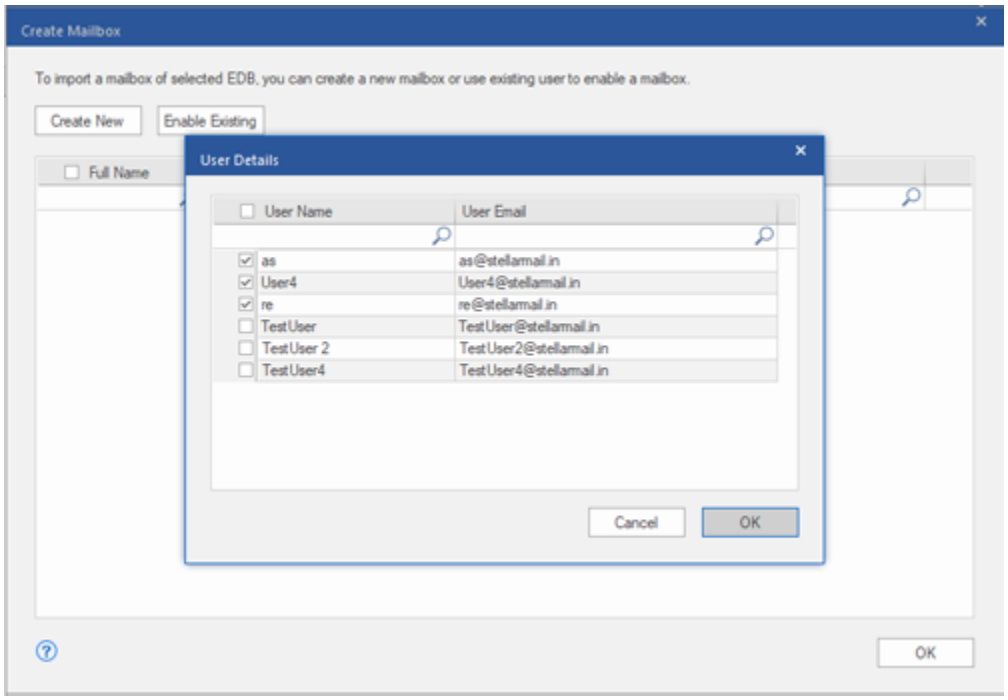


- *The fields that can not be edited are : Mailbox Domain.*

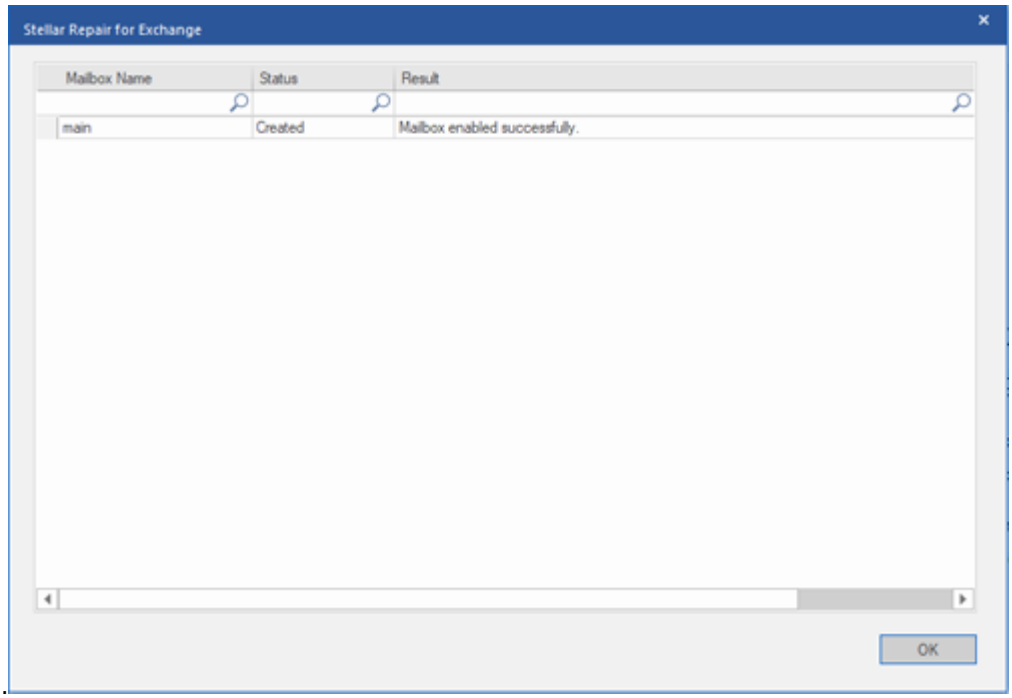
4. In order to enable the user's mailbox, click **Enable Existing.** Disabled users will be listed.



5. Check the users you want to enable again. Click **OK.**



6. Confirm the checked users and click **OK.** The selected users mailbox will be enabled successfully. Click **OK.**



Note:

- ***Enable Existing*** *is to be used when a specific user has been disabled before.*
- *In case of enabling an Existing mailbox only the Mailbox Database field can be changed (you can change the destination Mailbox Database) of the mailbox.*

3.4.2. Export Mailbox to Office 365

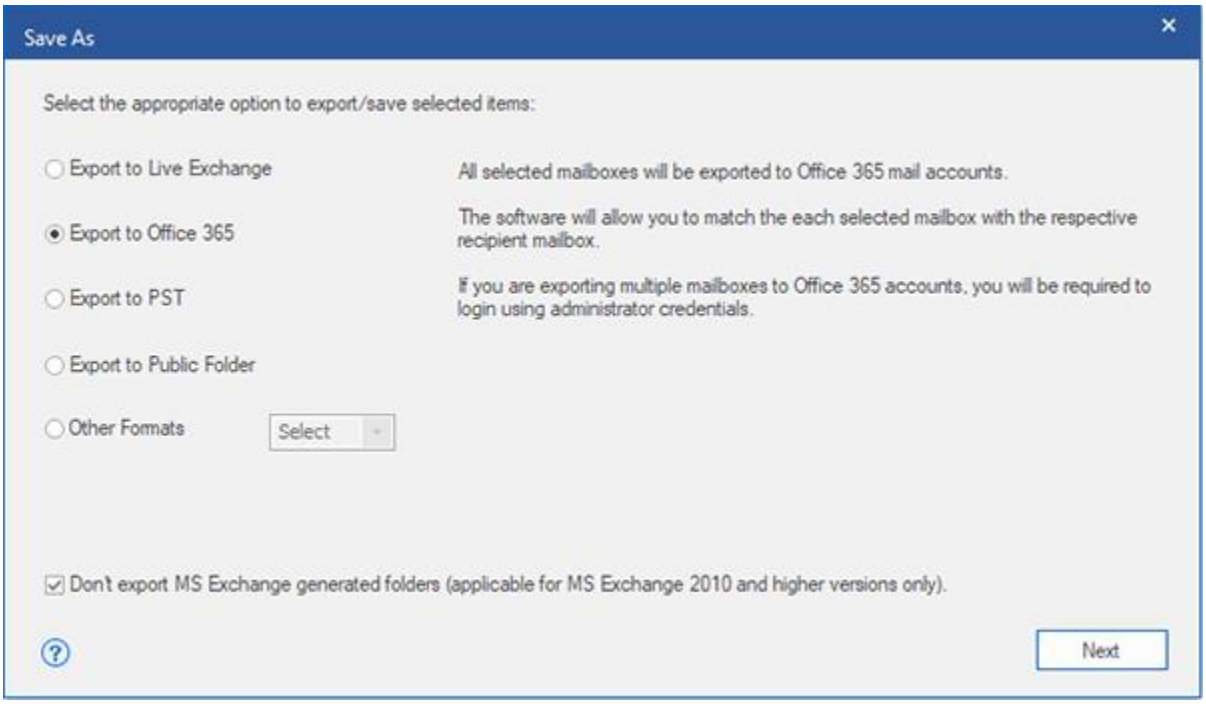
Stellar Repair for Exchange allows you to export your repaired mailboxes to **Office 365** mail accounts. The software provides a mapping feature that ensures the source mailbox is exported to the correct destination mailbox.

To export mails to Office 365:

1. Select the items from the scanned **EDB** file which you want to export.

2. Click **Save** icon in **Home Ribbon**. A **Save As** dialog box opens.

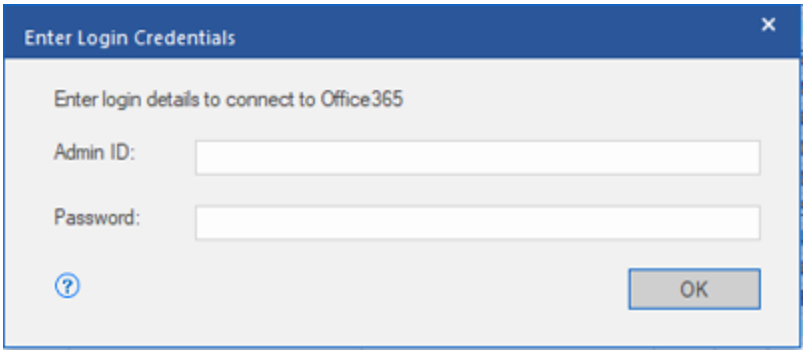
3. Select **Export to Office 365** from the list of options on the **Save As** dialog box.



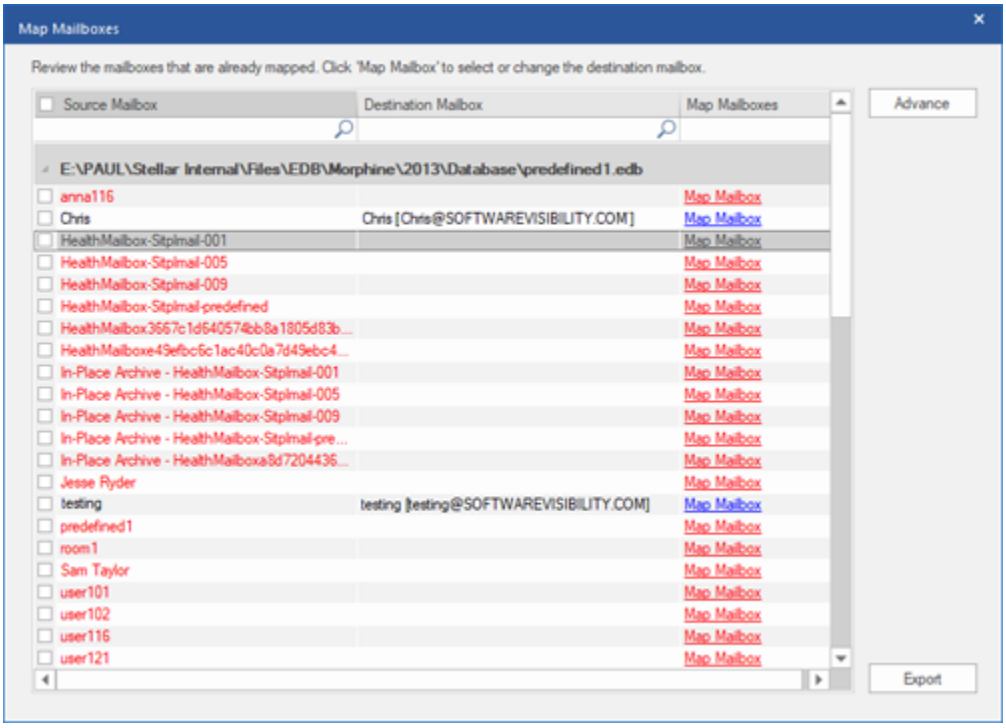
Note: *By default, the* ***Don't export MS Exchange generated folders*** *check-box is checked. If you want to export the system folders, Uncheck the* ***Don't export MS Exchange generated folders*** *checkbox. This option is only applicable for scanned EDB files of* ***MS Exchange 2010*** *and* ***higher*** *versions.*

4. Click **Next** to proceed.

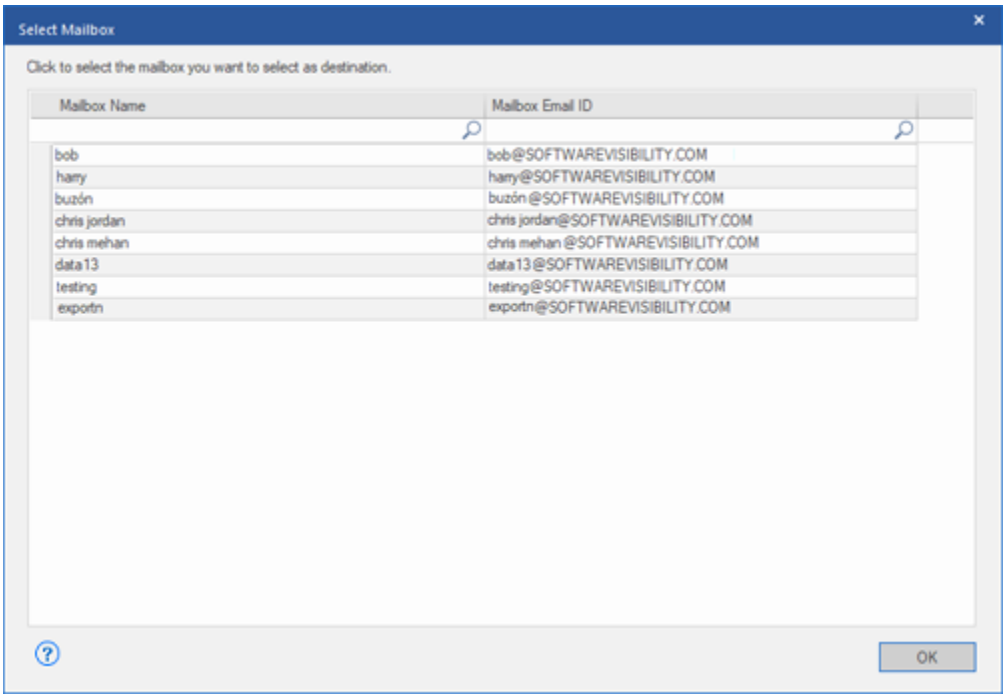
5. **Enter Login Credentials** dialog box opens; enter **Admin ID** (user having administrative rights) and **Password**. Click **OK** to continue.



6. The mapped and unmapped source EDB mailboxes are listed.



7. In order to manually map the mailbox or change the mapped mailbox, click on **Map Mailbox.** The screen displays all the Office 365 mailbox ID's that can be mapped.

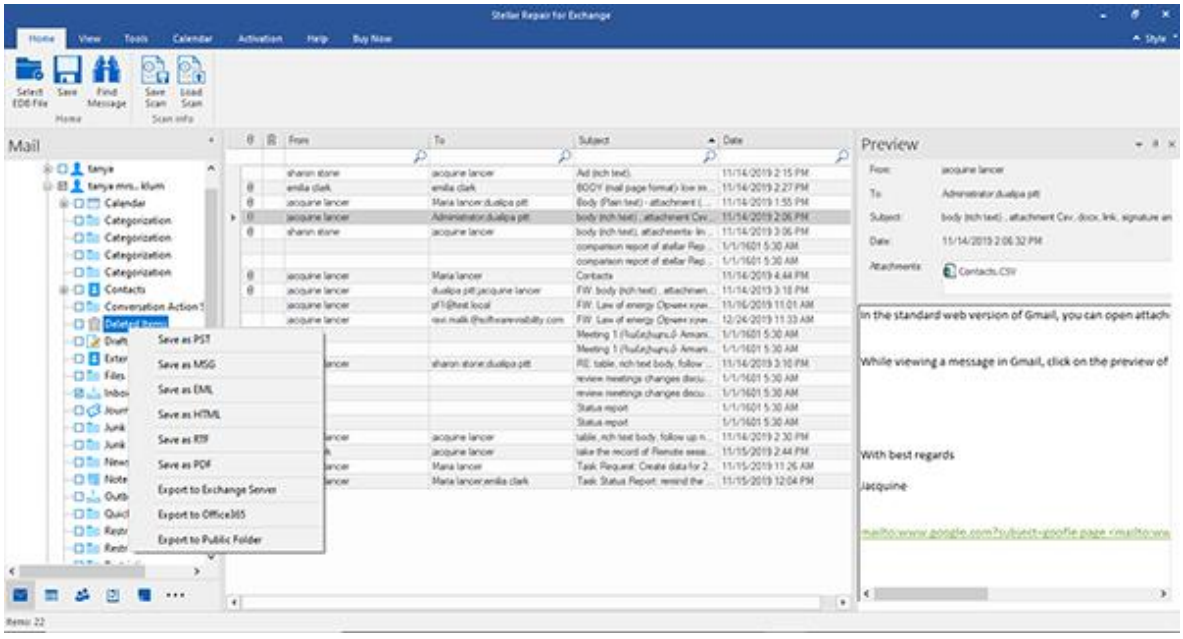


8. If you want to filter the scanned results before exporting, click on **Apply Filter**.

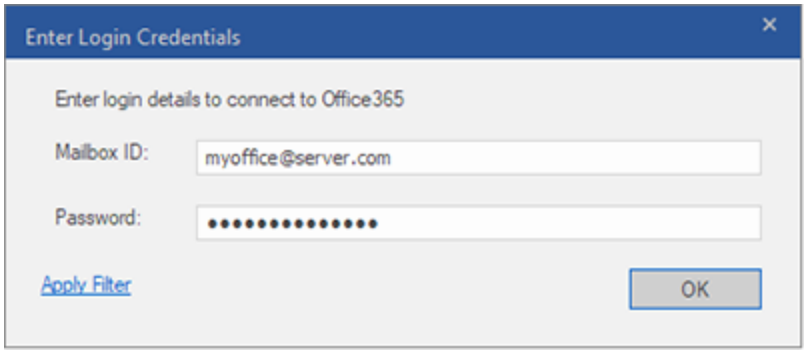
9. Click **OK** to continue.

In Stellar Repair for Exchange, you can also export individual mailbox from the navigation tree using the steps given below:

- Right click on the mailbox or mailbox item that you want to export from the navigation tree.
- Select **Export to Office365** to save the mailbox in Office 365.



- **Enter Login Credentials** dialog box opens; enter **Mailbox ID** (user having administrative rights) and **Password.**



- If you want to filter the scanned results before exporting, click on **Advance**.
- Click **OK** to continue.

Note:

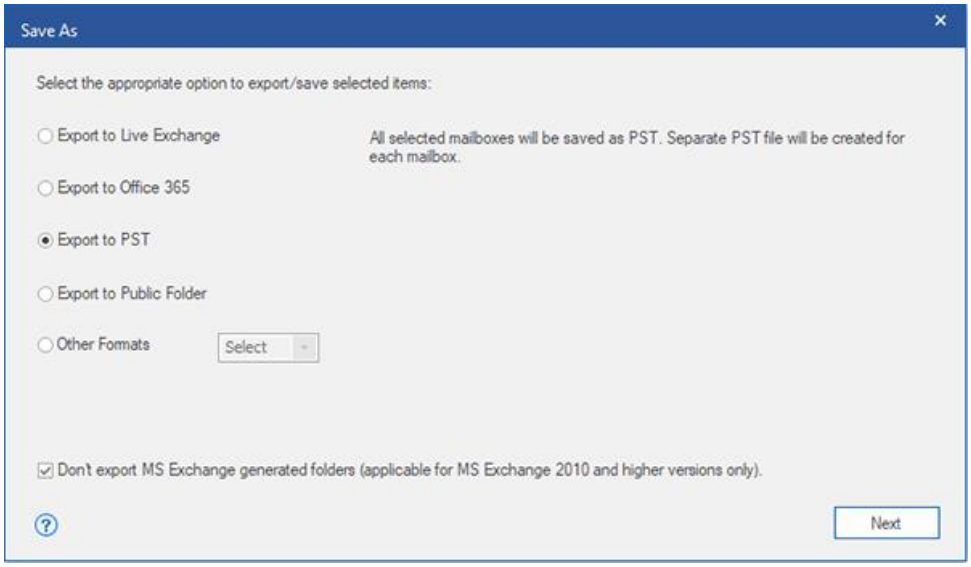
- *You need to have a Microsoft Office 365 user account for exporting data to Office 365.*
- *To save mailbox data in Office 365 you need to install Office 2013 or Office 2010 with service pack2.*
- *For Domain systems, you cannot export offline data to Office 365.*
- *After mapping, the list displays the Office 365 E-Mail IDs, of the same domain that was used while logging.*

3.4.3. Save Mailbox in PST Format

Stellar Repair for Exchange allows you to save the repaired files in PST format. PST is the most common format to import your mailbox data in **Microsoft Outlook**.

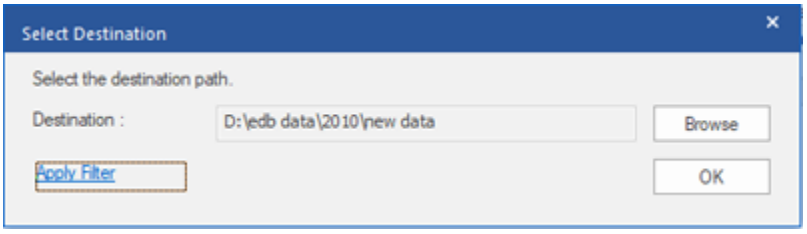
To save the repaired files in PST:

1. Select the mailboxes or mailbox items that you want to export from the navigation tree.
2. Click **Save** from **Home Ribbon**. A **Save As** dialog box opens.
3. Select **Export to PST** from the list of options on the **Save As** dialog box.



Note: *By default, the* ***Don't export MS Exchange generated folders*** *check-box is checked. If you want to export the MS Exchange generated folders, Uncheck the* ***Don't export MS Exchange generated folders*** *checkbox. This option is only applicable for scanned EDB files of* ***MS Exchange 2010*** *and* ***higher*** *versions.*

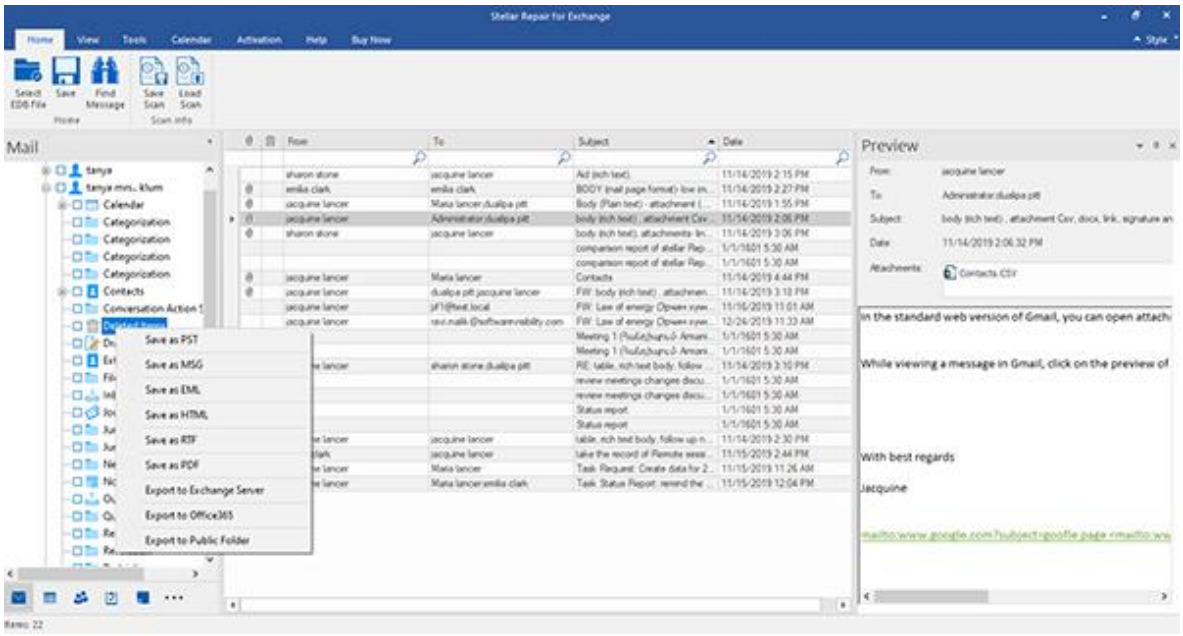
4. Click **Next** to proceed.
5. **Browse** the destination in the **Select Destination** dialog box where you want to save the file.



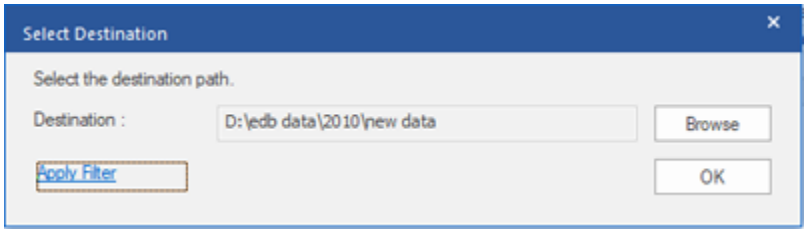
6. If you want to filter the scanned results before saving, click on **Apply Filter**.
7. Click **OK** to continue.

In Stellar Repair for Exchange, you can also export individual mailbox from the navigation tree using the steps given below:

- Right click on the mailbox or mailbox item that you want to export from the navigation tree.
- Select **Save as PST** to save the mailbox in PST format.



- Browse the destination in the **Select Destination** dialog box where you want to save the file.
- If you want to filter the scanned results before saving, click on **Apply Filter**.



- Click **OK** to continue.

Once you save the repaired mailbox in **PST** format, you can import the **PST** file in **MS Outlook**. See Importing PST file in MS Outlook, to know how to import PST file.

3.4.4. Export Mailbox to Public Folder

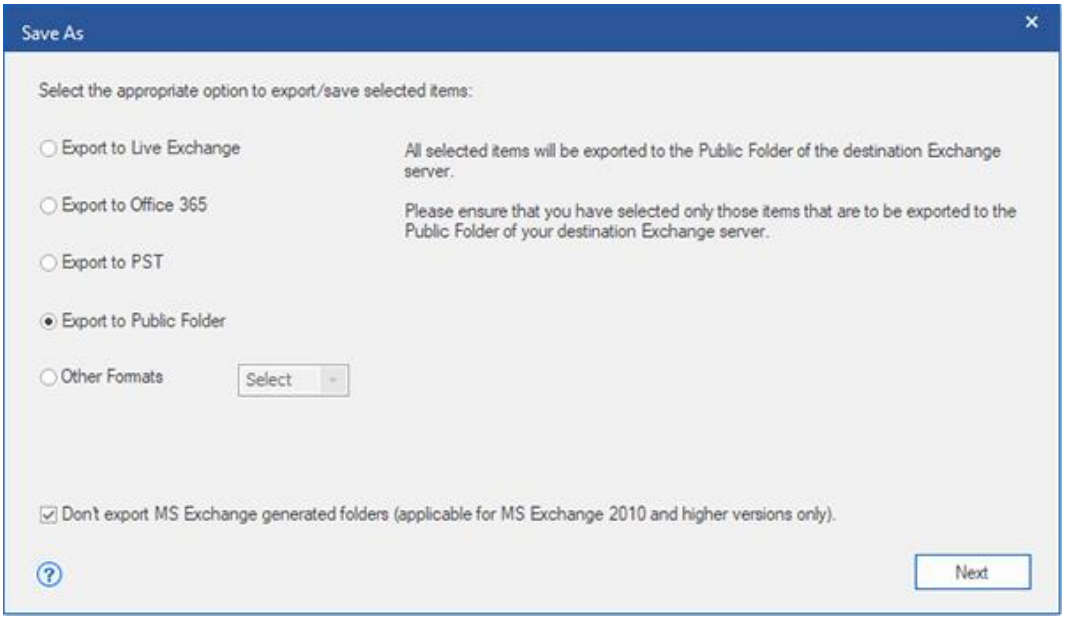
Stellar Repair for Exchange allows you to export the repaired mailboxes or mailbox items to the **Public Folder** of **Exchange Server** and **Office 365 account**. **Public Folder** is one of the feature within **Microsoft Exchange** and **Office 365** which gives users access to common folders for sharing information. To export the mailbox to the **Public Folder**, you must have full access to the Public Folder root for the **Exchange Server** and **Office 365 account** where you want to export the data.

To export mails to Public Folder:

1. Select the mailboxes or mailbox items that you want to export from the navigation tree.

2. Click **Save** from **Home** Ribbon. A **Save As** dialog box opens.

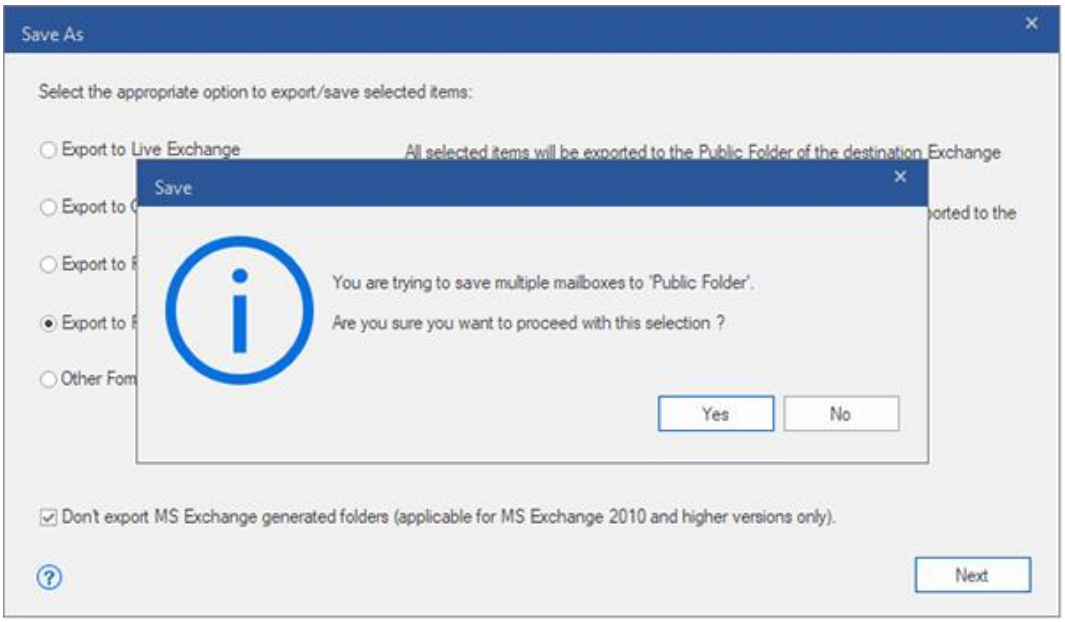
3. Select **Export to Public Folder** from the list of options on the **Save As** dialog box.



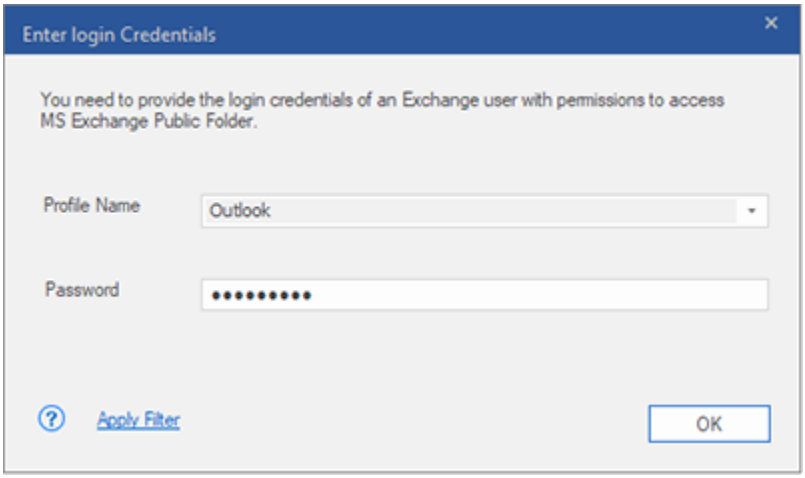
Note: *By default, the* ***Don't export MS Exchange generated folders*** *check-box is checked. If you want to export the system folders, Uncheck the* ***Don't export MS Exchange generated folders*** *checkbox. This option is only applicable for scanned EDB files of* ***MS Exchange 2010*** *and* ***higher*** *versions.*

4. Click **Next** to proceed.

5. A **Save** dialog box opens to confirm your action, select **Yes** to confirm**. Enter Login Credentials** dialog box appears.



6. Select the **Outlook Profile (Exchange user profile** or **Office 365 user profile)** from **Profile Name** drop down list and enter the **Password**.



7. If you want to filter the scanned results before exporting, click on **Apply Filter**.

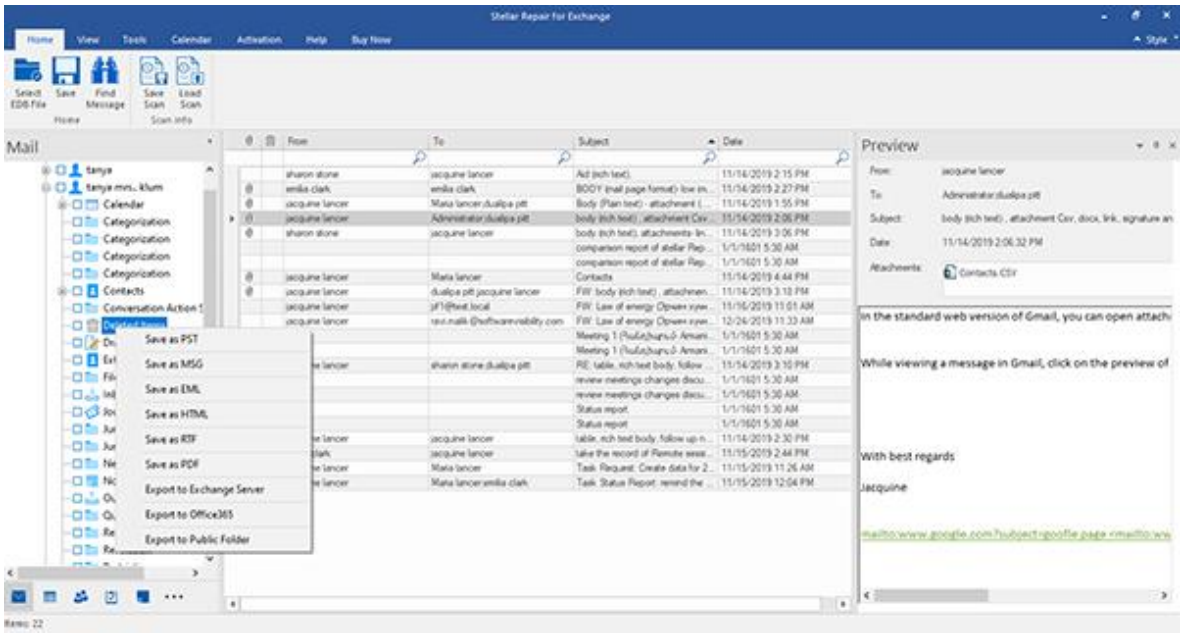
8. Click **OK** to continue.

Note :

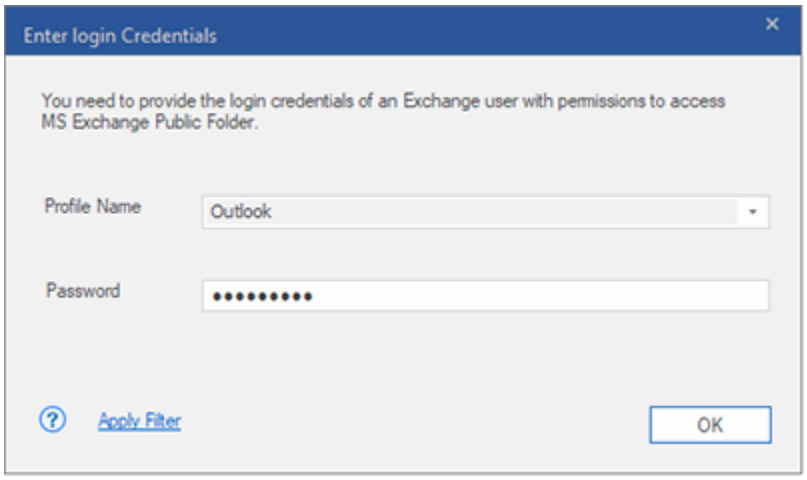
- *You must have configured the **Live Exchange Server** and **Office 365** user of the Administration Server to export the data to **Public Folder**.*
- *You must have full-mailbox permissions and full access to the **Public Folder root** for exporting the data to **Public Folder**.*

In Stellar Repair for Exchange, you can also export individual mailbox from the navigation tree using the steps given below:

- Right click on the mailbox or mailbox item that you want to export from the navigation tree.
- Select **Export to Public Folder** to export the mailbox to Public Folder of Exchange server.



- **Enter Login Credentials** dialog box appears. Select the **Outlook Profile (Exchange user profile** or **Office 365 user profile)** from **Profile Name** drop down list and enter the **Password**.



- If you want to filter the scanned results before exporting, click on **Apply Filter**.
- Click **OK** to continue.

Note :

- *You must have configured the **Live Exchange Server** and **Office 365** user of the Administration Server to export the data to **Public Folder**.*
- *You must have full-mailbox permissions and full access to the **Public Folder root** for exporting the data to **Public Folder**.*

3.4.5. Save Mailbox in MSG, EML, RTF, PDF or HTML

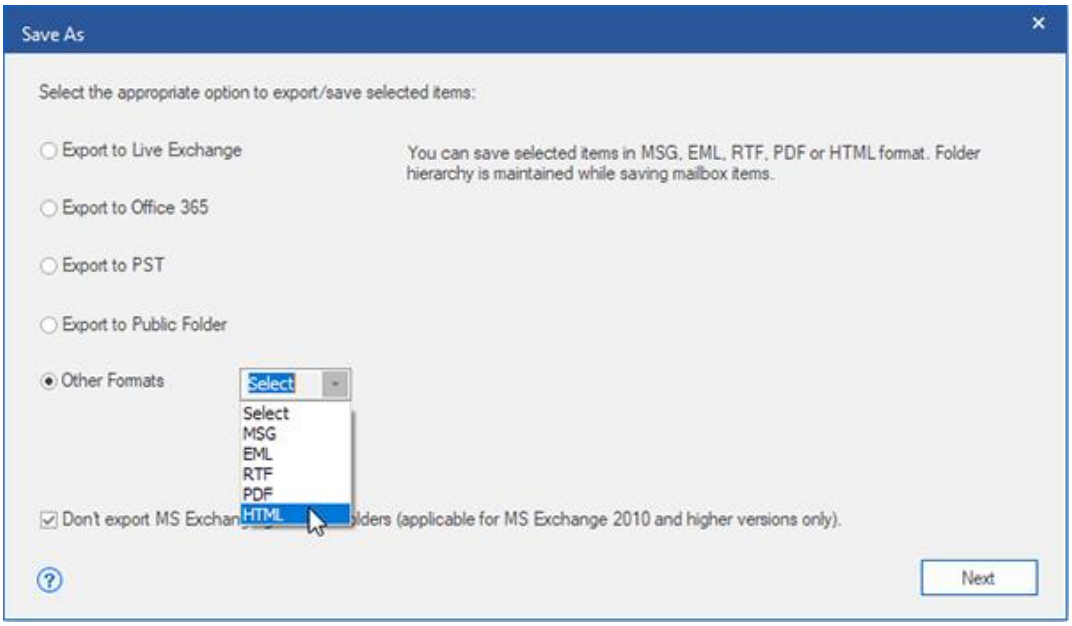
Stellar Repair for Exchange allows you to save the repaired files in various formats like MSG, EML, RTF, PDF and HTML. These formats are especially helpful to users to save individual mails. While saving the complete mailboxes or folders in MSG, EML, RTF, PDF and HTML formats, folder hierarchy is maintained by **Stellar Repair for Exchange**.

To save the repaired files in MSG, EML, RTF, PDF or HTML:

1. Select the mailboxes or mailbox items that you want to export from the navigation tree.

2. Click **Save** from **Home Ribbon**. A **Save As** dialog box opens.

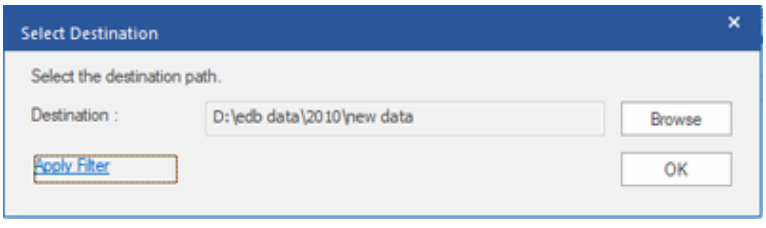
3. Click **Other Formats** and select the desired format from the **drop-down** list by clicking on the drop-down list box**.**



Note: *By default, the* ***Don't export MS Exchange generated folders*** *check-box is checked. If you want to export the system folders, Uncheck the* ***Don't export MS Exchange generated folders*** *checkbox. This option is only applicable for scanned EDB files of* ***MS Exchange 2010*** *and* ***higher*** *versions.*

4. Click **Next** to proceed.

5. **Browse** the destination in the **Select Destination** dialog box where you want to save the file.



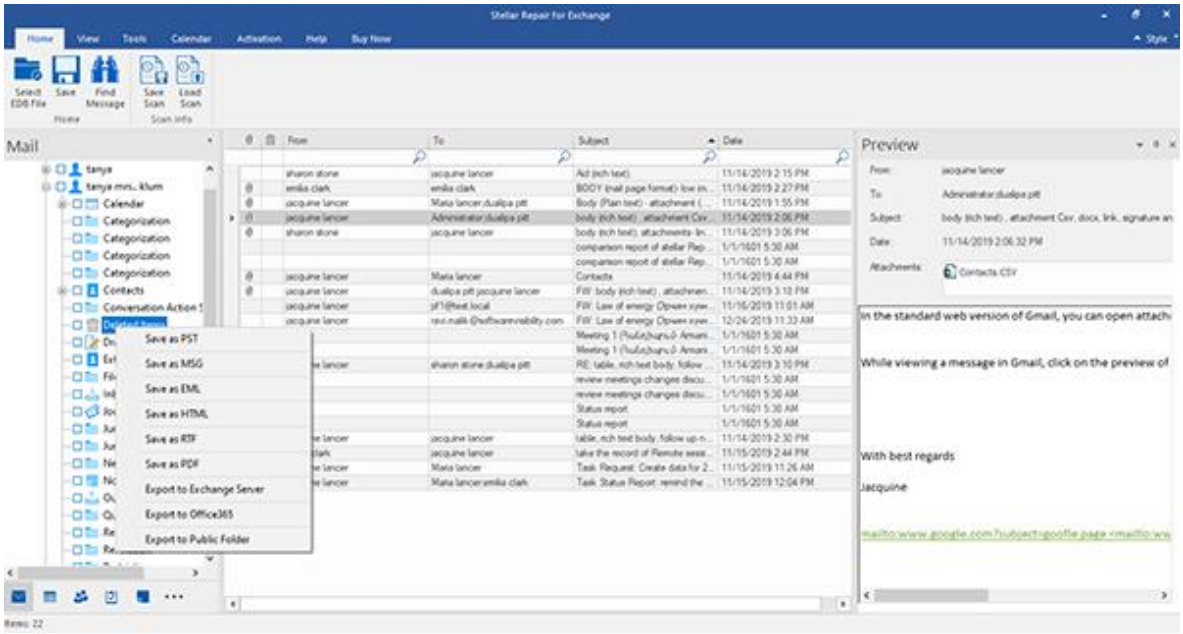
6. If you want to filter the scanned results before saving, click on **Apply Filter**.

7. Click **OK** to continue.

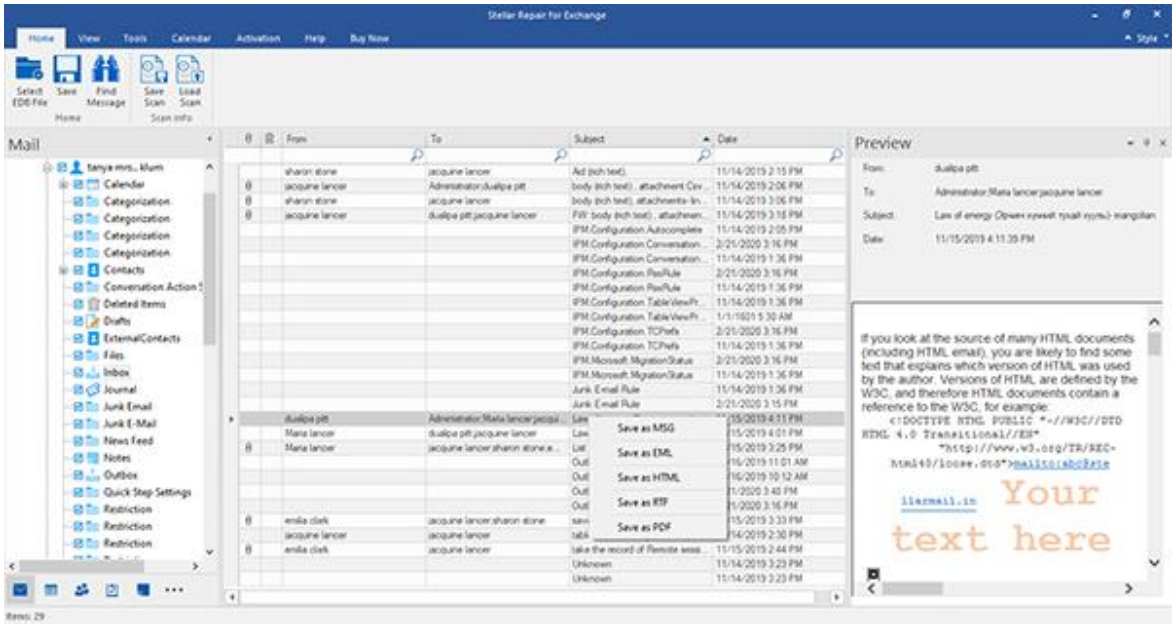
Using **Stellar Repair for Exchange**, you can save individual mailboxes in either of the given formats.

To save mailboxes or mailbox item individually from the tree in the left pane, simply right-click on it and:

- Select **Save as MSG** to save the mailbox in MSG format.
- Select **Save as EML** to save the mailbox in EML format.
- Select **Save as HTML** to save the mailbox in HTML format. (Attachments cannot be saved, however, their names are visible)
- Select **Save as RTF** to save the mailbox in RTF format. (Attachments cannot be saved, however, their names are visible)
- Select **Save as PDF** to save the mailbox in PDF format. (CC of the mails is not shown and attachments cannot be saved, however, their names are visible)



Note: *You can also right click on a particular mail to save it individually in MSG, EML, HTML, RTF, and PDF format from the middle pane.*


Stellar Repair for Exchange
Home
View
Tools
Calendar
Activation
Help
Buy Now
Style
Select EDB File
Save
Find Message
Save Scan
Load Scan
Home
Scan Info
Mail
tanya mrs.. klum
Calendar
Categorization
Categorization
Categorization
Categorization
Contacts
Conversation Action S
Deleted Items
Drafts
ExternalContacts
Files
Inbox
Journal
Junk Email
Junk E-Mail
News Feed
Notes
Outbox
Quick Step Settings
Restriction
Restriction
Restriction
From
To
Subject
Date
sharon stone
jacquine lancer
Ad (rich text)
11/14/2019 2:15 PM
jacquine lancer
Administrator;dualipa pitt
body (rich text) , attachment Cov...
11/14/2019 2:06 PM
sharon stone
jacquine lancer
body (rich text), attachments- kn...
11/14/2019 3:06 PM
jacquine lancer
dualipa pitt;jacquine lancer
FW: body (rich text) , attachmen...
11/14/2019 3:18 PM
IPM.Configuration.Autocomplete
11/14/2019 2:05 PM
IPM.Configuration.Conversation...
2/21/2020 3:16 PM
IPM.Configuration.Conversation...
11/14/2019 1:36 PM
IPM.Configuration.RssRule
2/21/2020 3:16 PM
IPM.Configuration.RssRule
11/14/2019 1:36 PM
IPM.Configuration.TableViewPr...
11/14/2019 1:36 PM
IPM.Configuration.TableViewPr...
1/1/1601 5:30 AM
IPM.Configuration.TCPrefs
2/21/2020 3:16 PM
IPM.Configuration.TCPrefs
11/14/2019 1:36 PM
IPM.Microsoft.MigrationStatus
2/21/2020 3:16 PM
IPM.Microsoft.MigrationStatus
11/14/2019 1:36 PM
Junk E-mail Rule
11/14/2019 1:36 PM
Junk E-mail Rule
2/21/2020 3:15 PM
dualipa pitt
Administrator;Maria lancer;jacqui...
Law
15/2019 4:51 PM
Maria lancer
dualipa pitt;jacquine lancer
Law
15/2019 4:01 PM
Maria lancer
jacquine lancer;sharon stone;e...
List
15/2019 3:25 PM
Out
16/2019 11:01 AM
Out
16/2019 10:12 AM
Out
1/2020 3:40 PM
Out
1/2020 3:16 PM
emilia clark
jacquine lancer;sharon stone
sam
15/2019 3:33 PM
jacquine lancer
jacquine lancer
tabl
14/2019 2:30 PM
emilia clark
jacquine lancer
take the record of Remote assis...
11/15/2019 2:44 PM
Unknown
11/14/2019 3:23 PM
Unknown
11/14/2019 3:23 PM
Save as MSG
Save as EML
Save as HTML
Save as RTF
Save as PDF
Preview
From:
dualipa pitt
To:
Administrator;Maria lancer;jacquine lancer
Subject:
Law of energy (Эрчим хүчний тухай хууль) mongolian
Date:
11/15/2019 4:11:35 PM
If you look at the source of many HTML documents (including HTML email), you are likely to find some text that explains which version of HTML was used by the author. Versions of HTML are defined by the W3C, and therefore HTML documents contain a reference to the W3C, for example:
<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.0 Transitional//EN"
"http://www.w3.org/TR/REC-html40/loose.dtd">mailto:abc@xte
ilarmail.in
Your text here
Items: 29

3.5. Search and Save Scanned Files

Stellar Repair for Exchange allows you to perform the search operation for the scanned mailbox. Search results can be saved in **PST, MSG, EML, HTML, RTF** and **PDF** formats.

The search operation displays the results as per the criteria specified. The search results are displayed depending on **Any Criteria** or **Exact Match**. You can switch between the view tabs depending on the requirement:

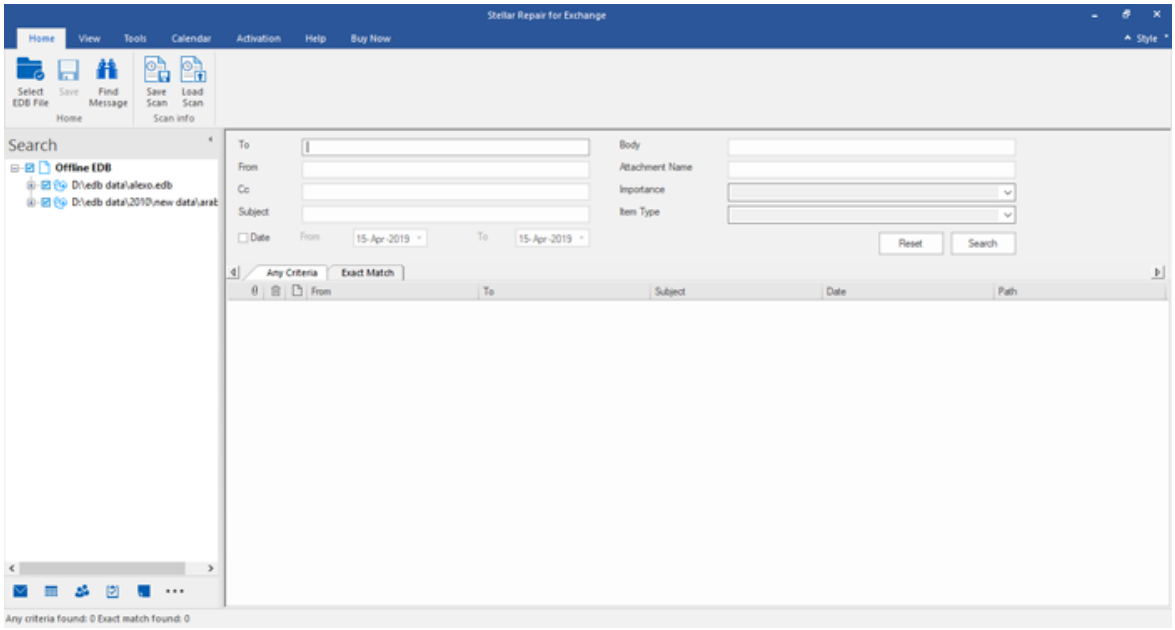
- **Any Criteria :** Displays the results which closely matches to your searching criteria.
- **Exact Match :** Displays the results which that exactly matches to your searching criteria.

There are two different ways to search for the specific results of the scanned mailbox:

- Click on **Find Message** button in the **Home** ribbon.
- Click on **Search** icon in the preview tabs.

The fields that refine the search results are:

- **To :** This filter displays all the mails that have been sent to the e-mail id entered.
- **From :** This filter displays all the mails that have been received from the e-mail id entered.
- **Cc :** This filter displays all the mails that have been marked as cc to the e-mail id entered.
- **Subject :** This filter displays all the mails with the entered subject heading.
- **Body :** This filter displays all the mails with the entered mail body text.
- **Attachment Name :** This filter displays all the mails that have been sent/ received with the specific attachment name entered.
- **Importance :** This filter displays all the mails that have pre-defined priority level. Select the priority level from the drop-down.
- **Item Type :** This filter displays all the mails that have been read or unread. Select the type of the mail from the drop-down.
- **Date :** This filter allows user to specify a starting and ending date for which the user wants to include/ exclude the mails for saving/ exporting.

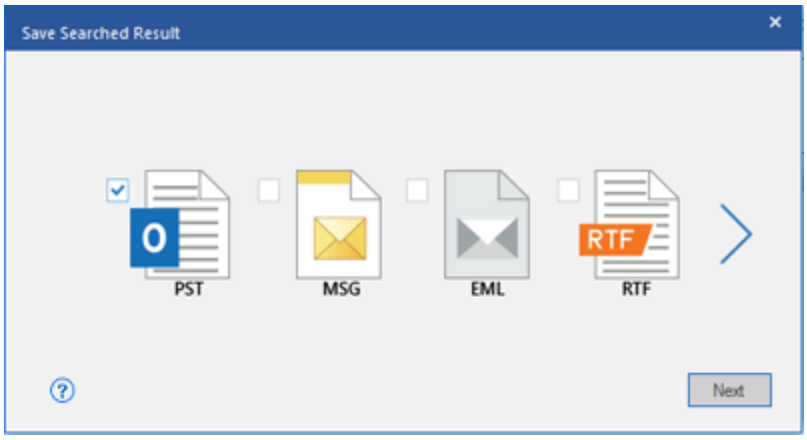


After entering the desired criteria, click **Search.** To reset the criteria, click **Reset.**

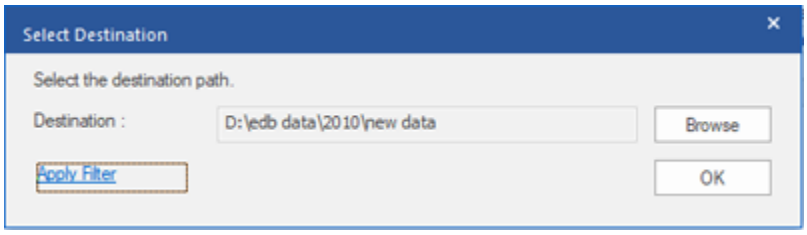
Note: *Data of the currently selected view tab is saved.*

To save search results:

- Click **Save** from **Home Ribbon**.
- Select the required format from **Save Search Results dialog box** and click **Next**.



- Browse the destination in the **Select Destination** dialog box where you want to save the file.



- If you want to filter the scanned results before saving, click on **Apply Filter**.
- Click **OK** to continue.

Note:

- *After search is complete, you can right click on messages to save them individually.*
- *Close Microsoft Outlook, if open, to save the mailboxes.*

3.6. View Log Report

With **Stellar Repair for Exchange**, you can view the **Log Report** to analyze the repairing process.

To view the log report:

- Click on **View** Ribbon and select **Log Report.**

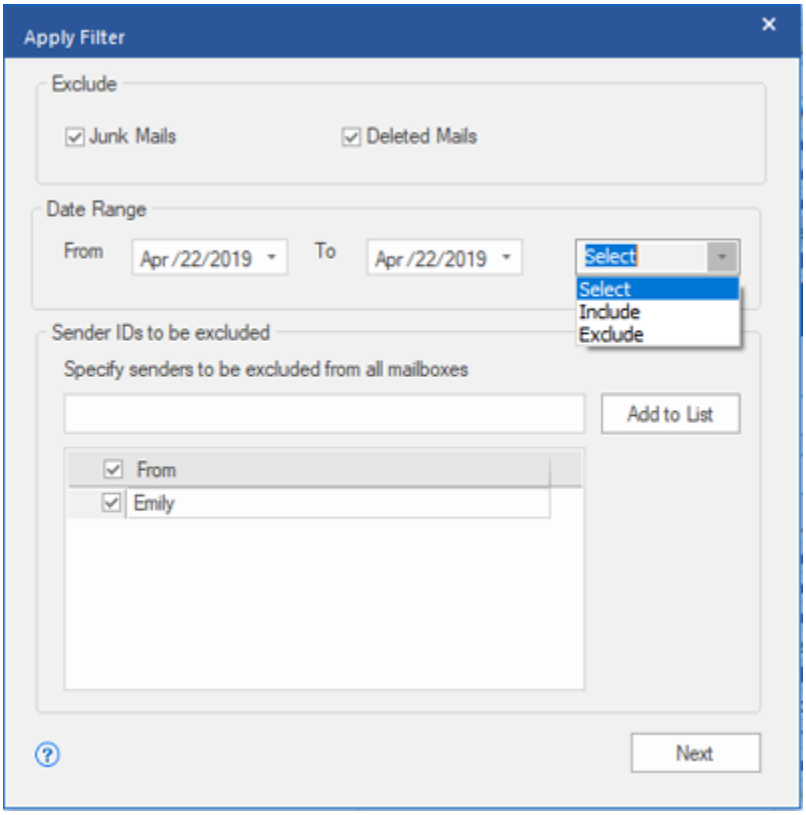
The **Log Report** provides the following information:

- **File Path:** Shows the location of the file.
- **Start Time:** Shows the start time and date when scanning process was started.
- **File Size: S**hows the size of the EDB.
- **Scan Type:** Shows the type of scan (Quick or Extensive scan) that you selected for the scanning process.
- **End Time:** Shows the end time and date when the scanning process was completed.
- **Total Mailboxes:** Shows the total number of mailboxes with respective EDB file names.
- **Export Data Logs**: Shows detailed logs of data that was exported using the application.

Apply Filter

Apply Filter option in the *save dialog box* enables the user to make the scanned results more precise. Choose the option if you want to filter the emails to be saved/ exported.

Apply Filter dialog box opens.



Stellar Repair for Exchange provides 3 filter options:

1. **Exclude:** This filter allows user to exclude mails from **Junk Mail Folder** and **Deleted Mail Folder.**
2. **Date Range:** This filter allows user to specify a starting and ending date for which the user wants to include/ exclude the mails for saving/ exporting.
    - **Include:** Select **Include** from the drop-down menu to convert the mails for the specified range and exclude the rest.
    - **Exclude:** Select **Exclude** from the drop-down menu to exclude the mails for conversion for the specified range and include the rest.
3. **Sender IDs to be excluded:** This filter allows the user to exclude the mails from a list of specified senders. To exclude the mails, enter the complete E-mail addresses of the sender and click on **Add to List.** The mentioned E-mail addresses will be listed in the E-mail addresses list box. Click **Next.**

Performing Dial Tone Recovery

Dial Tone Recovery is a process of using the **Dial Tone Portability** feature available in Microsoft Exchange Server. The feature provides an empty Exchange database (with the same database schema version) that allows users who had mailboxes on the failed and dismounted database to send and receive new emails.

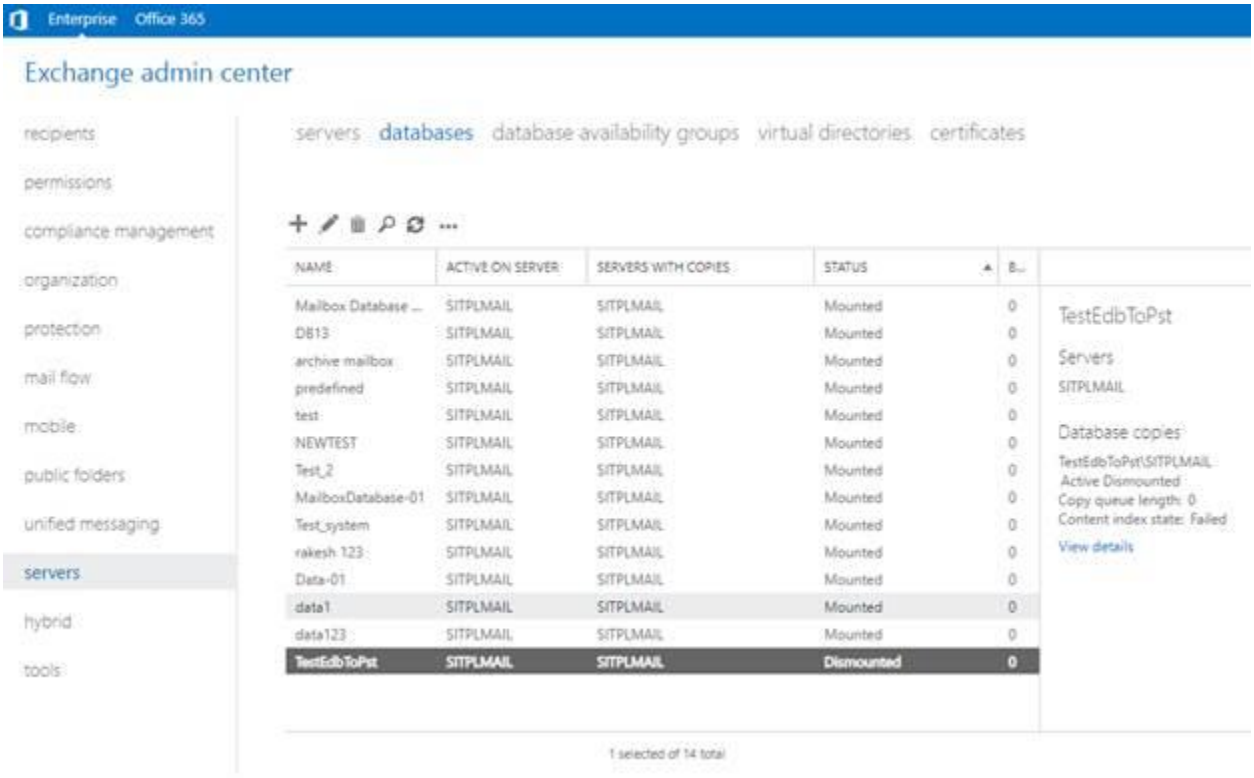
Steps to perform Dial Tone Recovery process:

Before you begin **Dial Tone Recovery**, ensure that the user having an account with Administrator Rights on mailboxes.

The entire process of Dial Tone Recovery involves two steps:

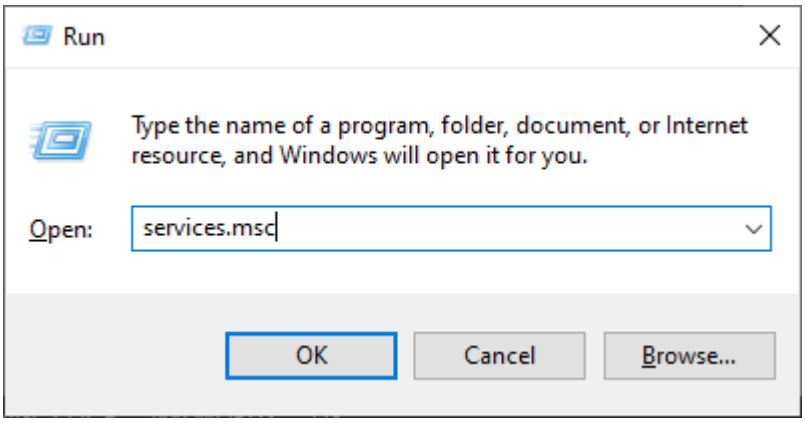
Step 1- Create an empty database on the mailbox server to replace the failed database. This empty database is known as the Dial Tone Database.

Step 2- Export all the mailboxes from the corrupt or dismounted database to the Dial Tone Database.



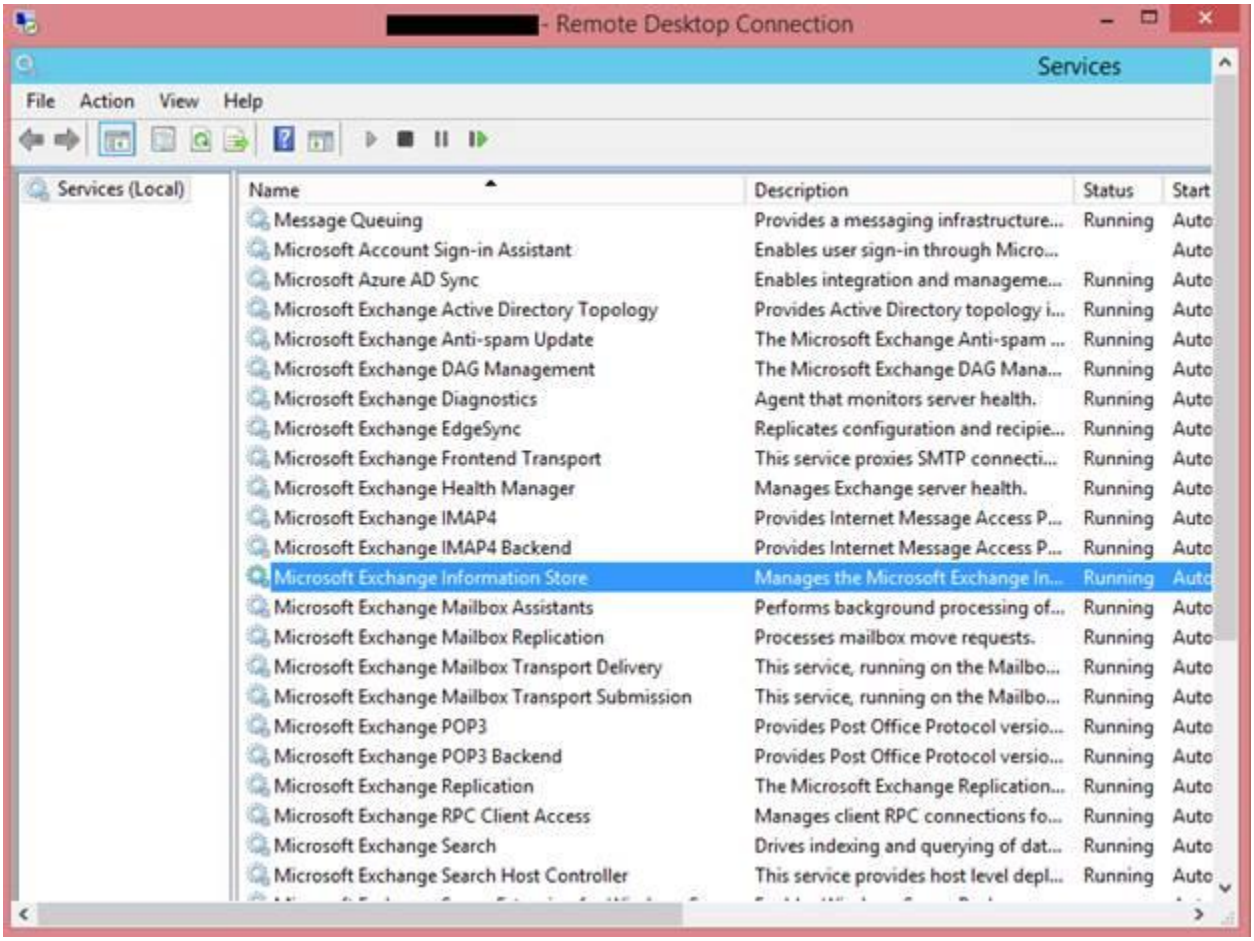
Step 1- To Replace the failed database by a Dial Tone Database:

1. Log on ***Exchange Server*** with **Administrator Credentials**.
2. Press ***Win+R***, type ***Services.msc*** and press '***Enter***' or click '**OK**'.



3. Stop these three services:

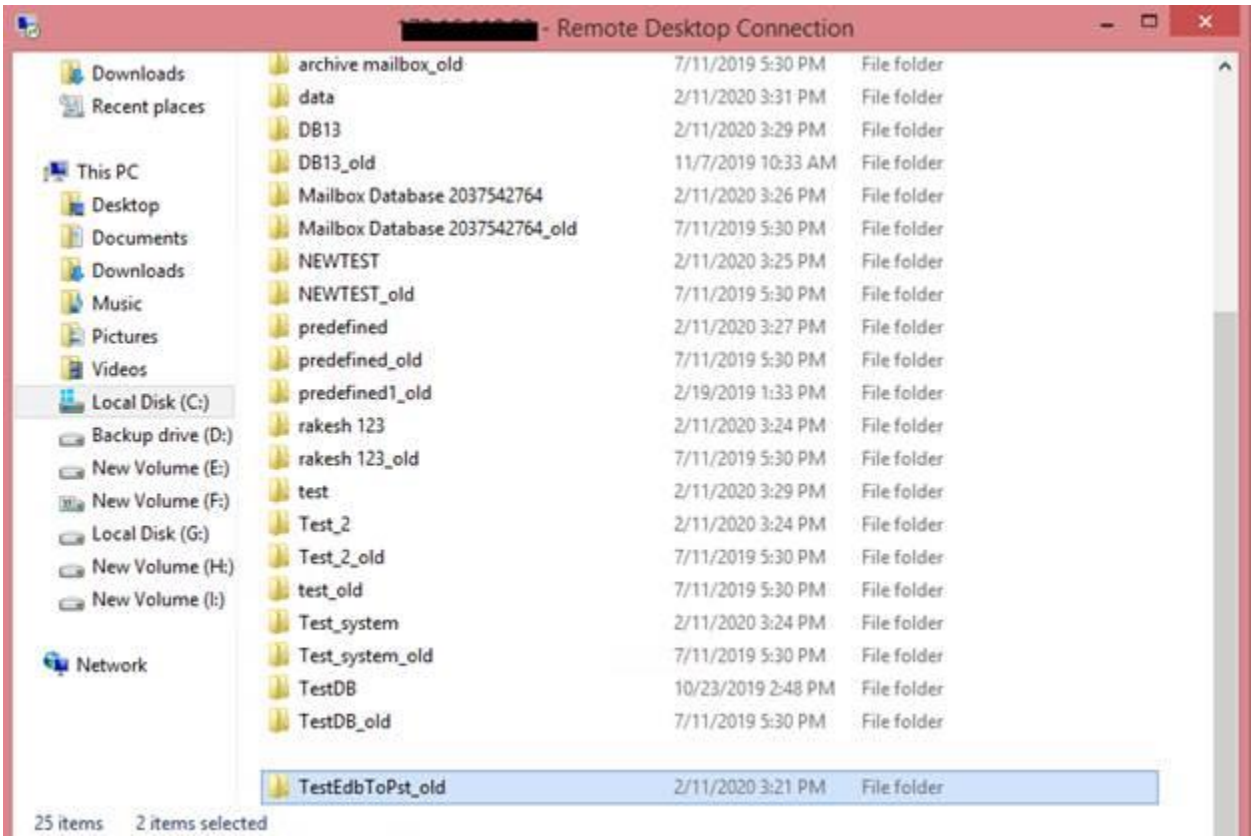
- Stop Microsoft Exchange Search Service
- Stop Microsoft Exchange Search Host Controller Service
- Stop Microsoft Exchange Information Store Service



4. Go to the corrupt EDB folder location:

- Rename the EDB folder name to **NAME_old**.

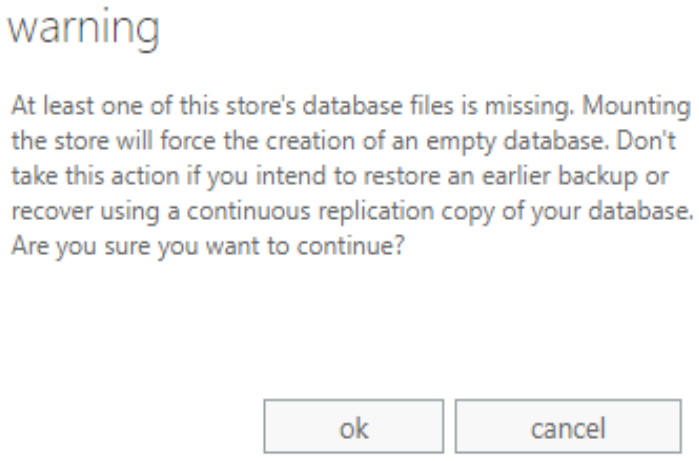
For instance, if your EDB folder name is **TestEdbToPst**, rename it to ***TestEdbToPst_old.***



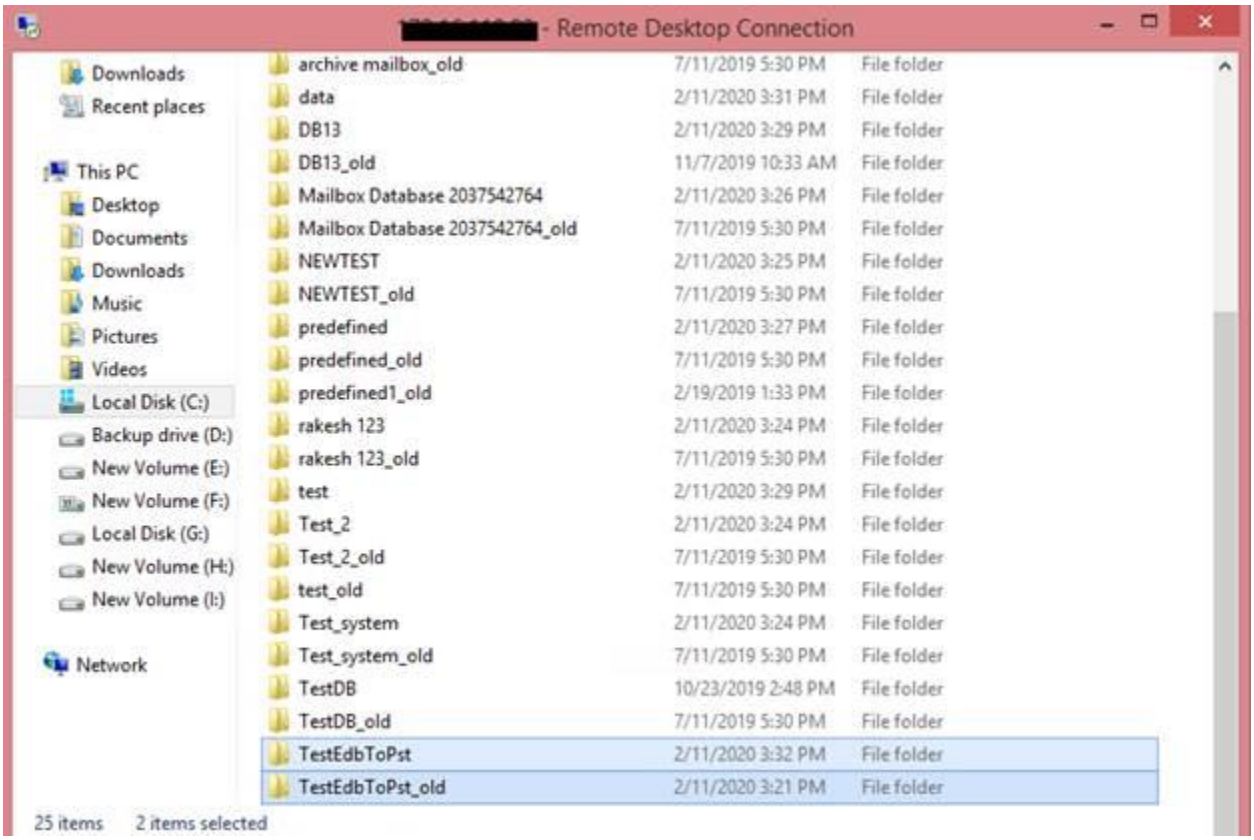
5. Now you can start all three stopped services :-

- Microsoft Exchange Information Store
- Microsoft Exchange Search Host controller
- Microsoft Exchange Search Service

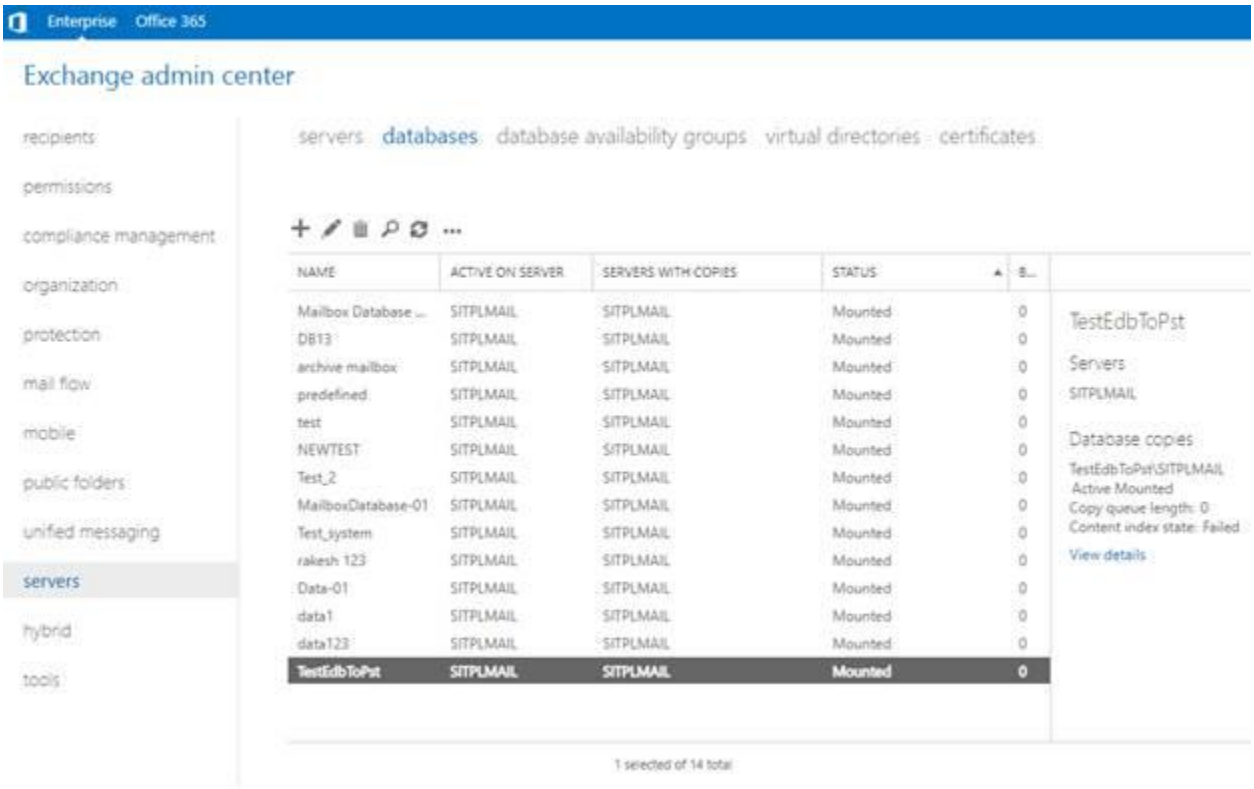
6. Open Exchange admin center and mount the database. It will prompt the following message, click '**OK**' to create an *empty Database.*



7. This process will create a new **Dial Tone Database** with the same name.



8. The empty database will be **mounted** as shown below:



9. Outlook users will see a prompt to restart the Outlook application on their computer. Users also get an option to use a *temporary mailbox* for sending and receiving emails when the Outlook restarts.

Note *:- The temporary mailbox helps maintain business continuity while you restore the database.*

Step 2- To Export Mailboxes from Corrupt or Dismounted Database to Dial Tone Database:

You need **Stellar Repair for Exchange** to export mailboxes from a corrupt or dismounted database to an empty database. The software scans the corrupt **Exchange Database (EDB)** file and exports all mailbox items including emails, contacts, attachments, calendars, tasks, notes, journals, and other folders to the **Dial Tone Database** on the **Live Exchange server**. It automatically maps the users and exports data to respective users mailboxes.

To know how to export the mailboxes from corrupted EDB files using **Stellar Repair for Exchange**, refer to the **Stellar Repair for Exchange** User Manual.

Importing PST file in MS Outlook

To import PST file in Microsoft Outlook 2019:

- Open Microsoft Outlook. From **File Ribbon**, select **Open & Export.**
- Select **Import / Export** option from the right pane.
- From **Import and Export Wizard** window, select **Import from another program or file**, click **Next**.
- In **Import a File** dialog box, select **Outlook Data File (.pst)**, click **Next**.
- Click **Browse** to locate the PST file that needs to be imported. In the options box, select an appropriate option. Click **Next**.
- In **Import Outlook Data File** dialog box, select the folders that should be imported in Microsoft Outlook. Click **Finish**.

To import PST file in Microsoft Outlook 2016 / 2013:

- Open Microsoft Outlook. From **File Ribbon**, select **Open & Export.**
- Select **Import / Export** option from the right pane.
- From **Import and Export Wizard** window, select **Import from another program or file**, click **Next**.
- In **Import a File** dialog box, select **Outlook Data File (.pst)**, click **Next**.
- Click **Browse** to locate the PST file that needs to be imported. In the options box, select an appropriate option. Click **Next**.
- In **Import Outlook Data File** dialog box, select the folders that should be imported in Microsoft Outlook. Click **Finish**.

To import PST file in Microsoft Outlook 2010:

- Open Microsoft Outlook. From **File Ribbon**, select **Open** -> **Import**.
- From **Import and Export Wizard** window, select **Import from another program or file**, click **Next**.
- In **Import a File** dialog box, select **Outlook Data File (.pst)**, click **Next**.
- Click **Browse** to locate the PST file that needs to be imported. In the options box, select an appropriate option. Click **Next**.
- In **Import Outlook Data File** dialog box, select the folders that should be imported in Microsoft Outlook. Click **Finish**.

To import PST file in Microsoft Outlook 2007:

- Open Microsoft Outlook. From **File ribbon**, select **Import and Export**.
- From **Import and Export Wizard** window, select **Import from another program or file**, click **Next**.
- In **Import a File** dialog box, select **Personal Folder File (PST)**, click **Next**.
- Click **Browse** to locate the PST file that needs to be imported. In the options box, select an appropriate option. Click **Next**.
- In **Import Personal Folders** dialog box, select the folders that should be imported in Microsoft Outlook. Click **Finish**.

FAQs

1. What does Stellar Repair for Exchange do?

The software repairs corrupt EDB files and restores all its data such as e-mails, attachments, contacts, calendars, notes, tasks and journals. **Stellar Repair for Exchange** provides the preview all scanned data and gives options to export data to **Live Exchange, Public Folder, Office 365** or save in **PST**, **MSG**, **EML**, **RTF**, **PDF** and **HTML** format.

2. What is the difference between an .EDB file and a .STM file?

The .EDB file is the main repository for the mailbox data. The .STM or streaming media file is used in conjunction with the .EDB file to comprise the Exchange database. Both files together make up the database, and as such, they should always be treated as a single entity. Typically, if you perform an action on the .EDB file, the .stm file is automatically included. The purpose of the .STM file is to store streamed native Internet content.

When you install a new Exchange server in an organization, two data stores are created automatically: a default mailbox store and default public folder store. Two database files are associated with the default mailbox store:

Priv1.EDB: A rich-text database file containing message headers, message text, and standard attachments.

Priv1.STM: A streaming internet content file containing audio, video and other media that are formatted as streams of Multipurpose Internet Mail Extensions (MIME) data.

The .stm file houses Internet content message streams as defined in Request for Comments (RFC 822), and the .edb file contains messages that are in MAPI format (Rich Text Format).

When an Internet mail message comes into the Exchange information store, the body of the message is saved in the .stm file, and the header information (From, To, Cc, Time Sent, and so on) is converted to Rich Text Format (RTF), and then stored in the .edb file.

3. How much time will the Stellar Repair for Exchange Software take to repair an EDB file?

The scan process time depends upon the corruption level, size of the EDB file and also on the mode of scanning you choose while initiating the scan process in **Stellar Repair for Exchange**. If you use **Quick Scan** mode, scanning is faster than **Extensive Scan** which provides better and effective scanning results.

4. How can I save my contacts?

You have two options to save your contacts:

1. From **Tools** Ribbon and select **Save Contacts**. Use this option to save the repaired contacts from the mailbox in **.CSV** format.

2. From **Navigation tree** while on **Mail tab**, select **Contacts** from the tree and select **Save** icon from **Home** Ribbon. Refer to **Save Scanned files** section for further process.

5. What is difference between Quick Scan and Extensive Scan?

Quick Scan mode is a fast mode to scan and repair corrupt EDB file. If you are not satisfied with the Quick Scan mode, then you can try Extensive Scan mode. Extensive Scan mode of scanning an EDB file is slow but more effective process. This mode is more powerful than Quick Scan mode. It is able to repair even highly corrupted EDB files.

6. My MS Exchange Server 2013 crashed. I installed a new MS Exchange Server 2019 and want to import my mailboxes from MS Exchange Server 2013. Is it possible with your software?

Yes, **Stellar Repair for Exchange** allows you to repair the corrupt and crashed server database files and export them in **Live Exchange Server**.

7. How do I mount the corrupt and dismounted database?

Dial Tone Recovery is a process of using the **Dial Tone Portability** feature available in **Microsoft Exchange Server**. The feature provides an empty Exchange database (with the same database schema version) that allows users who had mailboxes on the failed and dismounted database to send and receive new emails. By Using **Dial Tone Recovery,** you can mount the corrupt and dismounted database. To know more information, click here.

8. Can I export mailbox to the Public Folder of MS Exchange server or Office 365 using Stellar Repair for Exchange?

Yes, you can export mailbox to the public folder of **Exchange Server** or **Office 365.** To know how to export, click here.

9. I am trying to repair an EDB file and export the data to Office 365. When I enter the Mail ID and Password, the system shows an error. What can I do?

The application shows error because of following reasons,

1. If the credentials (Admin ID and Password) you have entered is incorrect.
2. The Admin credentials you have entered do not have required permissions to export data to Office 365.
3. There is a connection failure with internet. In that case, check your network connection and try again. If your internet is working, check your firewall and anti-virus software settings for any blockage.
4. There is a server issue because of which server is not able to create a connection with **Office 365.** Check if you are able to connect to Office 365 outside the **Stellar Repair for Exchange** application and try again.

10. I am not able to find my EDB file, how do I locate it?

Use **Find EDB** option to search and locate the EDB files.

11. I want to repair my Calendars and Contacts, how do I repair them using Stellar Repair for Exchange?

First you need to repair mailboxes from the EDB file using the software, refer to Working with the Software section of this guide. Then, you can save the Calendars and Contacts folder in the PST format for outlook, refer to the Save Mailbox to PST, MSG, EML, HTML, RTF, PDF section to know the steps.

12. Can I export the repaired mailbox to Live Exchange or Local Exchange Server?

Yes, you can export the repaired mailbox to an Exchange Mailbox. Refer to Save Scanned Files section for complete steps.

13. How many files can be scanned at one time ?

Stellar Repair for Exchange scans maximum of four files at a time.

14. What is mapping of mailboxes ?

Mapping is a feature that automatically loads/subscribe source mailbox to destination mailbox having full-mailbox permissions.

15. What should I do if I get an error "A required DLL could not be registered." ?

Refer to the link to view the details https://www.stellarinfo.com/support/kb/index.php/article/register-phoenixdll-dll

16. I don’t want to export the system generated files while saving the mailbox. Is there any option to exclude these files?

Yes, you can select **Don't export MS Exchange generated folder** check-box while saving the repaired EDB file. By default, it is always checked. This feature is only applicable for EDB files of MS Exchange 2010 and higher versions.

17. What is a Public folder and how to export data to that folder?

Public Folder is one of the feature within **Microsoft Exchange** and **Office 365** which gives users access to common folders for sharing information. To export the mailbox to the **Public Folder**, you must have full-mailbox permissions and full access to public folder root for the **Exchange Server** or **Office 365** where you want to export the mailbox. See Export Mailbox to Public Folder, to know how to export the mail files.

18. Is it necessary to have administrative credentials to export the data to Live Exchange Server and Office 365?

Yes, you must have administrative credentials and permissions to export the data to **Live Exchange Server** and **Office 365**.

19. Does the application maintain a log of the complete repairing and saving process?

Yes, select **Log Report** from the **View** ribbon. In the **Log Report**, you can get all the information related to scanned files and exported data. See View Log Report, for more information.

20. After saving my repaired mailbox in PST format. How to view and access the mailbox items?

After you have saved the repaired mailbox in **PST** format, you can import the **PST** file in **MS Outlook**. See Importing PST file in MS Outlook, to know how to import PST file.