OutBack Plus 6

User Manual

OutBack Plus 6

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1   Introduction

1.1   Overview

The **OutBack Plus** utility is designed to make it easy to create a backup or archive file of your **Personal Folder Information** from Microsoft **Outlook™**. If the Business Contact Manager add-in is installed (an optional component for Outlook 2003 and 2007), the Business Contact Manager Database will also be included in the backup.

You may use the resulting backup file, in conjunction with **OutBack Plus,** to easily restore your **Outlook** data in event of a system failure, or to copy **Outlook** data from one machine to another.

Within **Outlook**, all of information (e-mail messages, tasks, journals, etc) is stored in Personal Folder files (.pst files). In networked environments, you may also have Off-line Storage files (.ost files).

In addition to the 'pst" files, there are a number of other critical files. Each system will likely have a different compliment of these support files. **OutBack Plus** will also backup any of the additional files detected.

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1.2   Getting Started

We suggest that you start by looking at the sections in the following order:

▶   <u>Choosing Backup Media</u> - Where to backup.

▶   <u>Safe Practices</u> - Recommendations on how to keep your data safe.

▶   <u>The Main Window</u> - The initial entry point to the program.

▶   <u>The Backup Function</u> - Make a backup to see how it is done.

1.3   The Main Window
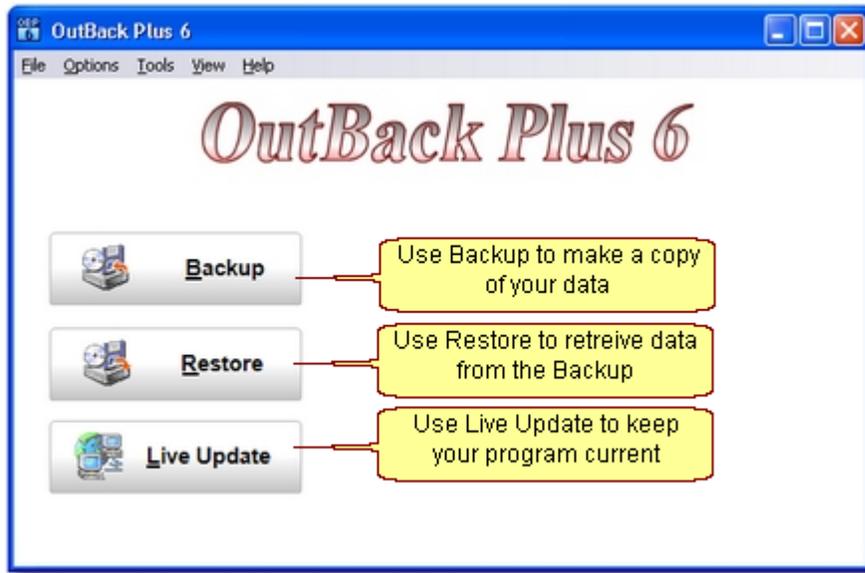
The main user interface provides quick access to the three main functions.

2   How To Make a Backup or Archive

2.1   Backup - Introduction

The **OutBack Plus - Backup** function is performed by a "**Wizard**" type of interface using 4 steps:

Step 1 - Select the **Groups** of data to include in the Backup.

Step 2 - Select the **Data Items** to be included in the Backup.

Step 3 - Select a Backup Location.

Step 4 - Create the Backup.

2.2   Backup - Step 1

Step 1 - Select the Groups of data to include in the Backup.

▶   In **OutBack Plus**, the data to be included in the backup is organized into "**Groups**".

▶   The "**Standard Groups**" are shown on the left side of the window.

▶   Check the "Groups" to be included in the backup.
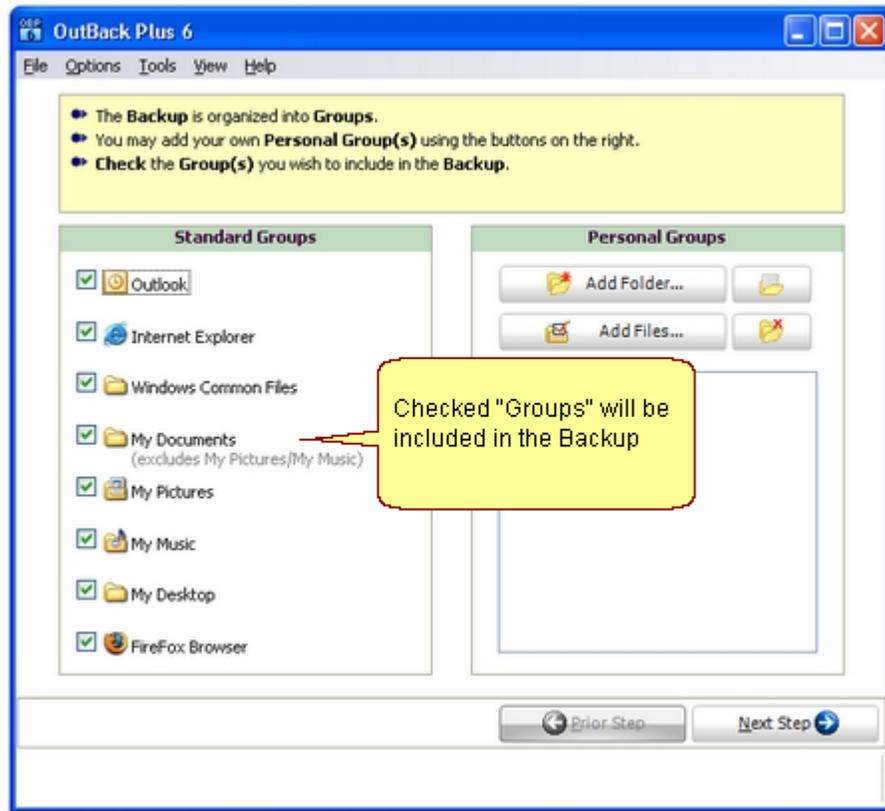
▶   See the section "Personal Groups" for information on how to include additional files and folders in the backup.

▶   Once the groups are selected (checked) - click "**Next Step**"

2.3   Backup - Step 2

Step 2 -- Select the Data Items to be included in the Backup.

The selection window is divided into 5 main areas and functions:
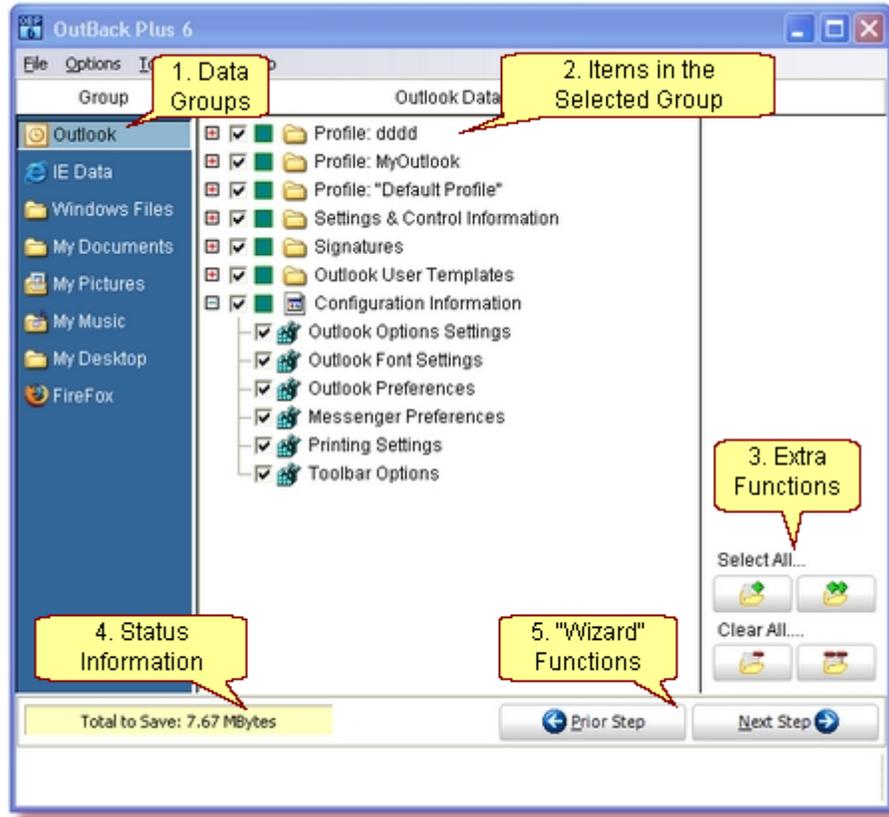
1. Groups

When a Group is selected in the leftmost column, the data applicable to that group appears in the center column.

2. Selecting Data Items to Backup

You may include all of the data for the Group, or select portions:

Items with a Check mark will be included in the backup.

The green square will be solid green only if all of the items in a folder are selected (checked).

If no items are selected in a folder - the square will be empty.

3. Quick Select Functions

The "Select All" and "Clear All" buttons may be used to select (or clear) all of the items in the current Data Group or in all Data Groups.

4. Status Information

The amount of data to save and other information is shown at the bottom.

5. Wizard Functions

When all desired items in all groups are selected, choose 'Next Step" to proceed to step 3.

2.4 Backup - Step 3

Step 3 -- Select a Backup Location

▶ The first time the program is run, you will be prompted to find the disk and folder which you wish to use for the backups. This becomes the default location for the next backup.

▶ Each time you make a backup, you may select a different location. If you select a new location - this location will become the default for the next run.

▶ Choose the location by clicking the "Browse" button.
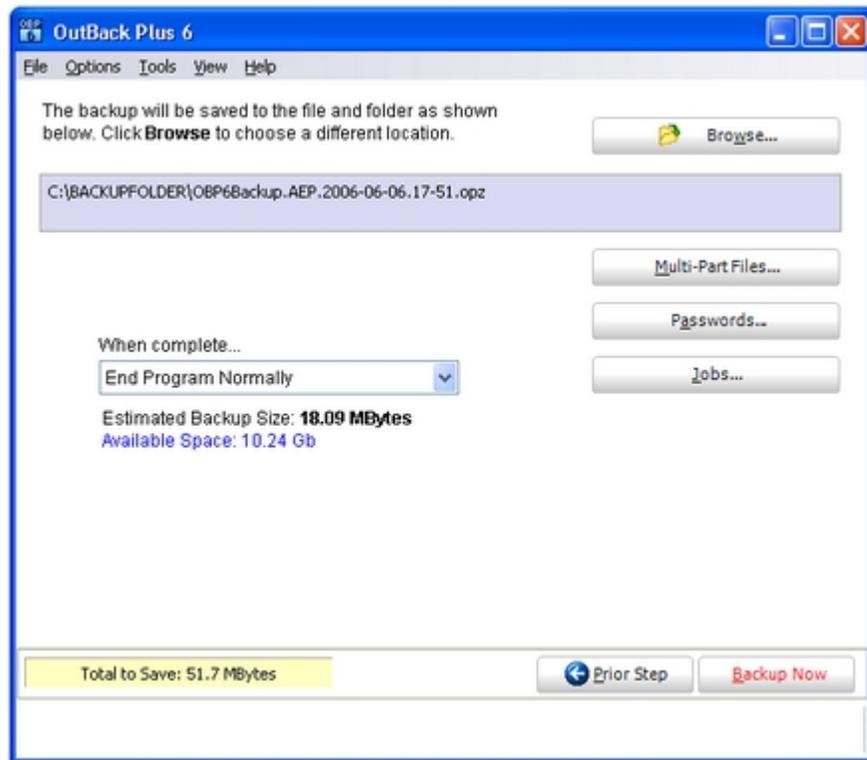
▶ The backup files will automatically be named with the "user name" and "date and time" as a part of the file name.

▶ You may remove the "date & time" via the Options menu.

Multi-Part Files...

▶ You may, optionally, create the backup file in multiple parts or segments which may then be copied to a other media (e.g., Zip Disks). The image shows the setting to create a multi-part file which will be copied to Zip100 disks (which really have a 95mb capacity). See: Program Options - Mutli-Part Files for more information.
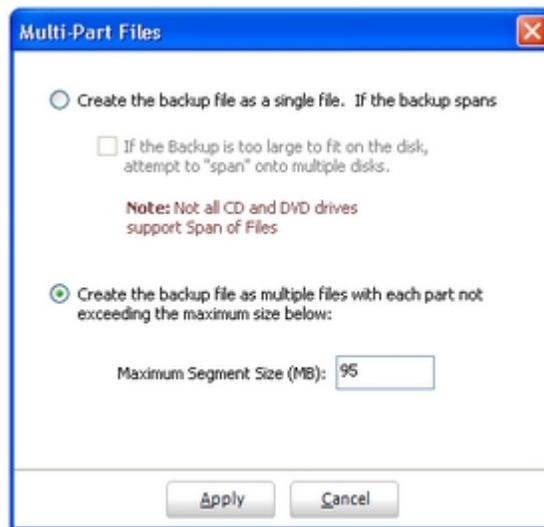
▶   When the backup is saved as a multi-part set, each segment has a file type
    like ".e02" (e.g., OBP6Backup.JIM.2005-09-28.16-43.o02 followed by
    OBP6Backup.JIM.2005-09-28.16-43.o03 followed with the final segment named
    OBP6Backup.JIM.2005-09-28.16-43.opz).

▶   You would first save the backup to some temporary folder on your main drive (say "My
    Documents") and then, when the backup is complete, copy each segment to a separate
    disk.

Passwords...

▶   You may protect the backup file from being read by others using a password. The
    password is case sensitive. The password is used to encrypt the data within the backup
    file.

▶   The "Password type" selects the level of protection. The Zip 2.0 type password is a the
    weakest protection but requires the least time. This type of encryption can resist attacks
    by amateurs if the password is well chosen and long enough (at least 16 characters) but it
    will probably not resist attacks by determined users or experts.

▶ The "AES" options provide "industrial strength" encryption. The 192bit and 256bit AES options are approved by the US Government for "Top Secret" levels of protection.

Jobs...

▶ You may, optionally, save the Group and Item selections as a "Job". [See "What are Jobs - Why would I use Jobs?" for additional information on Jobs.]

▶ Enter a name in the drop down box or select one from the box to update a prior job. Once you have saved the selection as a "Job" - you can select the same "Job" from the Backup Now! function.

▶ **OutBack Plus** will (optionally) copy the backup file to another folder when the backup is complete. This might be used, for example, to save an additional copy of the backup file on a network server. Check the box "Copy the Backup File to Folder" and then enter a folder in the text area below the check box. You may also click "Browse" to locate the folder for the second copy.

▶ If the box *Apply Purge Options to the "copy folder"* is checked, the Backup Purge settings will also apply to the second copy folder.

▶ **OutBack Plus** can Close other programs, and restart them to complete the backup Job. See "Close and Start Programs" for additional information.

Options when Backup is Complete

▶ When the backup is complete, the program will normally display a log of the actions taken and then end.

▶ You may also choose other alternatives from the drop down list:

```
End Program Normally
Shut Down Computer
Logoff User
Go To Hibernate Mode
Restart (Reboot)
```
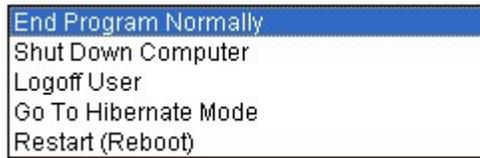
Note: the Hibernate mode is only applicable if supported by your computer.

Passwords

▶ You may protect the backup file from being read by others using a password by checking: "Password Protect File":

Backup Now

Choose Backup Now to make the backup.

2.5 Backup - Step 4

Step 4 -- Create the Backup

▶ While the backup is being created, a window displays the progress:
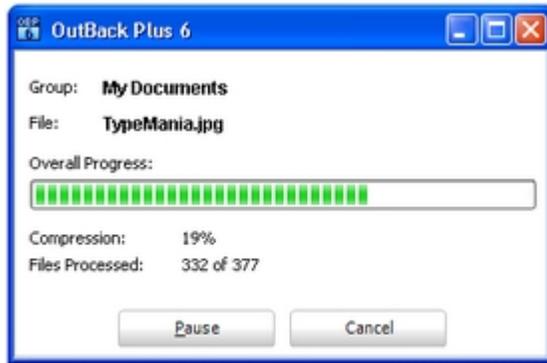
▶ After the all of the files are saved, the data is verified. (See Backup Options further information).
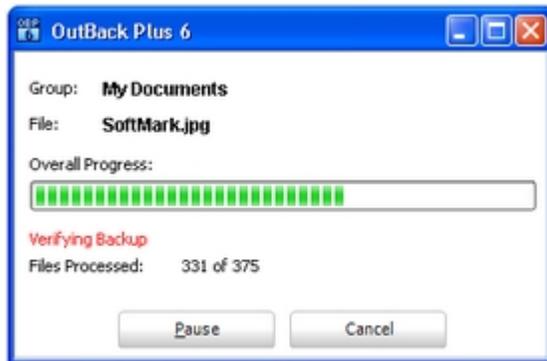
▶ A log file is created showing all activity. The log is displayed unless turned off in the Backup Options.
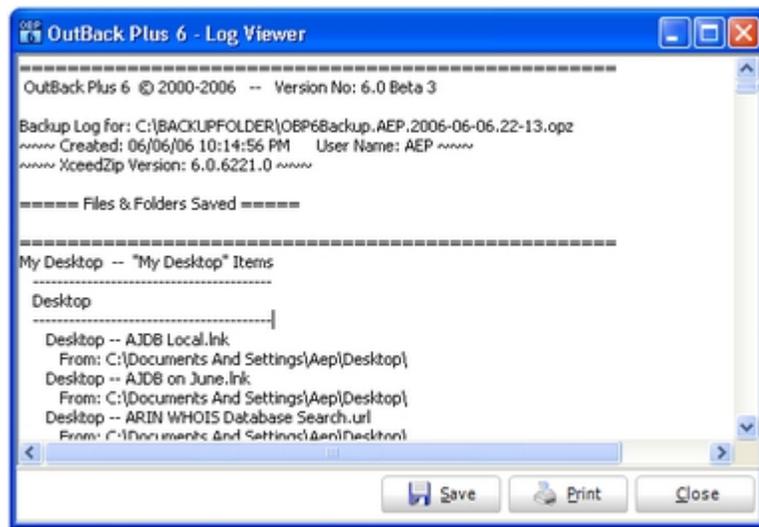
2.6   Backup - Internet Explorer Data

▶ If Internet Explorer is found on your machine, **OutBack Plus** will also (if desired) make a backup of the Internet Explorer Favorites, Cookies, Offline Web Folders, and critical Internet Explorer settings.

▶ Please note that many of the web sites that you visit will store information in the "cookies" folder. Many people dislike cookies but they are quite helpful if you often visit a site which relies upon them.

▶ To backup the Internet Explorer data, check the items in the Internet Explorer data group.

2.7   Backup - FireFox Browser Data

▶   **OutBack Plus** includes logic to backup and restore the data associated with the "**FireFox**" web browser.

▶   "**FireFox**" is often used in place of, or as an adjunct to, Internet Explorer.

▶   To backup the FireFox data, check the items in the FireFox data group.

2.8   Backup - Personal Groups

▶   In addition to the data shown in the "Standard Groups", you may add any file(s) or folders you wish to have included in the backup.

▶   There are two types of "Personal Groups":

(1) Personal Folder Group -- to include a selected folder in the backup.

(2) Personal Files Group -- to include selected files in the backup.

▶   The "Personal Groups" are created or modified at the first step of the backup using the buttons:

▶   The details for each type of "Group" follow in the next sections.

2.9   Backup - Personal Folder Group

▶   If you have data folders which are not covered by the **OutBack Plus** "Standard Groups", you may include the folder(s) as a "Personal Folder Group".

▶   Select the "**Add Folder**" button at the first step of the backup:
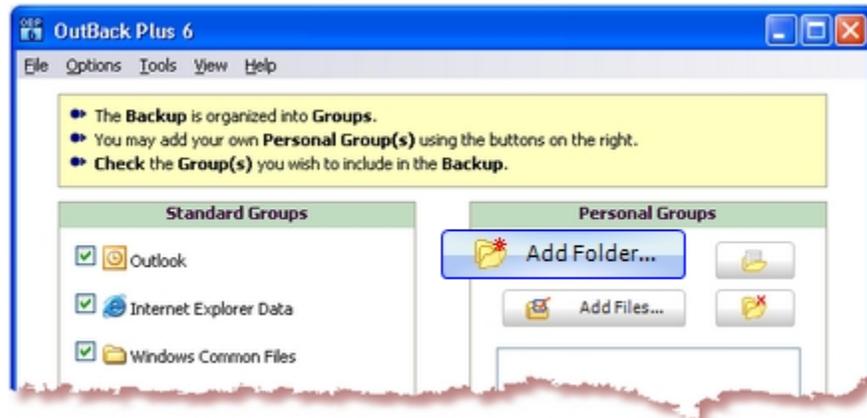
▶   The "Add Folder" wizard window (with 5 steps) will show as:
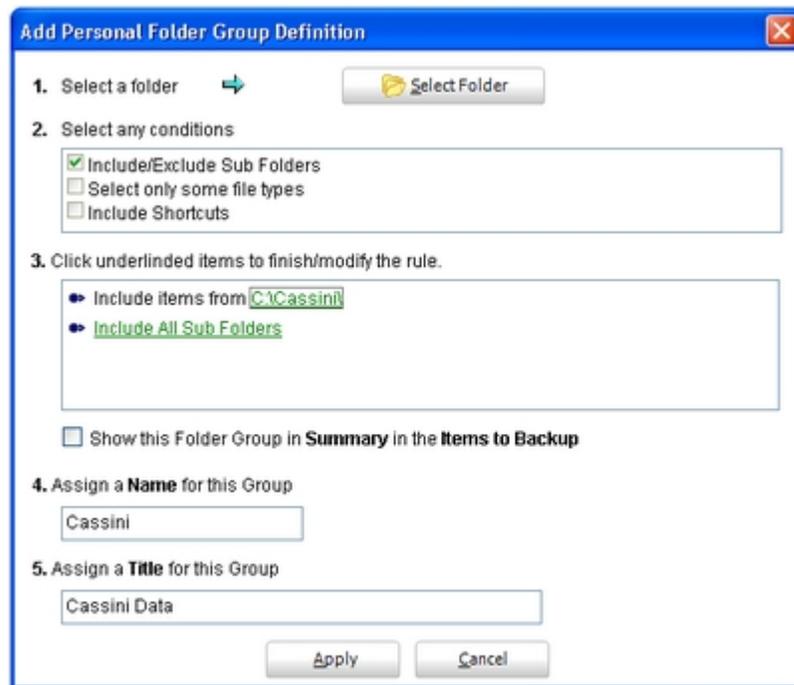
1.   Click the "Select Folder" button to browse for a folder to include in the backup. (The example uses the folder "C:\Cassini\).

2.   Select any additional "conditions" to apply. "All sub folders" will be included by default.

3.   If you wish to change any of the conditions - click on the text underlined in green in box 3.

You may also choose to show the Group in summary (i.e. not showing all items in the folder). This will make the group load faster on large folder groups. (Note - the option may not be available in all releases of OutBack Plus).

4. Assign a "Name" to use for the group (the folder name will show by default).

5. Assign a "Title" for the group.

▶ When done, click "Apply" to save the definition.

▶ The new "Personal Group" will show in the list of "Groups" available to backup.

2.10   Backup - Personal Files Group

▶   If you have data files which are not covered by the **OutBack Plus** "Standard Groups", you may include the files(s) as a "Personal Files Group".

▶   Select the "**Add Files**" button at the first step of the backup:
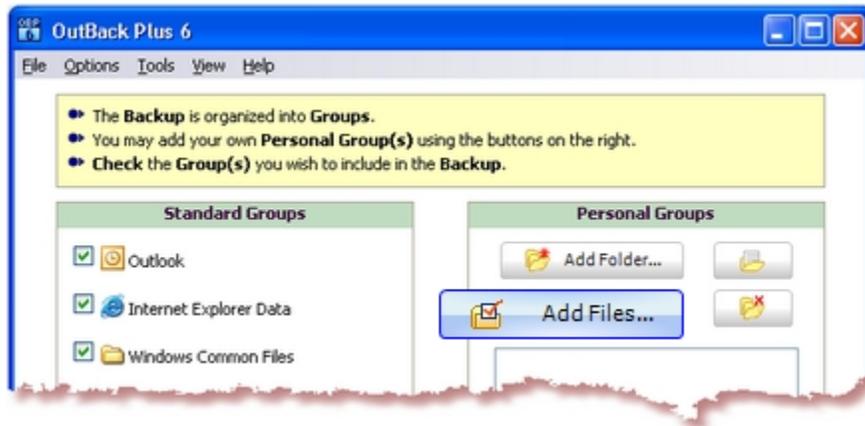
▶   The "Add Files" wizard window (with 3 steps) will show as:
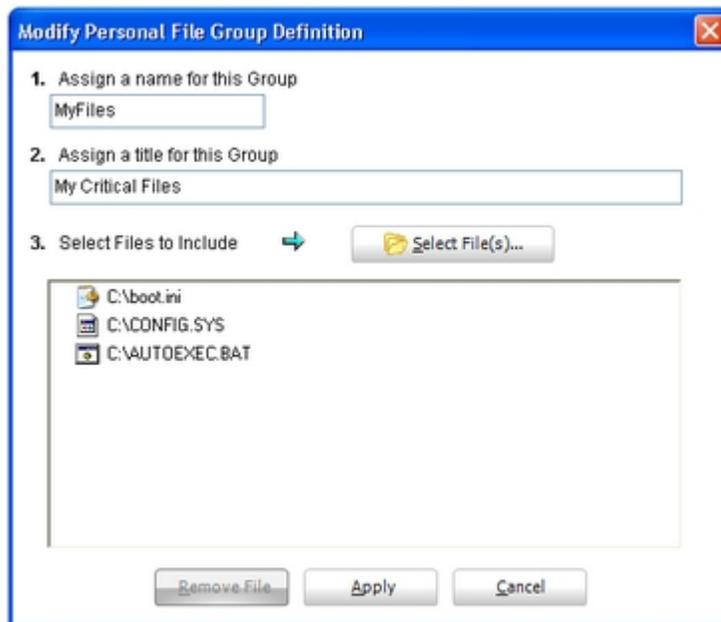
1.   Assign a "Name" to use for the "group".
2.   Assign a "Title" to use for the "group".
3.   Click the "Select Files" button to browse for and select files to include in the backup. You may select files from multiple locations (folders).

▶   When done, click "Apply" to save the definition.

▶   The new "Personal Group" will show in the list of "Groups" available to backup.
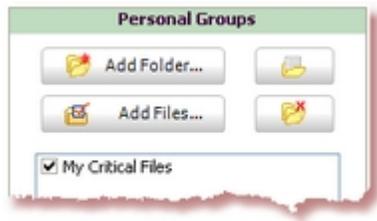
3 How to Restore from the Backup

3.1 Selecting the Restore Type

▶ Select "**Restore**" from the **OutBack Plus** main window to begin the restore process.

▶ There are three "**Restore Types**" - as shown on the left side of the first restore window:
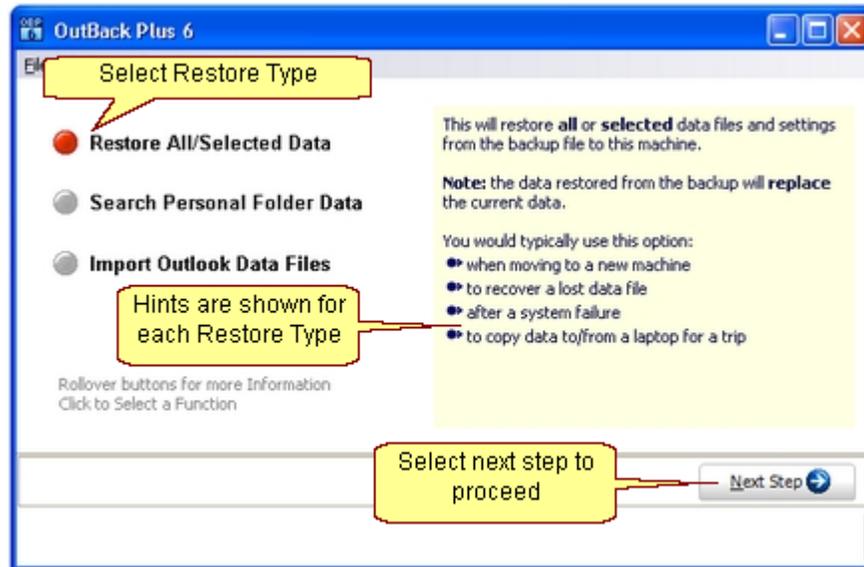
▶ As you move the mouse cursor over the "Restore Types" (on the left), hints for each restore type will show on the right.

▶ Click one of the "Restore Types" and then select the "Next Step" button to proceed.

3.2   More about Restore Types

Restore All/Selected Data

▶   This will restore **all or selected** data files and settings from the backup file.

▶   You would use typically this type of restore:
  - when moving data files to a new machine
  - to recover accidentally deleted data file(s)
  - to recover from a system hardware failure
  - to copy data to/from a laptop for a trip

▶   **Note:** the data restored from the backup file will **replace** the data currently on the machine where the restore is done.

Search Personal Folder Data

▶   This will restore selected **Outlook Personal Data** files from the backup file for review or analysis.

▶   **Note:** the Personal Folder data will **not** replace the currently in Outlook.

▶   The restored data can be opened within Outlook without disturbing the existing data.

▶   Additional Help will be shown after the data files are restored to assist with the operation in Outlook.

Import Outlook Data Files

▶   This will restore selected **Outlook Personal Data** files from the backup for **Import** into Outlook.

▶   You would use typically this type of restore:
  - when moving to Outlook 2003 or 2007 from any older version of Outlook
  - to merge Outlook data from the backup with the data currently in Outlook.

▶   Additional Help will be shown after the data files are restored to assist with the operation in Outlook.

3.3   Restore - All/Selected Data

Selecting a Backup File

▶   **OutBack Plus** will retain the name and location of the last backup/archive done. You may browse to restore from any backup or archive file.

Select Items to Restore

▶   The items available in the backup file are shown on a list just as shown when they were saved.

▶   The date and time of the backup file are shown in the **OutBack Plus** title area for reference.
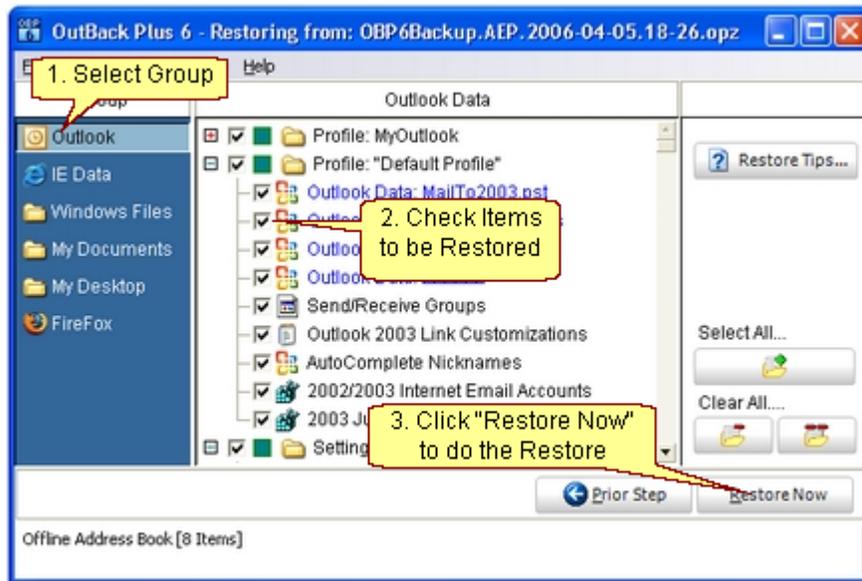
▶   Select the "Group" in the column on the left. (1 above).

▶   Click on the check box beside the name for each Item which you wish to restore from the backup (2 above).

▶   Click the "Restore Now" button to do the Restore (3 above).

▶   During the restore, the files and folders being restored will be shown to indicate that the restore is progressing.

3.4   Restore - Search Personal Folder Data

Selecting a Backup File

▶   **OutBack Plus** will retain the name and location of the last backup/archive done. You may browse to restore from any backup or archive file.

Select Items to Restore

▶   The Outlook Personal Data items available in the backup file are shown.
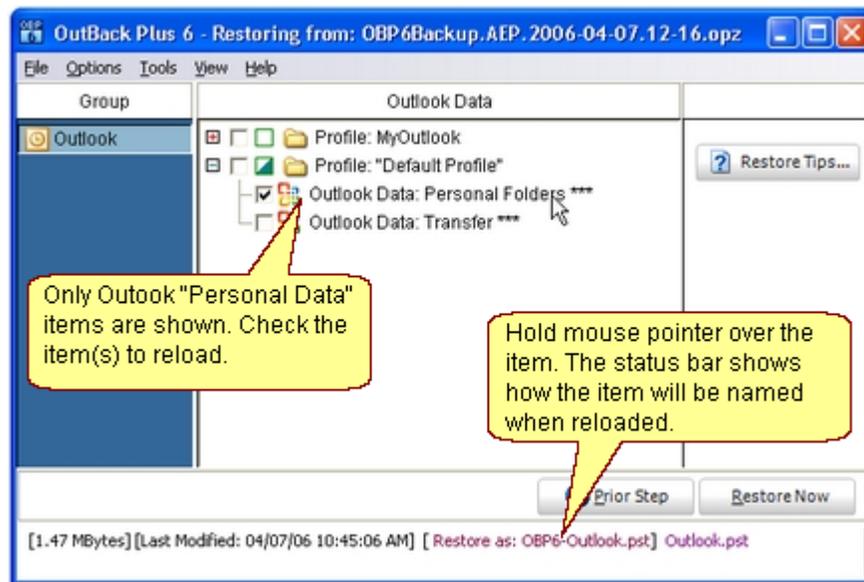
▶   Check the item(s) which you wish to reload to search.

▶   Each selected (checked) item will be restored under a different name (as shown in the status bar - see above) so as not to interfere with the data currently in Outlook.

▶   Click the "Restore Now" button to restore the selected item(s).

▶   OutBack Plus will reload the data item(s) from the backup and show a "Guide" window in the upper right corner of the screen.

OBP6 - Guide

Opening Outlook Data Files

Do the following steps:

- Run Outlook
- Ensure the **Folder List** is visible.
  [Outlook 2003 Menu: **Go**, or
  Menu **View** in older versions]
- Click the [-] beside the top folder to collapse the list
- Use menu "**File**" - "**Open**" - "**Outlook Data File**"
- Select the file:
OBP6-Outlook.pst [C:\Documents And Settings\Aep\Local
Settings\Application Data\Microsoft\Outlook\]"
- Click "**Ok**"
- The additional folder will show in the **Folder List**
- When done, **Right Click** on the additional folder and
choose "**Close Personal Folder**"

Close
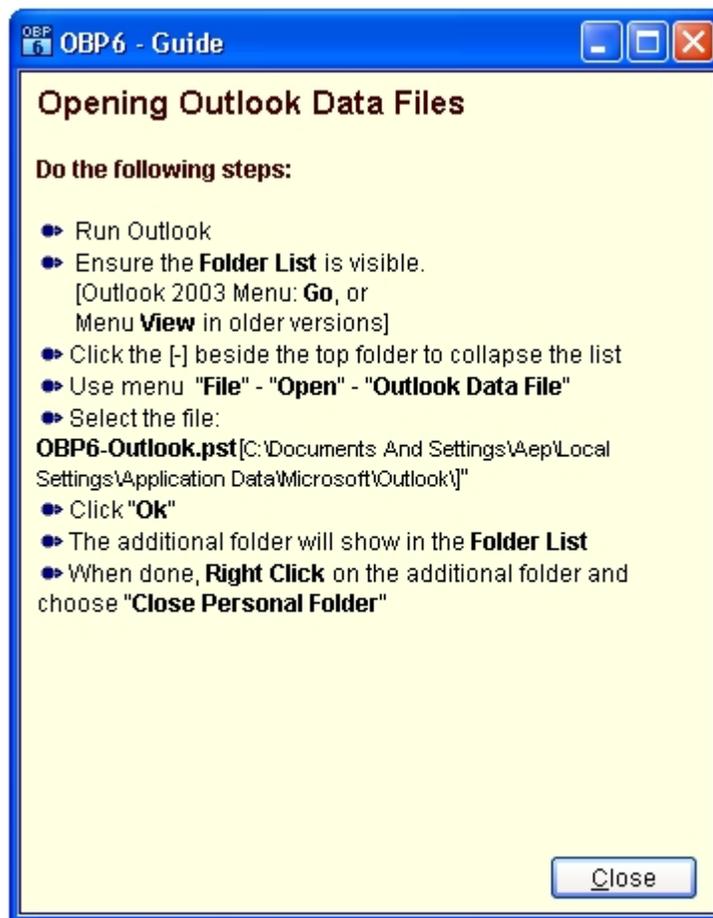
▶ Follow the "Guide" to open the restored data item(s).

3.5   Restore - Import Outlook Data Files

Selecting a Backup File

▶   **OutBack Plus** will retain the name and location of the last backup/archive done. You may browse to restore from any backup or archive file.

Select Items to Restore

▶   The Outlook Personal Data items available in the backup file are shown.
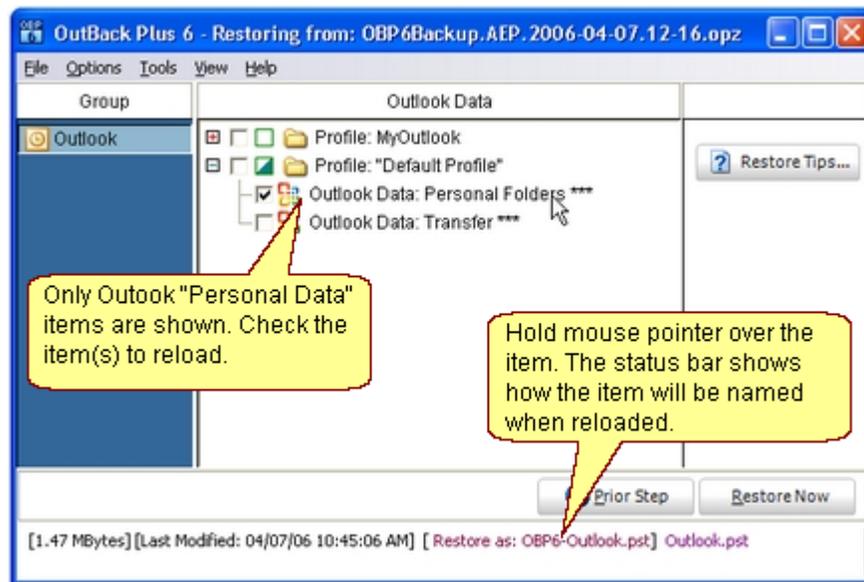
▶   Check the item(s) which you wish to reload for Import.

▶   Each selected (checked) item will be restored under a different name (as shown in the status bar - see above) so as not to interfere with the data currently in Outlook.

▶   Click the "Restore Now" button to restore the selected item(s).

▶   OutBack Plus will reload the data item(s) from the backup and show a "Guide" window in the upper right corner of the screen.

Importing Outlook Data Files

Do the following steps:

- Run Outlook
- Use menu "File" - "Import and Export"
- Select "Import from another program or file", next
- Select "Personal Folder File (.pst)", next
- Click "Browse"
- Select the file:

OBP6-Outlook.pst [C:\Documents And Settings\Aep\Local Settings\Application Data\Microsoft\Outlook\]

- Click **Open**
- Select "Replace Duplicates with items imported", next
- Select "Include Subfolders"
- Select "Import Items into the same folder"
- Click "Finish"

Close

▶ Follow the "Guide" to import the restored data item(s).

3.6   Restore Tips

As all Outlook data is stored in a single large data file (Personal Folder) you **must** take some care when doing the restore otherwise you may get unexpected results. The restore possibilities can be broken down into categories:

New install of Outlook or a damaged copy Outlook

This method would be used when Outlook is unused or unusable on the target machine. You would typically use this method:

- when moving to a new machine

- after re-installing Outlook

- after re-installing Windows

- copying data from a desktop machine to a laptop for a trip

▶ Follow the instructions under: "Restore - All/Selected Data".

▶ Check ALL items to do a full restore.

Recover lost data

You would typically use this method when restoring data to recover accidentally deleted messages.

▶ Follow the instructions under "Restore - Search Personal Folder Data".

Merge Outlook data

You would typically use this method when restoring data from a laptop (after a trip) but retaining the existing data.

▶ Follow the instructions under: "Restore - Import Outlook Data Files".

Warnings on Restore (files in red)

OutBack Plus may show one or more personal files in red. This can be a result of:

A - There may be Personal Folders (PST files) in backup which are not yet in use on the target copy of Outlook. This will happen most often when there are Archive Folders in the backup and the backup is being restored to a new machine. The new install of outlook will not have an Archive Folder set so the archive folder in the backup will not match.

In this case check the Archive Folder and restore it. Then, after the restore is complete, go to the Outlook menu "File" - "Open Outlook Data File" to re-open the restored Archive Folder.

B - There may be file name mismatches due to variations in the way that Outlook is installed. See: "Windows and Outlook Version Differences" for more information.

Restoring from an old version of Outlook to Outlook 2003 or 2007

▶ Restore the older Outlook data files using the method described under "Restore - Import Outlook Data Files"

3.7   Migrating to a new machine

Migration or transfer of Outlook data to a new machine can, at times, be difficult. If the new machine is running the **same** version of Outlook as the old machine, then a "Full Restore" of the Outlook data (The first restore option of OutBack Plus) is the usually all that is required.

If the new machine is running a newer version of Outlook than some items may not be transferable. For example, if moving from Outlook 2000 to Outlook 2002, the email accounts and message rules will not transfer. This is due to design differences in the versions of Outlook - it is not a "bug" in OutBack Plus.

Special care must be taken when transferring to a machine running Outlook 2003 or 2007. If the old machine has Outlook 2003 or 2007 that was installed as an upgrade of a prior version of Outlook, it must be considered to be an older version of Outlook (as the data files will still be in the older format even though Outlook 2003/2007 is installed. The "Full Restore" of Outlook Personal Folders should only be done if you are sure that Outlook 2003 or 2007 was installed (on the old machine) as a new copy of Outlook (i.e. it was not an upgrade).

To transfer Outlook data to machine running Outlook 2003 or 2007:

1.   Use the OutBack Plus restore option 1 (Restore All/Selected Data).
2.   Locate the backup file to restore from.
3.   Once the items available to be restored is shown check all Outlook items **except** the main Outlook Personal Folder file (this is usually Outlook.pst). Do NOT restore the main Outlook data file at this time.
4.   Do "Restore Now".
5.   Run OutBack Plus 5 again.
6.   Select the restore option 3 (Import Outlook Data Files).
7.   Locate the backup file to restore from.
8.   Once the available Personal Folder files are shown, select the main Personal Folder (usually Outlook.pst). Hint - when you hold the mouse cursor over an item in the list - the name of the file is shown in the OutBack Plus status bar.
9.   Check the main Personal Folder (the item not checked in step 3).
10. Do "Restore Now".
11. The Personal Folder will be restored with a unique name. The data in this file must be imported into Outlook 2003 or 2007. OutBack Plus will show a Help window to guide you through the import process.

See the AJSystems Knowledge Base (http://ajsystems.com/kb/) for possible additional information.

4   Program Options

4.1   Program Options - Introduction

    ▸   The Program Options are available via the menu "Options"

    ▸   Select (click) an Item on the left of the Options Window
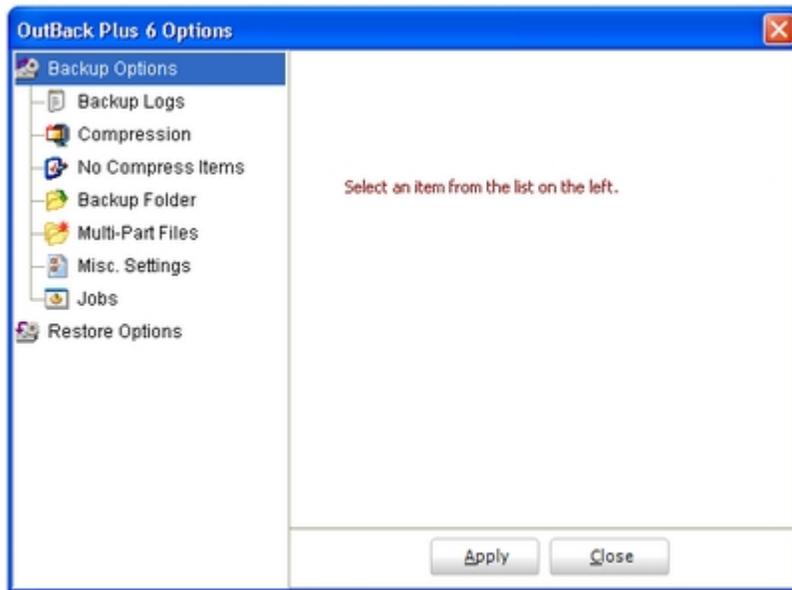
4.2 Program Options - Backup Logs
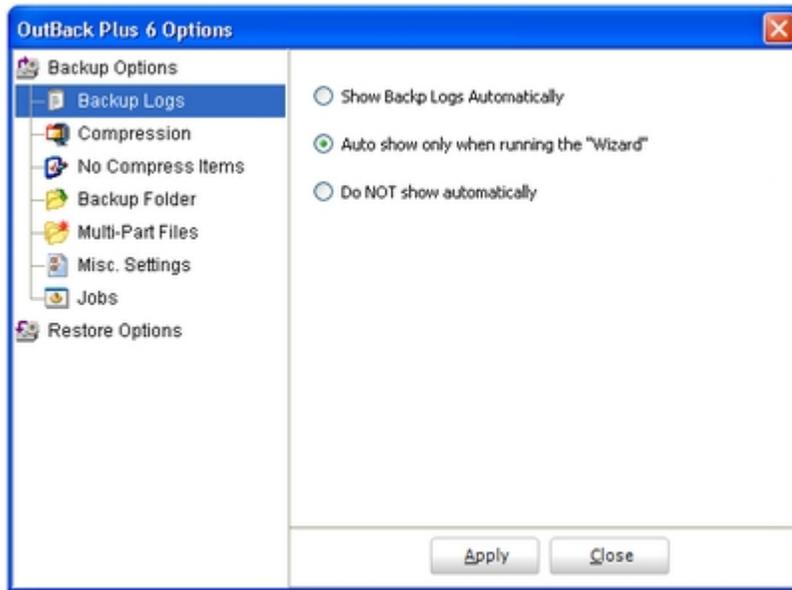
▶ By default - the logs will be shown automatically.

4.3   Program Options - Compression
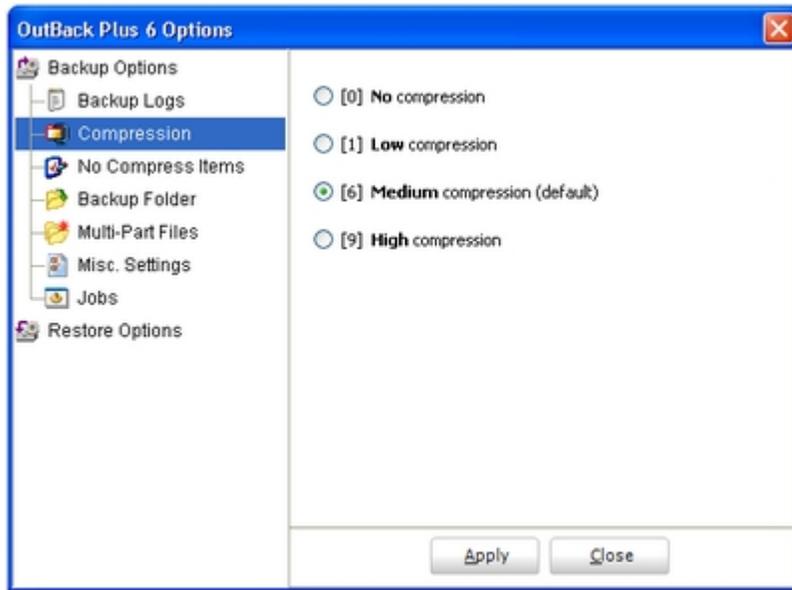
▶   The default compression is [6]. Greater compression also requires more time.

4.4 Program Options - No Compress Items
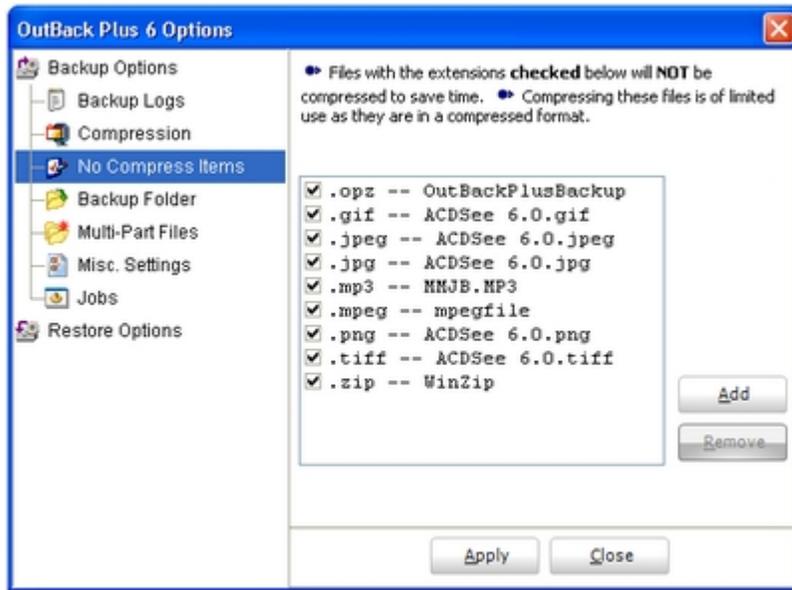
▶ Many files contain compressed data.

▶ The most popular compressed files are shown in the list.

▶ Further compressing these files while storing them in the OutBack Plus file is of limited use.

▶ You may add other more file types by selecting the "Add" button.

▶ If you wish to compress these files - remove the check from the item.

4.5   Program Options - Backup Folder
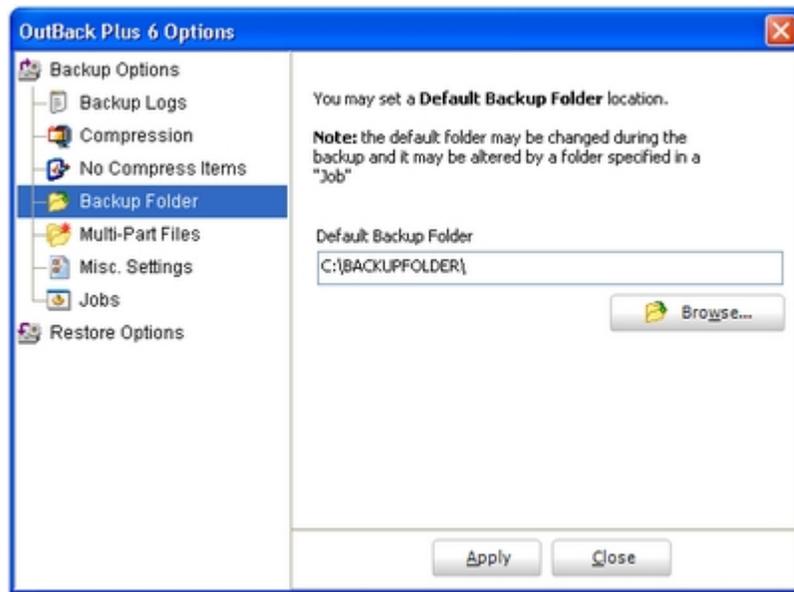
The backup folder is assigned using the **first** folder definition found from:

A: The folder specified from the "Backup Now" button -- if the backup is started using this button.

B: The default folder assigned for the Job (see "Program Options - Jobs").

C: The default folder assigned on this option page.

D: The folder used for the last backup.

If none of the above provides a folder, you will be promoted to supply a folder. The folder location may also be manually altered using the Browse button at Backup Step 3.

4.6   Program Options - Multi-Part Files
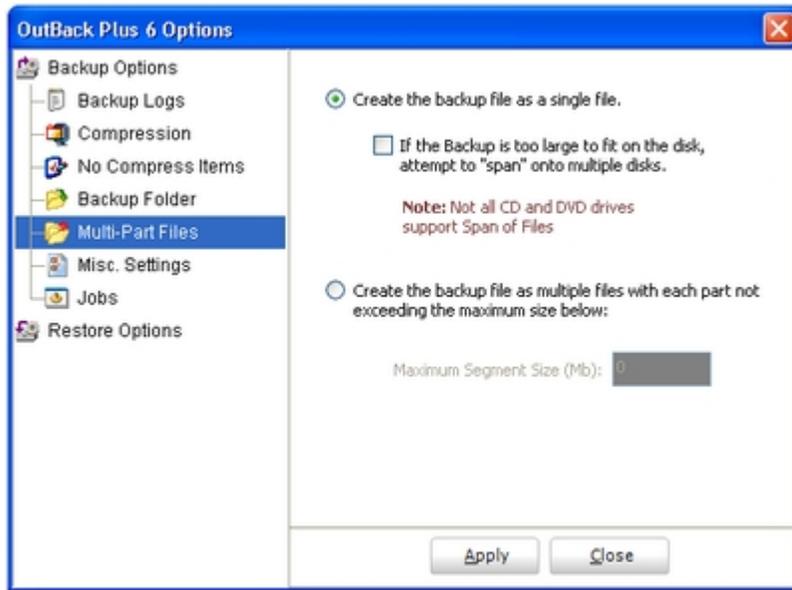
▶   When possible, OutBack Plus will save the entire backup file as one file.

▶   However, the device being used for the backup may not be able to accommodate the file (e.g., insufficient space). In the simplest case, when a removable disk is being used, the system may ask for a second disk (and perhaps more) to allow the backup to "span" multiple disks. If your drive supports a "span" then check the box to enable the creation of a "spanned" file. **Note**: when using this option, the drive label will be modified to identify the spanned file.

▶   Not all devices allow a "span" so OutBack Plus can split the backup file into multiple parts.

▶   When the backup is saved as a multi-part set, each segment has a file type like ".o02" (e.g., OBP6Backup.AEP.2005-09-28.16-43.e02 followed by OBP6Backup.AEP.2005-09-28.16-43.o03 followed with the final segment named OBP6Backup.AEP.2005.09-28.16-43.opz).

▶   As an example, to save the backup in multiple parts to be copied to 100mb zip disks, set the option to create multiple parts of 95mb (as a 100mb zip disk can really only accommodate 95mb). Once the backup is done, copy each part to a separate disk.

▶   To restore data from a Multi-Part backup, **all** "parts" must reside in the same folder.

▶   Multi-Part backups are particularly useful when saving very large backups (i.e. a backup larger than 4gb) to a disk that is formatted with the FAT32 file system. The FAT32 file system will allow a maximum file size of 4gb but a huge backup can be saved to this type of disk if saved in multiple parts with each part not exceeding 4000Mb.

4.7 Program Options - Miscellaneous Settings
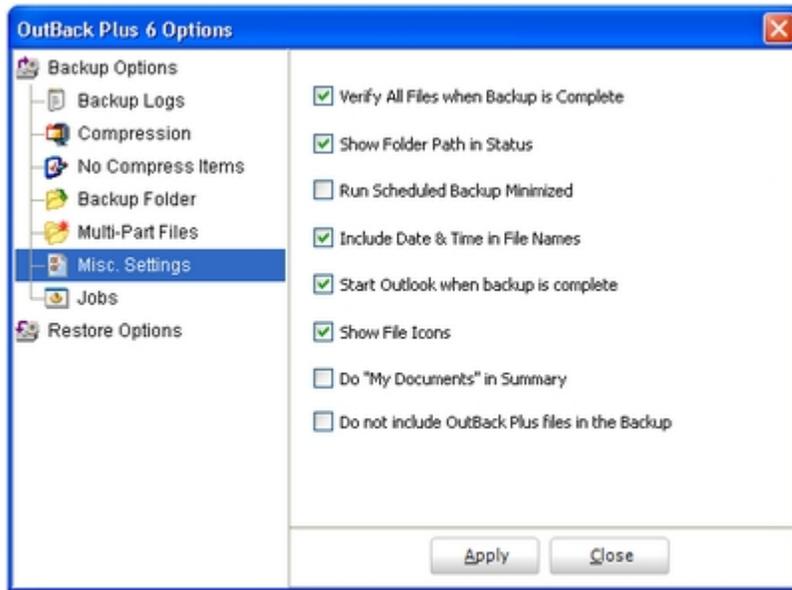
Verify All Files

▶ By default, all of the files included in the backup will be verified when the backup is complete.

▶ If this option is checked, each file is extracted to be validated. This may be time consuming for very large backup files.

▶ If you remove the check, the file backup structure will be verified but the files will not be extracted. This may save some time in some situations.

Show Folder Path in Status

▶ When selecting files for the backup (Step 2 of the backup) information about the file or folder to be selected is shown in the status bar while the mouse pointer is over the file name or description in the "tree".

▶ If this option is selected, the path for the file will also be shown (when appropriate) in the status bar.

Run Scheduled Backup Minimized

▶ When checked, the Scheduled Backup will be run as a minimized task window. (A backup started from the "Backup Now" button is treated the same as a Scheduled Backup).

▶ This is the default setting.

▶ See the associated option: Backup Logs

Include Date & Time in File Names

▶ If checked - the system default setting - the date and time will be included in name of

each backup file.

▶ For example, the file name would look like:

OBP6Backup.JIM.2005-05-10.16-16.opz

▶ The backup file above would have been made on May 10, 2005 at 4:16 pm for user name: Jim.

▶ If not checked, the backup file would be named like:

OBP6Backup.JIM.opz

▶ If the file name does not include the date and time, a new backup will **replace** any prior backup of the same name in the same target folder. In some cases this may be desirable. However, note that this will mean that you have only one copy of the backup. If that copy is damaged or lost - you will not have any backup protection.

Start Outlook when Backup is Complete

▶ Use this option if you wish to automatically start Outlook when the backup has finished.

Show File Icons

▶ The list of items to backup or restore will normally show the icon associated with a particular file (item). If this option is unchecked - the file icons will not show. The display of large lists if files is much faster if the icons are not shown. Note: changing this setting does not affect a list that is already showing.

Do "My Documents" in Summary

▶ If this option is checked, the items from "My Documents" will not be shown in detail in the list of items to backup. This will make the backup list load much quicker in cases where there are a large number of items in "My Documents".   (Note - the option may not be available in all releases of OutBack Plus).

▶ This option also applies to the "My Pictures" and "My Music" folders.

Do not include OutBack Plus files in the Backup

▶ If checked, OutBack Plus Backup files (opz files) will automatically be omitted. This is useful if you happen to save the backups in "My Documents" and wish to save that folder.

4.8   Program Options - Jobs
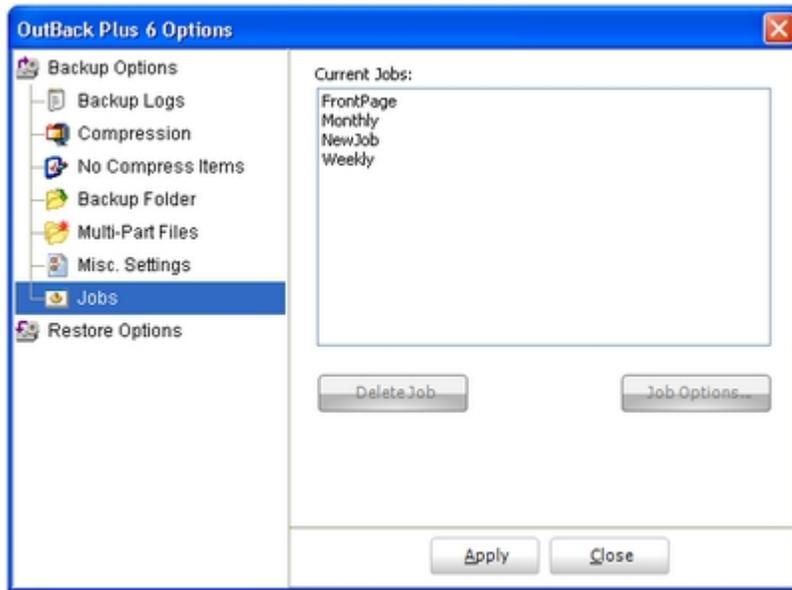
▶   See the FAQ "What are Jobs - Why would I use Jobs" for more information.

▶   You may set a number of options for each "Job". The "**Job Options**" mirror the general system options.

▶   The "**Job Options**" are described in more detail below:

4.8.1   Job Options - Folder, etc.
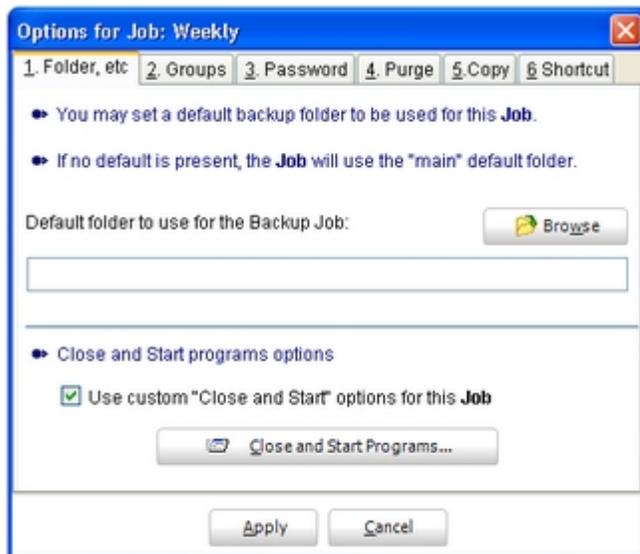
▶   If a backup folder path is set for the Job, this will supersede the overall default path set at [Program Options - Backup Folder]

▶   If the "Use custom Close and Start options ......" is checked, you may set "Close" options
    that are specific to the Job, See Tools - Close & Start Programs for more details.

4.8.2   Job Options - Groups
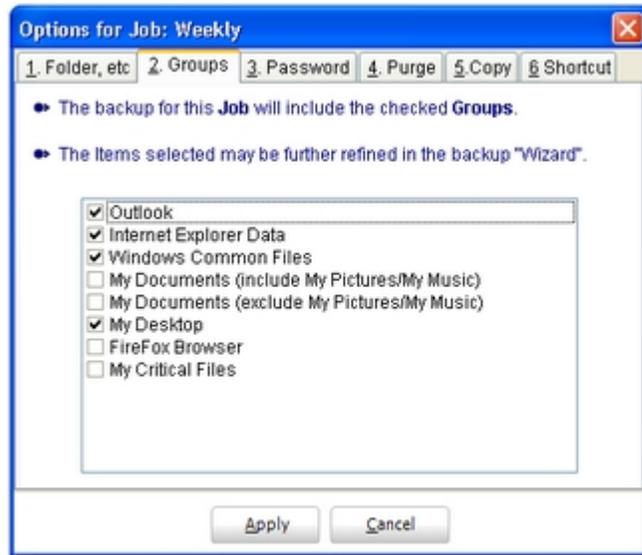
▶   When defining a new Job (as in the Schedule Setup) you may select the major groups of
    data to include in the backup "Job".

▶   If the Job name was set during the regular backup process (see "Backup - Step 3"), the
    Groups will have been set during the backup process.

4.8.3   Job Options - Password

▶   You may protect the backup file from being read by others using a password. The
    password is case sensitive. The password is used to encrypt the data within the backup
    file.

> ▶ The "Password type" selects the level of protection. The Zip 2.0 type password is a the weakest protection but requires the least time. This type of encryption can resist attacks by amateurs if the password is well chosen and long enough (at least 16 characters) but it will probably not resist attacks by determined users or experts.

> ▶ The "AES" options provide "industrial strength" encryption. The 192bit and 256bit AES options are approved by the US Government for "Top Secret" levels of protection.

4.8.4 Job Options - Purge
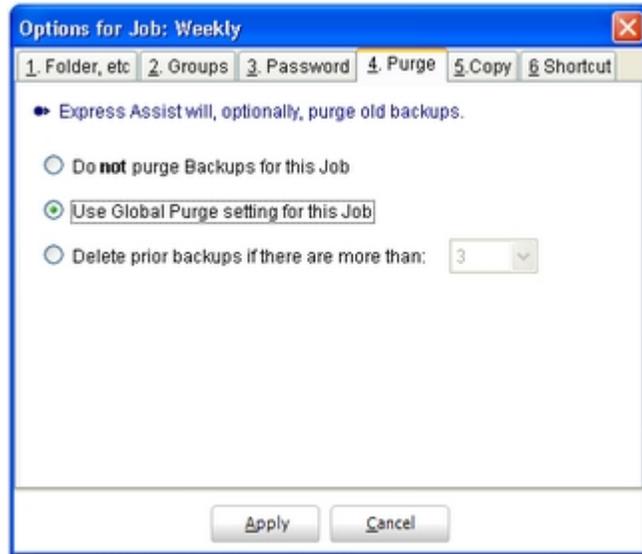
> ▶ You may set a purge option specifically for the "Job", or use the overall system setting.

4.8.5 Job Options - Copy
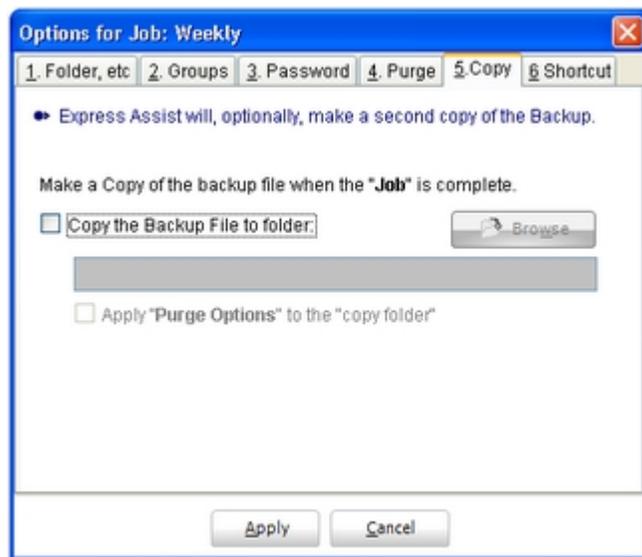
> ▶ **OutBack Plus** will (optionally) copy the backup file to another folder when the backup is

complete. This might be used, for example, to save an additional copy of the backup file on a network server. Check the box "Copy the Backup File to Folder" and then enter a folder in the text area below the check box. You may also click "Browse" to locate the folder for the second copy.

▶ If the box *Apply Purge Options to the "copy folder"* is checked, the Backup Purge setting (above) will also apply to the second copy folder.

4.8.6   Job Options - Shortcut
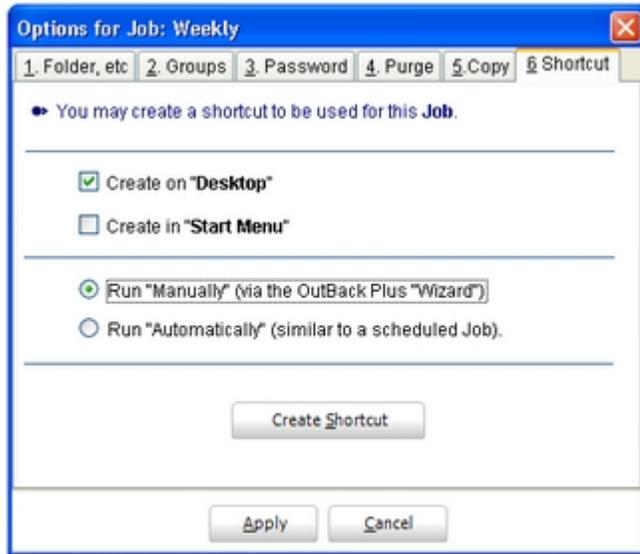
▶ You may create a shortcut to allow the "Job" to be run directly from the Desktop or the Start Menu.

▶ Select the location for the shortcut and the style of operation, then click "Create Shortcut".

4.9   Program Options - Restore Options
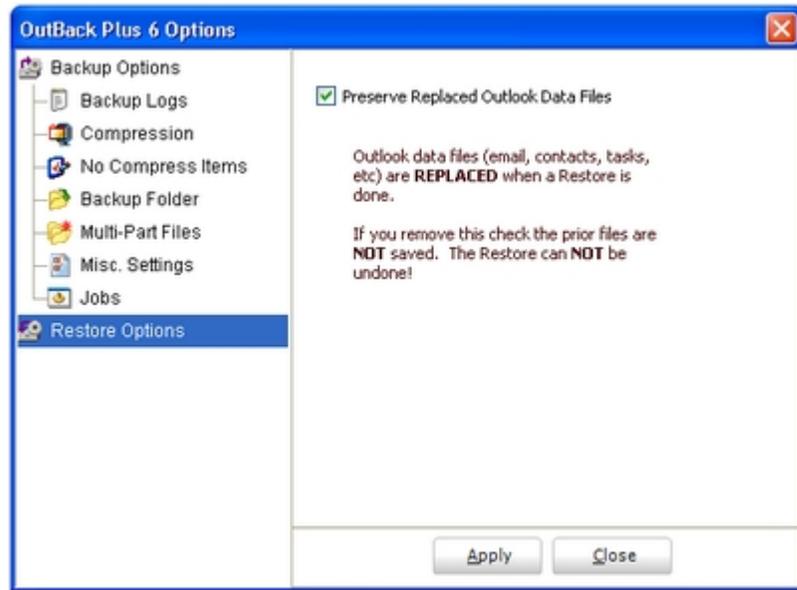
▶   When restoring files, **OutBack Plus** will automatically preserve any "**critical**" prior data file with the same name.

▶   For example, if you restore "Outlook.pst" and you have an existing "Outlook.pst" file, **OutBack Plus** will save the original file with the date and time of the restore.

▶   In more detail -- Outlook[2005-04-03@10:22].pst is a file that existed before the restore done on 2005-04-03 at 10:22am.

▶   Hence, if you restore something by mistake, you can always recover the prior version of your file.

▶   All operations are recorded in the Restore Log for use if required.

Notes:

1.   When restoring Internet Explorer Cookies or Favorites, no attempt is made to preserve the prior data.

2.   If you do not wish to preserve files while restoring, remove the check mark beside "**Preserve Replace Files**".

3.   Non-critical files (e.g., a signature file) will be sent to the recycle bin when being replaced rather than being preserved as above.

5 Tools Menu

5.1 Tools Menu - Introduction

▸ The Tools menu consists of:

🔍	Find Item in Tree Ctrl+F
🔲	Set Backup Reminder...
📄	Set Backup Purge...
📄	Set Log File Purge...
🔧	Schedule Backups...
📂	Close & Start Programs...
✔	Test Backup File
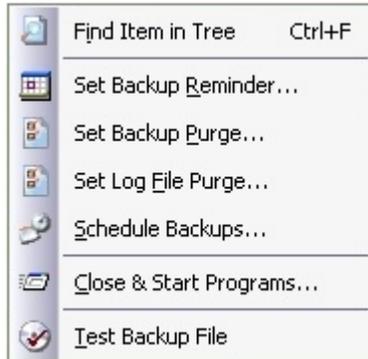
5.2   Tools - Find Item in Tree

▶   The "find" is available while the main folder "Tree" is showing.

▶   This is used to search for any file in the Tree. It will be of particular use to those that have a large number of files.

5.3   Tools - Set Backup Reminder

▶   **OutBack Plus** will check to see if a backup is overdue and advise if you have not done a backup.

▶   You may change the time elapsed between the reminders by choosing menus: "Tools\Set Reminder Time".

▶   By default, the reminder is done using the internal **OutBack Plus** Backup scheduler.

▶   If you do **NOT** wish to use the schedule function, you may enable the check box "Use startup in Start Menu for Reminder". You may wish to do this on older systems to conserve system resources. Note: if this option is used, the reminder will only occur when the machine is restarted. If you use the "Standby: or "Hibernate" features of Windows (such that you do not actually start your machine), then the reminder will **NOT** occur

▶   If your backup is overdue, a "Reminder" window will appear as:
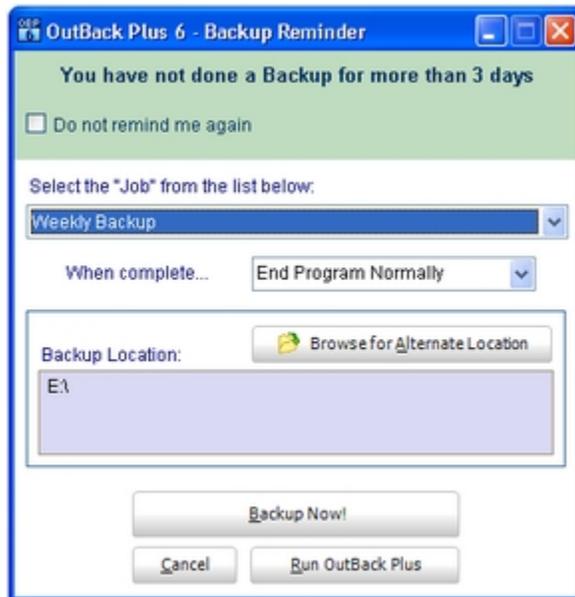
▶   The default location for the backup is shown in the middle window. You may change the location for the backup using the button labelled: "Browse for Alternate Location".

▶   The "Backup Now" button will run the backup without showing the "wizard" steps.

▶   The "Run OutBack Plus" button will launch the OutBack Plus "wizard".

5.4   Tools - Set Backup Purge

▶   **OutBack Plus will** retain the location of the previous backup file.

▶   If you always save the backups to the same physical disk, (e.g., a network disk drive), the disk space used will continue to increase unless you delete the older backup files.

▶   **OutBack Plus** will, optionally, delete old backup files found at the same location.

▶   The "Set Backup Purge" option is available from the menu "Tools"

▶   AFTER the current backup is completed successful, **OutBack Plus** will check to see how many backup files are present at the same location.

▶   If there are more files that specified in the option list, **OutBack Plus** will delete the oldest ones leaving only the requested number of files.

▶   The automatic purge is only done after the current backup is completed. Hence, you require enough space on the backup medium to accommodate the new file before the old one(s) are deleted

5.5   Tools - Set Log File Purge

▶   **OutBack Plus** will retain backup logs for each backup.

▶   **OutBack Plus** will, optionally, delete old log files found in the standard data history folder.

▶   The "Set Log File Purge" option is available from the Tools menu.
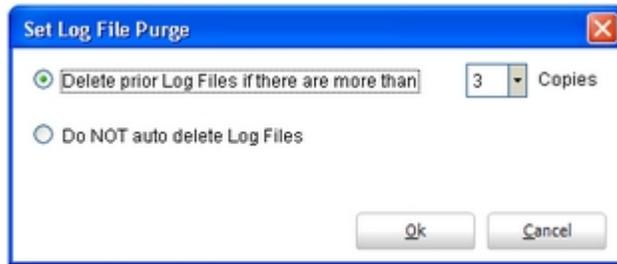
▶   The purge of log files is done only after the current backup is successfully completed.

5.6   Tools - Schedule Backups

▶   **OutBack Plus** includes an integrated scheduler which provides the ability to schedule a backup to be run at a pre-determined time.

▶   Select "Schedule Backups..." from the "Tools" menu to add or change item in the schedule. If you have not created any scheduled items, you will be prompted to add an item.

Adding a Scheduled Job

▶   The first time the schedule function is used, the "Add" wizard will appear automatically. You may also add a new scheduled event using the "Add" button on the Scheduled job list.
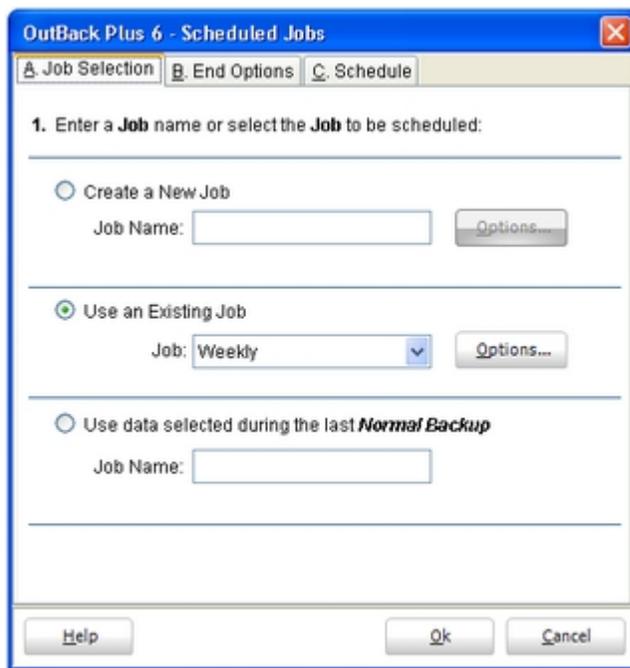
A.   Job Selection

▶   Select the source for the "Job" information. When adding a new event, you may elect to (a) define a new Job, (b) use an existing Job, or (c) simply run the last backup again.

▶   If creating a new Job or using an existing Job, you may define or update the Job Settings (using the "Settings" button).

B.   End Options
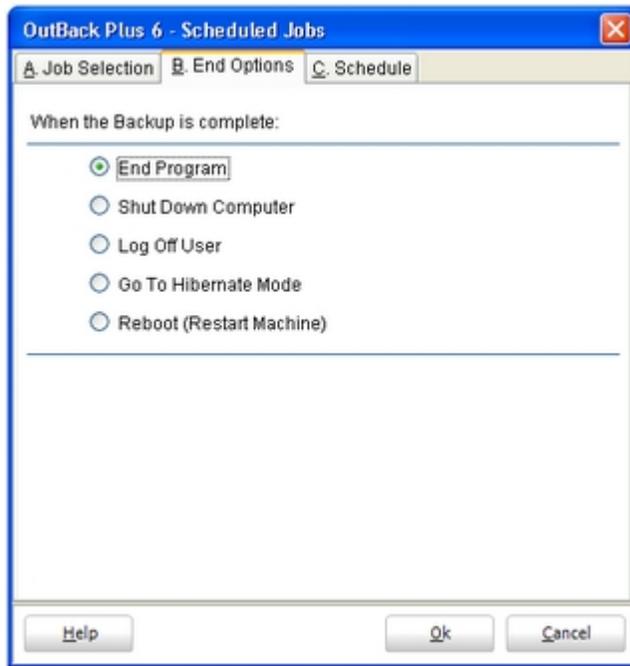
▶   Choose the action to perform when the backup is complete.

C.   Schedule
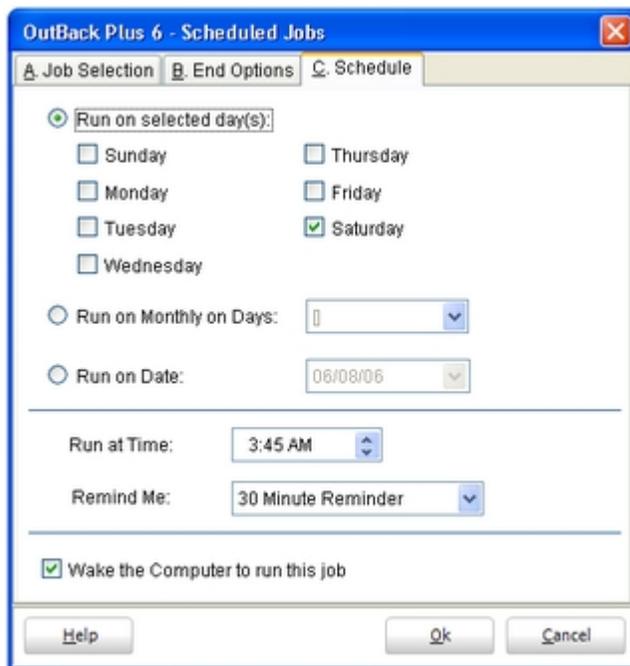
▶   Choose (check) the day or days to run the Job.

▶   When "Monthly on Days" is chosen, the drop-down window shows as:

You may choose one or more days at once.

Viewing and Managing the List of Scheduled Items

▶   Once you have at least one scheduled item, the list of items will show.
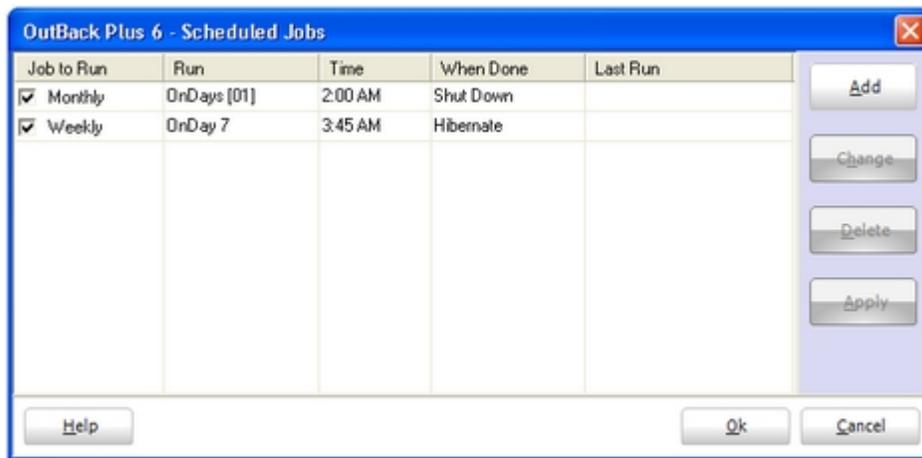
▶   You may temporarily disable an item by removing the check in the first column.

▶   To change or delete an item, select it and then choose "Change" or "Delete"

▶   Once the item has been done, the date of the last run will show in the last column.

5.7   Tools - Close & Start Programs

▶ Microsoft Outlook will exclusively lock data files while the program is running.

▶ Outlook may be running even though not visible to provide services to other applications (e.g., Palm Pilot Synchronize programs).

▶ It is generally not possible to include exclusively locked files in the backup.

▶ **OutBack Plus** provides two options to circumvent the problems associated with open and locked files:

"**Open File Manager**" -- The Open File manager is an optional windows driver module which will allow OutBack Plus to produce a reliable copy of any file which in-use or locked. If this module is installed, the "Use Open File Manager....." check box (see illustration below) will be enabled. If checked (the default), then the other settings are **ignored**.

Auto Close Applications -- **OutBack Plus** will, optionally, automatically attempt to close other applications to allow the backup to proceed.
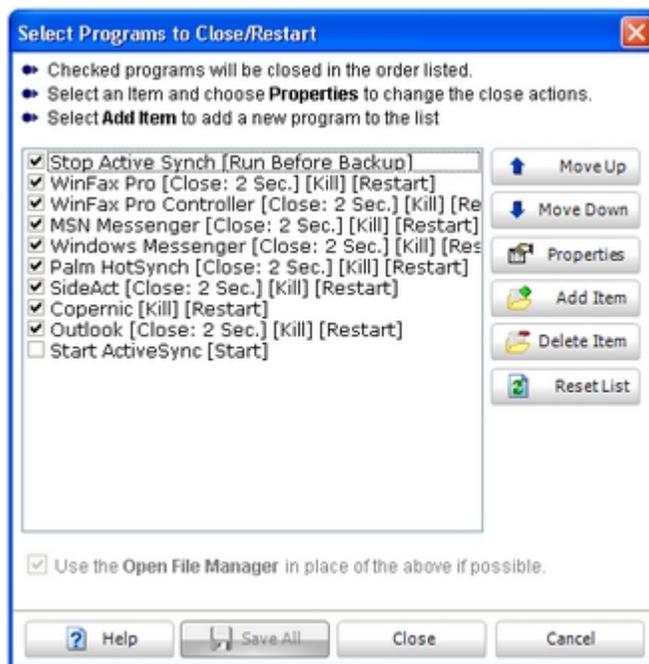
▶ Programs are closed if checked in the list. **NOTE:** If you do not have a program shown in the list there is **no** need to remove or uncheck the item. If the program is not running - the item is ignored.

▶ Programs are closed in the order shown in the list. To change the order, select and item and click "Move Up" or "Move Down".

▶ Select an Item and choose "Properties" to change details regarding the Item. Or, to add a new program, click "Add Item"
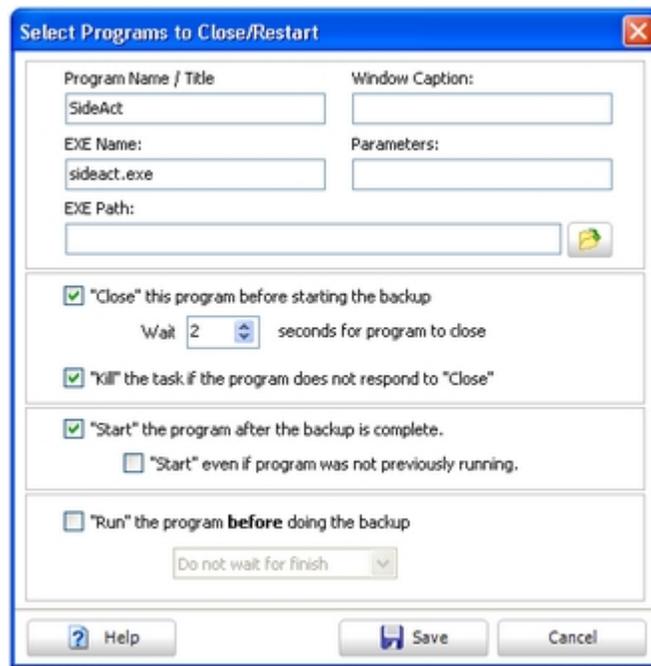
▶ If "Close" and/or "Kill" boxes are checked, **OutBack Plus** will request that the application "Close". You may enter a time delay (in seconds) that **OutBack Plus** is to wait for the program to close.

▶ In some cases, a program will not "Close". This will typically happen if the program is waiting for input (e.g. waiting with a message "Save changes Y/N ?"). To close the program without waiting for any response select "Kill" as well. **Note**: killing a program can lead to loss of data (e.g. if the program is waiting for input). (See "Open File Manager" above for a practical solution to this dilemma).

▶ If the "Start" box is checked, **OutBack Plus** will start the program after the backup is completed. The program will only be started if it was closed by **OutBack Plus** unless you check the ["Start" even if the program was nor previously running] box.

▶ If you wish to start a program that is not normally running - you should provide the path to the program in the box labelled "EXE Path". This is NOT required for standard programs like Outlook.

▶ The program may be restarted with parameters. Parameters containing blanks must be enclosed in quotes ("). Separate multiple parameters with blanks.

▶ If the "Run" box is checked, **OutBack Plus** will run the program (under "EXE Name") with parameters (optional) before beginning the backup. If the program ("EXE Name") is not registered in the system, you must provide the path to the program in the box labelled "EXE Path".

▶ When using the "Run" option, you have the option to wait until the task has completed. Do not use this setting for tasks that may not complete.

▶ When adding a new program, you must enter the actual program exe name under "EXE Name".

5.8   Tools - Test Backup File

▶   The "Test Backup" function will perform a detailed test of the backup file.

▶   The function operates as follows:

    1.   Select "Test Backup" from the menu

    2.   Browse to find the backup file to test

    3.   A progress window will be shown while the file is being tested.

    4.   If errors are found, a log will show providing details of the problems.

▶   The "Test" will typically show:
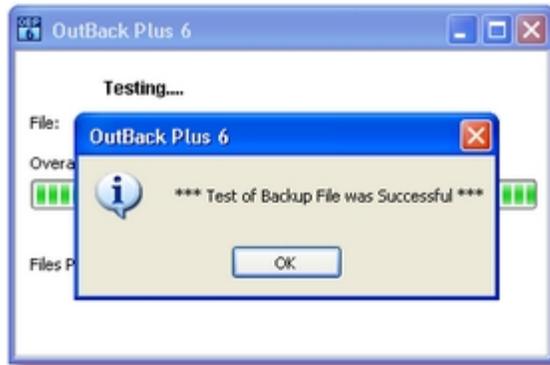
6 Live Update and In Touch

6.1 Live Update - Introduction

▶ **OutBack Plus** is updated to add features and correct any deficiencies reported.

▶ The **Live Update** function allows you to retrieve the current update(s) via the Internet.

▶ An Internet connection is, of course, required for this function but the connection is NOT required for the general day-to-day operation of **OutBack Plus.**

▶ The main Live Update window appears as:
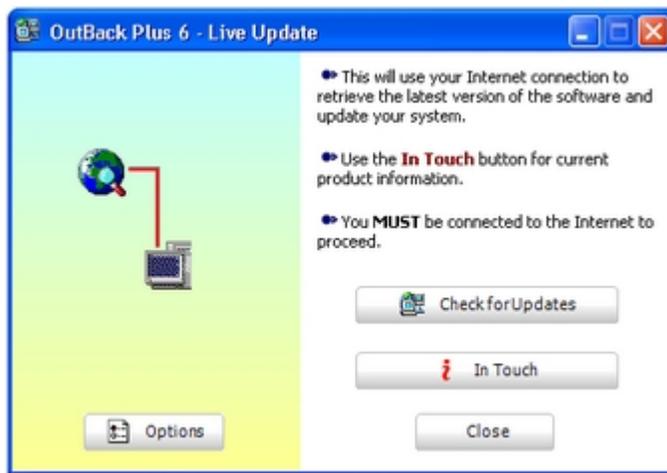
▶ Click "**Check for Updates**" to initiate the "Live Update"

▶ Click "In Touch" to fetch current information of **OutBack Plus.**

▶ Click "Options" for the Live Update Options

6.2 Live Update - Operation

▶ After "**Check for Updates**" is chosen, the program will retrieve the current status information:
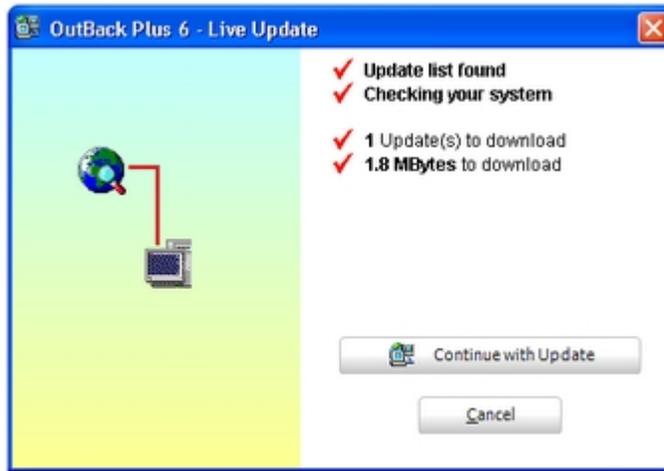
▶ Once "**Continue with Update**" is chosen, the updates are downloaded and applied.
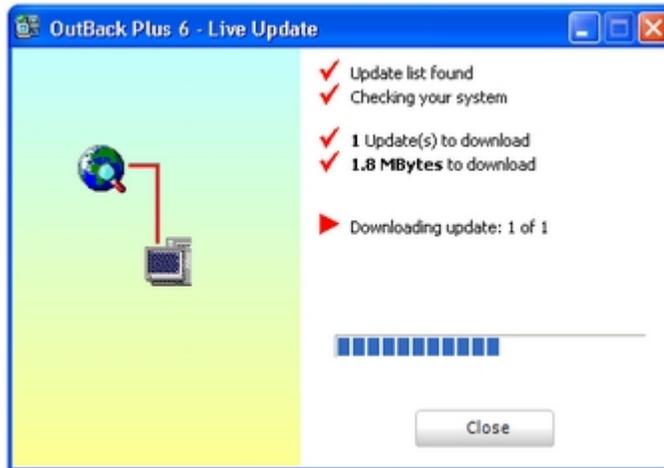
▶ A restart of the program will be required to complete the updates. This will be done automatically by the Live Update utility.

6.3   Live Update - Options

▶   The Live Update Options window appears as:
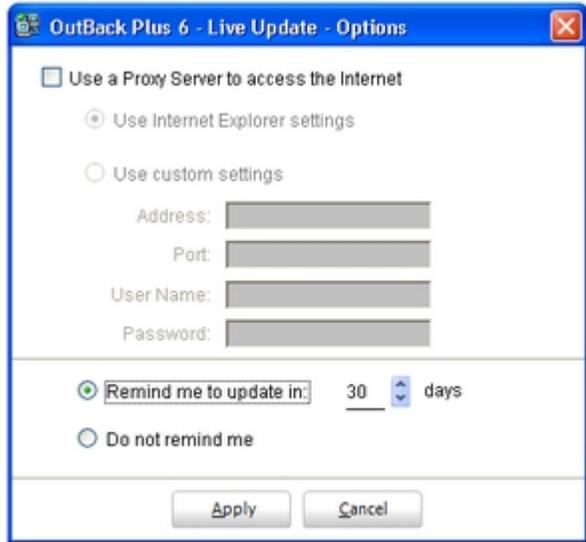
▶   If a Proxy Server is required to access the Internet, enter the parameters in the upper portion of this window.

▶   You will be reminded to check for updates unless you set the "Do not remind me" option.

6.4   In Touch

▶   The **In Touch** window will fetch and index of current product information available from AJSystems.com
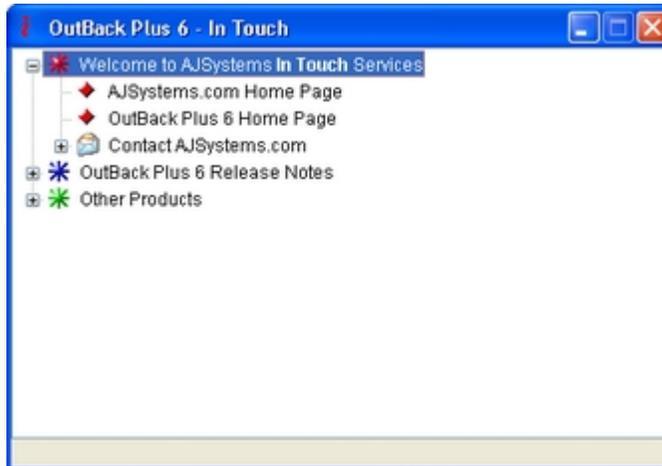
▶   Browse down the list (click the [+] to expand items) and click on any item of interest to display more information.

7   Backup Now!

7.1   Backup Now!

▸   The "Backup Now!" function allows you to start a backup quickly. It will show a window
     as:
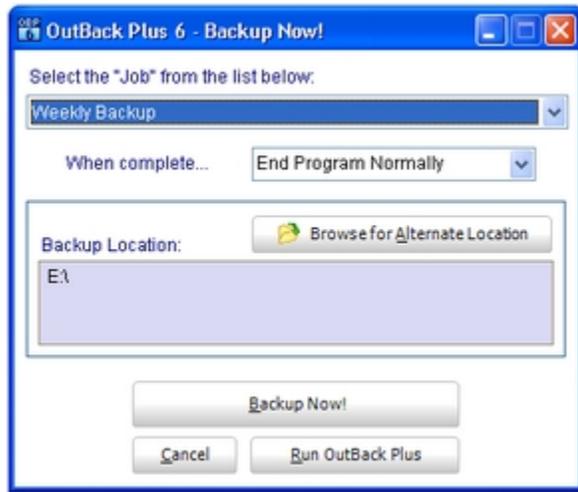
▸   If you have Scheduled Jobs (See "Tools - Schedule Backups"), you may choose the "job"
     to run from the drop-down list; or, choose to redo the last backup.

▸   The default location for the selected backup is shown in the middle window. You may change
     the location for the backup using the button labelled: "Browse for Alternate Location".

▸   The "Backup Now" button will run the backup without showing the "wizard" steps (similar to a
     scheduled backup).

▸   The "Run OutBack Plus" button will launch the OutBack Plus "wizard".

8   FAQ - Technical Details

8.1   Choosing Backup Media

OutBack Plus will make a backup on most media available on your computer. This includes diskettes, removable disk drives, fixed disk drives, CD-R / CD-RW devices, and networked drives.

Diskettes - While diskettes may be used, they are far from ideal. The capacity of a diskette is quite limited. However **OutBack Plus** will allow the backup to 'span' multiple diskettes. In our experience, diskettes fail more often than other media. It appears as if the failure is directly related to the importance of the data on the diskette.

Removable Drives - Removable drives are typified by the venerable Iomega "ZIP" drive. They are much larger capacity and typically more reliable than diskettes.

CD-R and CD-RW Devices - Most modern PC's include a CD-R drive. The media is inexpensive and quite reliable. See the notes "Saving to CD's and DVD's" for further information.

Networked Drives - If you have multiple PC's you may also save the backup to a drive on another machine. We recommend that you create a mapped drive to the remote machine for this purpose.

Regardless of the media chosen, we recommend that you try to use media which is large enough to accomodate the backup file in it's entirety if possible. This is not mandatory but it does make operations much easier.

8.2   Safe Practices

We recommend the following:

▶ **Regular Backup** - Make a backup regularly. You never know when you will need one. **OutBack Plus** includes a reminder function for just this purpose.

▶ **Use removable media** - Modern computers are supplied with high speed USD 2.0 interfaces. Large disks drives with USB 2.0 interfaces are available at reasonable costs. In addition, the USB flash drives (also known as memory sticks) are available with large capacity. These USB 2.0 disks are excellent for backup purposes.

▶ **Cycle the Backup** - If you use re-recordable media (e.g., a zip disk) do not rely on one backup disk. Use a set of backup disks. For example, use three sets (labelled A, B, C). Make a backup on set A , then on set B, and then on set C. Restart again using set A, then B, etc. This way, if the media goes bad (not impossible at all), you still have the prior backup available.

▶ **Consider CD's or DVD's** - CD's and DVD's are inexpensive and, if handled properly, very reliable. While these are much slower and less convenient than USB type disks they are a good choice.

▶ **Keep the Backup Safe** - The backup file (or at least one copy from a set) should be kept away from the computer, preferable off site. A backup disk that is in the computer that is stolen is not very much good.

8.3   Saving to CD's and DVD's

The **OutBack Plus** - backup file can be saved to a CD or a DVD disk.

Direct saving to CD or DVD disk is supported as long as the disks have been pre formatted to accept direct file writes. You will need to have some type of CD/DVD software installed on your system that makes your CD/DVD drive act as a standard drive.

Most modern machines are supplied with software to support this function. The most popular software packages are:

Roxio "Easy CD Creator" -- Later versions (i.e. version 6 and 7) of the "Easy CD Creator", include a function called "**Drag-To-Disc**". The "Drag-To-Disc" allows all other programs on the system to save data directly to a CD-R, CD-RW, DVR-R or DVD-RW disk. It is used as follows:

1. -- insert a blank disk
2. -- if Windows shows a window asking what to do - "cancel" this window.
3. -- look for the "Drag-To-Disc" window (lower right corner of the screen).
4. -- right click on this window
5. -- choose "Format"
6. -- wait until the format is done.
You are now ready to save data files directly to the CD or DVD drive.

Roxio "Easy CD Creator" -- Legacy versions (prior to version 6) are supplied with a module named "DirectCD" which performs the functions similar to "Drag-To-Disc". The "DirectCD" module is started from the "Data Project" selection on the Roxio project selector. Note: **DirectCD** Version 5 was very problematic on Windows XP. You **MUST** have the latest release of version 5 to operate reliably on Windows XP.

Nero Burning Rom -- Most versions of NERO are supplied with a module named "**InCD**" which provide the direct write support. "InCD" requires that you use CD-RW, DVD+RW or DVD-RW disks only.

When you start your computer, InCD starts automatically. There is no link to InCD in the Programs folder. The InCD icon appears in the system tray, which is usually in the bottom right-hand corner of the screen. The InCD icon shows information about the CD, which is currently in the drive, or about the drive itself. You must format unformatted discs before you can use them with InCD.

Sonic RecordNow Max -- The Sonic product includes a module named "**DLA**" (Drive Letter Access). The DLA module provide the required functionality. You must format the discs before you can use them with DLA.

Windows XP Users Note: Windows XP includes built-in functionality to use CD media as a destination to write files to within Windows Explorer. This functionality is **only** included for Windows Explorer. This **does not** allow other applications such as **OutBack Plus** to write to the CD.

If you do not have the direct write software (as above), you can still save the backup file to the CD by:

1.   Make a backup to some temporary location on your hard drive (say c:\MyBackup).

2.   Copy the completed backup file to the CD using the software supplied with the Windows XP or the CD/DVD drive.

8.4 Command Line Parameters

OutBack Plus will accept command line parameters. These command line parameters may be used (for example) to launch **OutBack Plus** from the Windows Scheduler or from a shortcut.

The parameters are:

\Q -- Run without showing the "wizard" interface. This is required for a scheduled task

\QS -- Run (as for \Q) and "ShutDown" the machine when done.

\QH -- Run (as for \Q) and "Hibernate" when done.

\QL -- Run (as for \Q) and "Logoff" the user when done.

\QR -- Run (as for \Q) and "Reboot" the machine when done.

\D="...path specification..." -- use the specified path for the backup. This over-rides any other normal default save paths.

\J="...Job Name..." -- run the designated Job Name. If a Job name is not present when any of the \Qx parameters are used, the last backup done will be repeated.

\W=n -- Issue a warning showing the backup will begin in "n" minutes. i.e. the backup will be delayed by "n" minutes.

9 Product Support

9.1 Product Support - Contact Us

Product Support

If you have a question that is not covered in this document, please consult the AJSystems Knowledge Base: http://ajsystems.com/kb/ for additional current information.

If you are still having a problem, please use the **OutBack Plus** menu item "Help" - "Request Support by Email" to send a message requesting support. This menu item will create an email message which includes critical information to assist with support.

If you are unable to use this menu item, send an e-mail message to support@ajsystems.com

In either case, be sure to include:

· the version number of the **OutBack Plus** program (from the "Help" / "About" window).

· the version of Windows which are you running - Windows 95, W98, ME, NT4, W2000, or Windows XP

· details about the problem you are encountering.

OutBack Plus is developed and supported by:

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10 Appendices - Troubleshooting

10.1 What are Jobs - Why would I use Jobs?

▶ **OutBack Plus** is designed to make backups/archives of data on a regular basis.

▶ You may choose the applications data "groups" (e.g. Outlook Express) to be included in a backup/archive. In addition, you may wish to include only some critical portion of the application data in a backup/archive. For example, you may wish to make a backup of just the "InBox" and "Sent Items" of Outlook Express. This is easily done by selecting the mail folder(s) in question.

However, suppose you wish to make a backup/archive of all of Outlook Express once a week but make a copy of only the "InBox" and "Sent Items" daily.

"**Jobs**" are intended to simplify this process. You would make a backup selecting the data you wish to include in your daily backup and save it as the "**Daily**" Job. Then, at the weeks end, make a new backup selecting the data you wish to include on a weekly basis and save it as a "**Weekly**" Job.

▶ **OutBack Plus** will remember your selections for each of the Jobs.

▶ You may have any number of "**Jobs**".

10.2 "Contacts Moved or Displayed..." Error Message

▶ After upgrades, you may receive the message:

The address list could not be displayed. The Contacts folder associated with this address list could not be opened; it may have been moved or deleted, or you do not have permissions. For information on how to remove this folder from the Outlook Address Book, see Microsoft Outlook Help

▶ If you are running Outlook 2000, see Microsoft Knowledge Base Article:
http://support.microsoft.com/default.aspx?scid=kb;EN-US;q251416

▶ If you are running Outlook 2002 (Outlook XP) or Outlook 2003, see Microsoft Knowledge Base Article:
http://support.microsoft.com/default.aspx?scid=kb;EN-US;q319901

10.3   Error 503 - while creating a backup

The Error 503 is generally the result of a problem with access to the backup device.
If saving to a CD, possible causes of this error are:

▶   The CD is not formatted for direct save of data.
▶   A CD-RW disk has developed a 'bad area' - may be corrected by a reformat.
▶   A CD-RW disk is marked Read-Only.
▶   The CD is formatted but the access software (e.g. Drag-To-Disk or InCD) is not ready.
▶   Out of date driver software for a CD writer. Note: this is a common problem when using Roxio Easy CD Creator 5 with Windows XP. (Creator 6 and 7 do not suffer from the same problems).
▶   See the AJSystems Knowledge Base article "How do I save the backup to CD's or DVD's" for additional information.

If saving to a network drive, or a local drive under Windows 2000/XP, you may not have the appropriate permission to save to the target drive or target folder.

See the AJSystems Knowledge Base: http://ajsystems.com/kb/ for additional information.

10.4   Error 507 - while creating a backup

The Error 507 is generally a result of an I/O problem with the target device. Some possible causes of this error are:

▶ Target device is full.
▶ A "bad spot" on a CD-RW disk (possibly cured with a reformat).
▶ Loss of connection on a network disk (especially with wireless networks).
▶ Out of date driver software for a CD writer.
▶ Hardware problems with the a disk, disk controller or network.
▶ Attempting to save a backup file greater than 4gb on a disk formatted with the FAT32 file system. You must use the NTFS disk format (the default format for Windows XP) if files are larger than 4gb. If you can not use the NTFS format - save the backup in smaller "chunks" - see: Multi-Part Backups in Backup - Step 3.

See the AJSystems Knowledge Base: http://ajsystems.com/kb/ for additional information.

10.5   Windows and Outlook Version Differences

▶   Outlook is available in multiple versions (e.g., 98 and 2000, 2002) and Windows is also available in multiple versions (e.g., XP, W2000, 98). The actual storage location and/or the name of the main "Outlook Today" data file (pst file) is NOT standardized. In addition, the user may change the name and location of the data files.

▶   This variability is not generally a problem when saving and restoring to the same or similar systems.

▶   However, when upgrading or moving between versions of Outlook or Windows, this variability can be more than a nuisance. To accommodate the situation, **OutBack Plus** examines the system registry to determine the name and location of the main data files.

▶   When Restoring, the names and paths (storage locations) of the various main files on the current system are compared to the same data in the backup file.

Files in the Backup - NOT on the current system

▶   You will receive a warning if Outlook Personal files are found in the Backup which are not on the current system.

▶   If this is mismatch is detected, the files in the backup which do not match to locations on the new system are shown in red.

Why does this happen?

▶   This could occur when upgrading from one version of Outlook to another. As an example, the backup file may have a personal file "Outlook.pst" while the new system may have a personal file called "Mailbox.pst".

▶   Or, you may have multiple pst files on the system and only one pst file in the backup (or vice versa).

▶   It is most likely that a non-matched file in the backup should be restored as the file that is mismatched on the system. In the above example, it would mean restoring the "Outlook.pst" as "Mailbox.pst" (i.e. the version differences of Outlook and/or Windows has caused a name mismatch).

▶   In many cases, there will be one or more "**Archive**" folders in the backup which do not exist on the machine where the restore is being done. The Archive folders may be restored as follows:

1. Select (check) the Archive folder(s) ... even though flagged in red.
2. Restore the folder(s)
3. Once the restore is done, go to the Outlook menu "File" - "Open" - "Outlook Data File"
4. Select the Archive folder (".pst" file)
5. Open it.

What does OutBack Plus do automatically?

▶   If the names match but the paths differ, OutBack Plus will automatically resolve the differences in storage location.

▶   If you have multiple names which do not match, automatic correction is not possible.

What should be done?

▶ Do NOT restore the file(s) in red (other than Archive folders -- see notes above) while doing "Restore All/Selected Data".

▶ You may restore other items if you wish

▶ Follow the instructions under "Restore - Import Outlook Data Files" to complete the restore of the files in red.

10.6   Outlook File Compatibility

▶ The Outlook "Personal Folder" files (".pst" files) may be in one of two formats:

  ▪ Outlook 97/98/2000 format

  ▪ Outlook 2003/2007 format

▶ Outlook 2003 introduced a new format that is "Unicode" compatible and removes the maximum file size limit of 2GB that applied to the Personal Folder files prior to Outlook 2003.

▶ Outlook 2003 and Outlook 2007 can use the older format (97/98/2000) Personal Folder files. However, Outlook 97/98/2000 can NOT use the Personal Folders files created in the Outlook 2003/2007 format.

▶ It is possible to create the Outlook 97/98/2000 format files with Outlook 2003/2007 (even though the default is to create all files in the new "Unicode" format). Unfortunately, all Personal Folder files have the same file type extension (".pst").

▶ OutBack Plus will provide a warning when restoring files which may be incompatible.

10.7   Backup - Which Outlook Files are Included

OutBack Plus automatically includes the following files and file types from Outlook:

- *OUTLOOK.PST* - the Outlook.pst file contains "Outlook Today" folders.

- **.PST* files - other "personal folders" (e.g., archive.pst)

- **.OST* files - Offline Storage files

- **.OAB* files - Offline Address Books

- **.OFT* files - Outlook Forms Templates

- **.PAB* file - personal address books

- **.FAV* - Outlook bar settings (Outlook 97, 98, and 2000).

- *OUTCMD.DAT* - your global views and menu customizations

- **.NICK* - nicknames files

- **.RWZ* - rules wizard files

- **.VCF* - Virtual Business Card files

- Signature files - including *.RTF, *.HTM, and *.TXT signatures

- 'Adult Content Senders' and 'Junk Senders' files (Outlook prior to Outlook 2003/2007).

- Outlook.xml - Outlook 2003/2007 link customization.

In addition to the standard files above, **OutBack Plus** will backup critical information from your registry:

- Internet email accounts - the settings for the Internet Only mode email accounts

- Outlook Options settings - these are the settings found under the Outlook menu "Tools\Options". Note that in some cases (e.g., Journals) this data is only complete when combined with data in the file "outcmd.dat". Hence both should be saved and restored.

If the Business Contact Manager is installed with Outlook 2003 or 2007, the Business Contact Manager data base will also be included in the backup.

10.8   Microsoft Outlook Data Files not found

"**Microsoft Outlook Data Files not found**" error on starting **OutBack Plus**

You may receive this error message for any of the following reasons:

A - Outlook has not been configured

▶   Before running a backup or a restore, you must run Outlook at least once on the machine to establish the data locations which Outlook will use.

▶   If Outlook has not been run, launch the program. You may skip the entry of email account data if you will be restoring the account data from the backup.

B - Outlook is configured for use with Microsoft Exchange Server

▶   **OutBack Plus** is designed to operate on local Outlook data files. When Outlook is used with Exchange Server, the "Outlook Today" data will reside on the Exchange Server rather than the local machine.

▶   When Outlook is used with Exchange, you may also have local copies of data. The local data is typically in Offline Storage Files (OST files) or Personal Address Books (PAB files). You may also have local Personal Folder Files (PST files).

▶   If you are using Outlook with Exchange, configure the local files before using **OutBack Plus**. Once the local files are configured, you may backup or restore the <u>local data</u> using **OutBack Plus.**

10.9   Cautionary notes regarding Ofline Storage Files (OST)

Excerpt from MS Support:

Offline Folder files (OSTs) are considered slave replicas of the server-based folders. If you delete the master, the slave is orphaned. If the original Microsoft Exchange profile was not modified, you can sill start the Microsoft Exchange client offline with the old OST and recover the data by moving the messages from the OST to a PST file. However, if the old profile was deleted or modified (by using it to log onto a different mailbox) then the data in the OST is lost.

MORE INFORMATION

 You can recover mail stored in an OST, provided that you have not tried to modify the profile that was used to create the OST file. If the profile used to create the OST file has been modified to point to a new mailbox, the information contained in the OST file may be lost. This is because security on an OST works so that Windows NT authentication cannot be used when you work offline. Therefore, you must "prove" that you're allowed to log onto the server-based master before the OST file gives you local access. To do this, Exchange Server creates an encrypted "cookie" from your mailbox's unique entry ID while you are successfully logged into the Exchange Server computer. This cookie is securely stored in your Exchange Server profile. Essentially, your profile stores this key for the OST. Every time you try to access the OST file it checks your profile for the existence of this key. If you modify the profile or try to connect to a new mailbox or new server with the current profile, Microsoft Exchange replaces this key with a new value from the mailbox that was created. At this point, you cannot access the data that was contained in the OST created against the first mailbox. For more information, see the Microsoft Exchange Disaster Recovery Document on Microsoft TechNet or on the Internet at:
http://www.microsoft.com/exchange/techinfo/BackupRestore.htm

STEPS TO RECOVER

If you have not modified your profile or attempted to log on to the new mailbox, use the following steps to copy the offline messages to a PST:

1. Start the Exchange Client OFFLINE.

2. On the Tools menu, click Services.

3. Click Add.

4. Add a Personal Folders (PST) service.

5. Select the messages that you want to copy.

6. On the File menu, click Copy.

7. In the Copy to dialog box, select the personal folders (PST) that you created in step 4.

8. Click OK.

9. Repeat steps 5 through 8 for each folder that contains messages.

At this point, the messages are copied to a PST. You can create a new profile and you can log on to the new server-based mailbox. After you complete this successfully, you can add a Personal Folders service (by referencing the PST created above), and you can copy the messages from the PST back to the server-based mailbox. NOTE: offline folders (OSTs) should not be considered as backups of your server based store. For more information on proper server backups, refer to the

Microsoft Exchange Server Administrator's Guide, Chapter 15.

10.10 Outlook shortcuts do not work

▶   On occasion, after a restore of Outlook data, the Outlook Shortcut icons no longer work.

▶   This can be resolved by:

- Ensure that the "Folder List" is visible (enable it from the "View" menu).

- Right click on the "Inbox" icon in the Outlook Bar (leftmost column)

- Choose "Remove from Outlook Bar"

- Ensure that the "InBox" is visible in the Folder List (you may need to expand the list by clicking on the + beside Outlook Today).

- Right click on the "InBox" in the Folder List

- Choose "Add to Outlook Bar"

▶   Repeat the above for any shortcuts that do not work.