

# Re: Outlook 2002 How to Retrieve Hard Deleted Items?

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<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2006-09/msg07731.html>

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- *From:* Vera <Vera@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Fri, 22 Sep 2006 11:16:02 -0700
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Thank you for the fast reply and specific information, Malke.

I did start looking at data recovery software, although I'm not certain that the learning curve I'd need to acquire those skills is worth it for me quite yet. I realized from your answer, though, that I can easily take my external backup drive to an expert. My subconscious must have been telling me that when I deliberately skipped backup last night. Unfortunately I'm a few thousand miles away from Silicon Valley, so Drive Savers isn't an option. Somewhere I have made note of the 2 data recovery experts/firms within an hour's drive of me.

Thanks again.

Now I'm just wondering if I should ignore the DumpsterAlwaysOn registry file I created, which served no useful purpose for me, or whether digging further might uncover this mythical Deleted Item Recovery function in Outlook. Certainly sounds like a useful feature. :)

Vera

"Malke" wrote:

Vera wrote:

Yesterday I accidentally deleted pages of mail from an Outlook profile.

Looking for a solution, I finally followed instructions in Microsoft Knowledge Base article 256986, creating a new registry file which supposedly would enable a Deleted Item Recovery function on the Tools menu in Outlook.

It didn't.

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I then tried System Restore, 3 times with 3 different restore points, each time receiving the message 'Your System Could Not Be Restored To This Point'. I haven't gone to look up how to check if System Restore is off, since my understanding is that turning it on couldn't give me an earlier restore point anyway.

Can anyone advise as to where and how I could find the deleted pst info before it disappears forever?

I've been using this computer hardly at all since the deletion incident to minimize data buildup and skipped the daily backup last night also. My OS is XP pro.

If you haven't overwritten the .pst file with any other .pst file, then probably you can get it back with data recovery software. Here are some links to various programs. I use Easy Recovery Pro, but it is expensive. People whom I respect have recommended R-Studio and Restoration. YMMV. If you use data recovery software, install it on another machine and either use it from that operating system or create a bootable cd/floppy and work with that.

<http://www3.telus.net/mikebike/RESTORATION.html>

PCInspector File Recovery –

[http://www.pcinspector.de/file\\_recovery/welcome.htm](http://www.pcinspector.de/file_recovery/welcome.htm)

Executive Software Undelete –

<http://www.execsoft.com/undelete/undelete.asp>

R-Studio – <http://www.r-tt.com/>

Ontrack's EasyRecovery – <http://www.ontrack.com/software/>

The alternative is to send the drive to a professional data recovery company like Drive Savers (my preference) or Seagate Data Recovery. General prices run from \$500USD on up. Drive Savers recovered all the data on a failed laptop drive for one of my clients and it cost \$2,700. He thought it was worth the money; only you know what your data is worth. Some insurance companies will cover data recovery expenses under "Loss of Intellectual Property".

Drive Savers – <http://www.drivesavers.com>

Seagate Data Recovery Services – <https://www.seagatedatarecovery.com/>

If you don't have the skill and/or equipment to do the software procedures and the data is crucial, take the machine to a professional computer repair shop that has experience in doing data recovery. This will not be your local version of BigStoreUSA. In-shop data recovery is usually not exactly cheap (for ex., my charges are generally \$150–350USD), but it normally costs less than sending the drive to a company like Drive Savers. You need to make the determination of the value of your data and decide what to do.

Malke

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MS-MVP Windows – Shell/User