



Understanding Exchange Mailbox Restores

The how, when, and why concerning mailbox restores along with steps to recover your items yourself.

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What happens when I delete an item?

When you delete items (email messages, contacts, calendar, tasks, etc.) from your mailbox, they are first transferred to the Deleted Items folder. After an item has been removed from the Deleted Items folder, it can still be recovered. By default, permanently deleted items will be held on the server for 14 days on Exchange 2007/2010/2013 accounts. During this retention period, you can restore or purge deleted items in Outlook or OWA.

Note: If you hard-deleted a folder (Shift+Delete), you will only see items from that folder in the Recover Deleted items; you won't find the whole folder there.

How could items have disappeared from my mailbox if I didn't delete them?

If you don't recall deleting an item but can't find it in your mailbox, there are many possible causes. By default, SherWeb does not have logs to indicate why items have disappeared from your mailbox. Here are some of the most common causes to investigate:

AutoArchive

- Check your Outlook AutoArchive settings to be sure it isn't deleting your items after a certain period of time.

Rules Moving Messages

- Check your rules to be sure there are no rules which could have moved or deleted your item(s). Perform a full mailbox search of your items to see if you can find them.

Filtered View

- In your Outlook View Settings, be sure to remove any filter. The steps will vary depending on your Outlook version.

Shared Mailbox

- If your mailbox is being shared to another user, they may have deleted the item(s).

Multiple Outlook Profiles

- If your mailbox has been configured on multiple machines, synchronization errors may occur which could cause items to disappear, be deleted, or become corrupt. Turning off all Outlook profiles should confirm the cause. Turn them back on one at a time to find the culprit, then create a new Outlook profile on that machine to attempt to resolve the issue.

Mobile Devices

- Just like having multiple Outlook profiles, configuring your account on a mobile device adds another layer of complexity to the synchronization of your Exchange mailbox. Turning off all mobile devices should confirm the cause. Turn them back on one at a time to find the culprit, then create a new account on that device to attempt to resolve the issue.

How to recover deleted items from Outlook and OWA

Below, we will take a look at the steps required to recover deleted items from an Exchange mailbox.

Select your version of Outlook or OWA and follow the steps:

Outlook Instructions

- [Outlook 2013](#)
- [Outlook 2010](#)
- [Outlook 2007](#)

OWA (Outlook Web App) Instructions

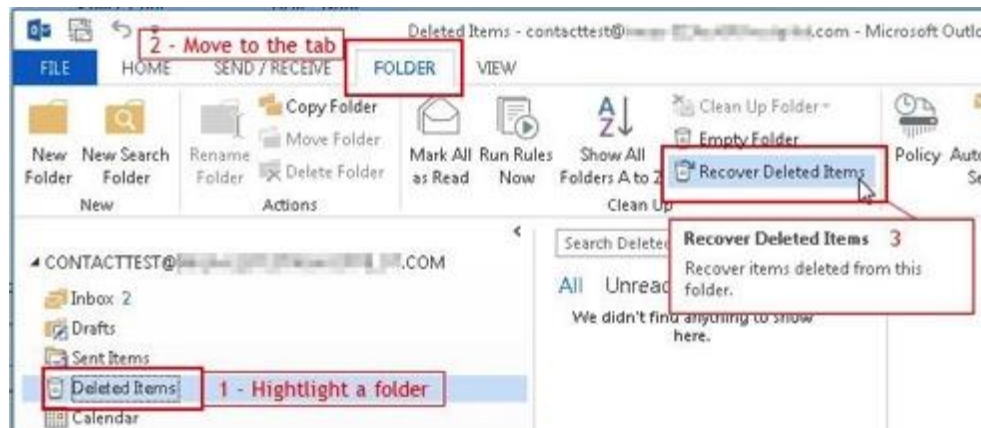
- [OWA 2013](#)
- [OWA 2010](#)
- [OWA 2007](#)

Important note: In Outlook Web App, you can only recover items deleted from the Deleted Items folder. To restore items deleted from other mail folders using Shift+Delete ("hard delete"), you will need to use the Outlook client.

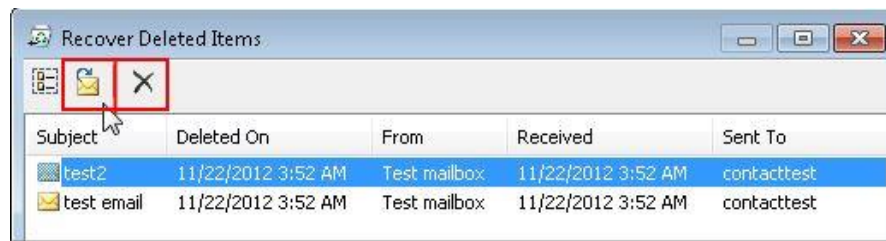
[Skip to Billable Recovery Options](#)

Outlook 2013

- To restore or purge items deleted from a folder that contains mail items, including the Deleted Items folder, select the folder, then choose the **Folder** tab on the Ribbon and click **Recover Deleted Items**.

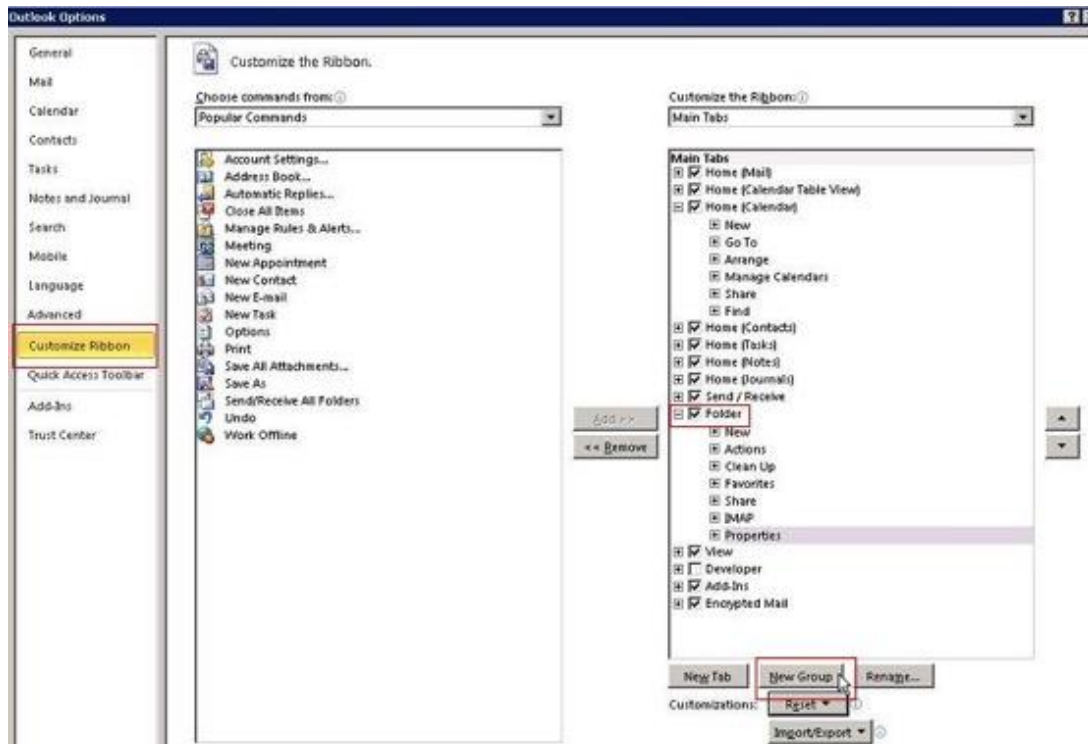


- Select the items and click either the Recover or Purge icons.

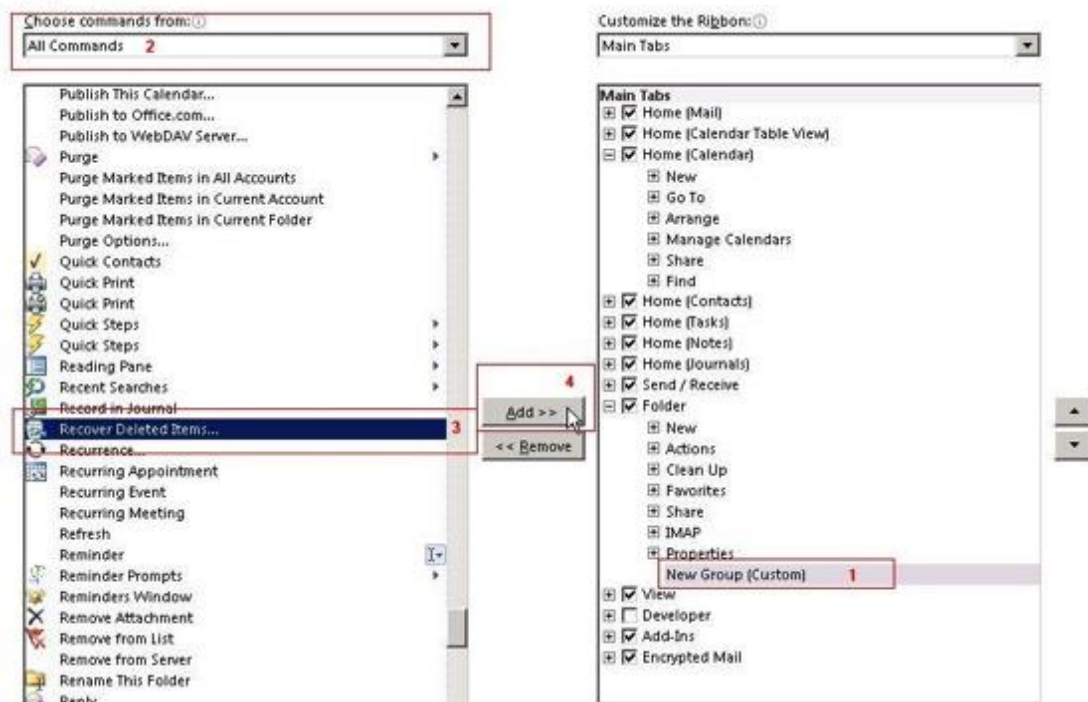


- When you are viewing a non-mail item folder (Calendar, Contacts, etc.), the Recover Deleted Items icon is no longer available. Follow these steps to enable it:
 - Click the File tab on the Ribbon, then click the Options button.
 - Select Customize Ribbon in the left pane of the Outlook Options window.
 - On the right-hand side, in the Customize the Ribbon list, select the Folder main tab.

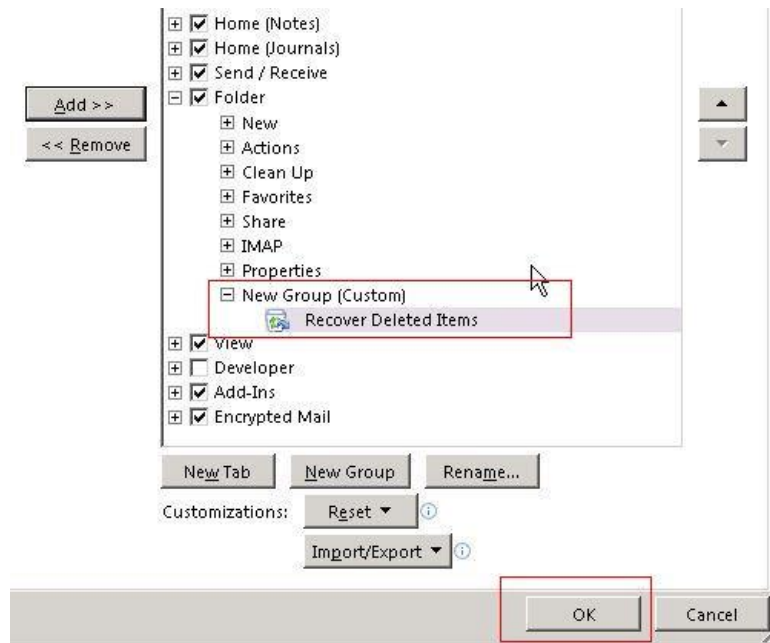
- Click the New Group button. You can rename it after it is created.



- Make sure that the newly created group is selected. In Choose commands from, select All Commands.
- Scroll down and select the Recover Deleted Items option, then click the Add >> button to add this option to your newly created custom group.



- Click OK in the Outlook Options window.



- You will now see your new group and the Recover Deleted Items icon in the Folder tab on all folders. If you click the button, you will see that you have access to any purged/hard-deleted items from that folder.

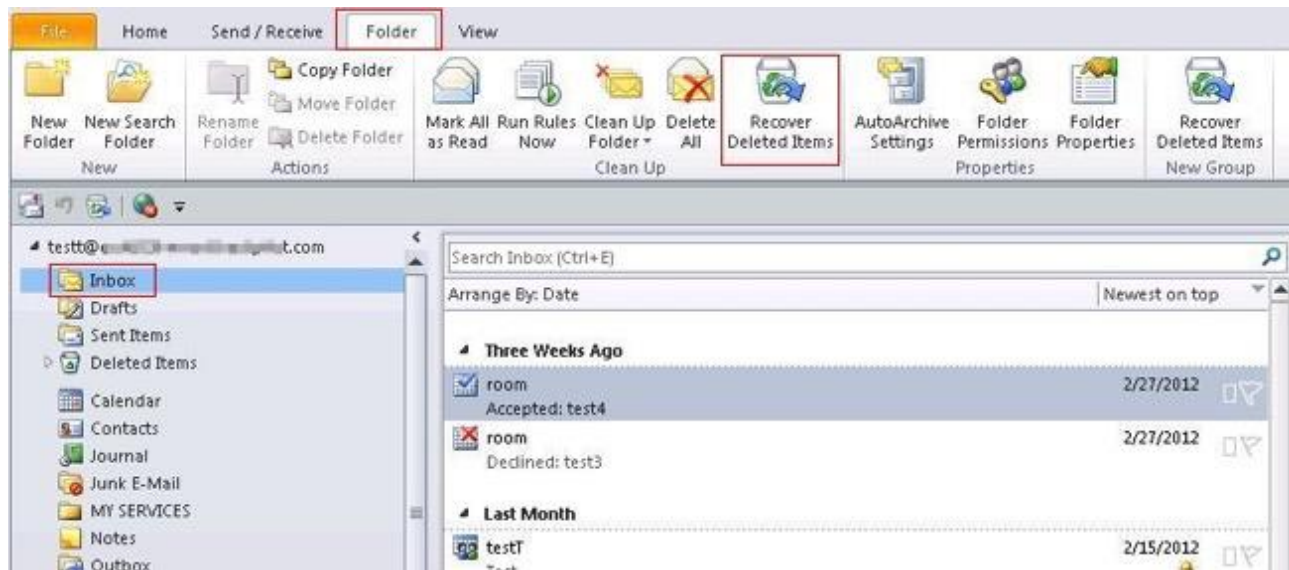
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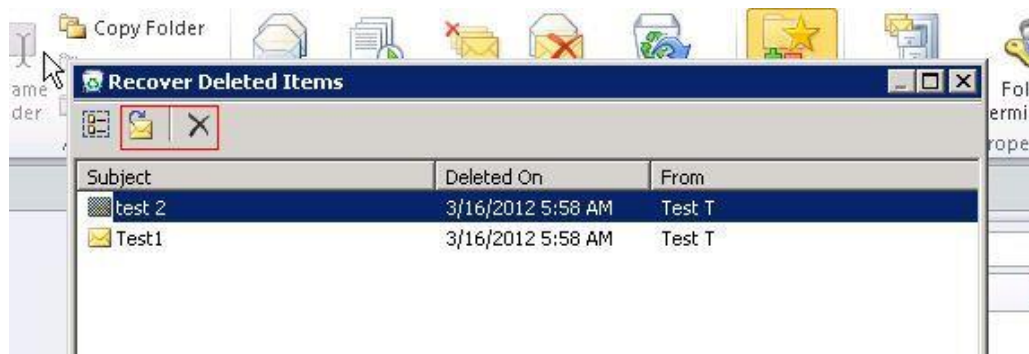
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Outlook 2010

- To restore or purge items deleted from a folder that contains mail items, including the Deleted Items folder, select the folder, then choose the **Folder** tab on the Ribbon and click **Recover Deleted Items**.

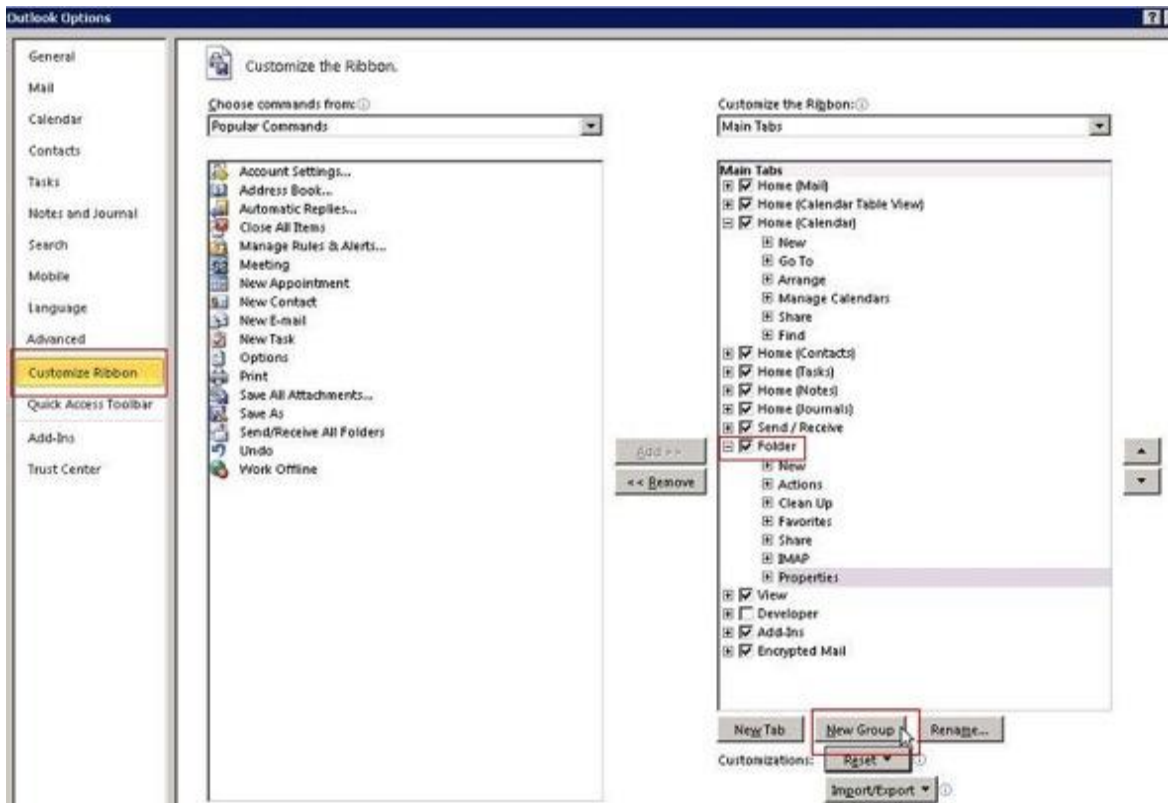


- Select the items and click either the Recover or Purge icons.

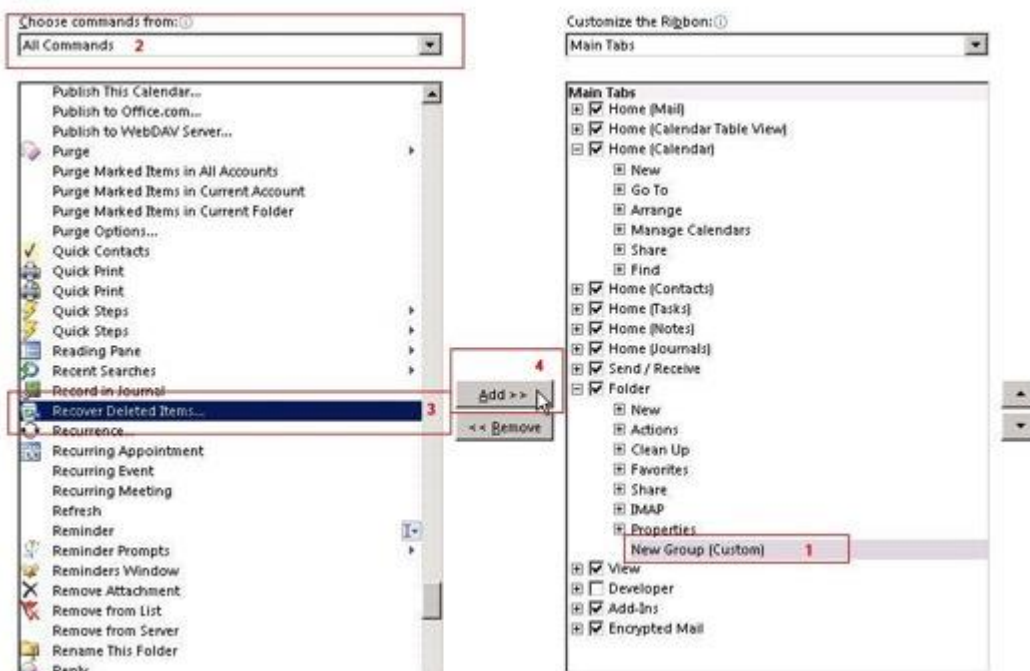


- When you are viewing a non-mail item folder (Calendar, Contacts, etc.), the Recover Deleted Items icon is no longer available. Follow these steps to enable it:
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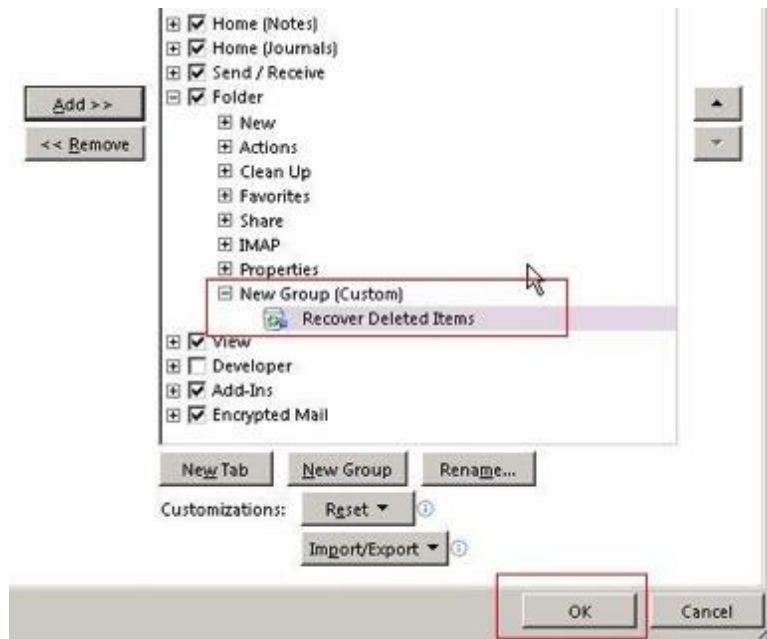
- Click the New Group button. You can rename it after it is created.



- Make sure that the newly created group is selected. In Choose commands from, select All Commands.
- Scroll down and select the Recover Deleted Items option, then click the Add >> button to add this option to your newly created custom group.



7. Click OK in the Outlook Options window.



8. You will now see your new group and the Recover Deleted Items icon in the Folder tab on all folders. If you click the button, you will see that you have access to any purged/hard-deleted items from that folder.

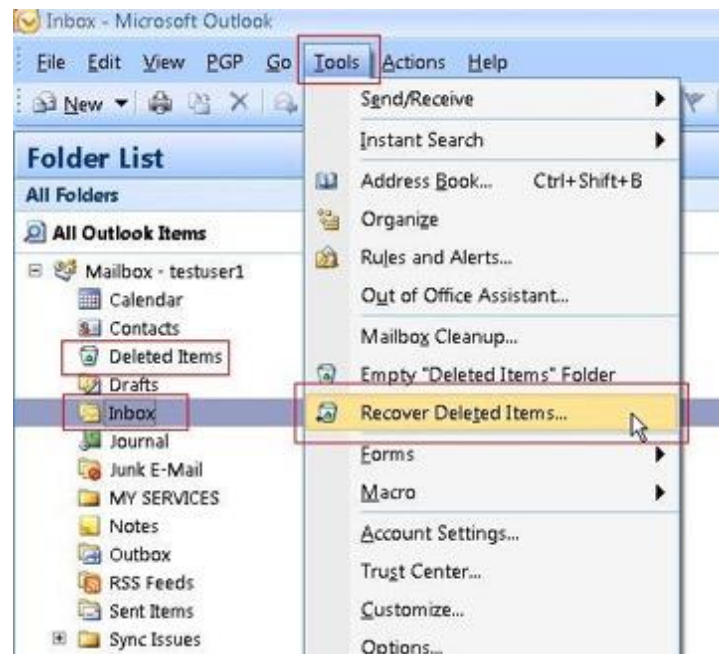
Important note: In Outlook Web App, you can only recover items deleted from the Deleted Items folder. To restore items deleted from other mail folders using Shift+Delete ("hard delete"), you will need to use the Outlook client.

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Outlook 2007

- If you want to restore or purge items deleted from the Deleted Items folder, select the Deleted Items folder, then go to *Tools > Recover Deleted Items* and choose either **Recover** or **Purge**.
- When you use the Shift+Delete keyboard shortcut to delete items in Outlook ("hard delete"), they are not transferred to the Deleted Items folder. However you may also be able to recover items that were hard deleted from other folders, such as your Inbox. Select the folder in question, then go to *Tools > Recover Deleted Items* and choose **Recover**.

A screenshot of the 'Recover Deleted Items From - Deleted Items' dialog box. The dialog box has a title bar with the text 'Recover Deleted Items From - Deleted Items'. Below the title bar is a toolbar with a folder icon and a close button. The main area contains a table with the following data:

Subject	Deleted On	From	Received
test	3/16/2012 6:03 ...	Test T	3/16/2012
FW: test4	3/16/2012 6:03 ...	Test T	3/16/2012

Important note: In Outlook Web App, you can only recover items deleted from the Deleted Items folder. To restore items deleted from other mail folders using Shift+Delete ("hard delete"), you will need to use the Outlook client.

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OWA 2013

1. Right-click the **Deleted Items** folder and choose **Recover Deleted Items**:



2. Choose either **Recover** or **Permanently Delete**.



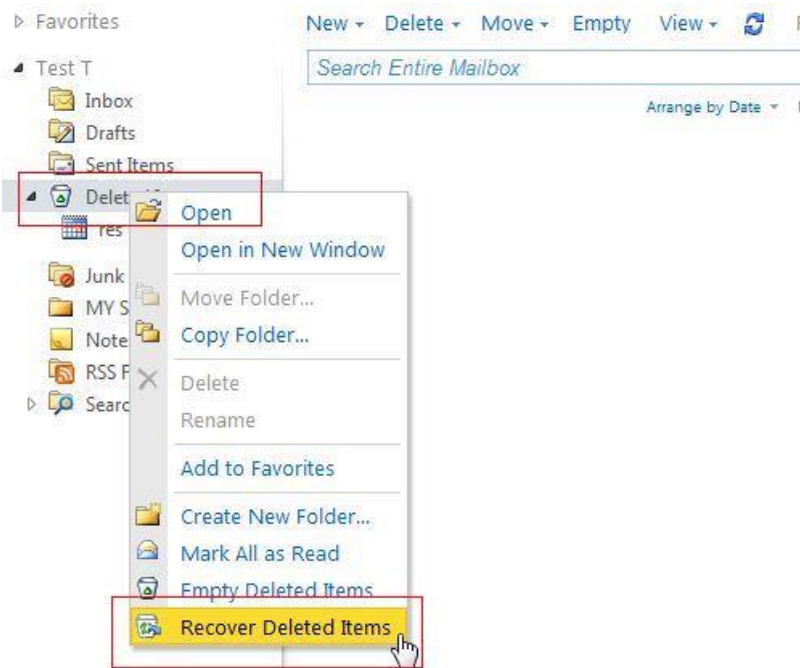
Important note: In Outlook Web App, you can only recover items deleted from the Deleted Items folder. To restore items deleted from other mail folders using Shift+Delete ("hard delete"), you will need to use the Outlook client.

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OWA 2010

1. Right-click the **Deleted Items** folder and choose **Recover Deleted Items**.



2. Choose either **Recover** or **Permanently Delete**.

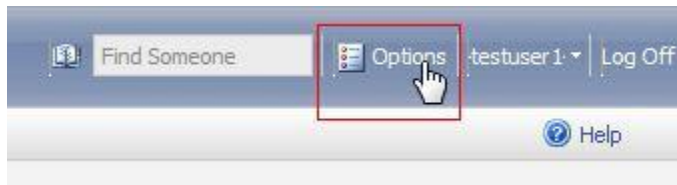
Important note: In Outlook Web App, you can only recover items deleted from the Deleted Items folder. To restore items deleted from other mail folders using Shift+Delete ("hard delete"), you will need to use the Outlook client.

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OWA 2007

1. Navigate to *Options > Deleted Items*:



2. Choose either **Recover** or **Permanently Delete**.



Important note: In Outlook Web App, you can only recover items deleted from the Deleted Items folder. To restore items deleted from other mail folders using Shift+Delete ("hard delete"), you will need to use the Outlook client.

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Billable Recovery Options

RESTORE OPTION 1 (EXCHANGE 2010 AND 2013 ONLY)

Range

- Up to 14 days

Fees

- 150\$ fixed price.
- Fees are charged whether or not the missing data is present in the restore.
- If a second restore option is requested after attempting the first, both fees will be charged in full.

What **can** be restored with Option 1?

- Mailbox content which has been deleted from the mailbox **within the last 14 days**.

What **can't** be restored with Option 1?

- Mailbox content that was removed from a mailbox after synchronization.
 - *Example: Device or application that connected and synchronized to the server resulting in missing mailbox content.*
- Mailbox content that was removed from a mailbox without sending the conventional "Delete" command.
 - *Example: Device or application that crashed or encountered an error resulting in missing mailbox content.*

How is the data restored?

- The deleted items will be restored to a folder in the current mailbox.
- **Folder structure is not retained** using option 1.

RESTORE OPTION 2 (ALL EXCHANGE VERSIONS)

Range

- Up to 7 days

Fees

- 300\$ fixed price.
- Fees are charged whether or not the missing data is present in the restore date you request.
- If a second restore option is requested after attempting the first, both fees will be charged in full.

What **can** be restored with Option 2?

- Mailbox content that has been deleted from the mailbox.
- Mailbox content that was removed from a mailbox after synchronization.
 - *Example: Device or application that connected and synchronized to the server resulting in missing mailbox content.*
- Mailbox content that was removed from a mailbox without sending the conventional "Delete" command.
 - *Example: Device or application that crashed or encountered an error resulting in missing mailbox content.*

What **can't** be restored with Option 2?

- N/A

How is the data restored?

- The content and structure (as it was when the backup was taken) will be merged into the current mailbox. Content will not be duplicated unless it was moved after the backup was taken.
- **Folder structure is retained** using option 2.

