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Kernel Data Recovery Resolved the Missing OST File Issue that Restricted Access of Outlook Mailbox Items

Background

Lakeland College is a publically-funded post-secondary college in Alberta, Canada, which uses MS Outlook platform as its email communication system. The client came up with an urgency to fix the inaccessibility issue in Outlook profiles that refrained their administrator from opening the mailbox content while creating overall communication troubles.

Subject

The client had installed Outlook 2010 application on the machine and soon after started facing troubles. The Outlook data files (OST) seem missing after installation and eventually resulting in the inaccessibility of mailbox items by displaying this error message: **"Cannot open your default email folders. The file xxxx.ost is not an offline folder file."** Even after trying several manual method (to remove and recreate the existing Outlook profile) to recover OST files, the client was not completely able to resolve this issue. After each attempt to perform recovery, the client was encountered with the same error message again and again.

Cause

In order to quickly resolve the problem, the client approached Kernel Data Recovery Company and discussed about the encountered issue after the installation and creation of Outlook 2010 profile. The team found out that cause for missing OST files could have occurred due to any of the reasons like dreadful virus attack, OST file corruption or because of synchronization failure between MS Outlook and Exchange Server. The missing OST files were unable to be recognized by MS Outlook and hence the error was consistently displayed to the user: **"Cannot open your default email folders. The file xxxx.ost is not an offline folder file."**





Solution

In order to be 100% sure about the cause of the problem, the Kernel Data Recovery team assisted the client to conduct a compatibility test on 64 bit machine by using outlook.exe tool. To do this, the properties section of the tool was opened and as assisted by data recovery team all the boxes on "**change settings for all users**" tab were unchecked and at the end all the relevant changes were saved.

After meticulously analyzing the problem, the KDR team suggested the client to use Kernel for OST to PST conversion tool to fix up the OST file corruption issues immediately. This OST to PST tool is a standalone utility to repair corrupt OST files and restore them to Outlook PST format in a single attempt. This OST recovery tool embeds powerful programming algorithms to extract permanently deleted and password-protected files with complete data integrity.

The client installed and used this tool and was able to successfully recover the missing OST files and convert them to Outlook PST format. The total mailbox items including the email messages, deleted items, scheduled tasks, notes etc. were retrieved with complete accuracy. The client was happy to find multiple options to export OST files to emails servers, web-based emails or to Office 365 platform and including other myriads of formats to save OST files as DBX, MBOX, MSG, EML, TXT, RTF, HTML, MHTML, & PDF formats.

Outcome



The client was completely contented by the outcome produced by the tool in such a short span of time. This OST to PST tool has proficiently retrieved the lost OST files and saved the data from any severe loss. Finally, Lakeland College was soon able to resume smooth email communication through the use of Kernel for OST to PST software. The recovery of OST files could not have been possible with such an accuracy, if it was performed using manual or any unreliable method.