Case Study

"Kernel Data Recovery Restored Emails by Performing OST to PST Conversion.

Dynamic Solutions

Background

Dynamic Solutions is a reputed organization to offer state-of-the-art IT infrastructure services to its clients. The company has large number of active employees that work 24X7 to deliver time-bound projects. The company has deployed MS Outlook email application platform to circulate and conduct the email communication. The company faced a serious disaster situation where email server got damaged.

Subject

To maintain the high-availability, Dynamic Solutions has vast number of network equipment's and Exchange Server. Furthermore, the company has been running the MS Exchange Server to support the email and other collaborative services of MS Outlook. However, employees of the company faced frequent disconnection from Exchange Server, which ultimately resulted disturbance in the regular usage of MS Outlook OST data files And, one day employees of a Dynamic Solution encountered with a situation where email server got corrupt and at the same time recent backup of emails were too not available. In fact, every time the client made an attempt to send or receive an error message encountered appears on the screen as:

The server could not be found. (Account: account name, POP server: 'mail', Error Number: 0x800ccc0d)

Cause

Kernel Data Recovery team initialized the investigation by scrutinizing the network establishment to know the root cause of the error. After analyzing the network configurations and server hardware, it was revealed that the email item on the POP3 server was damaged.

Solution

After evaluating the client's problem, it was the time to implement calculable steps to overcome the email disaster situation. The steps client opted to deal with the situation was they already cross checked the email account settings. Adding to that, the client also configured Firewall to enable MS Outlook access the internet. Moreover, the client already deleted suspicious email message, but the error prevailed and continued to pop up every time client attempt to send and receive an email message in MS Outlook.

Finally, after understanding the situation in detail, data recovery team finally suggested to take the assistance of **Kernel for OST to PST** as the possibility of restoring lost data by converting from OST to PST from each single client computer. Within couple of minutes, the software performed its flawless job of recovering and converting corrupt OST files to Outlook PST file. The client was completely stunned with the solution, as the software successfully fixed the error and restored.ost file and its items stored in it.
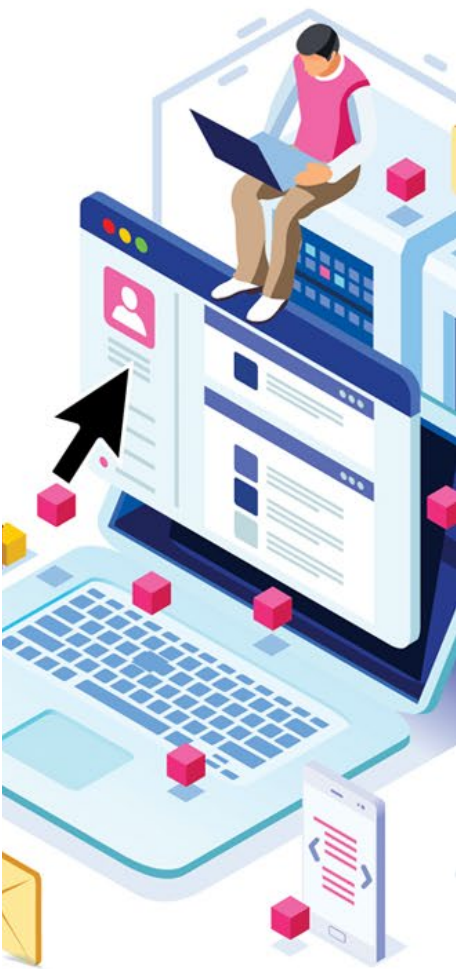
Outcome

The **Kernel for OST to PST software** single-handedly recovered all email items by performing OST to PST conversion with accurate results. The software retrieved the tasks, emails, journals, sent items, notes, appointments, calendars, etc. from OST file. After the recovery, the client was able to have a clear and perfect preview of email items stored in OST data files, which also helped in an easy identifying of items that need to be saved. The client was able to save the entire OST email items in PST file format.

Furthermore, the final PST files created by the software was fully compatible with all the editions of MS Outlook email application. At the end, the total recovery time was beyond client's expectation and outcome received was extremely applauded by the client

🌐 https://www.nucleustechnologies.com/exchange-ost-recovery.html