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## Kernel Data Recovery Resolved the Insufficient Memory Error that Restricted Access of Outlook Mailbox Items

### Background

Lindsay & Gilmour is a one of the Scotland's oldest pharmacies offering modern pharmacy services in East and Central Scotland and across the Borders and Fife council area. The company uses MS Outlook for its emailing-based communication. Everything was working smooth until an insufficient memory error was encountered by the client that restricted in making any access or operation to Outlook mailbox. To resolve this issue, the client had even tried to clear memory by deleting multiple folders and subfolders of the mailbox, but the problem remained unresolved.

### Subject

The client was using MS Outlook 2010 on the machine installed with Windows operating system which was working without any error until the mailbox had shown an insufficient memory message. Each time the client tried to access the mailbox folder, the following error message appeared on the screen:

**Error message: "There is not enough free memory to run this program. Quit one or more programs, and then try again."**

Due to this error message, client was unable to open or access the mailbox content.



### Cause

The main reason of occurring this error message was because of insufficient mailbox memory to open the relevant folder, accessed by the client. This Outlook error message indicates that mailbox has reached to the maximum file size limitation and doesn't have enough memory to conduct any aforementioned tasks. There could be multiple factors that lead to the insufficient memory error message. Such as setting a filter customization to view folders and enabled the add-in subscribes for every folder.



## Solution

The client approached Kernel Data Recovery Company to quickly fix up this insufficient memory issue, as it was a severe obstruction for company in carrying out its emailing communication.

The team assisted the client in performing some tests to evaluate the status of the issue. Soon after analyzing the cause of the issue, it was the time to fix up the problem. The client had already tried to modify the registry, as sometimes this memory insufficiency error may generate due the incorrect registry modification. Providing complete assistance to the client, the team tried to increase the available memory by running the **Regedit** command and clicking the following sub key:

**HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows Messaging Subsystem**

However, the manual methods turned unsuccessful to increase the size of mailbox memory. Finally, at the end, the KDR team suggested client the usage of **Kernel for OST to PST software** to fix this error and retrieve back the deleted multiple folders and subfolders of the Outlook mailbox.

After using the tool, the client was able to efficiently access the mailbox content and retrieve the deleted multiple folders (including the permanently deleted items) within a matter of a few minutes. The tool has successfully recovered OST files from backup and smoothly converted the folder hierarchy from OST to PST format. The client had performed the entire recovery process and OST to PST conversion operation without any hassles.



## Outcome

The client was completely satisfied by using Kernel for OST to PST tool to resolve the mailbox insufficiency error and retrieve back the deleted files and folders. It turned out to be a satisfactory experience for the client to recover and migrate OST files to PST or other formats in a single attempt. The problem would not be resolved with such an accuracy if it were recovered using any unreliable method.

