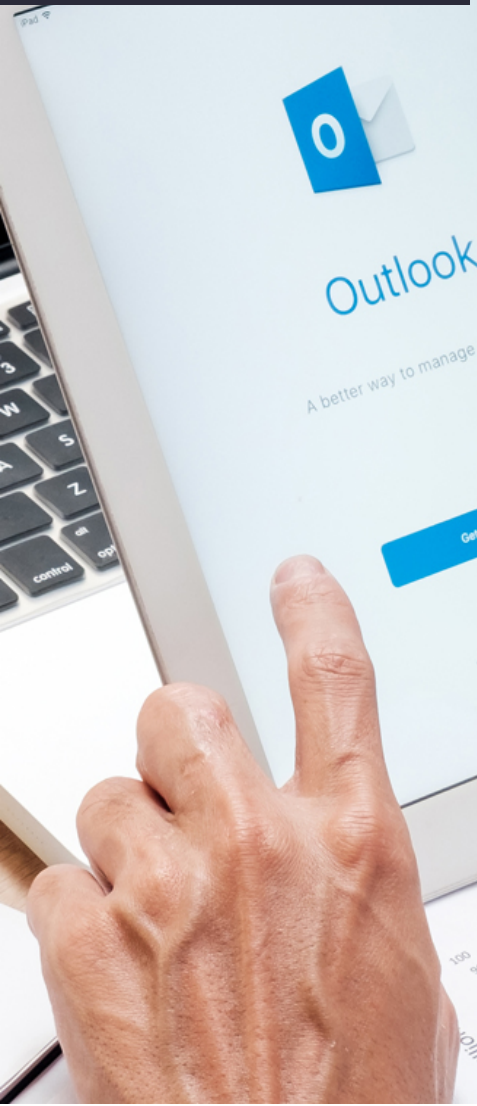


# Case Study



“Kernel Data Recovery  
Restored Damaged and  
Inaccessible PST file.

Siu & Sons

# Background

Siu & Sons International Trading Corporation, located in British Columbia, is a standalone facility for manufacturing and distributing unit of party goods and party accessories. The trading corporation extensively covers a wide range of entire America (North, Central and Central). To keep its clients within reach, Siu & Sons communicate with clients and take their orders through online. Siu & Sons maintains the email records of all clients so that they can be provided with much better benefits. However, the real problem occurred when Alex Yeung an employee of the organization faced PST file error resulting in loss of every data that has been secured for years.

## Subject

The computer systems of Siu & Sons were installed with MS Outlook 2016 (other versions were also used sometimes). Due to simple operational features and low maintenance cost, the organization was using it for decade, but unfortunately one day the hard disk of Alex Yeung's system went severely got corrupt and the message appeared on the screen was: "Unable to display the folder. The file xxxx.pst could not be accessed." Even after several attempts to recuperate the PST files, every attempt got failed.

## Cause

*The manifestation of PST file corruption in Mr. Yeung's system is due to hard drive failure.* This issue is not limited to hard disk crash; moreover, it can be expected to happen some other way like sudden system shutdown, virus attack or hardware issues. The issue "*Unable to display the folder. The file xxxx.pst could not be accessed*" is a clear indication that MS Outlook cannot read hierarchical information from the file. This means that user can no longer access the PST files.

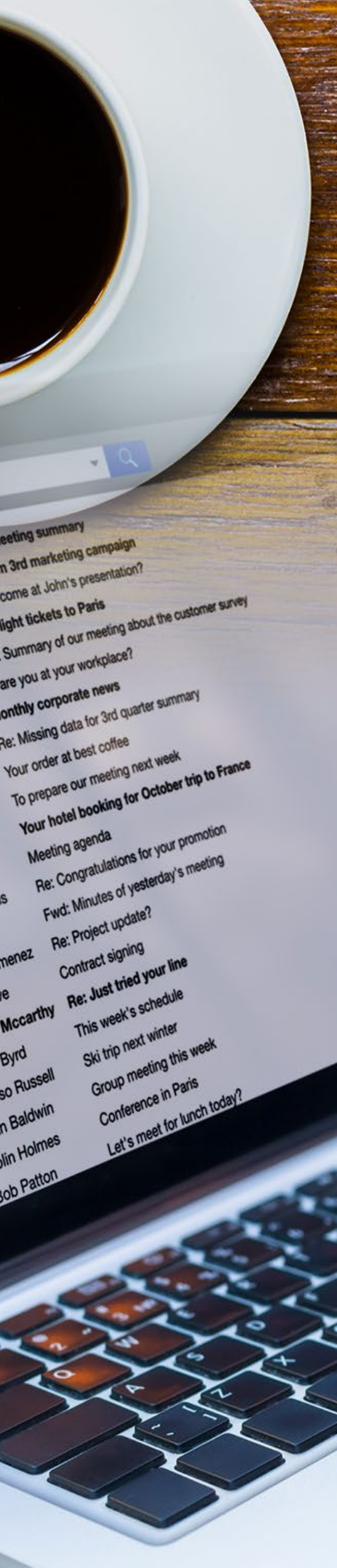
## Solution

*For professional assistance Mr. Yeung contacted Kernel Data Recovery and provided entire details that were asked. He told that the damaged PST files are very important and an utmost care must be taken while tackling such file as he does not have any backup of files. With this piece of information, the KDR team provided the complete assistance to deal with the situation. Initially, the technicians tried inbuilt repair tool (Scanpst.exe), but it hardly recovered any useful data.*

Finally, the system administrator of Siu & Sons International Trading Corporation installed Kernel for Outlook PST Repair in Mr. Yeung's system. ***Kernel for Outlook PST Repair was perfectly installed and dedicated damaged PST files were perfectly repaired and recovered.*** As the PST files were recuperated, Mr. Yeung took back up of the files and saved them at the desired location.







## Outcome

Soon after implementation of Kernel for Outlook PST Repair the PST files were revived and Mr. Yeung highly appreciated the performance of the tool. It was almost impossible for technicians to revive the damaged PST files, if Kernel for Outlook PST Repair would not have been implemented. Furthermore, the final restored PST files was fully compatible with all the editions of MS Outlook email application. The entire recovery process took less time and was way beyond client's expectation.

 <https://www.nucleustechnologies.com/outlook-pst-repair.html>