



**Stellar Phoenix OLM Repair 2.0**  
**Technician**  
**User Guide**

# Overview

**Stellar Phoenix OLM Repair - Technician** is designed to repair corrupt **Outlook** backup (OLM) files. OLM files contains back up of mailbox items such as mails, address book, calendar, notes, and tasks. After repairing, the OLM file can be saved in the desired format (.rge, MBOX, EMLX, EML or HTM) at any user specified location. User can view saved files using their respective application.

The software also shows the preview of mailbox items - mails, address book, calendar, notes, and tasks.

## What's new in this version:

- New and enhanced GUI.
- Supports MS Outlook 2016.
- Option to save a particular folder after repair.
- Option to find OLM file from your computer's drive and folders.
- Option to save repaired file in MBOX, EMLX, EML and HTM format.

## Key Features:

- Preview and repair E-mail.
- Preview and repair Address book.
- Preview and repair Calendar.
- Preview and repair Notes.
- Preview and repair Tasks.
- Supports MS Outlook 2016 / 2011.

# Installation Procedure

Before installing the software, ensure that your system meets minimum system requirements.

## Minimum System Requirements:

- **Operating System:** Mac OS 10.7 and above
- **Memory:** 1 GB RAM
- **Hard Disk:** 55 MB of free space
- **Microsoft Outlook 2011/2016**

## Steps to install:

To install **Stellar Phoenix OLM Repair - Technician**, follow these steps:

- Unpack **StellarPhoenixOLMRepair-Technician.dmg.zip** file.
- Decompressing the zip file and double click the **dmg** file. This step will mount a virtual volume - **StellarPhoenixOLMRepair-Technician**.
- Double-click **StellarPhoenixOLMRepair-Technician** volume to open **Stellar Phoenix OLM Repair - Technician** application window.
- Drag **Stellar Phoenix OLM Repair - Technician** file to the **Applications** folder.
- To launch the software, double click on **Stellar Phoenix OLM Repair - Technician** file in **Applications** folder.
- This displays **License Agreement**. If user accepts the **License Agreement**, then the software is launched; otherwise, it terminates.

To remove the software, drag and drop the **Stellar Phoenix OLM Repair - Technician** file from **Applications** folder to **Trash**.

# Launching the Tool

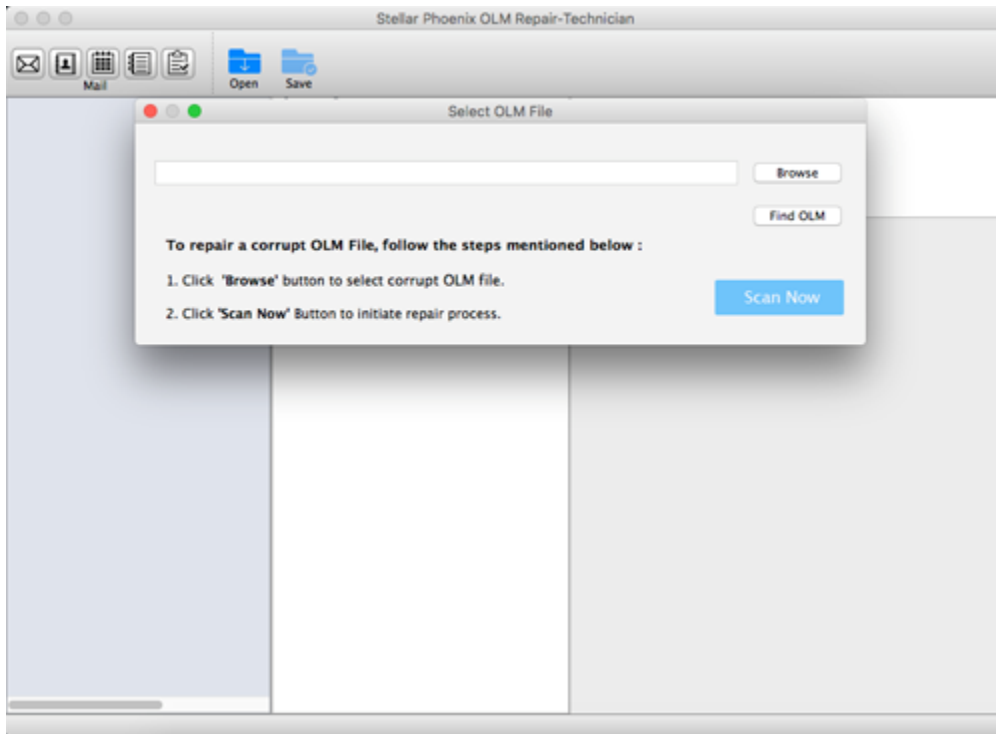
Follow any of the following methods to run **Stellar Phoenix OLM Repair - Technician** on a Mac system.

- Double click on **Stellar Phoenix OLM Repair - Technician** in **Applications** folder.
- Double-click on **Stellar Phoenix OLM Repair - Technician** desktop shortcut (if it is created).
- Click on **Stellar Phoenix OLM Repair - Technician** icon in the dock (if it is created).

# User Interface

**Stellar Phoenix OLM Repair - Technician** has a very easy to use Graphical User Interface.

After launching the program, you will see the main user interface as shown below:



The user interface contains menus and buttons that allow you access various features of the software with ease.

# Menus

## StellarPhoenixOLMRepairTechnician

### About

#### StellarPhoenixOLMRepairTechnician

Use this option to read information about **Stellar Phoenix OLM Repair - Technician**.

### Quit

#### StellarPhoenixOLMRepairTechnician

Use this option to quit **Stellar Phoenix OLM Repair - Technician**.



## File

### Open

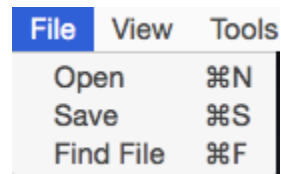
Use this option to select an OLM file for repair.

### Save

Use this option to save a repaired OLM File.

### Find File

Use to option to search for an OLM file in any drive.



## View

### Mail

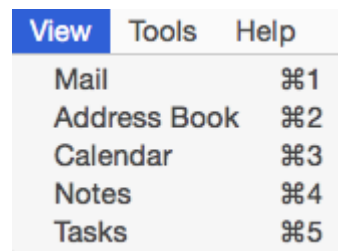
Use this option to preview the mails.

### Address Book

Use this option to preview the address book.

### Calendar

Use this option to preview the calendar.



## Notes

Use this option to preview the notes.

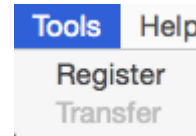
## Tasks

Use this option to preview the tasks.

## Tools

### Register

Use this option to register the software after purchasing the software.



### Transfer

Use this option to transfer the license of the registered software to another computer.

## Help

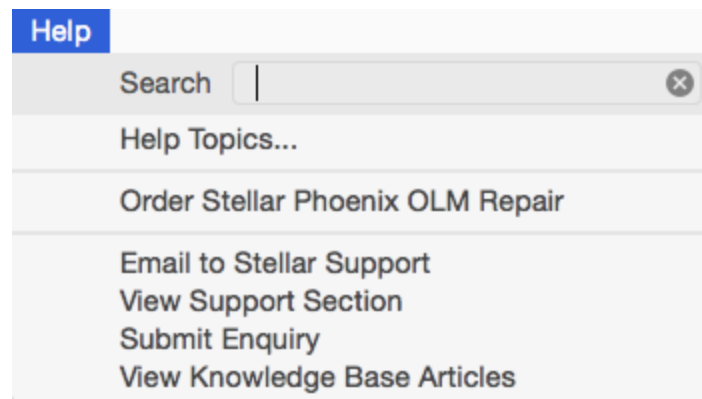
### Help Topics

Use this option to view **Stellar**

**Phoenix OLM Repair - Technician** help manual.

### Order Stellar Phoenix OLM Repair - Technician

Use this option to [buy Stellar Phoenix OLM Repair - Technician](#) software.



### Email to Stellar Support

Use this option to [mail for support](#) against any problem.

### View Support Section

Use this option to visit [support page](#) of

[stellarinfo.com](http://stellarinfo.com)

### **Submit Enquiry**

Use this option to [submit enquiry](#) to [stellarinfo.com](http://stellarinfo.com)

### **View Knowledgebase Articles**

Use this option to visit [knowledgebase articles](#) of [stellarinfo.com](http://stellarinfo.com)



# Buttons

Stellar Phoenix OLM Repair - Technician has following buttons / options:



## Mail

Click this button to preview the mails.



## Address Book

Click this button to preview the address book.



## Calendar

Click this button to preview the calendar.



## Notes

Click this button to preview the notes.



## Tasks

Click this button to preview the tasks.



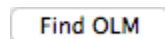
## Open

Click this button to select an OLM file for repairing.



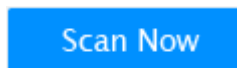
## Save

Click this button to save the repaired OLM file.



## Find OLM

Click this button to find any OLM file.



## Scan Now

Click this button to start the repairing process.

# Ordering the Tool

To know more about Stellar Phoenix OLM Repair - Technician click [here](#).

To purchase the software online, please visit <http://www.stellarinfo.com/email-repair/olm-repair/buy-now.php>

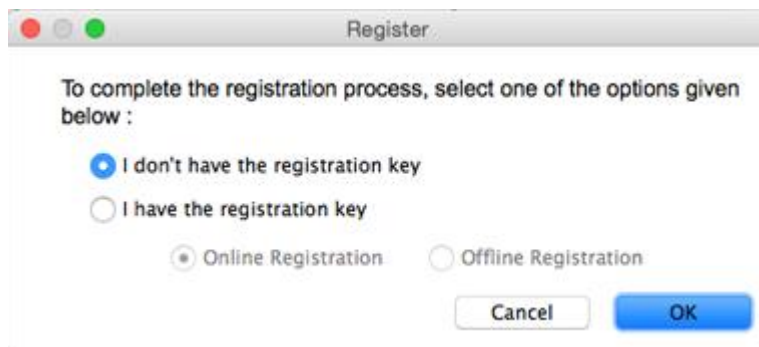
Once the order is confirmed, a pre-paid registration key will be sent through e-mail, which would be required to register the software.

# Registering the Tool

The demo version is just for evaluation purpose and must be eventually registered to use the full functionality of the software. The software can be registered using the Registration Key which you will receive via email after purchasing the software.

## To register the software:

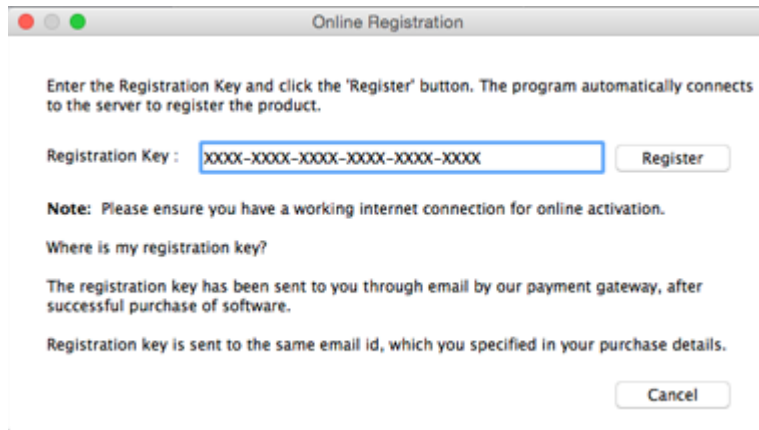
1. Run demo version of **Stellar Phoenix OLM Repair - Technician** software.
2. On **Tools** menu, click **Register** option. *Register* window is displayed as shown below.



3. Choose 'I don't have the registration key' (Use this option if you have not purchased the product) or select 'I have the registration key' (Use this option if you have already purchased the product).

## To register the software, when you do not have a registration key, follow the steps given below:

1. In the *Register* window, select '**I don't have the registration key**' option. Click **OK**, to go online and purchase the product.
2. Once the order is confirmed, a Registration Key will be sent to the email provided at the time of purchase.
3. In the *Register* window, type the **Registration Key** and click **Register** button (Please ensure that you have an active Internet connection).



4. ' *Activation Completed Successfully* ' message is displayed after the process is completed successfully. Click **OK**.

**To register the software, when you have a key, follow the steps given below:**

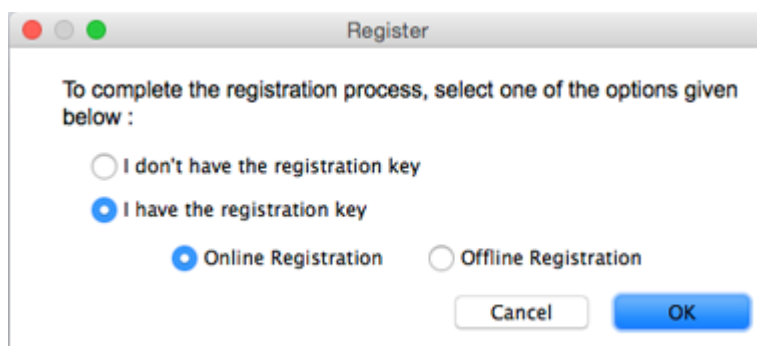
1. In the *Register* window, select '**I have the registration key**' option.
2. You can choose either '*Online Registration*' (Use this option to register the software over Internet) or '*Offline Registration*' (Use this option to register the software manually / through e-mail if for any reason, Internet connection is unavailable).

- **Online Registration**

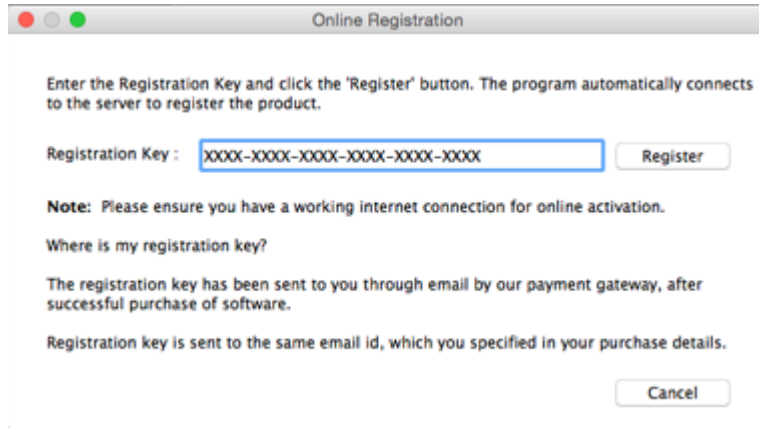
Online Registration is possible only when an active Internet connection is available.

- **To register the software online:**

1. From the *Register* window, select **Online Registration**. Click **OK**.



2. An **Online Registration** dialog box will appear.
3. Type the **Registration Key** (received through email after purchasing the product) in the field of Registration Key. Click **Register**.



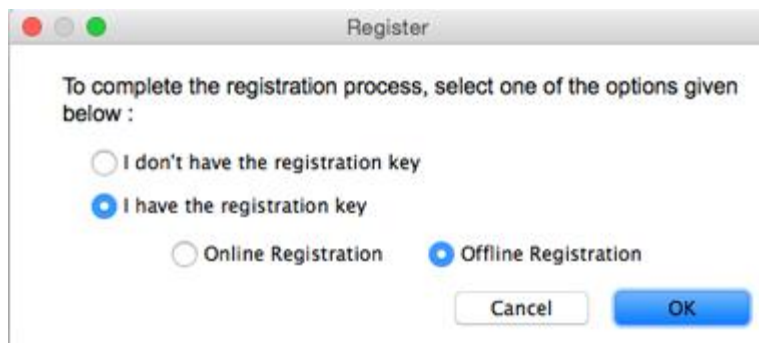
4. The software would automatically communicate with the license server to verify the entered key. If the key you entered is valid, software will be registered successfully.

- **Offline Registration**

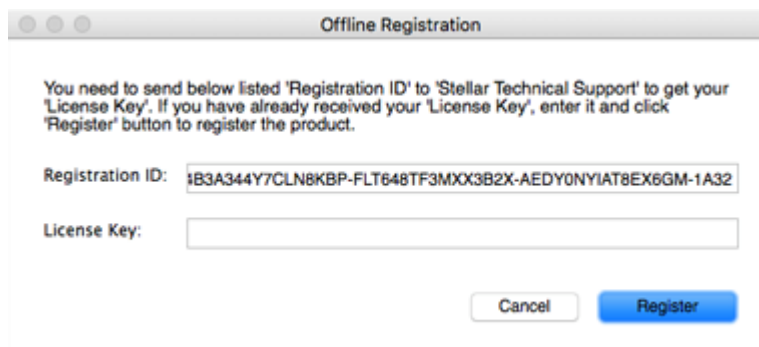
Offline Registration enables you to register the product when your computer does not have an Internet connection.

- **To register the software offline:**

1. From the *Register* window, select **Offline Registration**. Click **OK**.



2. An **Offline Registration** dialog box will appear displaying **Registration ID** in its respective field.



3. To get your License Key, which is required to register the software manually, you need to mail the listed **Registration ID** to [support@stellarinfo.com](mailto:support@stellarinfo.com).
4. A License Key will be sent to your email address after verifying the Registration ID and purchase details by *Stellar Technical Support*.
5. After receiving the License Key, open **Stellar Phoenix OLM Repair - Technician**. In *Register* window, select '**I have the registration key**'.
6. Select **Offline Registration** and click **OK**.
7. Enter the **License Key** received through email in the field of License Key.

Offline Registration

You need to send below listed 'Registration ID' to 'Stellar Technical Support' to get your 'License Key'. If you have already received your 'License Key', enter it and click 'Register' button to register the product.

Registration ID: IB3A344Y7CLN8KBP-FLT648TF3MXX3B2X-AEDY0NYIAT8EX6GM-1A32

License Key: XXXX-XXXX-XXXX-XXXX-XXXX-XXXX

Cancel Register

8. Click **Register** to activate the software. A confirmation message is displayed if a valid key is entered. Click **OK**.

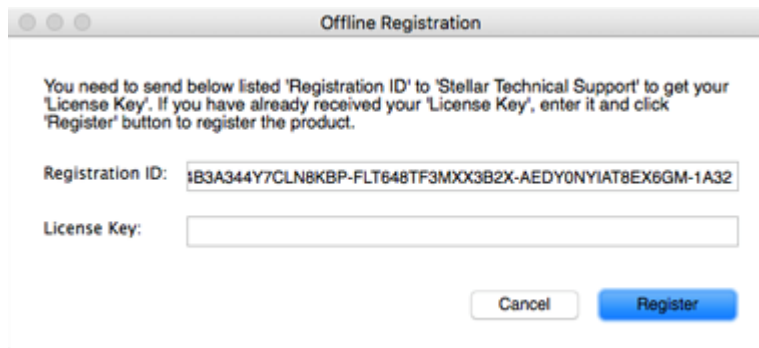
# Transfer License

**Stellar Phoenix OLM Repair - Technician** allows you to transfer the license of the registered software to another computer on which you want to run the software with full functionality. This operation deactivates the product on your current computer so it can be reactivated on the new computer.

**To transfer a software license from one computer to another, please follow the specific steps below:**

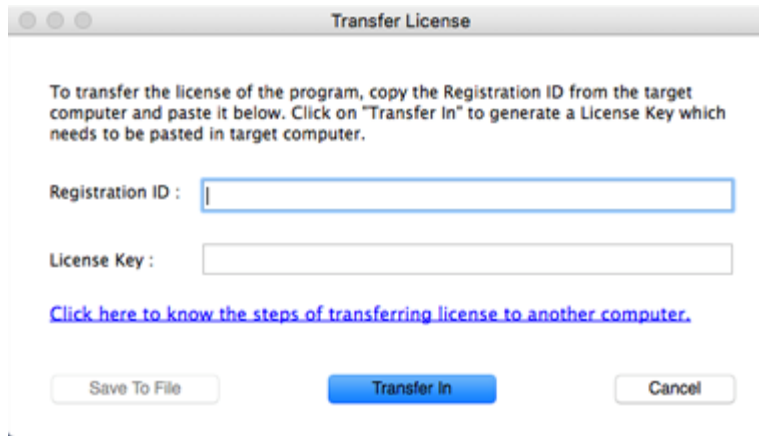
## On Target Computer:

1. Run demo version of the software.
2. In **Tools** Menu on Menu Bar, click **Register**. A new dialog appears.
3. From the *Register* window, select **Offline Registration**. Click **OK**.
4. An **Offline Registration** dialog box will appear displaying **Registration ID** in its respective field.

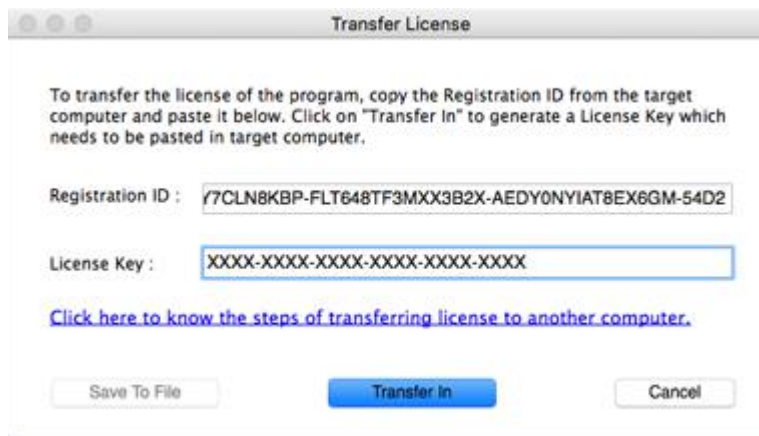


## On Source Computer:

1. Run registered version of **Stellar Phoenix OLM Repair - Technician** software.
2. In **Tools** Menu on Menu Bar, click **Transfer License**.



3. Copy the **Registration ID** displayed on the Target Computer in the field of Registration ID on the Source Computer.
4. To get your License Key, click **Transfer In** button on Source Computer. This will generate a License Key.



5. You can also save the License Key generated on the source computer. Click **Save to File** button to save the Registration ID and the License Key. In **Browse for Folder** dialog box, select the location where you want to save the details. Click **OK**.
6. ' *License Key has been saved successfully* ' message is displayed after the saving process is completed successfully. Click **OK**.

This will deactivate the product on Source Computer and you will no longer be able to use the software anymore on this computer.

#### **On Target Computer:**



1. Type the **License Key** which you have generated on the Source Computer in the provided field of License Key.

The screenshot shows a window titled "Offline Registration". Inside the window, there is a paragraph of text: "You need to send below listed 'Registration ID' to 'Stellar Technical Support' to get your 'License Key'. If you have already received your 'License Key', enter it and click 'Register' button to register the product." Below this text are two input fields. The first is labeled "Registration ID:" and contains the text "iB3A344Y7CLN8KBP-FLT648TF3MXX3B2X-AEDY0NYIAT8EX6GM-1A32". The second is labeled "License Key:" and contains the text "XXXX-XXXX-XXXX-XXXX-XXXX-XXXX". At the bottom right of the dialog are two buttons: "Cancel" and "Register".

2. Click **Register** to complete the activation process.
3. ' *Activation Completed Successfully* ' message is displayed after the process is completed successfully. Click **OK**.

# Stellar Support

Our **Technical Support** professionals will give solutions for all your queries related to **Stellar** products.

You can either call us or go online to our support section at <http://stellarinfo.com/support/>

For price details and to place the order, click <http://www.stellarinfo.com/email-repair/olm-repair/buy-now.php>

Chat Live with an **Online** technician at <http://stellarinfo.com>

Search in our extensive **Knowledge Base** at <http://www.stellarinfo.com/support/kb.php>

Submit enquiry at <http://www.stellarinfo.com/support/enquiry.php>

E-mail to **Stellar Support** at [support@stellarinfo.com](mailto:support@stellarinfo.com).

## Support Helpline

**Monday to Friday [ 24 Hrs. a day ]**

<b>USA (Tollfree- Pre Sales Queries)</b>	+1-877-778-6087
<b>USA (Post Sales Queries)</b>	+1-732-584-2700
<b>UK (Europe)</b>	+44-203-026-5337
<b>Australia &amp; Asia Pacific</b>	+61-280-149-899
<b>Netherlands Pre &amp; Post Sales Support</b>	+31-208-111-188
<b>Worldwide</b>	+91-124-432-6777
<b>Email Orders</b>	<a href="mailto:orders@stellarinfo.com">orders@stellarinfo.com</a>

# Select and Repair OLM Files

To select OLM file to be repaired, follow the steps given below:

- Launch **Stellar Phoenix OLM Repair - Technician**. *Select OLM File* dialog box opens as shown below:

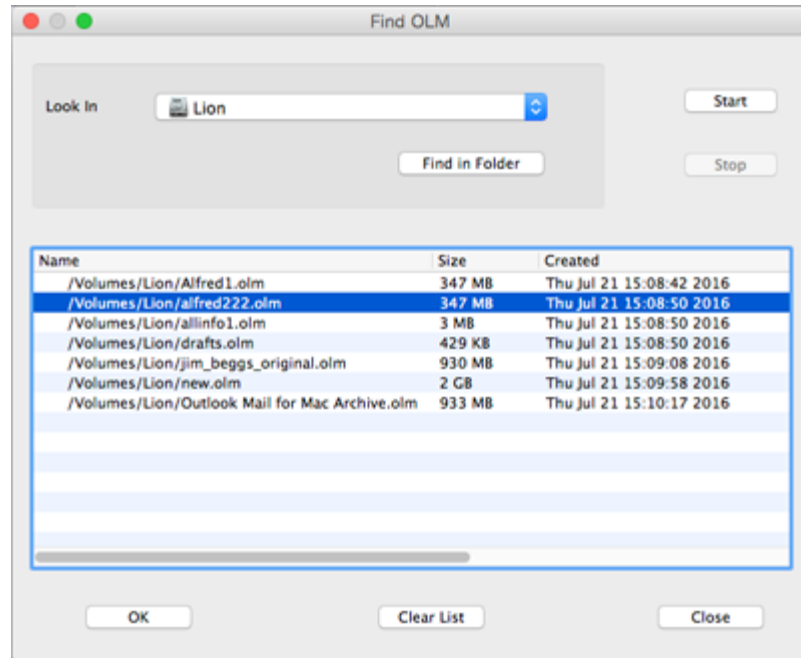


**Select OLM File** dialog box can also be opened by clicking **Open** icon on the application toolbar or by choosing **Open File** option from **File** menu.

- Click '**Browse**' button. **Open** dialog box is displayed.
- Select OLM file to be repaired. Click **Open** button.
- The selected file path is displayed in **Select OLM File** dialog box.

To find OLM file, follow the steps given below:

- Launch **Stellar Phoenix OLM Repair - Technician**. *Select OLM File* dialog box opens.
- Click **Find OLM** button. **Find OLM** dialog box is displayed.
- From the **Look In** drop down list select the drive in which you want to search for OLM files.
- Click **Find in Folder** button to select a specific folder in the selected drive to find OLM files.
- Click **Start** button. A list of OLM files found is displayed as shown below:



- Select the desired OLM file from the list and click **OK**.

### To repair OLM file

Click on the **Scan Now** button to start repairing process. A process progress box is displayed showing the repair progress.



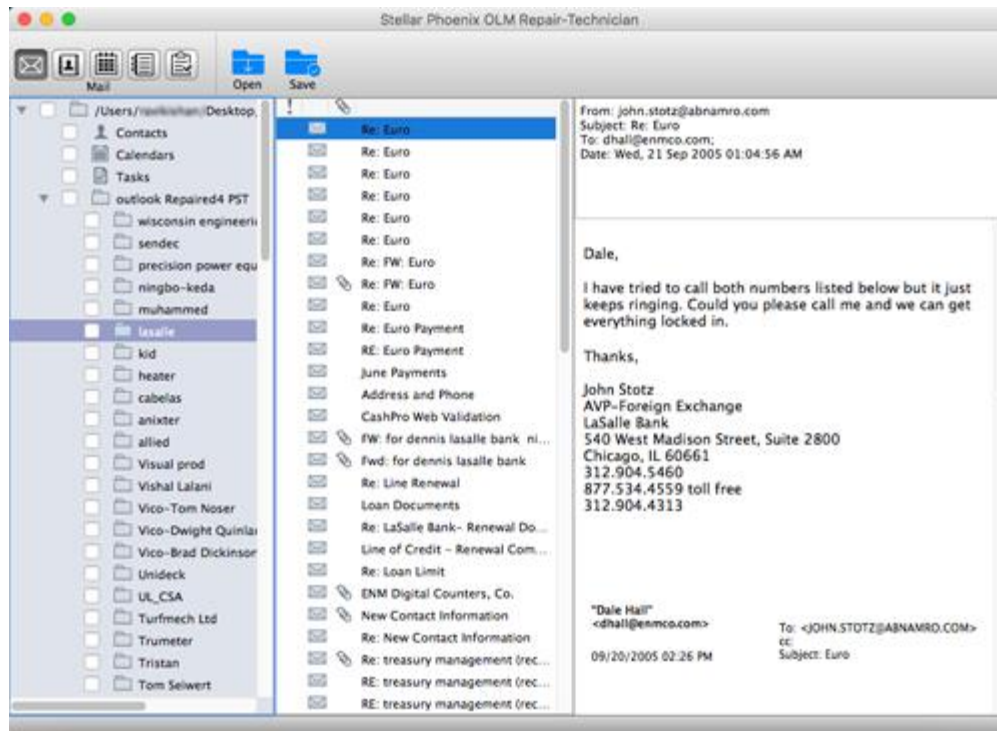
A summary message box showing the repaired details is displayed after repairing process is completed.



Click **Close** button to close the summary message box.

# Preview Repaired File

Before saving the repaired OLM file, the repaired file data can be previewed. The data that can be previewed are e-mail folder and its content, address book, calendar, notes, and tasks. The left-frame of the preview window shows all the folders in the mail box. The centre-frame shows the items in the selected folder. The right-frame in the preview window shows the content of the mail selected in the centre-frame.



## To preview the recovered Mail,

- Click on the **Mail** button on the tool bar as shown in the figure below,

or

- Navigate to **View** menu and click the **Mail** option. Click on the **Inbox** folder in the left frame, then click on the desired mail in the centre-frame. The mail message is displayed in the right-frame of the preview window.

## To preview the Address Book:

- Click on the **Address Book** button on the tool bar as shown in the figure below,

or

- Navigate to **View** menu and select **Address Book** option. The left-frame of the preview window shows the **Address Book** folder. Centre-frame shows list of the **Names**. Click on the desired **Name** to view its detail in the right-frame.

#### **To preview the Calendar:**

- Click on the **Calendar** button on the tool bar as shown in the figure below,  
  
or
- Navigate to **View** menu and select **Calendar** option. The left-frame of the preview window shows the calendar folder. Centre-frame shows list of events. Click on the desired event to view its detail in the right-frame.

#### **To preview the Notes:**

- Click on the **Notes** button on the tool bar as shown in the figure below,  
  
or
- Navigate to **View** menu and select **Notes** option. The left-frame of the preview window shows the **Notes** folder. Centre-frame shows list of **Notes**. Click on the desired Note to view its detail in the right-frame.

#### **To preview the Tasks:**


- Click on the **Tasks** button on the tool bar as shown in the figure below,  
  
or
- Navigate to **View** menu and select Tasks option. The left-frame of the preview window shows the **Tasks** folder. Centre-frame shows list of the **Tasks**. Click on the desired **Task** to view its detail in the right-frame.

**Note:** *Preview of images embedded in mail is not displayed.*

# Save Repaired Files

**Stellar Phoenix OLM Repair - Technician** provides you with the option to save the repaired OLM files in **Entourage Archive (.rge)**, **Apple Mailbox (MBOX)**, **EMLX**, **EML** and **HTM** formats.

To save the repaired file, follow these steps:

- Click **Save** button or select **Save** option from **File** menu on the main user interface of **Stellar Phoenix OLM Repair - Technician**.
- A **Save As** dialog box is displayed.
- From the given list of formats, select the format in which you want to save the repaired OLM file and click **OK**.
- While saving in **Entourage Archive (.rge)** format, select the location where you want to save the file. The repaired file will be saved by the name **Main Identity (Date,Time).rge**.
- In case of other formats (**MBOX, EMLX, EML and HTM**) select the location to save the repaired file. The repaired files are saved in a folder created by the name of **Repaired Data (Date,Time)** at the selected location.
- You can click **Stop**  button in the dialog box to stop the file saving process.

To save a particular folder, select its respective checkbox from the Preview pane and follow the saving procedure as mentioned above.

**Note:** Files saved in **Entourage Archive (.rge)** format can be imported in MS Outlook.

**Note:** You can view saved files in **MBOX, EMLX, EML** and **HTM** format using their respective application.



# Import Mailbox Items in Outlook

**Stellar Phoenix OLM Repair - Technician** saves repaired OLM file with name **Main Identity (Date,Time).rge** by default. To import this file in **Microsoft Outlook**, follow these steps:

- Start **MS Outlook**.
- Click on **Import** option in the **File** Menu.
- In **Import** option **Begin Import**, select **Entourage information from an archive or earlier version** and click next.
- Select .rge file in what would you like to import option and click next.
- Select the path where you have saved the repaired file i.e. **Main Identity (Date,Time).rge** and click **Import**.
- You will see Outlook is now importing your data, click **Done** when import is completed.
- You will see **Main Identity (Date,Time).rge** in left pane of **MS Outlook**.
- You can now see all your recovered items under that folder.

# FAQs

**1. What does the demo version of the software do?**

The demo version of the software only shows the preview of repaired mails. To save repaired mails, you need to purchase and register the software.

**2. What is .OLM file type?**

File with extension .OLM contains backup of Outlook data such as mails, address book, calendar, tasks, and notes.

**3. Can I repair multiple .OLM files simultaneously using Stellar Phoenix OLM Repair - Technician?**

No.

**4. Can I save repaired .OLM file by extension other than .rge.**

Yes. The repaired files can also be saved in **MBOX**, **EMLX**, **EML** and **HTM** formats.

**5. Can I save selective items from a repaired OLM file?**

Yes.

**6. Preview of mails in languages other than English is only junk. How to be sure that these mails have actually been repaired?**

Though you are not able to see preview of mails of other languages, be sure that they have been repaired successfully. To view the mails correctly, import the repaired .rge file into Microsoft Outlook.

**7. Images embedded in mails are not seen in preview. How to see them?**

To view the embedded images, import the repaired .rge file into Microsoft Outlook.

# Legal Notices

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## Stellar Phoenix OLM Repair - Technician

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### Warranty Disclaimers and Liability Limitations

Stellar Phoenix OLM Repair - Technician and all accompanying software, files, data and materials are distributed and provided AS IS and with no warranties of any kind, whether expressed or implied. You acknowledge that good data processing procedure dictates that any program including Stellar Phoenix OLM Repair - Technician must be thoroughly tested with non-critical data before there is any reliance on it and you hereby assume the entire risk of all use of the copies of Stellar Phoenix OLM Repair - Technician covered by this License. This disclaimer of warranty constitutes an essential part of this License. In addition, in no event does Stellar authorize you or anyone else to use Stellar Phoenix OLM Repair - Technician in applications or systems where its failure to perform can reasonably be expected to result in a significant physical injury or in loss of life. Any such use is entirely at your own risk and you would not hold Stellar responsible for any and all claims or losses relating to such unauthorized use.

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# About Stellar

Stellar Information Systems Ltd. is a trusted name in the field of Data Recovery and Data Protection Software for more than a decade.

We provide the widest range of Data Recovery Products. Our range includes Data Recovery Software for almost all Operating Systems and File Systems.

## Product line:

### Data Recovery

A widest range of data recovery software that helps you recover your valued data lost after accidental format, virus problems, software malfunction, file/directory deletion, or even sabotage!. [More Info >>](#)

### File Recovery

The most comprehensive range of file undelete and unerase software for Windows and MS office repair tools. [More Info >>](#)

### Email Recovery

A wide range of mail recovery, mail repair and mail conversion applications for MS Outlook, MS Outlook Express and MS Exchange useful in instances of data loss due to damages and corruption of Email. [More Info >>](#)

### Data Protection

A wide range of Prevent Data Loss, Data backup and Hard Drive Monitoring Applications to ensure complete data protection against hard drive crash. [More Info >>](#)

### Data Sanitization

Data cleanup and file eraser utility can delete selected folders, groups of files, entire logical drives, System Traces & Internet traces. Once the data have been removed using Stellar Wipe - Data File eraser utility, it is beyond recovery limits of any Data Recovery Software or utility. [More Info >>](#)

For more information about us, please visit [www.stellarinfo.com](http://www.stellarinfo.com).