Stellar Phoenix Entourage Repair

User Guide

Version 2.0

Overview

Microsoft Entourage is an e-mail client software used to manage personal information like notes, address book, personalized calendar, tasks etc. of the mail user client. It is used for reading, sending and saving e-mail messages. Mails and other information are stored in a file named as database by default. MS Entourage can also be connected with Microsoft Exchange server. Sometimes the data stored in Microsoft Entourage becomes inaccessible due to corrupt database file.

Stellar Phoenix Entourage Repair is a powerful software to repair corrupted Entourage database files. It supports MS Entourage 2004 and upgraded version of 2008. Software rebuilds the database file without doing any change to the corrupted file. It recreates a repaired file at a location of user's choice. All e-mails, address book, calendar, notes, reminders and tasks are recovered in the repaired file.

Key Features of Stellar Phoenix Entourage Repair

- Preview E-mail before actual recovery.

- Preview Address Book, Calendar, Notes and Tasks.

- Recovers E-mails, Address Book, Calendar, Notes and Tasks.

Installation Procedure

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

Minimum System Requirements

- Processor: Mac-Intel, Mac Power PC (G4 or above)
- Operating System: Mac OS X 10.6 or above
- Memory: 1 GB RAM
- Hard Disk: 40 MB of free space

Steps to install Stellar Phoenix Entourage Repair

To install Stellar Phoenix Entourage Repair, follow these steps.

- Unpack **StellarPhoenixEntourageRepair.dmg.zip** file.
- After decompressing it, double click **.dmg** file. This will mount a virtual volume - **StellarPhoenixEntourageRepair**.
- Double-click **StellarPhoenixEntourageRepair** volume to open Stellar Phoenix Entourage Repair window.
- Drag **Stellar Phoenix Entourage Repair** file to **Applications** folder.
- To launch the software, double click on **Stellar Phoenix Entourage Repair** file in **Applications** folder.
- This displays **License Agreement**. If user accepts the **License Agreement**, then the software is launched; otherwise, it quits.

Note: *To remove the software, drag and drop the **Stellar Phoenix Entourage Repair** file from **Applications** folder to **trash**.*

Order and Register

Order Stellar Phoenix Entourage Repair

The software can be purchased online. For price details and to place an order, please visit http://www.stellarinfo.com/email-repair/entourage-recovery/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.

Register Stellar Phoenix Entourage Repair

1. On the **Tools** menu, click **Register**. *Registration* window is displayed.

2. Do one of the following:

    - If you have purchased the product and received registration key,

        - Select '*I have a key to register the product*' option. Click **OK**.

        - In the Registration Key box, type the key. Click **OK**.

    - If you have to purchase the product,

        - Select '*I don't have a key to register the product*'. Click **OK** to purchase the

            product.

Alternatively, whenever you repair any database file using the demo version and try to save it, '*Stellar Phoenix Entourage Repair Registration'* window will appear. Follow **Step 2** mentioned above to register and to save all the recovered files.

Note: *User can only view the repaired file in demo version. To save the repaired file, product has to be registered.*

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://www.stellarinfo.com/support/.

For **price details** and to **place the order**,click http://www.stellarinfo.com/email-repair/entourage-recovery/buy-now.php

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

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

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

E-mail to Stellar Support at support@stellarinfo.com

Support Helpline

Monday to Friday [24 Hrs. a day]

USA (Toll free Pre Sales Queries)	+1-877-778-6087
USA (Post Sales Queries)	+1-732-584-2700
UK (Europe)	+44-203-026-5337
Australia & Asia Pacific	+61-280-149-899
Netherlands Pre & Post Sales Support	+31-208-111-188
Worldwide	+91-124-432-6777
Email Orders	orders@stellarinfo.com

User Interface

The main user interface of **Stellar Phoenix Entourage Repair** is as shown below:
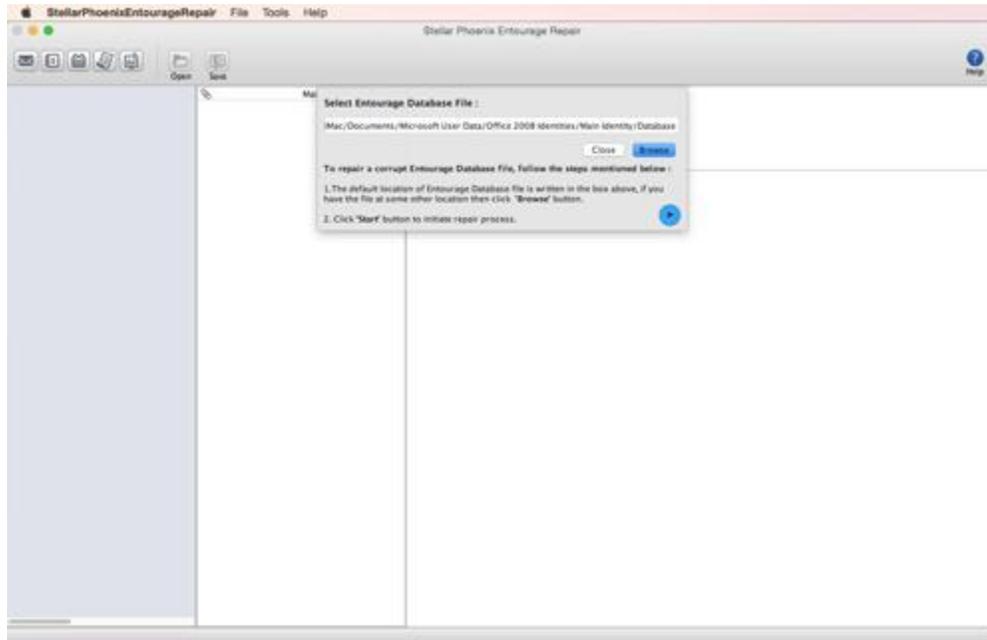
The user interface contains menus and buttons which allows you to access various features of the software.

Menus

StellarPhoenixEntourageRepair Menu

About StellarPhoenixEntourageRepair

Click on this option to know about the software in detail.

Services

Click on this option to browse the services offered by the software.
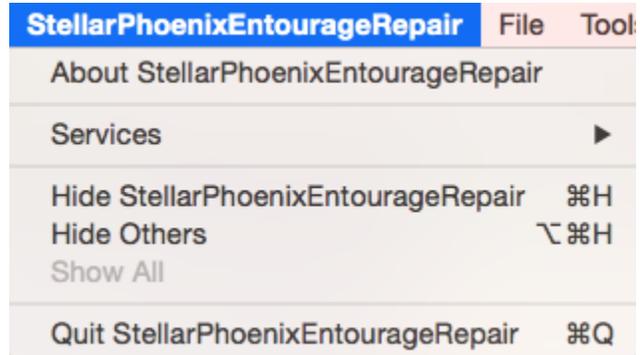
Hide StellarPhoenixEntourageRepair

Use this option to hide the icon of this software on your screen.

Hide Others

Use this option to hide other software icons on your screen.

Quit StellarPhoenixEntourageRepair

Click on this option to exit from the software.

File Menu

Open File

Click on this option and select the desired file from which you want to repair the data.
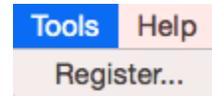
Save Repaired File

Use this option to save the repaired file in the desired location.
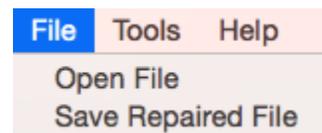
Tools Menu

Register

Use this option to register the purchased
software and avail its full benefits after entering
the registration key.

Help Menu

Help Topics

Use this option to view the detailed
help manual of the software.

Order Stellar Phoenix Entourage Repair

Use this option to buy Stellar Phoenix
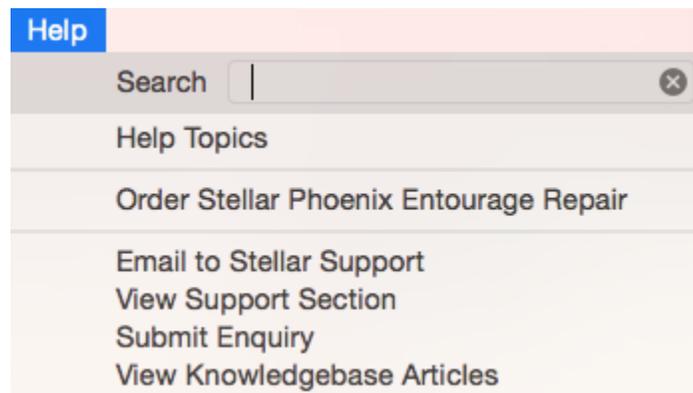Entourage Repair software.

Email to Stellar Support

Use this option to e-mail back and forth
with the Stellar Support team.

View Support Section

Use this option to view the support
page of stellarinfo.com.

Submit Enquiry

Use this option to submit enquiry to
stellarinfo.com.

View Knowledge Base Articles

Use this option to visit Knowledge Base
articles of stellarinfo.com.

Buttons

Click on this button to view your mails that have been repaired by the software.

Click on this button to view the repaired address book.

Click on this button to view the repaired calender entries.

Click on this button to view the details of repaired notes.

Click on this button to view the repaired tasks.

Click on this button to select the file that you want to repair.

Click on this button to save the repaired data.

Click on this button to start the file scanning process.

Click on this button to stop the current process.

Click on this button to view the help manual.

Open Entourage Database File

The Microsoft Entourage database file should be opened in Stellar Phoenix Entourage Repair software to repair it. To select a database file, follow these steps.
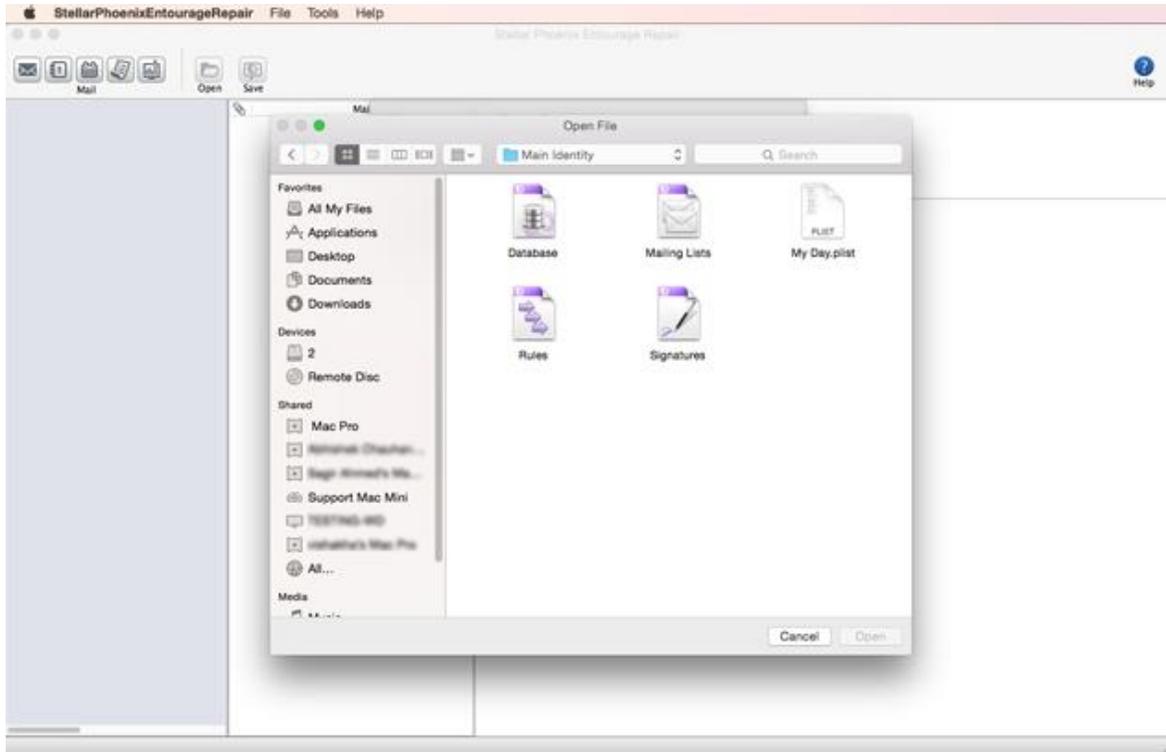
- Start the 'Stellar Phoenix Entourage Repair' software application. 'Select Entourage Database File' dialog box is displayed by default. Default location of database file is selected by default in the file path text box.

  Or,

  Alternatively, click on 'Open' button on the toolbar or click on 'Open File' option from the File menu to select the file to be repaired.
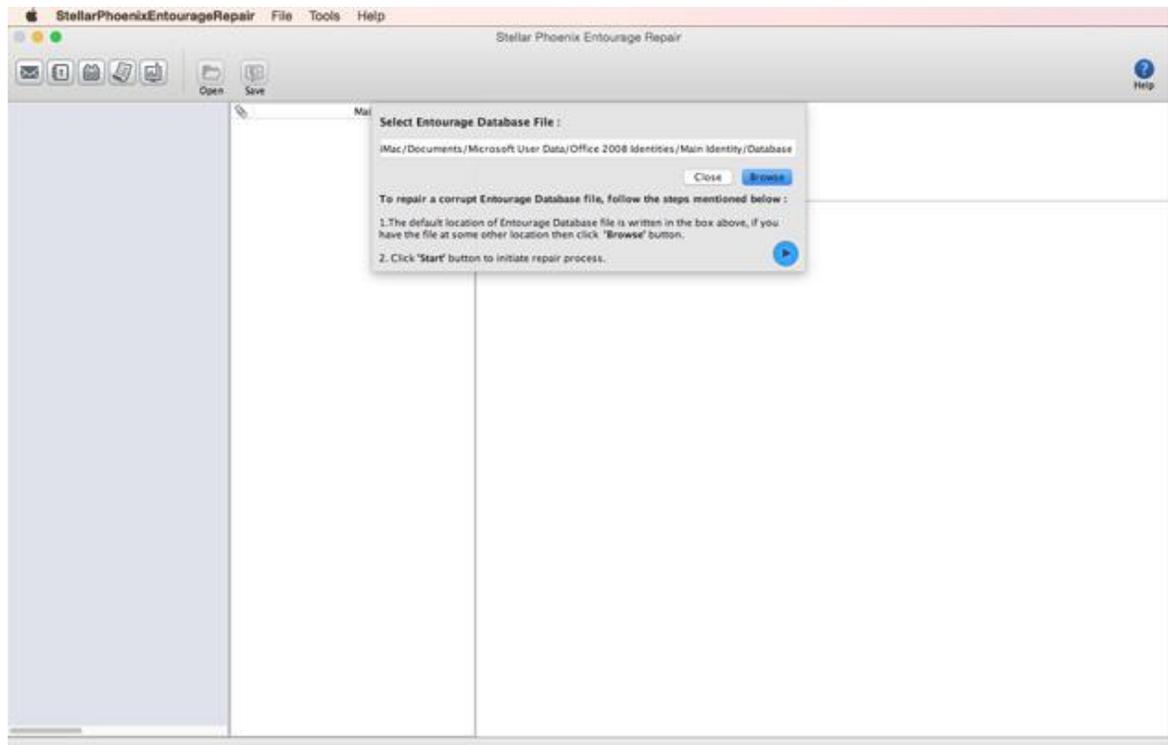

- Click 'Browse' to select database file from a different location.

- 'Open File' dialog box is displayed. Select the entourage database file that is to be repaired. Click 'Open' button.

- The selected file path is displayed in the 'Select Entourage Database File' dialog box. Click on the 'Start' button to start scanning process.
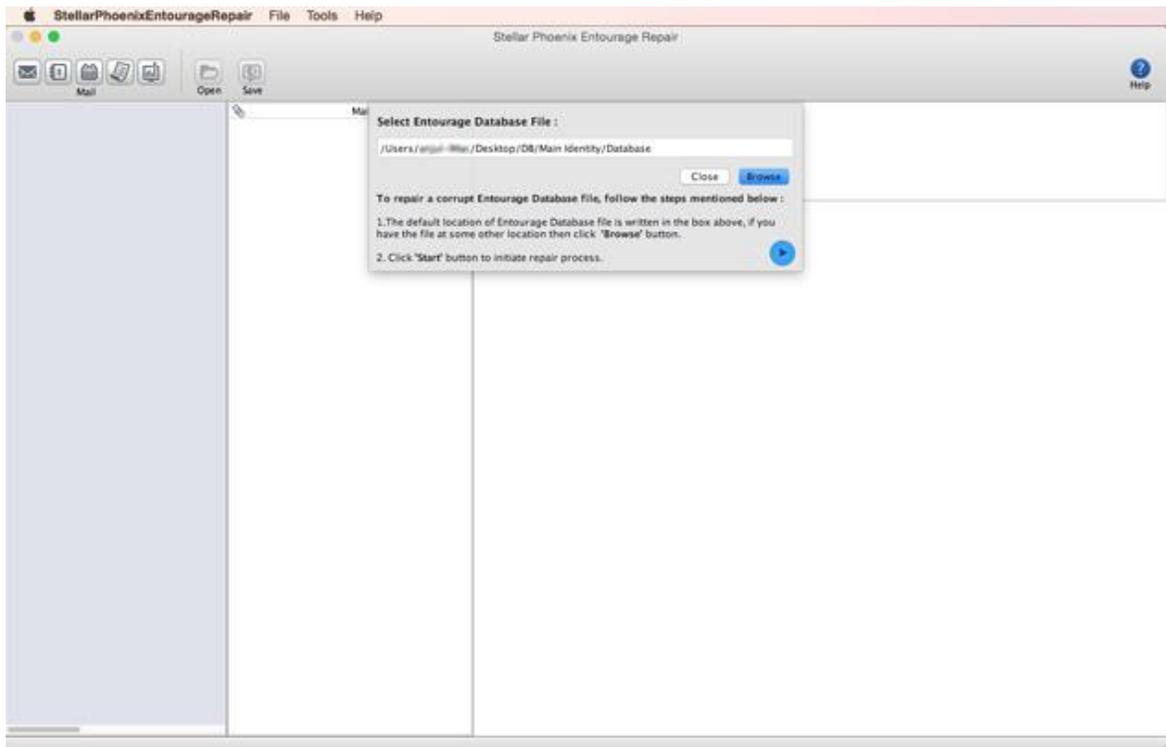
- A dialog box is displayed showing the progress of the scanning process. You can click 'Stop' button in the dialog box to stop the file scanning process.
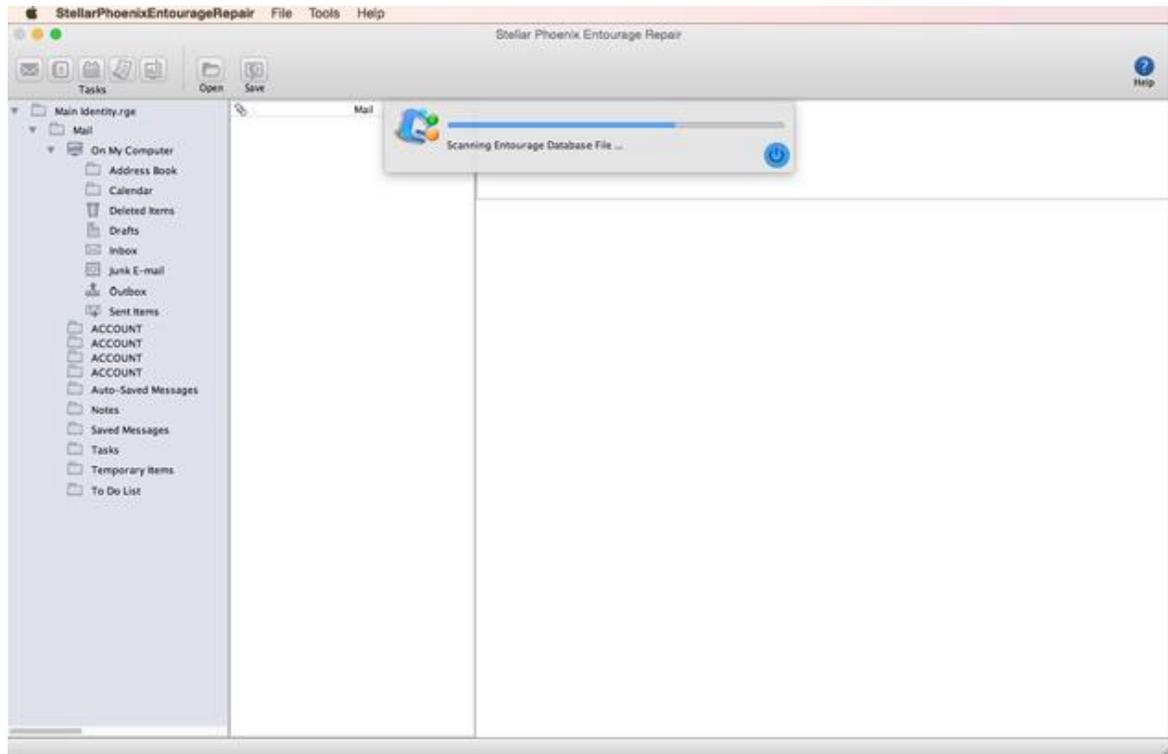

- A summary message box is displayed, showing the recovery details after file scan is completed. Click 'Close' button to close the summary message box.
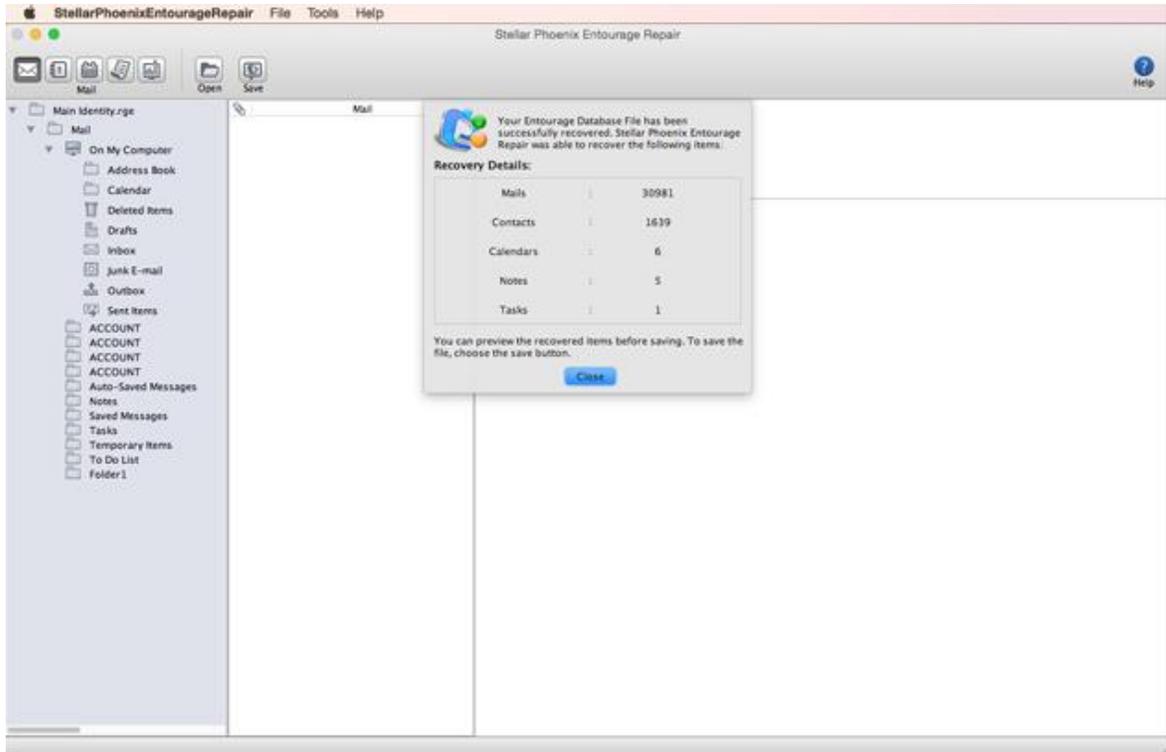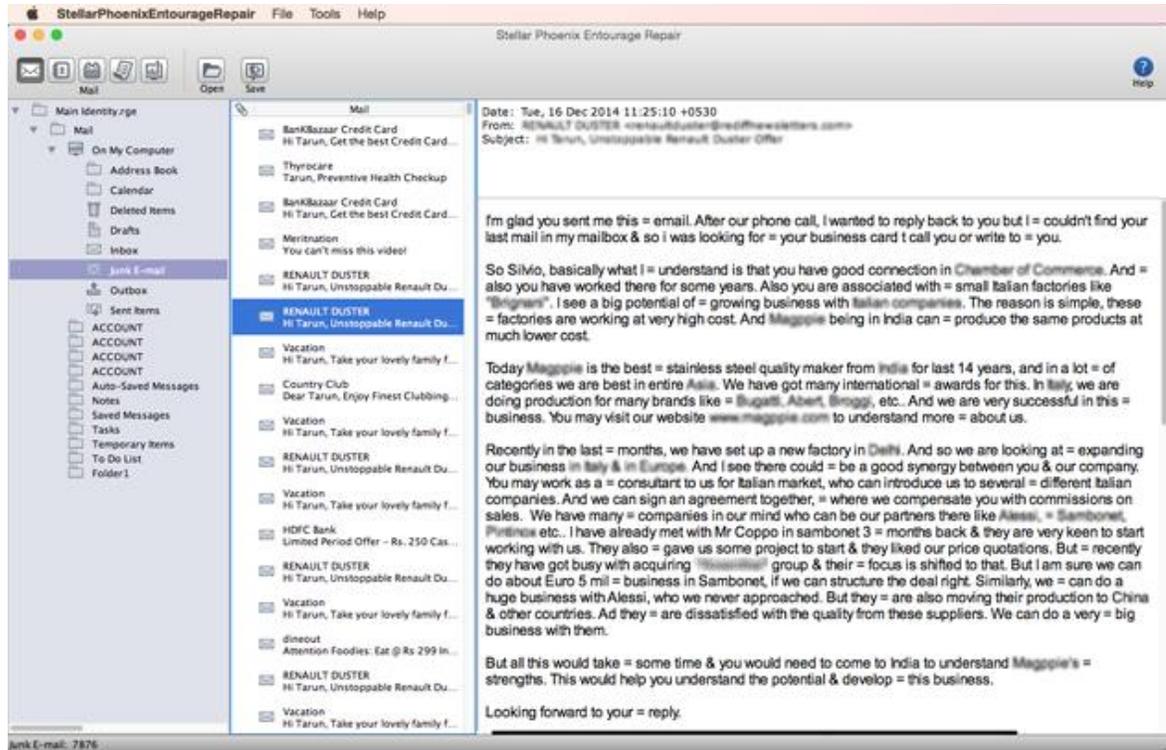
Preview Mail

Before saving the MS Entourage database file, the repaired file data can be previewed in the Stellar Phoenix Entourage Repair software. The data that can be previewed are e-mail folder and content, address book, calendar, tasks and notes. To preview the recovered mail, follow these steps.

- Open the Entourage Database file in Stellar Phoenix Entourage Repair.

- By default, the repaired mails are displayed in the preview window. Alternatively, to preview the mails, click on the 'Mail' button on the tool bar.

- The preview window has three pane windows. The left-pane of the preview window shows all the folders in the mail box. The centre-pane shows the items in the selected folder. The right-pane in the preview window shows the content of the mail selected in the centre-pane. Click on the 'Inbox' folder in the left pane, then click on the desired mail in the centre-pane. The mail message is displayed in the right-pane of the preview window.
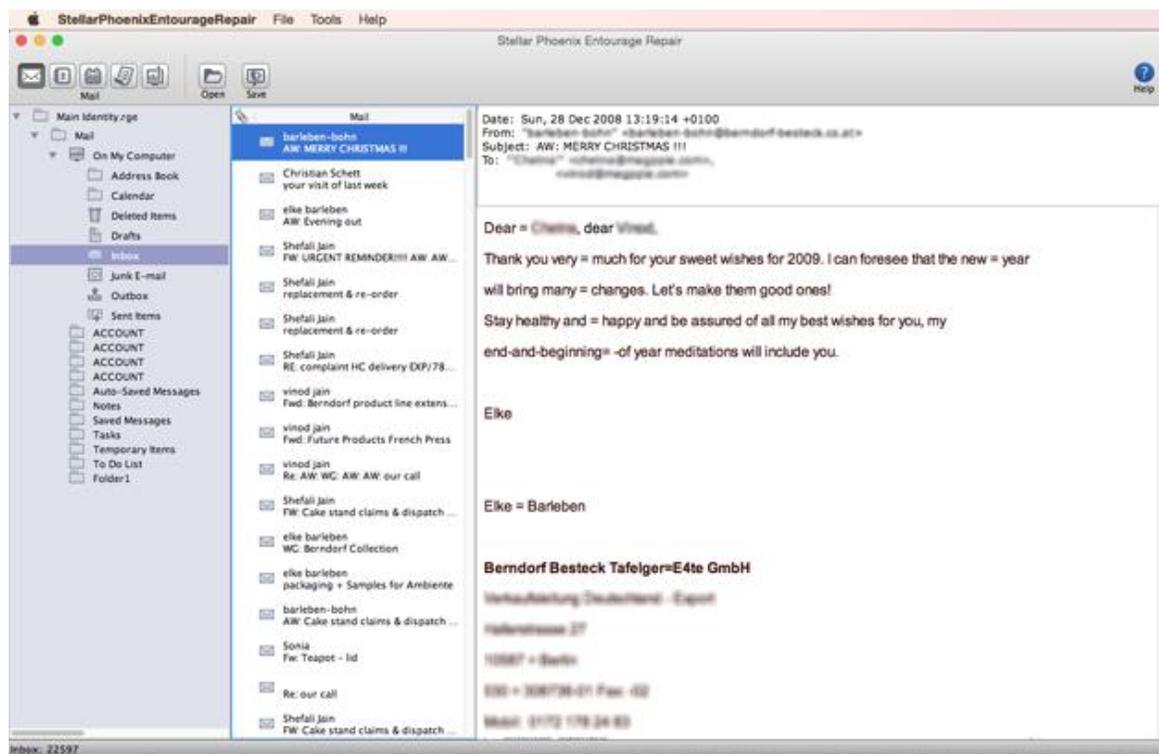
- To preview the junk mails, click on the 'Junk E-Mail' folder in the left pane, then click on the desired mail in the centre-pane. The mail message is displayed in the right-pane of the preview window.

- To preview the sent mails, click on the 'Sent Items' folder in the left pane, then click on the desired mail in the centre-pane. The mail message is displayed in the right-pane of the preview window.
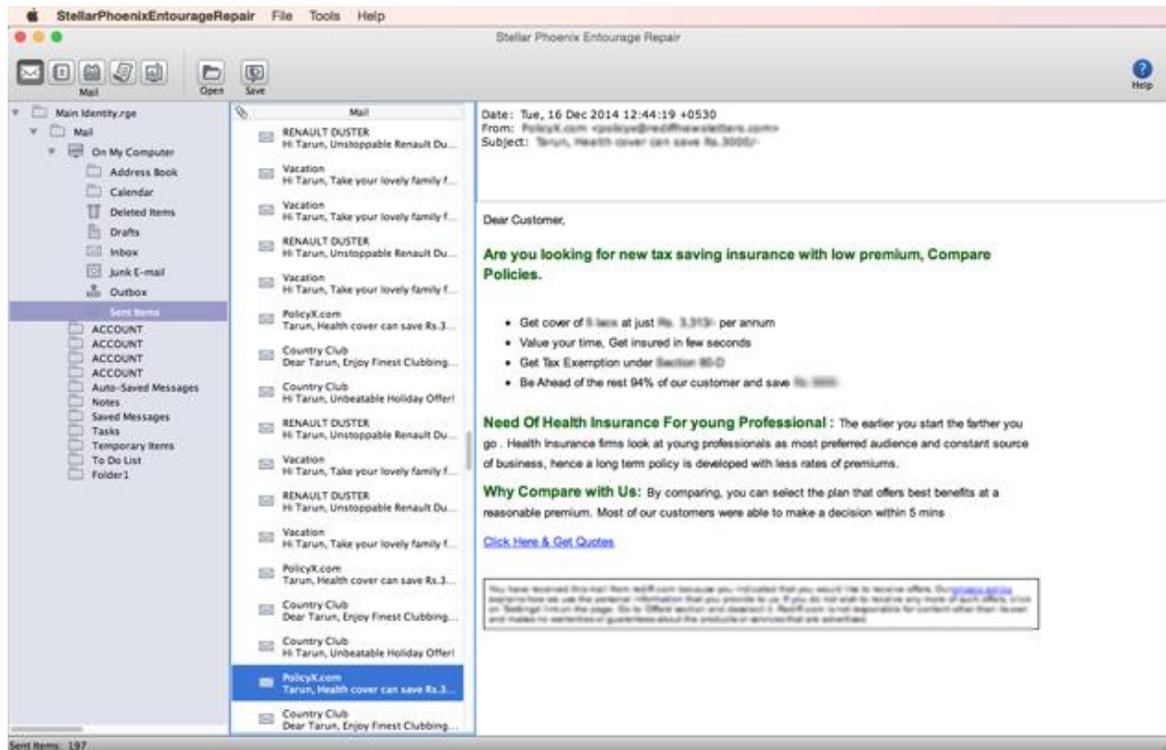
- To preview the deleted mails, click on the 'Deleted Items' folder in the left pane, then click on the desired mail in the centre-pane. The mail message is displayed in the right-pane of the preview window.

- To preview the draft mails, click on the 'Drafts' folder in the left pane, then click on the desired mail in the centre-pane. The mail message is displayed in the right-pane of the preview window.

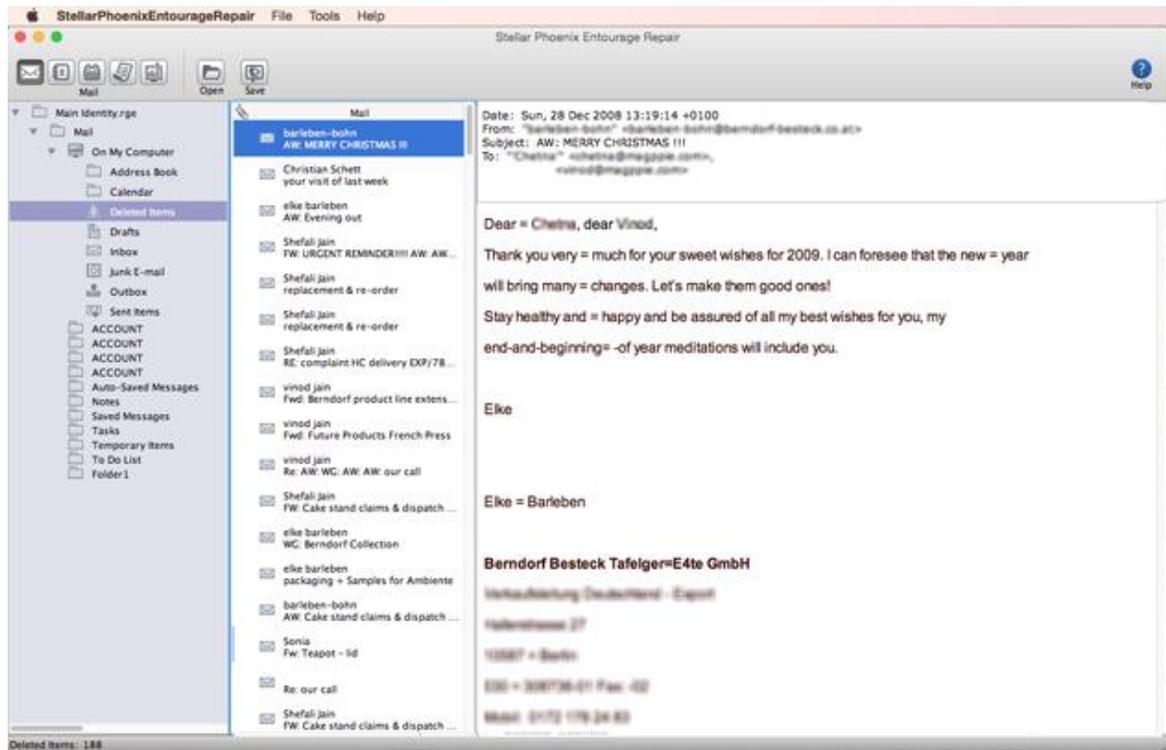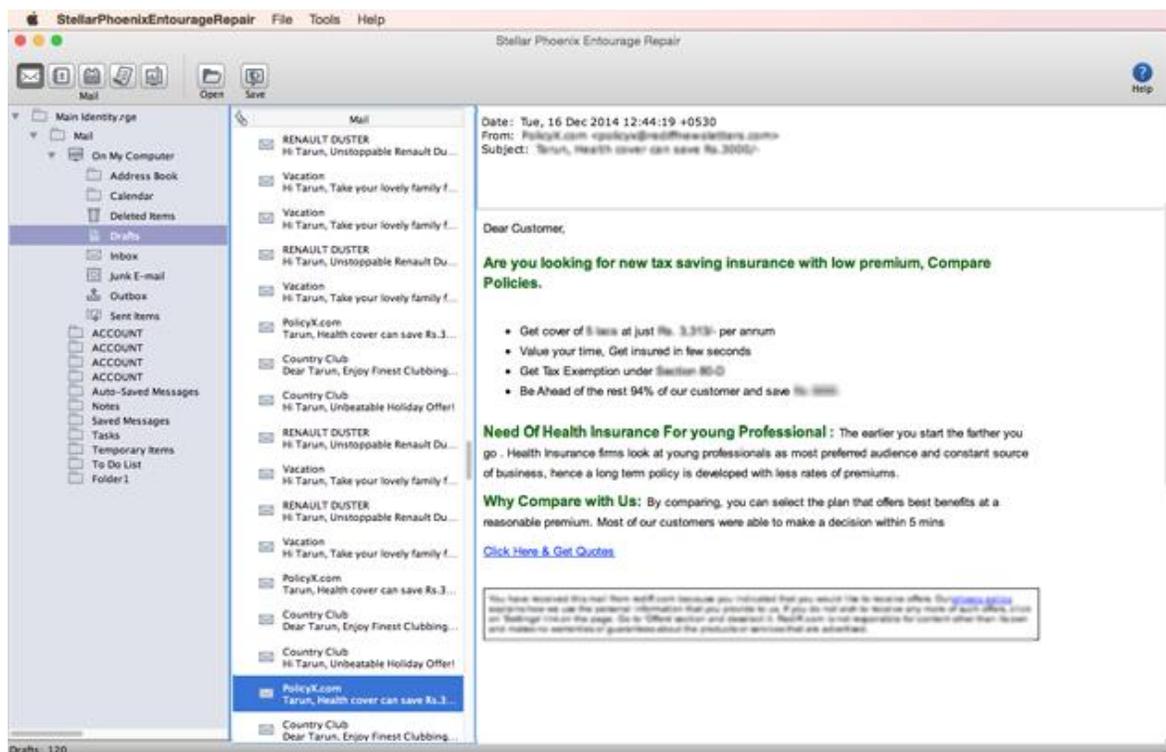**Note:** *Preview of images is supported only with Mac OS X 10.7 and above.*

Preview Address Book, Calendar, Notes, Tasks

MS Entourage also saves and manages personal information like address book, calendar, tasks and notes. All information is saved in same database file along with the mails. To preview the information in the repaired file, follow these steps.

- To preview the 'Address Book',

    o Click on the 'Address Book' button on the tool bar.
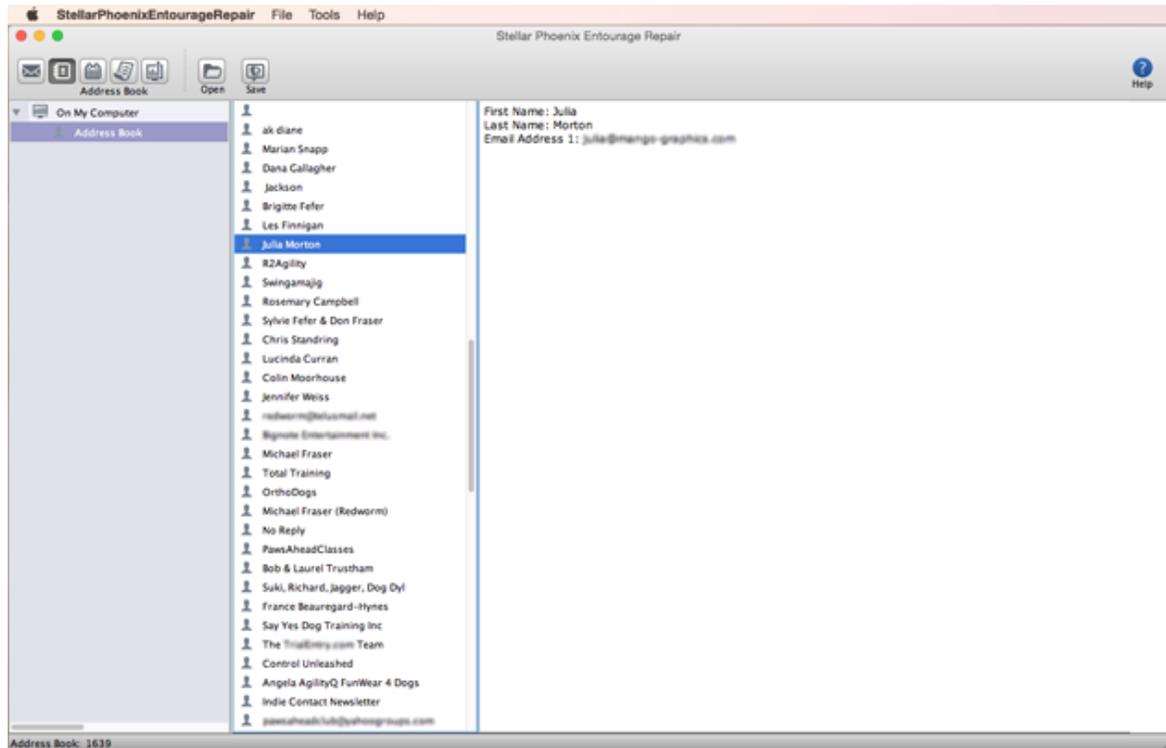
- o The left-pane of the preview window shows the 'Address Book' folder. Centre-pane shows list of the 'Names'. Click on the desired 'Name' to view its detail in the right-pane.

- To preview the 'Calendar',

    o Click on the 'Calendar' button on the tool bar.
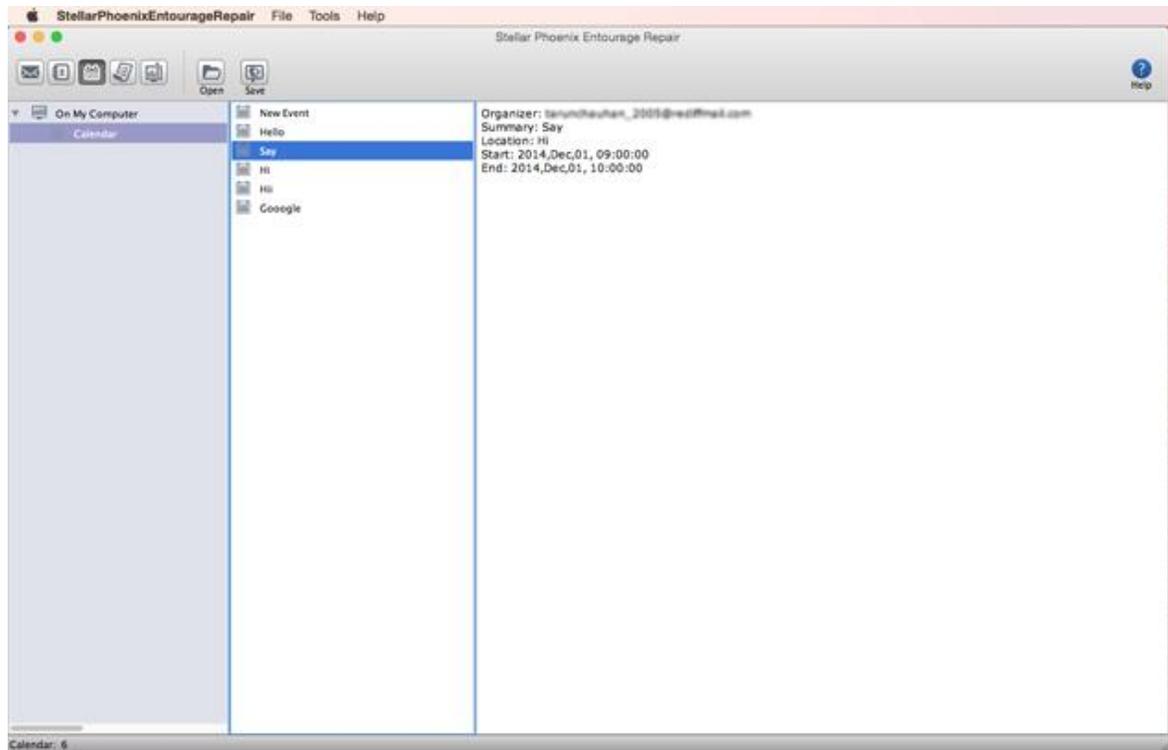
- o The left-pane of the preview window shows the calendar folder. Centre-pane shows list of events. Click on the desired event to view its detail in the right-pane.

- To preview the 'Notes',

  - o Click on the 'Notes' button on the tool bar.

- o The left-pane of the preview window shows the 'Notes' folder. Centre-pane shows list of the 'Notes'. Click on the desired 'Note' to view its detail in the right-pane.
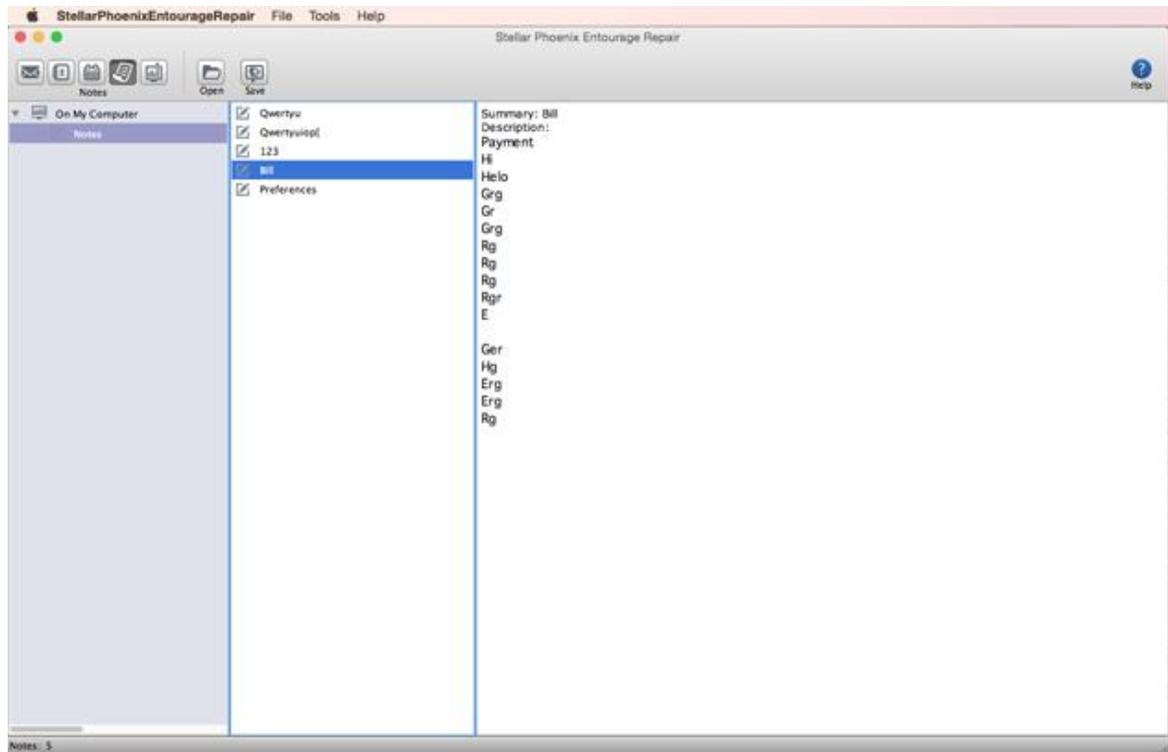
- To preview the 'Tasks',
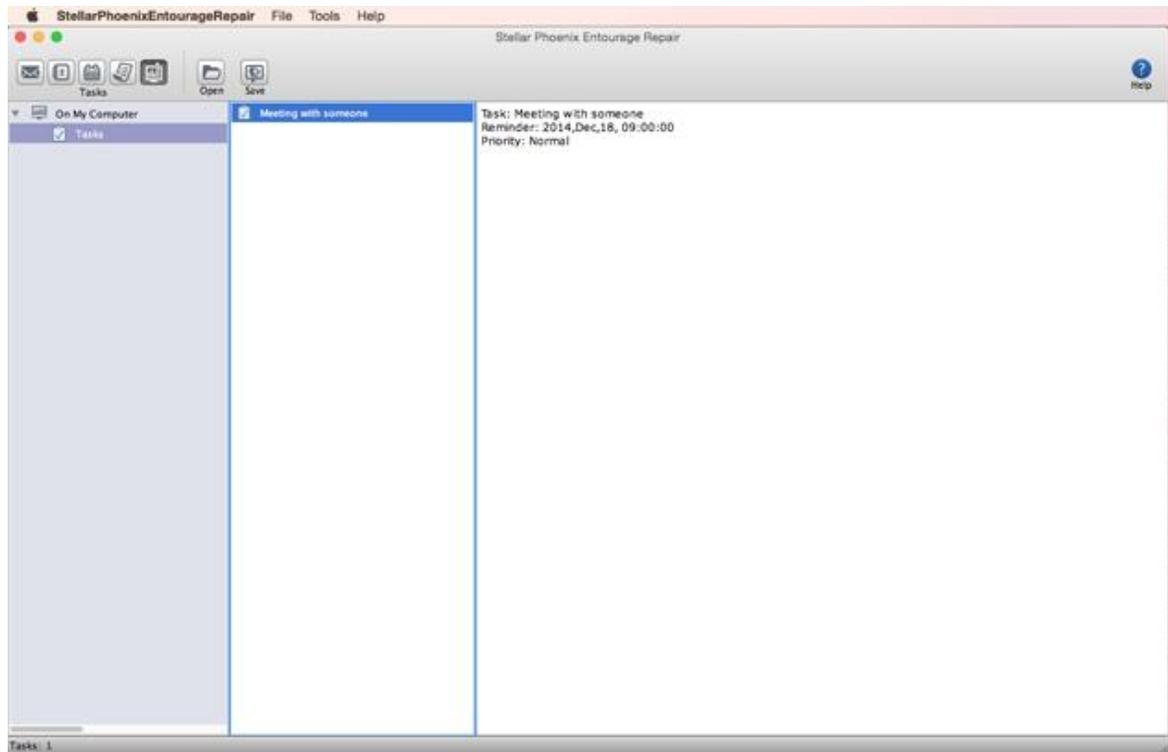
  - o Click on the 'Tasks' button on the tool bar.

o   The left-pane of the preview window shows the 'Tasks' folder. Centre-pane shows list of the 'Tasks'. Click on the desired 'Task' to view its detail in the right-pane.

Save the Repaired File

The file shown as preview in 'Stellar Phoenix Entourage Repair' must be saved to import it in the Microsoft Entourage. To save the repaired file, follow these steps.

- In the main window of the 'Stellar Phoenix Entourage Repair', click on 'Open' button on the tool bar to open the desired file.

    Or, alternatively, you can also click on 'Open File' option in the File Menu to select the file to be repaired.

- Click on 'Save' button on the tool bar to save the repaired files. A 'destination folder' dialog box is displayed.

    Or, alternatively, you can also click on 'Save Repaired File' option in the File Menu to perform the same task .
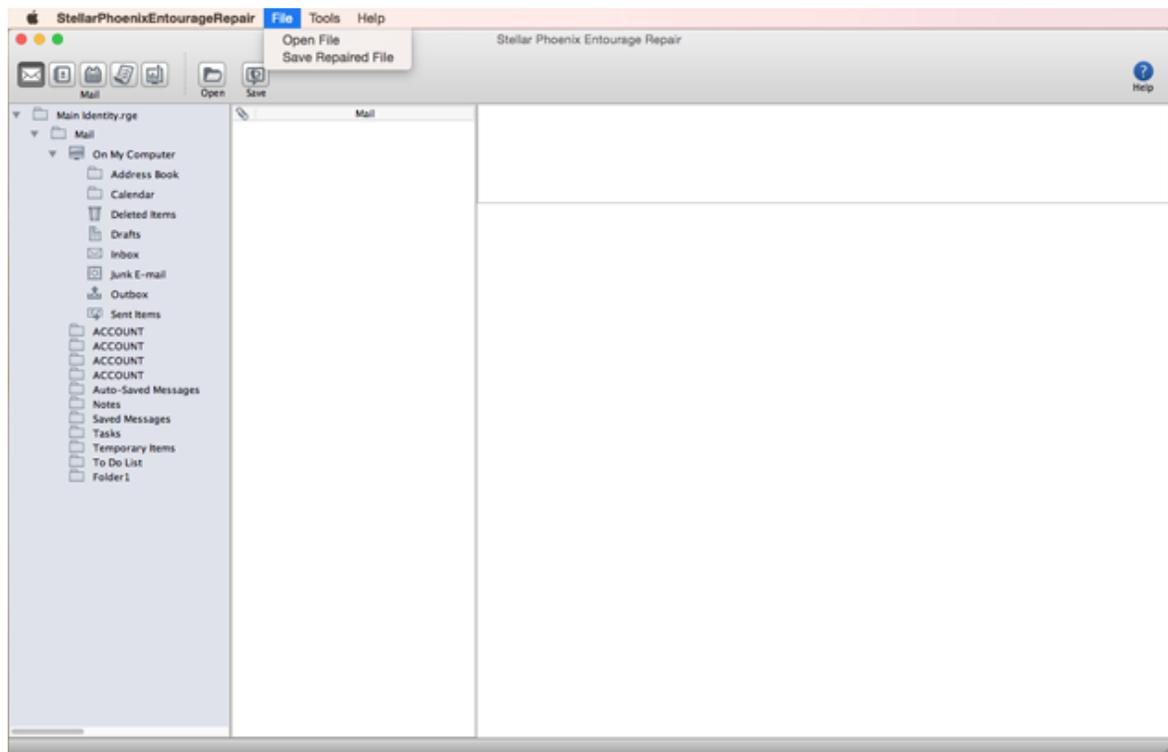
- Select the destination path for saving the file. Click on the 'Choose' button to start the saving process.
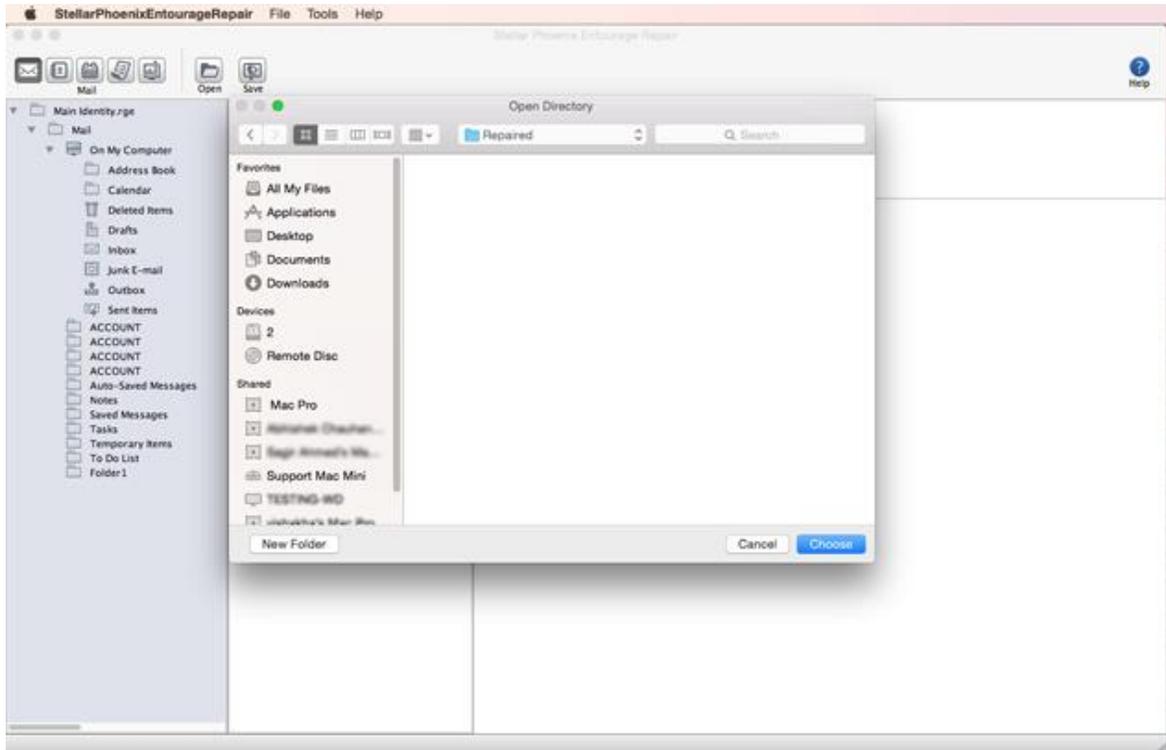
- A dialog box is displayed showing the progress of the scanning process. You can click 'Stop' button in the dialog box to stop the file save process.
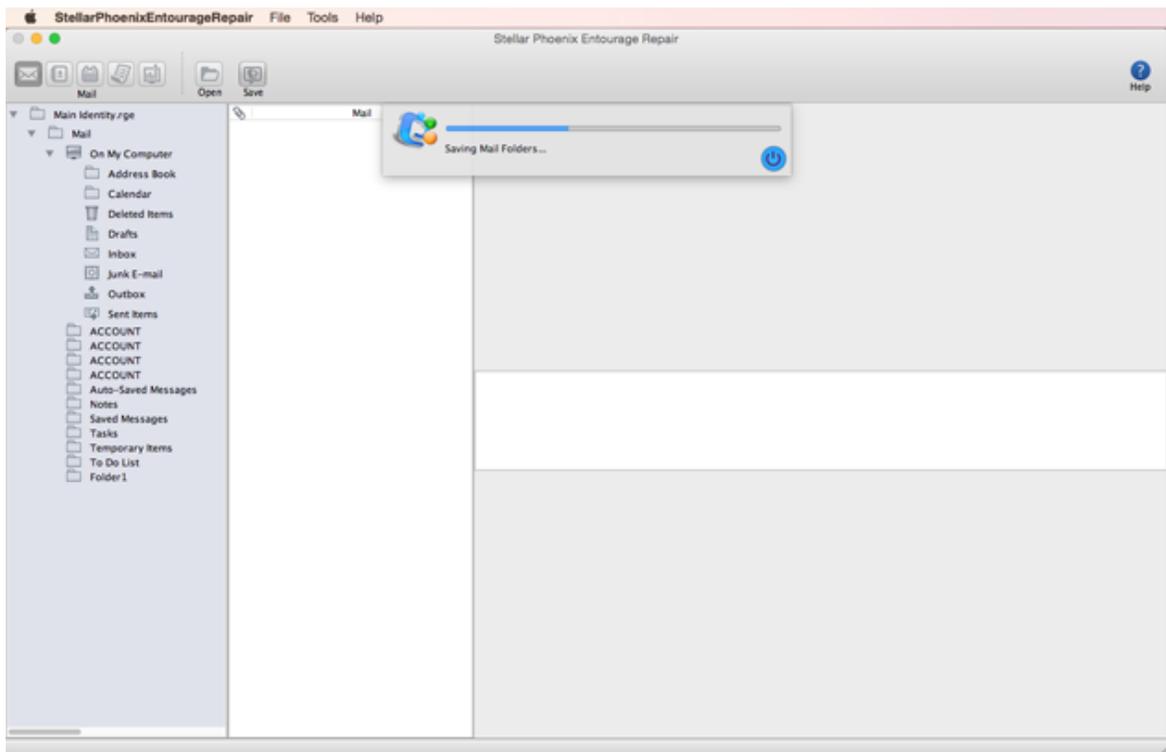
- The repaired file will be saved by the name 'Main Identity.rge'. A 'Mailbox Saved Successfully' dialog appears.
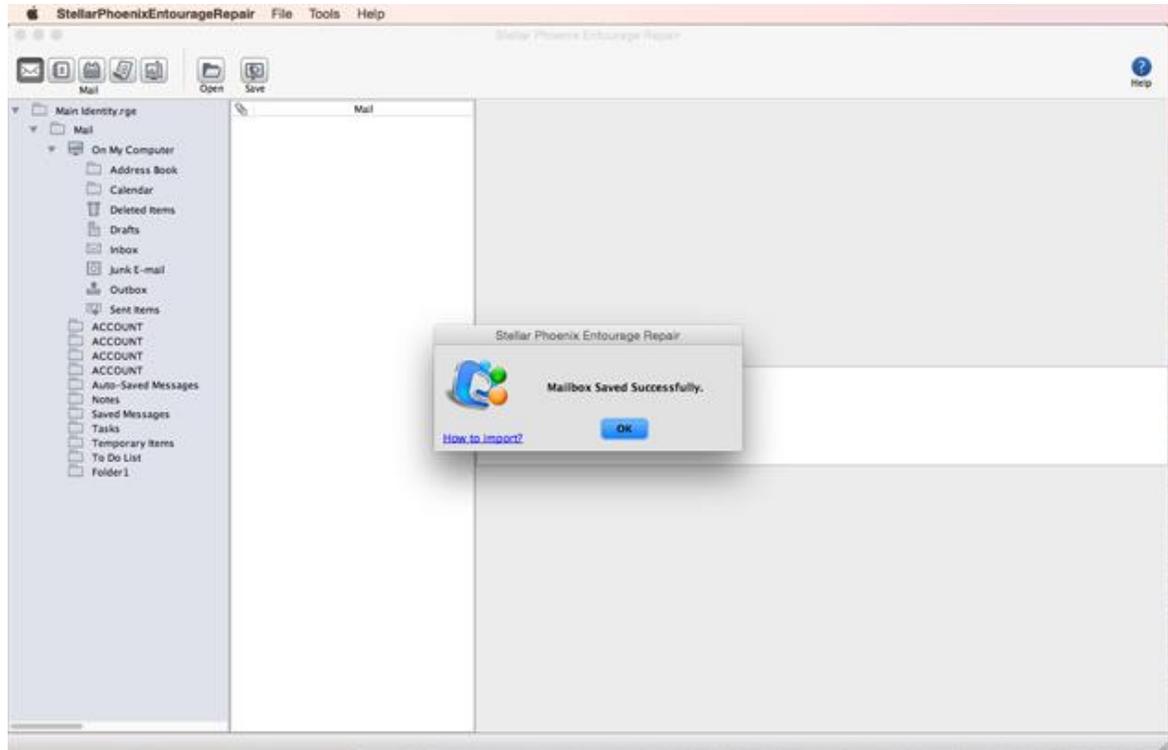
- If a file by this name already exists at the selected destination. A message box is displayed to confirm replacement of the existing file. Click 'Yes' to replace the existing file. Saving Process dialog box is displayed.
  Or, click 'No' to select a different location to save the file.
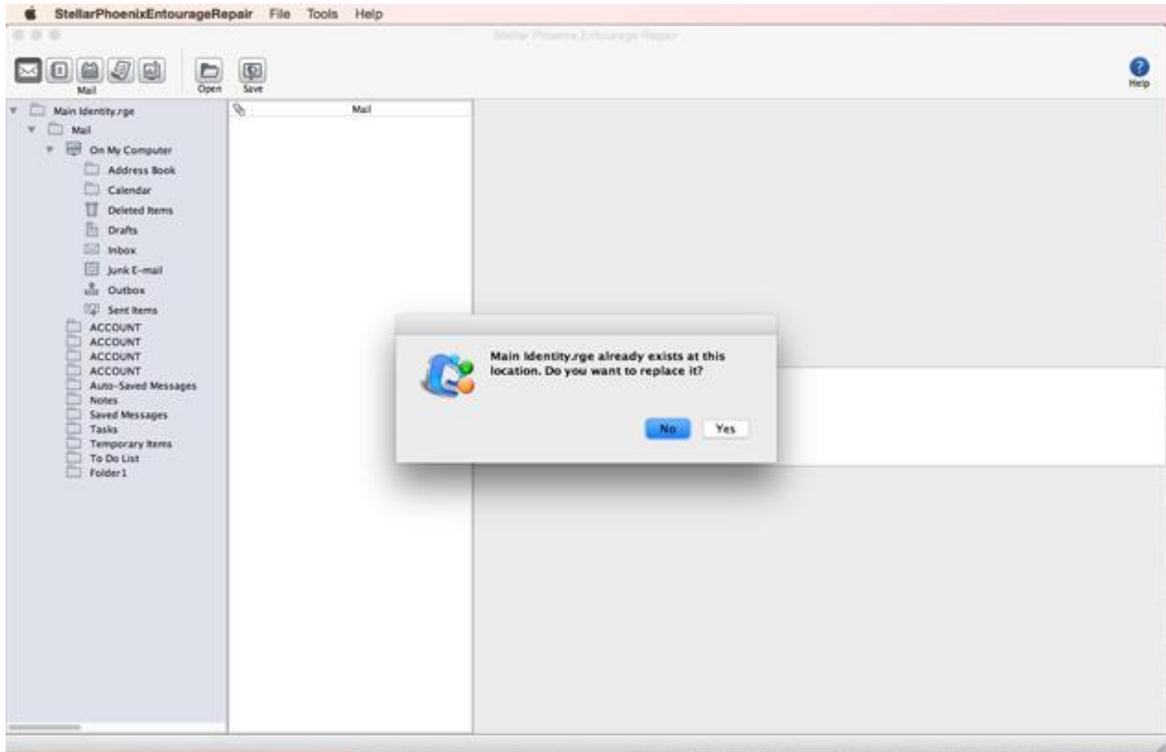
Import repaired file in MS Entourage

Stellar Phoenix Entourage Repair save file with name "Main Identity.rge" by default. To import this file in Microsoft Entourage, follow these steps.

- Start 'MS Entourage'.
- Click on 'Import' option from the File Menu. A dialog box will appear.
- Select 'Entourage information from an archive or earlier version' option from "Begin Import" section and click 'Next'.
- Select 'Entourage Archive (.rge)' option from "What would you like to import?" section and click 'Next'.
- Select the path where you have saved the repaired file i.e. "Main Identity.rge" and click 'Import'.
- Entourage will start importing your data, click 'Done' after import process is completed.
- 'Main Identity.rge' appears in left pane of MS Entourage.
- Recovered items will be displayed under 'Main Identity.rge' folder.

FAQs

1. **What is Stellar Phoenix Entourage Repair Tool?**

    Stellar Phoenix Entourage Repair Tool is a recovery tool for Microsoft Entourage 2004/2008, used for recovering Mails, Address Book, Notes, Tasks and Calendar from a corrupted Entourage Database File (not readable by Microsoft Entourage).

2. **Can I see the preview of my recovered mails, tasks, calendar, notes etc. in the demo version of the software?**

    Yes, in demo version you can see the preview of all recovered items, but to save your recovered items you need to purchase the software.

3. **What is the process to install Stellar Phoenix Entourage Repair tool?**

    Before beginning installation process, quit all other programs, including anti-virus program, as they might interfere with the installation process. Setup file comes as a compressed .dmg file (.dmg.zip).

    To start Stellar Phoenix Entourage Repair, follow these steps.

    - Unpack **StellarPhoenixEntourageRepair.dmg.zip** file.
    - After decompressing it, double click **.dmg** file. This will mount a virtual volume - **StellarPhoenixEntourageRepair**.
    - Double-click **StellarPhoenixEntourageRepair** volume to open Stellar Phoenix Entourage Repair window.
    - Drag **Stellar Phoenix Entourage Repair** file to **Applications** folder.
    - To launch the software, double click on **Stellar Phoenix Entourage Repair** file in **Applications** folder.
    - This displays **License Agreement**. If user accepts the **License Agreement**, then the software is launched; otherwise, it quits.

4. **What is the process to remove the Stellar Phoenix Entourage Repair Tool?**

    To remove the software, just drag and drop the Stellar Phoenix Entourage Repair file from application folder to trash bin.

5. **I have MS Entourage 2004 and MS Entourage 2008, both installed on my system. How can I repair my database of MS Entourage 2004?**

If both MS Entourage 2004 and 2008 are installed then 'Stellar Phoenix Entourage Repair' will select database of 2008 as default. To repair database of 2004, you have to use the browse option to select it from its installed location.

6. **How much time Stellar Phoenix Entourage Repair will take to scan and repair the database.**

The scanning and saving time totally depends upon the corruption level and size of the file. If the process is running that means that the software is still working.

7. **After saving my recovered items, how can I use recovered file in MS Entourage?**

Stellar Phoenix Entourage Repair save file with name "Main Identity.rge" by default. To import this file in Microsoft Entourage follow these steps:

- Start 'MS Entourage'.
- Click on 'Import' option from the File Menu. A dialog box will appear.
- Select 'Entourage information from an archive or earlier version' option from "Begin Import" section and click 'Next'.
- Select 'Entourage Archive (.rge)' option from "What would you like to import?" section and click 'Next'.
- Select the path where you have saved the repaired file i.e. "Main Identity.rge" and click 'Import'.
- Entourage will start importing your data, click 'Done' after import process is completed.
- 'Main Identity.rge' appears in left pane of MS Entourage.
- Recovered items will be displayed under 'Main Identity.rge' folder.

8. **Can I work with two MS Entourage Database file simultaneously?**

No, only single Entourage database file can be accessed. Before working with another file, first save the already open file since opening a new database file will automatically close the previously opened database.

9. Can I use MS Entourage while Stellar Phoenix Entourage Repair is running?

If you are using MS Entourage Database from default location, it is recommend not to use MS Entourage. If you are choosing database from different location you can use MS Entourage.

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About Stellar

Stellar Information Technology Private Limited 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 >>

E-mail Recovery

A wide range of e-mail recovery, e-mail repair and e-mail conversion applications for MS Outlook, MS Outlook Express and MS Exchange useful in instances of data loss due to damages and corruption of E-mail. 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