



# Stellar Phoenix Repair for Zarafa

Version 1.0

User Guide

# Overview

**Stellar Phoenix Repair for Zarafa** is a tool designed to recover user's mailboxes and data ( mails, calendar, contacts, notes,entries etc) from corrupt Zarafa Server files. Using powerful algorithms, it thoroughly scans files to recover all possible data without deleting or modifying original data. Even heavily damaged files can be optimally repaired and restored with this software.

## Key Features:

- Recovers mailboxes and data ( mails, calendar, contacts, notes,entries etc) from corrupt '**Zarafa**' Server (.frm and ibdata1) files.
- Recovers accidentally deleted mailboxes and data ( mails, calendar, contacts, notes,entries etc ).
- Saves recovered files in the same format.
- Recovery Log.
- Supports Windows 8 / 7 / XP / Vista.

# Installation Procedure

Before beginning installation, make sure that the computer meets minimum system requirements.

## *Minimum System Requirements*

- **Processor:** Pentium Class
- **Operating System:** Windows 8 / 7 / XP / Vista
- **Memory:** 1GB RAM
- **Hard Disk:** 50 MB of Free Space
- **MySQL** should be installed on the machine

## **To install the software, follow the steps:**

1. Double-click '**StellarPhoenixRepairforZarafa.exe**'. A setup dialog box is displayed.
  2. Click '**Next**' to continue. '*License Agreement*' dialog box is displayed.
  3. Select '**I accept the Agreement**' option. Click '**Next**' to continue.
  4. Specify location where installation files are to be stored. Click '**Next**' to continue.
  5. Select the folder where files are to be stored. A default folder is suggested in '*Select Start Menu Folder*' box. Click on '**Browse**' to select a different location. Click '**Next**'.
  6. In '*Select Additional Tasks*' dialog box, choose the check box as per your choice. Click '**Next**'.
  7. Review entries. Click '**Back**' if you want to make any changes. Click '**Install**' to start installation.  
The Installing screen shows the installation process.
  8. After completion of installation process, '*Completing the Stellar Phoenix Repair for Zarafa Setup Wizard*' screen opens. Click '**Finish**'.
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You can clear '*Launch Stellar Phoenix Repair for Zarafa*' check box to stop automatic launch of the software.

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# Stellar Phoenix Update Wizard

Stellar Phoenix Update Wizard keeps your Stellar Phoenix applications updated. Update option in the application is capable of checking for latest updates. This will check for both latest minor and major version available online. You can easily download minor version through the update wizard. However, the major version, if available, has to be purchased. While updating the software, it's recommended to close all running programs.

## To start 'Stellar Phoenix Update Wizard':

1. In the '**Stellar Phoenix Repair for Zarafa**' main screen, click '**Update**'  icon on the tool bar.
2. '*Stellar Phoenix Update Wizard*' window pops up. Click '**Next**' to proceed.
3. The wizard will start searching for latest updates and if it finds any new version, a window pops up indicating the availability.
4. Click '**Next**', the software will start downloading update files from the server. When the process is complete, the software will upgrade to latest version.

## Live Update may not happen due to following reasons:

- Internet connection is not available.
- There are no updates available on the update site



If major version is available, you have to purchase the software to upgrade it.

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## How to Order?

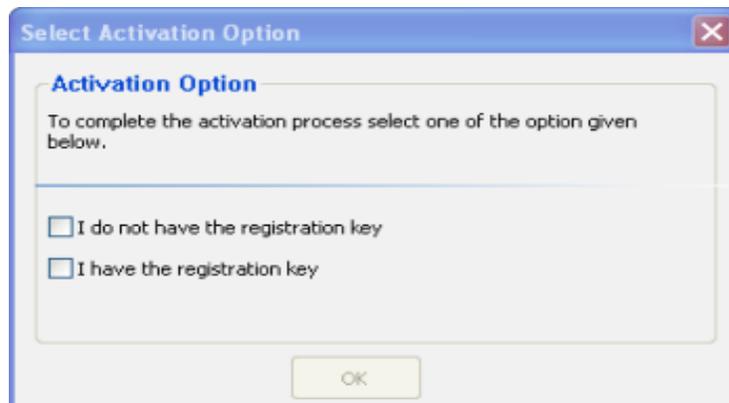
The software can be purchased online. For price details and to place an order, please visit [here](#).

Once the order is confirmed, a pre-paid serial # will be sent through e-mail, which would be required to activate the software.

Alternatively, if demo version is installed on your computer, you can click the '*Buy Now*' link in '**Purchase**' dialog box. Click '**Purchase**'  button on the application tool bar to open '**Purchase**' dialog box.

## How to Register?

To register the application, click '**Activation**'  icon on the main user interface to open '**Select Activation Option**' dialog box.



Selecting '**I do not have a registration key**' option will automatically take you to 'Buy Now' page where you can purchase the product.

Selecting '**I have the registration key**' option after purchasing the product will give you two options:



If '**Stellar Phoenix Repair for Zarafa**' is downloaded from <http://www.stellarinfo.com/email-repair/zarafa-server-recovery/buy-now.php> (i.e., ESD version), for the full functionality, the product must be activated using Serial Number (received through e-mail after purchasing the product) over Internet.

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# Online Activation

Once the serial key (pre-paid key received through email after purchasing the product) is received, activate the product instantly over Internet.

To activate the software,

1. Select '**Online Activation**'. You get a software license warning message.
2. Click '**Continue**', the software checks for the Internet connection. Once it is connected to the internet, software registration wizard will appear. Click '**Next**', to continue further with the registration process.
3. In the window that appears, type the *Serial number* (received through email after purchasing the product) in the text box.
4. Click '**Next**' to continue. The software would automatically communicate with registration server and would activate the software.
5. Click '**Finish**', to complete the activation process.



If Internet connection is unavailable, user can also register the software by sending e-mail.

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## Activation using Email

While activating the product over Internet, if the software could not communicate with the server, an error message will popup. Click '**OK**' to register the product through email.

- Click '**OK**', the registration wizard for sending the authorization request will appear.
- Leave the option unchecked and click '**Next**' to continue.
- In the next window, type the email address in the text box to which the unlocking code is to be send. Once the email address is entered, click '**Next**'.
- The email address verification window will appear. Click '**Yes**', if email address is correct.

The software automatically launches the default email client, and sends an email containing the unique site code with registration request to the registration server.

If the registration wizard could not launch the default email client, error message will appear.

- Click **'OK'**, to continue the process manually.
- Registration wizard window appears.
- Open an email client (like Outlook Express, MS outlook, Eudora etc) and create a new message.
- Place the cursor in the box labeled **'TO'** and press **'CTRL+V'** to paste address. If it does not work, right click on the **'TO'** box and select **'Paste'** from the popup menu. The TO box will contain the address.
- Click **'Next'**, a window will appear.
- Now place the cursor in the box labeled *Subject* in the same message window and paste (method same as above) the text. The Subject box will now contain the text.
- Click **'Next'**, do the same process mentioned to paste the encrypted text content in the body of the message.
- Click **'Next'** to finish the procedure and send the email.



Make sure the content of the email sent for automatic authorization have the details as mentioned above. If they are incorrect, the server will reject the mail registration request.

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- If the process is successful, registration server would send an email containing unlocking code/site-key.



In case wizard is not able to launch default email client, it automatically shifts to the manual process for sending the activation authorization request.

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### Manual Activation

- Click **'Activation'** icon  on the main user interface. **'Select Activation Option'** dialog box opens.

- Check the I have the registration key check box and select Online Activation. Click OK, and then click Yes.
- In the Welcome to Stellar Phoenix - Electronic Software Registration dialog box, click Cancel. **In the 'Stellar Phoenix Repair for Zarafa' dialog box, click 'Yes'.**
- In the Manual Registration screen, enter any number or text in the **'Enter Serial number'** text box. Click **'Next'**.
- A text file with name PHX\_REG.txt will be saved at your desktop. Click Finished.
- Send the PHX\_REG.txt file to e-mail address - [support@stellarinfo.com](mailto:support@stellarinfo.com). You will get a serial number for manual activation.
- After verifying the details, unlocking code/site key will be sent through email.

#### **To register manually after site key is received**

To activate the product manually (after receiving the site-key):

- Click **'Activation'** icon  on the main user interface. click Register button. **'Select Activation Option'** dialog box opens.
- Check *'I have the registration key'* checkbox and select **'Manual Activation'**. Click **'OK'**.
- Enter the site key, received through e-mail, in the *'Enter Site Key'* textbox.
- Click **'Validate'**.



All Manual registration process will take maximum of one business day for completion.



If the software is installed using the product installation CD (i.e., BOX version), hardware lock  is mandatory for the functioning of the software which is available with the software kit.

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# Launching the Software

To start 'Stellar Phoenix Repair for Zarafa'

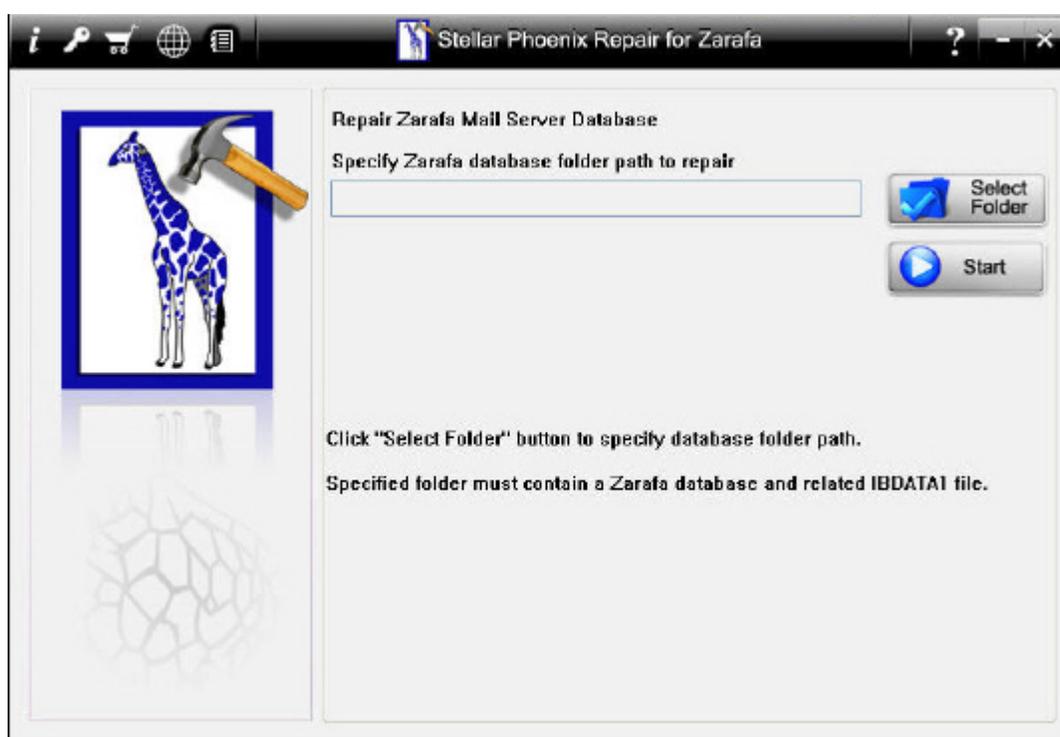
Use one of the following:

- Click '**Start**' -> '**Programs**' -> '**Stellar Phoenix Repair for Zarafa**' -> '**Stellar Phoenix Repair for Zarafa**'.
- Double click '*Shortcut*' icon on the Desktop.
- Click '*Quick Launch*' icon on the Taskbar.

## User Interface

'Stellar Phoenix Repair for Zarafa' software has a very simple and cool looking Graphical User Interface. Yet it contains all the features required for complete recovery of mails from corrupt 'Zarafa' server.

Upon launching the software, main user interface will appear as shown below:



# Zarafa Server Repair-Prerequisites

There are certain prerequisites for starting the repair process.

- **'Zarafa'** Server database files and related **'ibdata1'** file should be in a single folder.
- Corrupt **'Zarafa'** Server database files to be recovered must be imported from **'Linux'** based System to a **'Windows'** based system. For this you need to stop **'MySQL'** services on **'Linux'** computer.
- Free space available in the drive should be double the size of **'ibdata1'** file to run **'Stellar Phoenix Repair for Zarafa'** smoothly.
- **'MySQL'** should be installed and running on the system while you are using **'Stellar Phoenix Repair for Zarafa'**. You can get **'MySQL'** [here](#).

## Plan Zarafa Server Repair

As source and recovery platform for **'Zarafa'** database files are different, there are a few pre and after process steps to be taken for successful recovery of corrupt files. The source of corrupt **'Zarafa'** database files is a **'linux'** based computer and recovery of files is done on a **'Windows'** based computer. Therefore you need to take corrupt **'Zarafa'** database files from its source location and put recovered files back. You can do it either physically( i.e. by means of pen drive, CD/DVD etc ) or through a network.

# Stop/Start MySQL Services

Before copying/pasting 'Zarafa' database files, you need to stop 'MySQL' Server Services' on 'Linux' system.

## To stop the service,

Either use command `/etc/initd/mysql 'Stop'` or

- Navigate to 'System' -> 'Administration' -> 'Services' (For 'Red Hat' enterprise).
- Select 'mysqld' -> 'Stop'.

## To start the service,

Either use command `/etc/initd/mysql 'Start'` or

- Navigate to 'System' -> 'Administration' -> 'Services' (For 'Red Hat' enterprise).
- Select 'mysqld' -> 'Start'.

## Import corrupt Zarafa database files

As '**Stellar Phoenix Repair for Zarafa**' can run only on '**Windows**' platform, you need to import corrupt '**Zarafa**' database files from its source to a '**Windows**' based system with '**Stellar Phoenix Repair for Zarafa**' software installed on it. For this, copy corrupt database files from source and paste to destination folder in a drive on '**Windows**' based system having the software.

To copy corrupt '**Zarafa**' database files from a '**Linux**' system:

- Navigate to the source location -> **Computer \ File System \ Var \ Lib \ mysql**
- copy '**Zarafa**' folder and '**ibdata1**' file.

Paste both '**Zarafa**' folder and '**ibdata1**' file in a single folder in a drive on '**Windows**' based system.

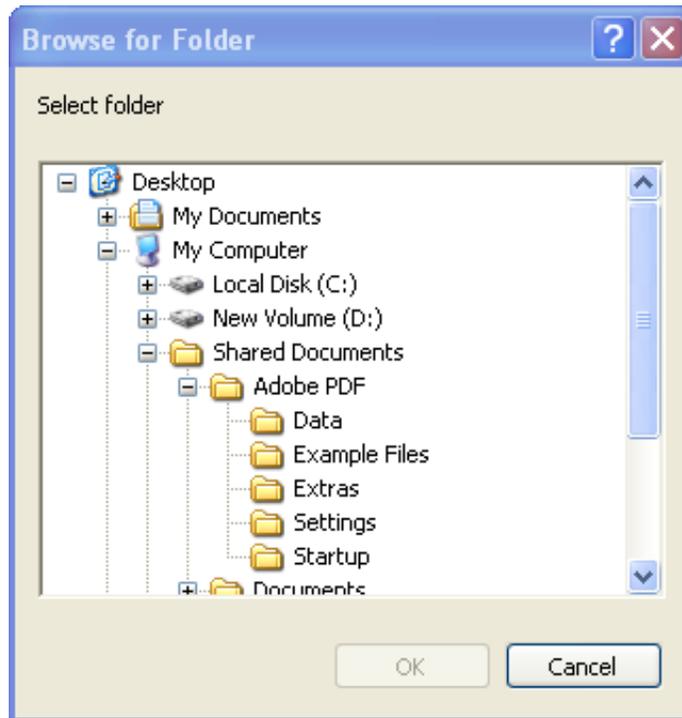


Before copying '**Zarafa**' database files, you must stop '**MySQL**' Services.

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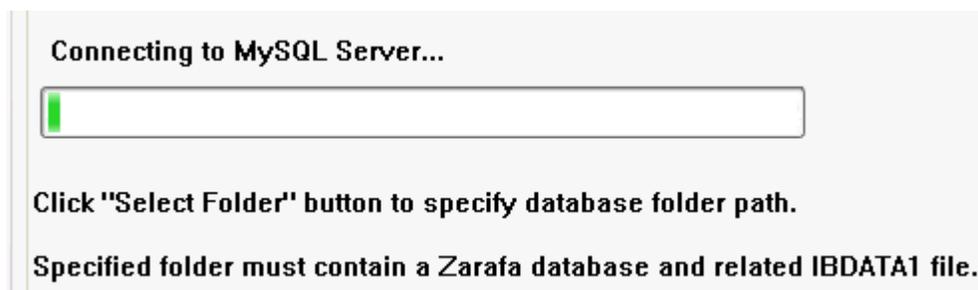
## Scan and repair Zarafa Server

To start scan and repair process, first select the folder containing files to be repaired. For this, press 'Select Folder'  button on the main user interface. 'Browse for Folder' dialog box opens.

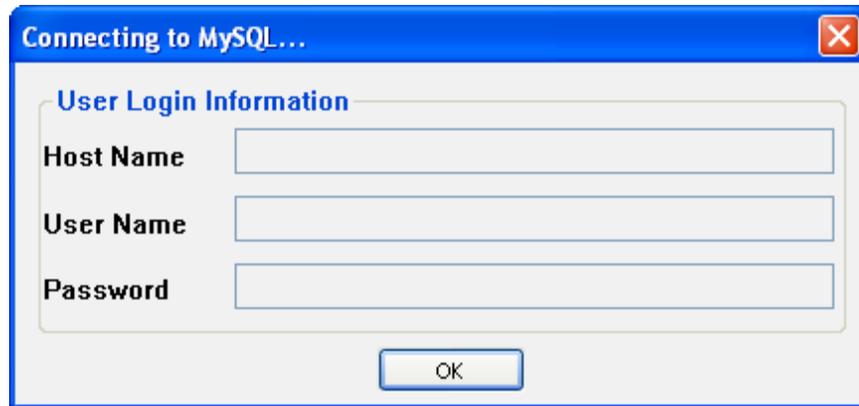


Navigate to the location of the folder and select it. Click 'OK' and press 'Start'  button on the main user interface.

'Stellar Phoenix Repair for Zarafa' will start connecting to 'MySQL' Server and a progress bar with a message 'Connecting to MySQL Server...' is displayed.



After a short while, 'User Login Information' dialog box opens.



Fill in the following information:

- Host Name: *Host Name* (System host name)
- User Name: root/anonymous
- Password: The password ( if you have set one while configuring '**MySQL**' on your computer).

Repair process will start and a progress bar with a number of messages in quick succession indicating recovery and restoration of data is displayed.



After process is finished, following message appears:



Click '**Repaired File Path**' to see recovered files in their destination folder.



Default destination for the recovered files is C:\Program Files\MySQL\MySQL Server 5.0\data\Recovered Folder (day date)



After activating demo version of the application, you need to re scan files.

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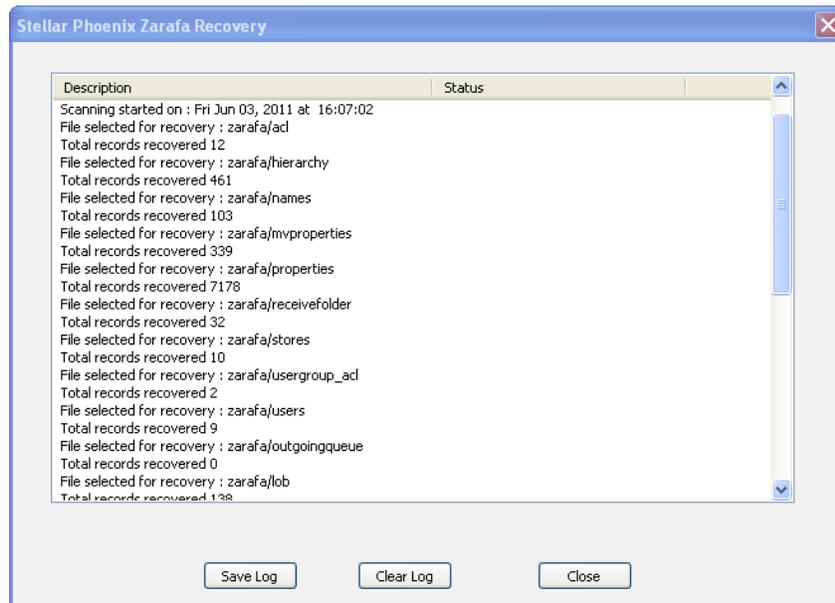
### *Viewing mailboxes and data*

To view recovered mailboxes and data( mails, calendar, contacts, notes,entries etc), you need to [put](#) recovered 'Zarafa' Server files and 'ibdata1' file back to source computer. The location of recovered files should be the same from where you have collected corrupt old files for recovery. Rename old files to something else.

## View and Save Log Report

Log window displays beginning of the process, end of the process, name of the file, number of records recovered etc. during running of the process. With '**Stellar Phoenix Repair for Zarafa**', you can view and save Log Report to analyze recovery process.

To view Log Details, click '**View Log**'  button in the main user interface. '**Log Report**' window will open.



Click '**Save Log**' button to save Log Report. Enter file name and choose destination in 'Save As' dialog box that opens.

Click '**Clear Log**' button to clear Log window.

Click '**Close**' button to Close the Log Details Window.

## Export repaired Zarafa database files

To view recovered mailboxes and data, repaired **'Zarafa'** database files must be exported to their source location. Do this by pasting repaired **'Zarafa'** database files to its source location -> **Computer \ File System \ Var \ Lib \ mysql**. Before pasting, move old files to some other folder or rename them. After that, you need to change permissions for the recovered **'Zarafa'** database and **'ibdata1'** file.

To change permissions of **'Zarafa'** database file, follow the steps given below:

- Right click **'Zarafa'** database file. **'Properties'** dialog box will open.
- Under **'Permissions'** tab, fill in the following information:
  - Owner -> mysql -MySQL Server
  - Group -> mysql

To change permissions of **'ibdata1'** file, follow the steps given below:

- Right click **'ibdata1'** file. **'Properties'** dialog box will open.
- Under **'Permissions'** tab, fill in the following information:
  - Owner -> mysql -MySQL Server
  - Access -> Read and Write
  - Group -> mysql



Before pasting **'Zarafa'** database and **'ibdata1'** files, you must [stop](#) **'MySQL'** services on the computer and after pasting, [resume](#) services.

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## Uninstall the application

In two ways you can uninstall '**Stellar Phoenix Repair for Zarafa**'.

- Click '**Start**' -> '**All Programs**' -> '**Stellar Phoenix Repair for Zarafa**' -> '**Uninstall Stellar Phoenix Repair for Zarafa**'. Follow on screen instructions to completely remove the software, including registry entries from your computer.
- Click '**Start**' -> '**Control Panel**' -> '**Add Or remove Program**'. Select "**Stellar Phoenix Repair for Zarafa**" entry from the displayed list and click '**Change/Remove**'. Follow on screen instructions to completely remove the software as well as registry entries from your computer.

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Stellar Phoenix Repair for Zarafa

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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 <http://www.stellarinfo.com/support>

## Support Help line

**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>Netherlands Pre &amp; Post Sales Support</b>	+31-208-111-188
<b>Worldwide</b>	+91-921-395-5509
<b>Australia &amp; Asia Pacific</b>	+61-280149899
<b>Skype Id</b>	stellarsupport
<b>E-mail Orders</b>	<a href="mailto:orders@stellarinfo.com">orders@stellarinfo.com</a>

## Online Help

- [Chat Live](#) with an Online technician
- Search in our extensive [KB Article Links](#)
- [Submit Enquiry](#) (If our Knowledge Base does not answer your question)

# 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 >>](#)

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

# FAQs

## 1. What is Zarafa Server?

This is a mail server which provides Mail, Calendar, Contacts, and Tasks programs for a group of people on a 'Linux' based computer.

## 2. What is 'ibdata1' file?

It contains the structure of tables stored in **'MySQL'** database.

## 3. Why is it necessary to have 'MYSQL' installed and running on my computer while using 'Stellar Phoenix Repair for Zarafa'?

As **'Zarafa'** Server uses **'MYSQL'** database to store its file, **'Stellar Phoenix Repair for Zarafa'** has to make connection to **'MYSQL'** Server before starting the recovery process to fetch files.

## 4. Where are recovered files stored on my computer?

Recovered files are saved at C:\Program Files\MySQL\MySQL Server 5.0\data\Recovered Folder (day date) on your computer.