

Recover Deleted Items

The ITCS Exchange service stores all deleted items for up to three days before purging them. Files deleted in the normal way (i.e. sending to folder “Deleted Items” folder and then emptying that folder either manually or automatically when closing Outlook) are easily recovered.

Recovering Exchange items from the Deleted Items folder

1. Select the **Deleted Items** folder.
2. Choose **Recover Deleted Items...** from the **Tools** menu.
3. Select the item(s) you want to recover and click on **Recover Selected Items**.

Recovering Exchange items NOT in the Deleted Items folder

Not all items are recoverable in this fashion. If messages were permanently deleted (by holding down the Shift key while deleting them, for example) they can still be retrieved within 3 days with a little extra work. Sometime aberrant client behavior (this has been seen on mailboxes accessed with the Macintosh email client Entourage) can cause entire folders of email to be deleted. This procedure allows recovery of these items within three days of the occurrence.

To retrieve any such items, carry out the following steps on a Windows XP machine running Microsoft Outlook 2003:

1. Start the registry editor, **regedit.exe**, by select **Start >> Run >> regedit**
2. Navigate to the **HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Exchange\Client\Options** subkey.
3. From the **Edit** menu, select **New** and click **DWORD** value.
4. Enter the name **DumpsterAlwaysOn** and press **Enter**.
5. Double-click the new value and set it to **1**.
6. Click **OK**.
7. Close the registry editor.
8. Start Microsoft Outlook.
9. Select the folder (e.g. Inbox) from which the messages disappeared by clicking on its icon in the left folder list.
10. Choose **Recover Deleted Items...** from the **Tools** menu.
11. Select the item(s) you want to recover and click on **Recover Selected Items**.

The item(s) will then reappear in the Inbox and/or folder you selected.

Recovering Exchange items with Outlook Web Access

You can also recover deleted items from Outlook Web Access (OWA) with a specially-crafted URL.

1. Use the following URL:

`https://exchange.umich.edu/exchange/uniqname/Folder%20Name/?cmd=showdeleted&btnClose=1`

... replacing **uniqname** with the **uniqname** and **Folder** with the folder name. If there are spaces, replace them with **%20**.

For example, to restore deleted items from Babs Jensen's "Archived Meeting Minutes" folder, use the URL:

<https://exchange.umich.edu/exchange/bjensen/Archived%20Meeting%20Minutes/?cmd=showdeleted&btnClose=1>

2. Select the item(s) you want to recover and click on **Recover**.