



Restore

Help Documentation

Restore

System administrators can use the Restore page to restore a user's emails, email folders or their entire user account. This can be extremely useful if a folder or email is mistakenly deleted or if there is corruption within the mailbox.

To restore user data, click the Manage icon then Restore in the navigation pane. The following options will be available in the content pane:

- Type - Select the type of restore that you would like to perform:
- Attach User - Select this option to attach a user that is on disk but not in the domain. In other words, to restore an entire user's account. Note: The user's folder needs to be correctly placed in the domain folder on the server prior to performing this action.
- Attach Folder - Select this option to attach a folder that is on disk but not in the account. In other words, to restore a user's email folder.
- Rebuild Folder - Select this option to copy .grp files or .eml files into an existing user's folder and have SmarterMail re-build that folder to include the new .grp and .eml files. In other words, to restore a user's emails.
- Email Address - The full email address of the user account being restored.
- Folder Path - The path of the folder within the Web interface that will be used to rebuild or restore an email folder. For example, if you're restoring a subfolder that was created under the Inbox, the folder path would look like: Inbox\Example Folder.
- Recursive - Check this box to attach any subfolders that are found within a folder that is being attached or rebuilt.

Note: There could be a UID conflict issue if you restore .grp files into an existing folder with existing .grp files. If you are only restoring email messages, it is recommended that you create a new folder within the SmarterMail interface and copy the .grp and/or .eml files to that new folder. Then use the Rebuild Folder function. This issue would not occur when restoring .eml files into an existing folder with existing email.