OUTLOOK: Recovering Deleted Items

The Exchange Server retains deleted items that have been emptied from your Deleted Items box for a specific period, currently set as 30 days on the server. During that time, a user can recover all items or just specific items and have them placed back into the Deleted Items box.

The steps are fairly simple and are listed below along with displays of the screens that the user should see during each step. The instructions listed below are specifically for Outlook 2007, but these steps should be similar for Outlook 2000, Outlook 2002 (XP) and 2003.

Open Outlook. Turn on the Folder List view if it is not already displayed. To do this, locate the View option on the toolbar and left click on it. Then left click on Navigation Pane. (Note, older versions of Outlook may call this pane Folder List.) The view of the Folder List (aka Navigation Pane) should appear similar to the example displayed below.

Once the Folder List is displayed, locate and left click on the Deleted Items box under the user’s mailbox, which is viewable with the Folder List option.

Once the Deleted Items box is selected, left click on the Tools option on the Outlook toolbar. Find and left click on the Recover Deleted Items… option.

A window similar to the one displayed to the left, named Recover Deleted Items From – Deleted Items, will be displayed.

The Recover Deleted Items window will show messages that were deleted on specific dates.

The Deleted On button may be left clicked on so that the messages will sort according to date deleted. This allows the user to locate messages that were marked for permanent deletion according to the date the action was taken. (In the example above, the messages were deleted on various days in April, 2007.)
The user can then select all of these messages by selecting a range or the user can select various messages. **To select a range of messages**, left click on the first message to be recovered. Then hold down the **Shift key**. Move to the last message to be recovered and left click again. The entire range should be highlighted.

**To select only a few messages** that may not be in sequential order, left click on each one individually while holding down the **Ctrl key**.

Next, while the selection is highlighted, select the **second icon** at the top of the **Recover Deleted Items** window. This icon is the **Recover Selected Items** option. The messages will then be recovered and will be returned to the **Deleted Items** box.

The first icon is **Select All**.

The second icon is **Recover Selected Items**.

The third icon is **Purge Selected Items**.

After the items have been returned to the **Deleted Items** box, the user may wish to return them to a different box, such as the **Inbox** or **Sent Items** box. The items can be dragged and dropped into the appropriate boxes using the left mouse button. The **Folder List** view makes this task a little easier, so it should be optioned on.