

How to view a CarbonEmail Archive in Outlook

Step 1 – Obtain the Password

Your archive is a .PST file that has been **encrypted** using a password to prevent unauthorized access. Contact your CarbonEmail administrator to obtain this password.

CarbonEmail administrator:

- Logon to the website* and choose the '**account home**' menu.
- Click '**Show archive password**'. You must be an admin to see this password.

*The website logon password and the archive password needed here are not the same.

www.carbonemail.com

archives [what's this?](#)
On-Line Archives (Searchable)

Archive	Start	End	Size	Msg Count	Media	Location	Retain Days
CarbonEmail Demo	11/1/2004		8.76 MB	275	Online	CarbonEmail NY	2190
CarbonEmail Demo	1/1/2004	12/13/2007	581 KB	41	Online	CarbonEmail NY	2190

Off-Line Archives

[Show Archive Password](#)

Archive	Start	End	Size	Msg Count	Media	Location	Retain Days
CarbonEmail Demo 2007-12-10 to 2007-12-16	12/10/2007	12/16/2007	17 KB	2	Archive Disk	CarbonEmail NY	2190
CarbonEmail Demo 2007-10-29 to 2007-11-04	10/29/2007	11/4/2007	435 KB	3	Archive Disk	CarbonEmail NY	2190
CarbonEmail Demo 2007-10-15 to 2007-10-21	10/15/2007	10/21/2007	21 KB	20	Archive Disk	CarbonEmail NY	2190

A CarbonEmail administrator can use this link to view the password

Step 2 – Extract .PST file

- **Insert the CD or DVD** and find the Archive you want that ends with ".part1".
- **Double-Click** on this file and enter the **Password** from above
- For **Destination Folder** click Browse and choose "My Documents" or "Desktop", then click '**Install**'.

The archives are large .pst files that have been split into part1 ... partN files for encrypted compressed storage. The part1 self-extractor program will combine all the parts back into a PST file.

Name	Size	Type	Date Modif
Archive 2008-05.part01.exe	20,480...	Application	10/14/2009
Archive 2008-05.part02.rar	20,480...	WinRAR archive	10/14/2009
Archive 2008-05.part03.rar	20,480...	WinRAR archive	10/14/2009
Archive 2008-05.part04.rar	20,480...	WinRAR archive	10/14/2009
Archive 2008-05.part05.rar	20,480...	WinRAR archive	10/14/2009

dbl-click this file to extract the data.

Step 3 – Open .PST file from Outlook

- Open **Outlook** and choose **File... Open... Outlook Data File...**
- Choose the **.PST file** created by Step 2.
- In the Navigation pane, the **Archive** will appear, use the '+' symbol to expand it so you can see the **Inbox**.
- Click on the **Inbox** to see the messages in the Archive.

