Restore archived emails using Enterprise Vault

This covers how to restore archived emails using the Outlook client as well as from Outlook WebApp.

Verifying that Enterprise Vault is installed (Outlook 2013 and Outlook 2016) for Windows

If you are using the Outlook client on Windows, you will need to make sure that the Veritas Enterprise Vault Outlook Add-in is installed.

Windows 10 only

1. Open Settings and click Apps.
2. In Apps & Features, search for Enterprise Vault.

3. You should see an entry for Veritas Enterprise Vault Outlook Add-in.

Windows 7 and Windows 10

1. Open Control Panel.
2. Change View by to Large icons in the upper right hand corner.
3. Click Programs and Features.
4. Scroll down and look for Veritas Enterprise Vault Outlook Add-in.

Installing Veritas Enterprise Vault Outlook Add-in for Windows

If the Veritas Enterprise Vault Outlook Add-in is not installed, you can install it through Software Center.

1. Exit out of Outlook if it is running.
2. In Windows 10, in the Windows Search area search for Software Center, or go to the Start Menu, and scroll through All Apps to locate Software Center.
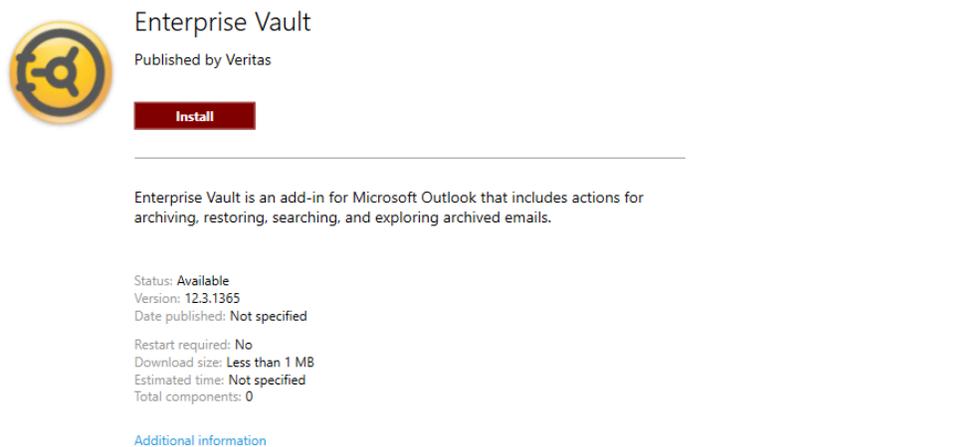
1. If you are running Windows 7, click Start and then choose All Programs. You will find Software Center in the list of applications installed.
3. Click on Software Center to open it.
4. You should see a list of programs like below. Sort by Application name: A to Z and locate Enterprise Vault.
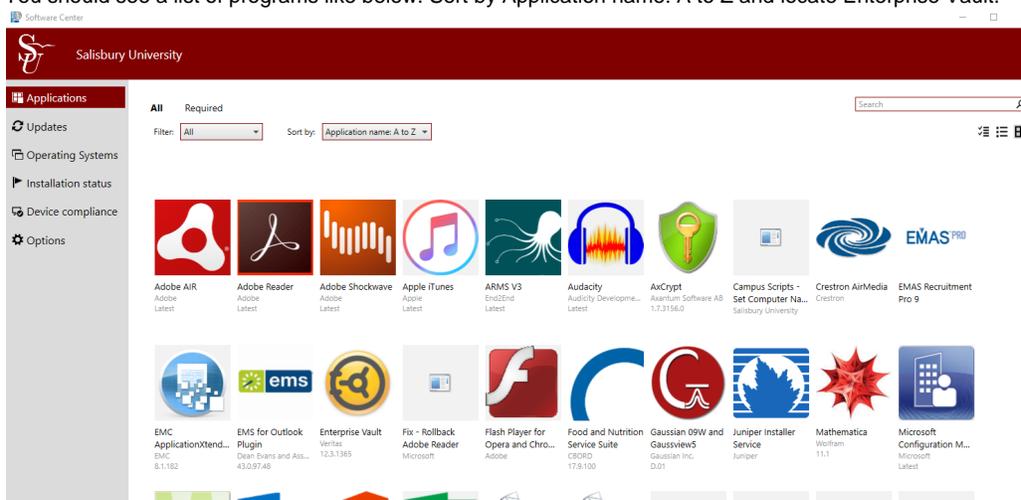
5. Click Enterprise Vault and choose Install.

Enterprise Vault

Published by Veritas

Install

Enterprise Vault is an add-in for Microsoft Outlook that includes actions for archiving, restoring, searching, and exploring archived emails.

Status: **Available**
Version: **12.3.1365**
Date published: **Not specified**

Restart required: **No**
Download size: **Less than 1 MB**
Estimated time: **Not specified**
Total components: **0**

Additional information

Restore an archived email using Outlook client (Windows only).

In Windows machines, archived emails will be shown as a truncated email message, or "message stub". These are identified by an archived email icon next to them. To view an archived email, simply double-click the archived email message stub. The email will automatically be retrieved and viewable in a new window.
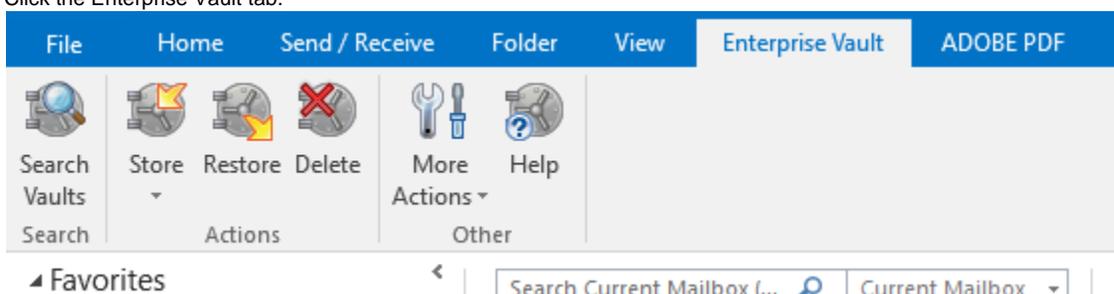
> **Note**
>
> Macintosh users must use Outlook Webmail to access their archived emails.

If you want to restore the email:

Enterprise Vault tab option.

1. Select the email you want to restore.
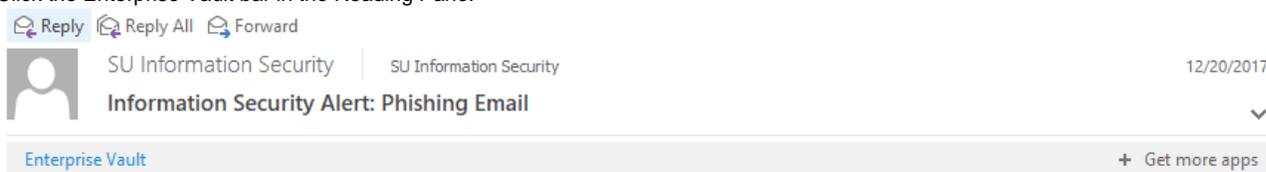
2. Click the Enterprise Vault tab.

3. Click Restore.
4. Click OK to restore the archived item.

5. The archive icon will change to the storing icon and the reading pane bar will indicate the progress.
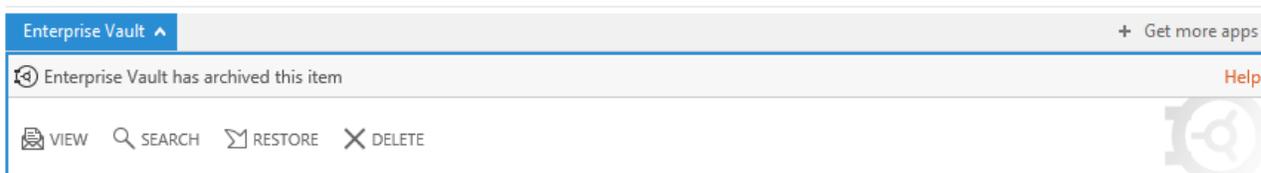
Reading Pane option

If you have turned on the Reading Pane in Outlook, you can restore directly from the Reading Pane.
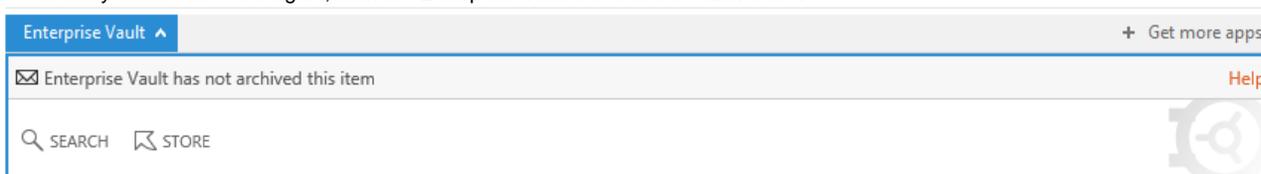
1. Click the Enterprise Vault bar in the Reading Pane.

2. The bar will expand and give you some options. In this case, since the email is archived, you have the option to restore the item. Click Restore to restore it.

3. While restoring, the archive icon will change to the restoring icon and the bar will indicate the item is being restored. The message stub will disappear and be replaced by the original email.
4. The original email will remain in your mailbox until the next archive session, when it will automatically be returned to your archive.
5. To manually archive the item again, click the Enterprise Vault bar and then click Store.

6. The archive icon will change to the storing icon and the reading pane bar will indicate the progress.

> If you are working with a shared email box, only the owner can restore or archive email in the Enterprise Vault. They will need to Add a Mail Profile for a Departmental or Shared Account as Owner in order to gain access to the Enterprise Vault bar.

Restore an archived email using Outlook WebApp

All users can also restore or store their archived email using Outlook WebApp. Once logged in, users will be able to work with the archived emails using the same steps as Restore an archived email using Outlook client (Windows only), above.

> The Outlook WebApp does not display the message stub icons. You will need to use the Enterprise Vault bar to determine the archive status of a particular message

Macintosh Users - Safari

The Safari browser included with Mac OS does not allow a user to log into the Enterprise Vault. In order to work with archived emails, Macintosh users should use Google Chrome or Mozilla Firefox instead.

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