

Installation

MailStore Home can be installed in a few easy steps; The only decision you need to make before starting the installation is whether to install on your computer, or to install a portable version of MailStore Home.

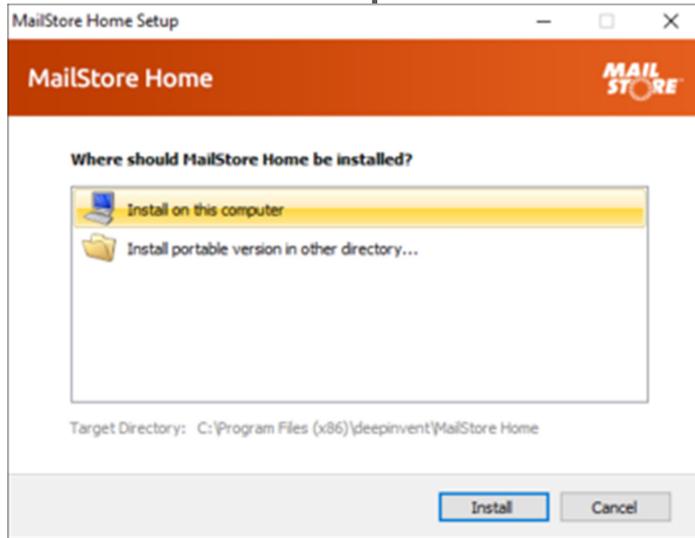
If you choose to *Install on this computer*, MailStore Home will be automatically installed on to your local computer under the local Program Files directory and your data will be stored under your local Documents directory. If you choose to *Install portable version...*, you'll be prompted for a location to install MailStore Home, MailStore Home will store its program files and data directory together.

The portable installation of MailStore Home is intended to be installed on a portable drive such as a USB flash drive or removeable hard drive, and can be run from any compatible Windows based computer, allowing you to take your data with you simply by moving the removeable drive from computer to computer without having to install MailStore Home on each computer.

Please note:

- If you are considering a portable install, it is critical that you do not attempt to install the *portable version* into your local Program Files directory as this will cause a conflict with Windows' security settings.
- Make sure the archive directory is excluded from real-time scanning of your anti-virus software.
- **Never synchronize your archive directory with tools like DropBox.**
- **Do not use instant or non-stop backup tools to create automatic backups of your archive directory.**
- Information about backup and restore are available at [Backup and Restore](#).
- **Only installations with versions 24.2.0 or newer can be updated directly.** Older versions do need an intermediate update to version 24.3.0

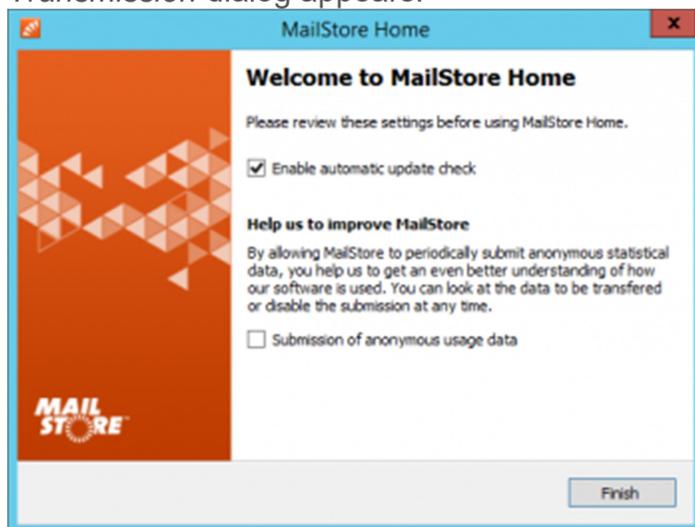
Installation Steps



- Download the latest version of MailStore Home and launch the [MailStoreHomeSetup executable file](#).
 - Review and *Accept* the licence agreement.
 - Choose whether to install MailStore Home on the local computer, or to install a portable version.
 - Click *Install*.
 - If you are installing the portable version, you will be prompted to select a directory at this stage.
 - Click *Finish*.
- MailStore Home will be started automatically when the installer finishes.

Configure Data Transmission

After starting a new version of MailStore Home for the first time the *Configure Data Transmission* dialog appears.



If the option *Enable automatic update check* has been enabled, MailStore Home will display a message on the dashboard in case a new version is available. The online check is done each time after starting MailStore Home.

If the option *Submission of anonymous usage data* has been enabled, MailStore Home sends data on how the program is being used to MailStore. The data is sent once a week at most. This data allows us to better understand different usage scenarios of MailStore Server and focus our development capacities accordingly. The submitted data is collected and evaluated exclusively for this purpose.

No personal data such as user names, passwords or email content will be submitted. The submitted data is completely anonymized and cannot be correlated to a specific customer installation.

The data submission can be changed in [Administration](#) at any time and is disabled by default.

Personalize MailStore Home

Click *Enter Your Name Here* in the banner of the dashboard to enter your name.

Archiving Email

MailStore Home can archive messages from a variety of sources. Each separate source of messages will be configured in MailStore Home as an archiving profile. Different profiles can contain entirely different configurations, allowing you to archive from multiple sources into one MailStore Home archive. For example, you might archive and automatically remove messages from a mailbox with a small quota while leaving messages on an account with a large quota (e.g. Gmail).

Archiving from IMAP, POP3, Gmail or Outlook.com

Create Profile

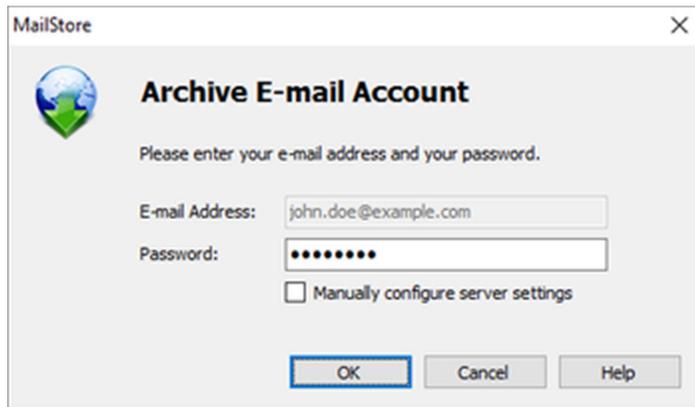
E-mail Account	E-mail Clients	E-mail Files
In order to archive your webmail account, please start by entering your e-mail address: <input type="text" value="example@company.com"/> <input type="button" value="Start"/> <input type="button" value="Advanced"/>	<input type="checkbox"/> Microsoft Outlook <input type="checkbox"/> Windows Live Mail <input type="checkbox"/> Mozilla Thunderbird <input type="checkbox"/> Mozilla SeaMonkey	<input type="checkbox"/> EML and MSG Files <input type="checkbox"/> Microsoft Outlook PST File <input type="checkbox"/> MBOX File

MailStore Home can archive messages directly from IMAP and POP3 servers, and Microsoft Exchange servers. Many web-based mailboxes provide IMAP access, so archiving web-based mailboxes such as Gmail, Outlook.com and AOL is often possible.

IMAP accounts allow archiving of mail folders (such as the Sent folder), whereas POP3 accounts don't have folders and don't normally store sent mail on the server. In addition, POP3 requires the mail client to use the "Leave Message on Server" feature included in most popular mail clients, messages received before this switch is enabled cannot be retrieved directly from your mail server (but you may be able to archive this mail directly from your mail client).

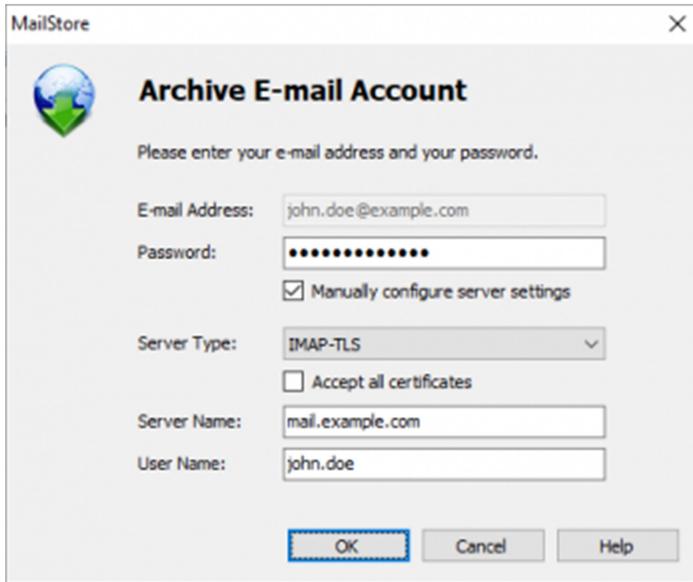
To archive directly from a mail server, please proceed as follows:

- Open MailStore Home.
- Select the *Archive Email* section in the left-hand column.
- Under the *Email Account* section, enter your email address.
- Click on the *Start* button.
- Confirm your email address was entered correctly and enter your password.



- Click on *OK*.

MailStore Home will attempt to determine settings automatically. If you receive a message reading *MailStore was unable to auto-detect your email account settings enter the following information:*



- Your *Server Type* and encryption: Select either *IMAP*, *POP3* or *Microsoft Exchange Server*, based on what your provider offers.
- Enter the *Server Name*.
- Change your *User Name* if necessary.
- **Please Note:** Many mail servers use your email address here.
- Click *OK* to complete creating the account.
- Select the Profile that you created and click *Run* to start archiving all available messages, or click *Properties* to review advanced options such as only archiving specific date ranges or specific IMAP folders.

Archiving from an Email Client

MailStore Home can archive messages already stored in local mail clients such as Microsoft Outlook, Windows Mail, Windows Live Mail, Mozilla Thunderbird and Mozilla SeaMonkey.

Archive from Microsoft Outlook, Windows Mail or Windows Live Mail

- Open MailStore Home.
- Select the *Archive Email* section in the left-hand column.
- Pick the link for the *Email Client* that you're using.
- MailStore Home will add a profile, click *OK* to confirm.
- Under *Saved Profiles*, click the profile that you just added.
- Click the *Properties* button.
- Choose the *Identity* (for supported mail clients).
- Choose the folders you wish to archive from and set other options as applicable (different options are available depending on the email client you're using).
- Click *Finish*.

- Click the *Run* button to start archiving mail from the configured client.
Please Note: Archiving from Outlook 2010 32-bit is not supported on 64-bit platforms

Archive from Mozilla Thunderbird or Mozilla SeaMonkey

- Open MailStore Home.
- Select the *Archive Email* section in the left-hand column.
- Pick the link for the *Email Client* that you're using.
- Choose the *Profile*.
- Choose the folder(s) you wish to archive from and set other options to your preference.
- Click *Finish*.
- Click the *Run* button to start archiving mail from the configured client.

Starting an Archiving Profile

Once you have created your archive profile, you need to tell MailStore Home to run a particular archiving profile when you want messages to be archived.

There are two ways to tell MailStore Home to archive messages, you can run an archiving profile from within MailStore Home or you can create a shortcut (desktop or start menu icon) to start an archiving profile.

Starting an Archiving Profile from within MailStore Home

- Open MailStore Home.
- Select the *Archive Email* section in the left-hand column.
- Select the profile you want to run.
- Click *Run*.

MailStore Home will show a progress dialog as the archiving process runs.

Creating a shortcut to run an Archiving Profile

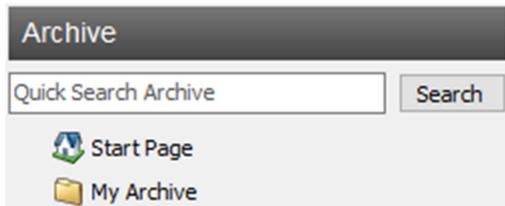
- Open MailStore Home.
- Select the *Archive Email* section in the left-hand column.
- Select the profile you want to run.
- Click the *Create Shortcut on Desktop* button.

MailStore Home will create a link on your desktop. When you launch MailStore Home using this link, MailStore Home will start archiving from the selected archiving profile immediately

Accessing the Archive

There are several ways to access emails which are archived within MailStore Home, you can navigate the folder structure starting with *My Archive* or you can *Search* using one of the methods described below.

Quick Search



Use MailStore Home's *Quick Search Archive* feature to quickly search the entire archive at once. The search box can be found at the top of the *Archive* column (above the *Start Page*). To use the *Quick Search Archive* feature, simply enter your search terms and click the *Search* button (or press Enter). MailStore Home will return results from all folders.

Searching for Word Fragments

To display all emails containing a word with a particular fragment, use the wildcard character (*). For example:

```
auto*
```

will return *auto*, *automatic*, *automobile* etc.

```
*example.com
```

will return all email addresses and domains of *example.com*.

Searching for Words with unknown letters

To view all emails containing a word where you do not know how to spell it correctly, you can use the question mark (?). For example

```
Me?er
```

would locate Meier and Meyer, but not Maier.

The question mark (?) cannot be used at the beginning of a word or at the end of a word, use the wildcard character (*) instead.

Searching for Phrases

To search for words appearing consecutively and in a specific order, use quotation marks (""). For example:

```
"Microsoft Windows"
```

will return the text *Microsoft Windows* but not *Microsoft Works* or *Windows 95*.

Narrowing by Fields

A search for keywords or phrases can be limited to specific fields. For example:

```
subject:News          only in Subject
from:john@mailstore.com  only in From
to:michael@mailstore.com only in To
cc:lisa@mailstore.com   only in Cc
bcc:customers@mailstore.com only in Bcc
bcontent:billing        only in Body of message
acontent:billing        only in Attachments of message
```

Excluding Words

To narrow a search, you may want to specify words which must not be present in the emails. To exclude words from the search results, prepend the word with the minus character (-). For example:

```
ZDNet -download-tip
```

returns all emails from ZDNet which do not contain *download-tip*.

Combining Search Options

Any of the search options described above can be combined. For example:

```
ZDNET -"Daily Update"
```

returns all emails from ZDNet which do not contain the consecutive words *Daily Update*.

```
from:ZDNET bcontent:MailStore
```

return all emails from ZDNET which have *MailStore* somewhere in their message body.

```
from:billing@example.com acontent:bill
```

return all emails from *billing@example.com* which have *bill* in any attachment.

```
to:recruiting@example.com -sales
```

return all emails to *recruiting@example.com* which do not have sales in any part of the email.

```
from:billing@example.com      to:myaddress@company.tld      acontent:bill      -
subject:admonition
```

return all message from *billing@example.com* to *myaddress@company.tld* which have *bill* in any attachment but do not have *admonition* in the subject.

Search Email

MailStore Home also allows you to add more criteria when searching. For example, you might want to only search messages from a specific email address or within a certain date range.

For more control over MailStore Home's search functionality, navigate to *Search Email* in the left hand column, choose the appropriate criteria and click *Search*.

Search Criteria under "Search"

Enter a keyword or phrase into the text field and specify where MailStore is to conduct the search. The following options are available:

- **Subject** - The subject line of the email is searched.
- **Sender/Recipient** - The fields "From", "To", "Cc", and "Bcc" are searched.
- **Message body** - The text-only or HTML sections of the email are searched (depending on availability).
- **Attachments File Names** - The file names of the email attachments are searched.
- **Attachment Contents** - The contents of the email attachments are searched. If and to what extent attachments can be searched depends on the indexing options specified (under *Administrative Tools*).

All options described in section Quick Search, such as phrases and wildcards, are available in the textfield *Search for* as well.

Search Criteria under "General"

Under *General*, the following options are available:

- **Folder** - The folder to be searched by MailStore can be selected here. By default, all folders readable by the current user are selected. By clicking the button next to the text field, folders can also be selected using the folder structure.
- **Include subfolder** - If selected, MailStore not only searches the selected folder (e.g. *Inbox*), but all subfolders created therein (e.g. *Inbox / Projects 2017 / Profit Optimization*) as well.
- **From** - Any keywords or email addresses entered here are searched for within the email's sender field only.
- **To/Cc/Bcc** - Any keywords or email addresses entered here are searched for within the email's recipient fields only.
- **Date** - The time frame the search is to cover can be selected here. Either a predefined range, such as *Yesterday* or *This year*, can be selected or, by choosing *Custom*, a specific period can be specified manually. In this case, the start and end dates will be included.
- **Archiving Date** - The archiving time frame the search is to cover can be selected here. Either a predefined range, such as *Yesterday* or *This year*, can be selected or, by choosing *Custom*, a specific period can be specified manually. In this case, the start and end dates will be included.

All options described in section Quick Search, such as phrases and wildcards, are available in the fields *From* and *To/Cc/Bcc* as well.

Search Criteria under "Advanced"

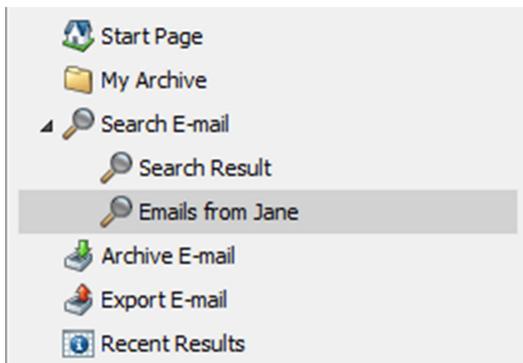
Under *Advanced*, the following options are available:

- **Messages with/without attachments** - By default, all messages are searched, regardless of whether or not they have any file attachments. Clear one of the check boxes to remove certain emails, such as those without attachments, from the results.

Important: These searches can be imprecise at times because items like background pictures could be regarded as attachments.

- **Size** - By default, all messages are searched regardless of their size. Use the appropriate fields provided to limit the search according to the size of the emails, e.g. at least 5 MB or between 400 and 600 KB.
- **Priority** - Emails are searched according to the priority level of the email as assigned by the sender. When choosing *Low*, all emails with a priority level lower than *Normal* are returned, when choosing *High*, all emails with a priority level higher than *Normal* are returned. Emails not containing any information regarding priority are assumed to have a priority level of *Normal*.

Saved Searches



MailStore Home allows you to save a search you have performed for future reference. The archive is searched each time you access a saved search, allowing you to quickly find all message matching a particular criteria.

To create a search that can be saved for later use, navigate to *Search Email* in the left hand column, choose the appropriate criteria and click *Create Search Folder* and enter a name for the saved search (e.g. *Mail from mom.*)

The saved search will be added under the *Search Email* section and it can be accessed at any time.

Through the context menu you can view the search criteria of a search folder (*New Search Query*) and rename or delete it.

Exporting Email

Messages archived into MailStore Home can be exported out again in order to access them in your favorite mail client.

You can export messages via a number of different methods, each described below.

Setting up message exporting is similar to setting up archive profiles in that you will have to tell MailStore Home where to save messages, and you will have to choose what messages to export.

Note that you can export from a previously created *Saved Search Folder*, so if you want to export very specific messages, first create a *Search Folder* then creating an Export Email profile to export those messages to the appropriate destination.

Exchange, IMAP and GMail Mailbox

These options will allow you to export messages to an Exchange mail server , an IMAP mail server or a GMail mailbox respectively. MailStore Home will create a folder structure on the server and export messages into the MailStore Home folder structure.

Note that after exporting messages, you may need to refresh the folder list in your mail client, or you may need to subscribe to the newly created folders. Please refer to your mail client's documentation for specific instructions on how to see the new folders.

Email Address via SMTP

This feature will allow you to send archived messages (via SMTP) to an email address. This is essentially like forwarding archived messages from your mail client, and is the only way of restoring messages to a POP3 server.

Email Clients

MailStore Home can export messages into several types of mail clients. Note that you must already have the appropriate mail client installed and configured before starting the export process.

Directory (File System)

This feature will export archived messages to a directory on your computer. You can export messages into EML files which can be read by many mail clients and even some mail servers, or you can export into Microsoft Outlook MSG files for use with Microsoft Outlook.

Backup and Restore

As with all applications that contain important data, you should create regular backups of MailStore Home to protect your data. Learn how to backup your data and how to restore it.

MailStore Home data can be restored to the same or to a different computer as needed.

Important notice: File hosting services like Dropbox are not suitable for creating backups of the archive. These programs are accessing the archive data at the same time as MailStore Home, potentially corrupting the files and making the archive inaccessible.

Creating a Backup

Using the internal backup feature

- Start *MailStore Home*.
- Click *Backup to HDD or USB* in the *Quick Access* panel on the *Start Page*.
- Select the folder where the backup should be written to. MailStore will create a *MailStoreBackup* folder in there where the archive files will be stored in.

Important notice: File hosting services like Dropbox are not suitable for creating backups of the archive. These programs are accessing the archive data at the same time as MailStore Home, potentially corrupting the files and making the archive inaccessible.

Manually Creating a backup

To find and backup your MailStore Home data directory:



- Start *MailStore Home*.
- Click on the *Administrative Tools* item.
- Find the *Emails and Settings* section at the top.
- Click the *Show in Windows Explorer* button.
- Close *MailStore Home*.
- Create a copy of the files in a safe location such as a USB stick or network drive.

Using an external backup software

- Start *MailStore Home*.
- Click on the *Administrative Tools* item.
- Find the *Emails and Settings* section at the top.
- Configure your backup software to include that directory. Make sure MailStore Home is closed while the external backup software is creating the backup. No *.lock* file must be present in the backup.

Restoring From a Backup

Only backups created with MailStore Home 24.2.0 or newer can be restored directly. If you do have backups created with an older version of MailStore Home, you have to restore it into MailStore 24.3.0 first. [Install](#) MailStore Home 24.3.0 and follow the steps below. Necessary adjustments will be made during the first start. You can then install the current version. MailStore Home 24.3.0 can be downloaded [here](#).

In order to restore your archive from a backup, follow these steps:

- Close *MailStore Home*.
- Copy the backup to a location on your hard disk. Note that you cannot place MailStore Home data files under C:\Program Files\ or C:\Program Files (x86)\ due to Windows security configuration.
- Click the *Start menu*.
- Navigate to *Programs*.
- Open *MailStore Home* folder.
- Launch the shortcut/tile *MailStore Home - Configuration*.
- Click *Choose Archive...*
- Select the directory containing the restored archive files.
- Click *OK*.

Administration

E-Mails and Settings



MailStore Home stores all e-mails and settings in the following directory:

[Show in Windows Explorer](#)

Search Index



MailStore Home always archives all attachments. However, in order to be able to search their contents with MailStore Home, you have to tell MailStore which attachment types should be included in the index and are therefore made searchable.

[Change...](#)



In order to provide you with fast search, MailStore Home creates a so-called index. Rebuild it if you are facing problems.

Current State: **Index OK**

[Rebuild Index](#)

Maintenance



You can free unused disk space by compacting MailStore Home's data directory. It is recommended to do this after deleting large amounts of email. In case of a dirty shutdown of the application (i.e. computer crash) you may run a data integrity check to verify the consistency of the archive.

Current Size: **11 MB**

[Free Unused Disk Space](#)

[Check Data Integrity](#)

Product Updates



Enable automatic update check

MailStore can automatically check for available updates. If a new version of MailStore is released, you'll get a notification on your dashboard.

Submission of anonymous usage data

By allowing MailStore to periodically submit anonymous statistical data, you help us to get an even better understanding of how our software is used. You can look at the data to be transferred or disable the submission at any time.

[Show data](#)

E-Mails and Settings

This section has informational purpose only. It shows the current path to the archive and allows to open that location in Windows Explorer by clicking on *Show in Windows Explorer*

Search Index

By default MailStore Home will automatically index message bodies. If you want to index additional types of attachments to allow you to search within these attachments for content you will need to configure MailStore Home to index content within attachments. To control which attachment types are archived, follow these steps:

- Open *MailStore Home*.
- Click on *Administrative Tools*.
- Click on *Change...* in the *Search Index* section.
- Select the file type groups or enter a space separated list of file extensions of attachment types you would like archive in the text field below *Other File Extensions*.
- Click on *OK*.

MailStore Home is able to index all file types for which an IFilter is installed. When making changes to the index settings, MailStore verifies the existence of supported IFilters on the computer and notifies you about missing ones, as well as supports you with the [installation of missing IFilters](#) by providing further links.

For reasons of stability and performance, MailStore Home processes the following file types directly, regardless of the IFilter drivers that are installed:

- Text files (TXT)
- HTML files (HTM and HTML)
- PDF files (PDF)

After changing the list of indexed attachments, you must rebuild the search index to include attachment contents of already archived emails.

Install Missing IFilters

Typically, IFilters exist at least for all applications which are installed on the respective machines. If, for example, Microsoft Office 2013 is installed, the corresponding IFilter drivers for Microsoft Office documents are installed as well.

- **Plain Text Files (TXT, CSV)**

The IFilter responsible for these file types is shipped with Windows by default. In case this option is disabled, a registry values might be wrong. Open the registry editor and verify that the *Default* value of the key `HKEY_LOCAL_MACHINE\SOFTWARE\Classes\.csv\PersistentHandler` is set to `{5e941d80-bf96-11cd-b579-08002b30bfeb}` and correct it if necessary.

- **Microsoft Office (97-2003), Microsoft Office (2007 and later),**
All these file types are supported by the [Microsoft Office 2010 Filter Pack](#).
- **Open Document Format (Libre Office/Open Office)**
These file types require a working installation of OpenOffice or [LibreOffice](#). Latest version tested was *LibreOffice 5.1*.

Notice: Though Microsoft's Office 2010 Filter Pack registers support for Open Document Format files, indexing does not work with that IFilters.

Additional information about IFilters can be found in the corresponding [Wikipedia article](#).

Rebuilding the Index

If MailStore Home's search function is not returning expected results it's possible that your search index has been corrupted or damaged. To rebuild MailStore Home's index, complete the following steps:

- Open *MailStore Home*.
- Click on *Administrative Tools*.
- Click the *Rebuild Index* button in the *Search Index* section.

Maintenance

Free Unused Disk Space

MailStore Home's database will automatically grow to accommodate the amount of archived mail. If you delete messages from your database, MailStore Home's database will not shrink. If you have deleted a large number of messages and want to recover some of the disk space for use by other applications, follow these steps:

- Open *MailStore Home*.
- Click on *Administrative Tools*.
- Click the *Free Unused Disk Space* button in the *Maintenance* section.

Check Data Integrity

In case of a dirty shutdown of MailStore Home due to a system crash or power failure, it is recommended to run a data integrity check to ensure consistency of the archive. Follow these steps to run the integrity check:

- Open *MailStore Home*.
- Click on *Administrative Tools*.
- Click the *Check Data Integrity* button in the *Maintenance* section.

Product Updates

Enable automatic update check

If the option *Enable automatic update check* has been enabled, MailStore Home will display a message on the dashboard in case a new version is available. The online check is done each time after starting MailStore Home.

Submission of anonymous usage data

If this option has been enabled, MailStore Home sends data on how the program is being used to MailStore. The data is sent once a week at most. This data allows us to better understand different usage scenarios of MailStore Server and focus our development capacities accordingly. The submitted data is collected and evaluated exclusively for this purpose.

You can display the data to be submitted by clicking on the *Show data* link. No personal data such as user names, passwords or email content will be submitted. The submitted data is completely anonymized and cannot be correlated to a specific customer installation. This option is disabled by default (opt-in).

Protecting Archive Access

Access to the archive can be password protected. By enabling password protection, archive security can be enhanced for portable installations or on computers with multiple users, for example.

Important Notice: Without knowing the password or the recovery key the archive is not accessible anymore. Therefore keep the recovery key in a safe place and do not give away the password to unauthorized persons.

Enable password protection

- Open *MailStore Home*.
- On the *Start Page* in the *Quick Access* panel click on *Password Protection*.
- Enter your password in the two fields and click 'Next'.



The screenshot shows a dialog box titled "Enable Password Protection" with a close button (X) in the top right corner. On the left, there is a yellow padlock icon. The main heading is "Set Password". Below the heading, the text reads: "Specify a password to protect your MailStore archive from unauthorized access." There are two input fields: "New Password:" and "Repeat Password:". At the bottom, there are four buttons: "Cancel", "< Back", "Next >", and "Help".

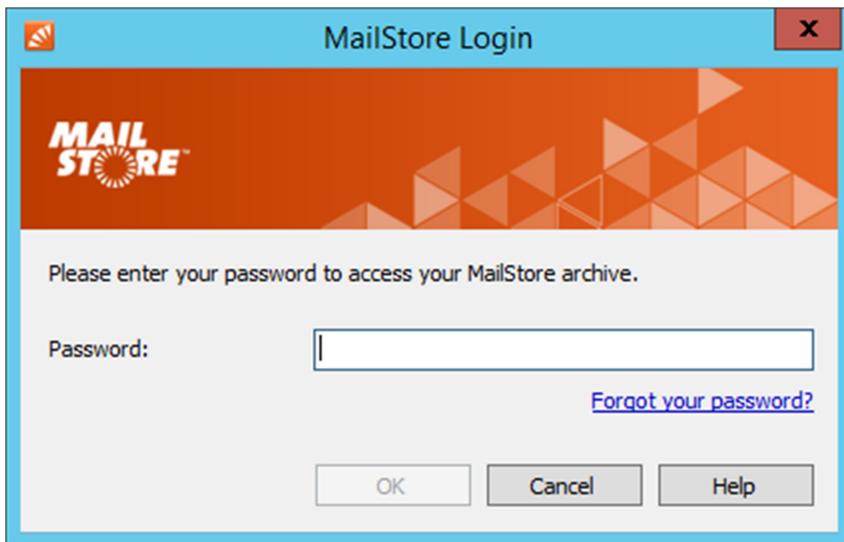
- To change the password when the password was forgotten a *recovery key* can be used. This *recovery key* has to be kept secret. A unique *identifier* identifies the *recovery key*. In case you have to change a forgotten *password*, *MailStore Home* will ask you for a *recovery key* belonging to a *identifier*. In this step the *recovery key* and the *identifier* will be generated and you will be asked to save and/or to print them. Once this has happened, password protection can be enabled by clicking *Finish*



The screenshot shows a dialog box titled "Enable Password Protection" with a close button (X) in the top right corner. On the left, there is a yellow padlock icon. The main heading is "Recovery Key". Below the heading, the text reads: "If you forgot your password, a recovery key can be used to regain access to your archive." Below this, it says: "It is recommended that you both save the recovery key to a file and print it." There are two buttons: "Save Recovery Key" with a green checkmark icon to its right, and "Print Recovery Key" with a red X icon to its right. At the bottom, there are four buttons: "Cancel", "< Back", "Finish", and "Help".

Accessing the archive with enabled password protection

If the archive password is protected, a login dialog that asks for your password appears when starting MailStore Home.

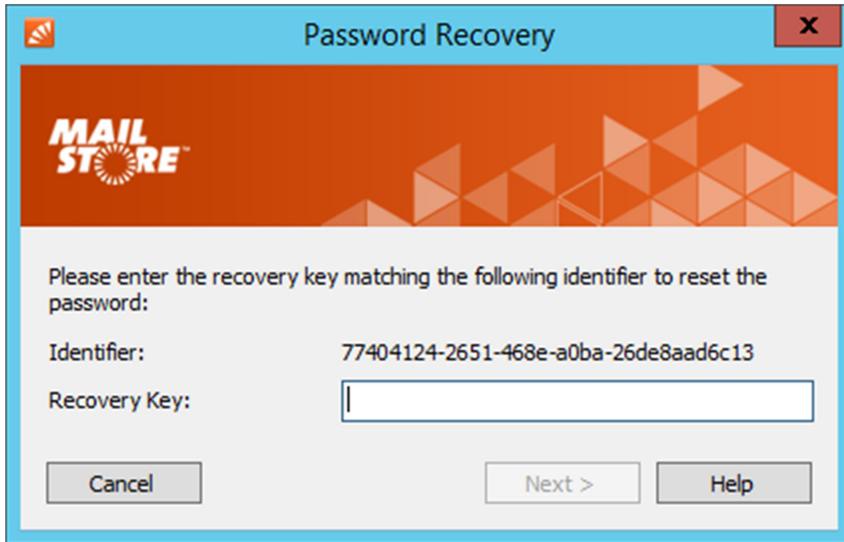


Once the password has been entered correctly, you have access to the archive. In case you have started *MailStore Home* via a shortcut that starts archiving or export profiles, these profiles will start after you have entered the password correctly.

Accessing the archive with enabled password protection and forgotten password

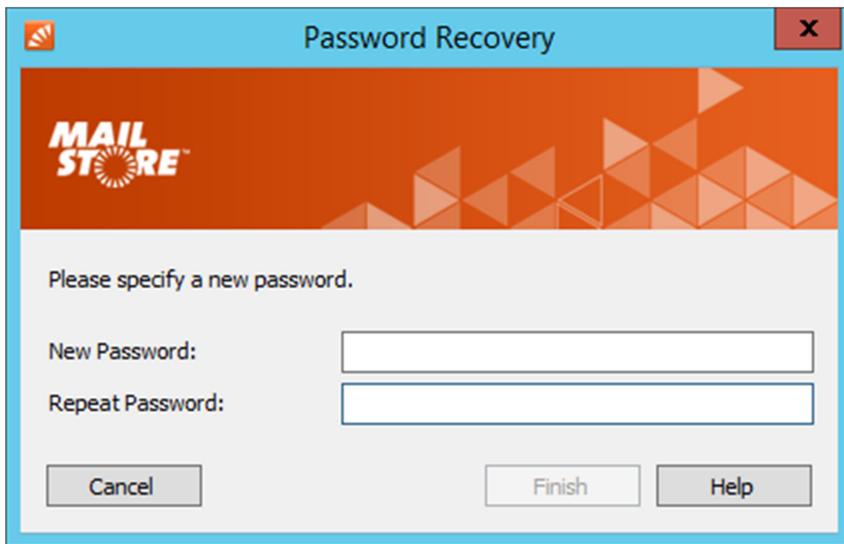
In case you have forgotten the password, you can change it by using the *recovery key*.

- Start *MailStore Home* and in the login dialog click *Forgot your password?*
- An *identifier* is shown that identifies the *recovery key*. Enter the *recovery key* belonging to that *identifier* and click *Next*.



The image shows a 'Password Recovery' dialog box with a blue title bar and a red close button. The background is orange with a geometric pattern and the 'MAIL STORE' logo. The text reads: 'Please enter the recovery key matching the following identifier to reset the password:'. Below this, the 'Identifier' is '77404124-2651-468e-a0ba-26de8aad6c13'. There is a text input field for the 'Recovery Key'. At the bottom, there are three buttons: 'Cancel', 'Next >', and 'Help'.

- Enter a new password. The *recovery key* is still valid and can be used to change the *password*.



The image shows a 'Password Recovery' dialog box with a blue title bar and a red close button. The background is orange with a geometric pattern and the 'MAIL STORE' logo. The text reads: 'Please specify a new password.'. Below this, there are two text input fields: 'New Password:' and 'Repeat Password:'. At the bottom, there are three buttons: 'Cancel', 'Finish', and 'Help'.

- *MailStore Home* will be started.

Changing the Password

- Start *MailStore Home* and login with your password.
- On the *Start Page* in the *Quick Access* panel click on *Change Password*.
- Enter your current password and your new password in the respective fields.

Change Archive Password

Change Password

Change your password by entering your current password and a new password. If you leave the new password empty, the password protection will be removed.

Current Password:

New Password:

Repeat Password:

Cancel < Back Finish Help

- The *recovery key* that has been created when the password was set initially is still valid and can be used to change the password.
- Click on *Finish* to change the *password*.

Removing Password Protection

- Start *MailStore Home* and login with your password.
- On the *Start Page* in the *Quick Access* panel click on *Change Password*.
- Enter your current password and leave both fields for the new password empty.

Change Archive Password

Change Password

Change your password by entering your current password and a new password. If you leave the new password empty, the password protection will be removed.

Current Password:

New Password:

Repeat Password:

Cancel < Back Finish Help

- Click on *Finish* to remove the password protection.

Recovery Key Renewal

In case the *recovery key* has been lost, a new *recovery key* can be created when the *password* is still known. [Remove](#) the password protection and [enable](#) it afterwards. After performing the latter operation a new *recovery key* and a new *identifier* will be created that must be saved and/or printed.