

How to rescue the mail data between Sep. 14 (Thurs) and Sep. 20 (Wed)

[Outline]

As we already informed, the problem occurred in the mail server on Sep. 20. Due to the difficulty of prompt recovery, we started providing the mail service on Sep. 20 through the mail server under the state of Sep. 14, which made the mail data between Sep. 14 and 20 unavailable.

In order to rescue the missing mail data during the period, please proceed with the following procedures.

The summary flow is:

1. Access the mail rescue server to export the mail data.
2. Import the exported mail data to the current working mail server.

[Rescue Procedures]

0. Before starting the procedures, please close the mail software (Thunderbird, etc.) or log out of the WEB mail.

1. Export your mail data from the mail rescue server.

1-1 . Click the below URL to access and log in to the mail rescue server after selecting "Advanced (Ajax) " in the item of Version.

<https://rescue.jaist.ac.jp/>

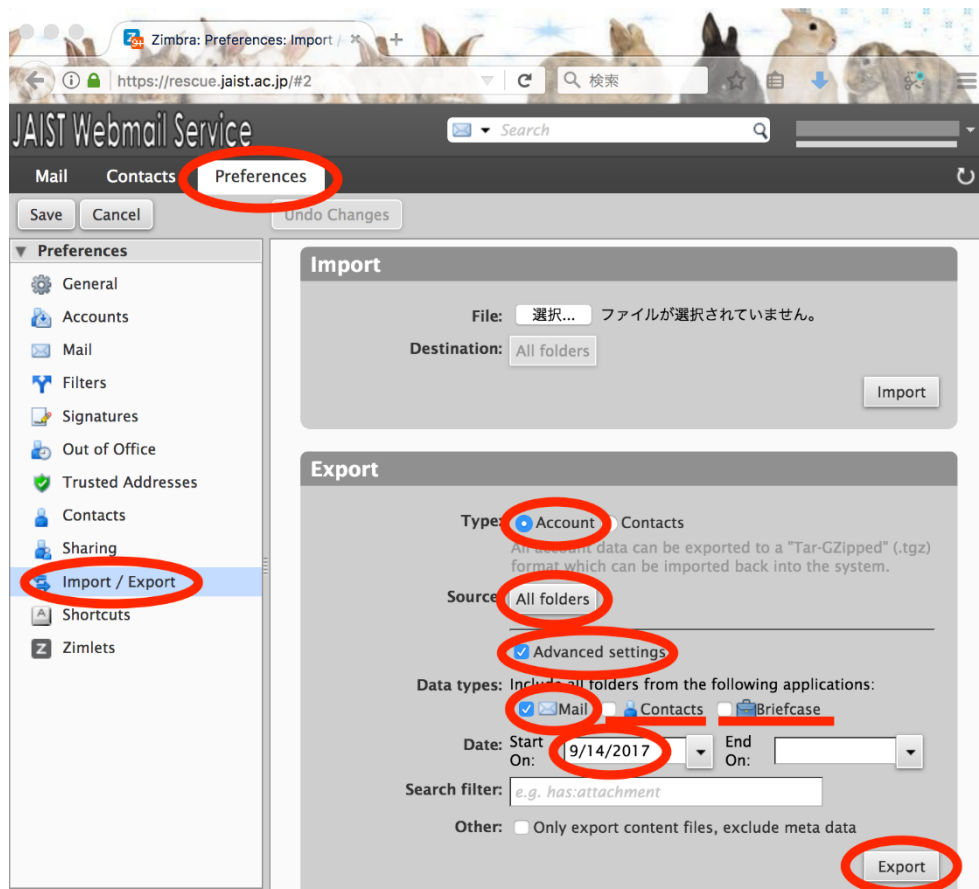


1-2. Select "Preferences" tab -> "Import / Export" and set the following items in the column of "Export".

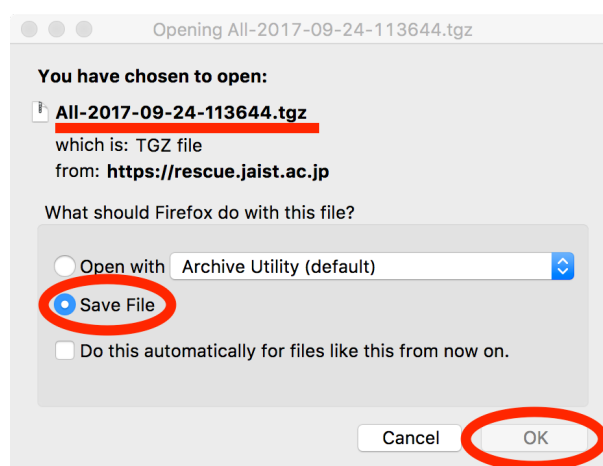
- Type: Account
- Source: All folders
- Advanced settings: Check the box
- Data types: Check "Mail" only.

- Date Start On: 9/14/2017

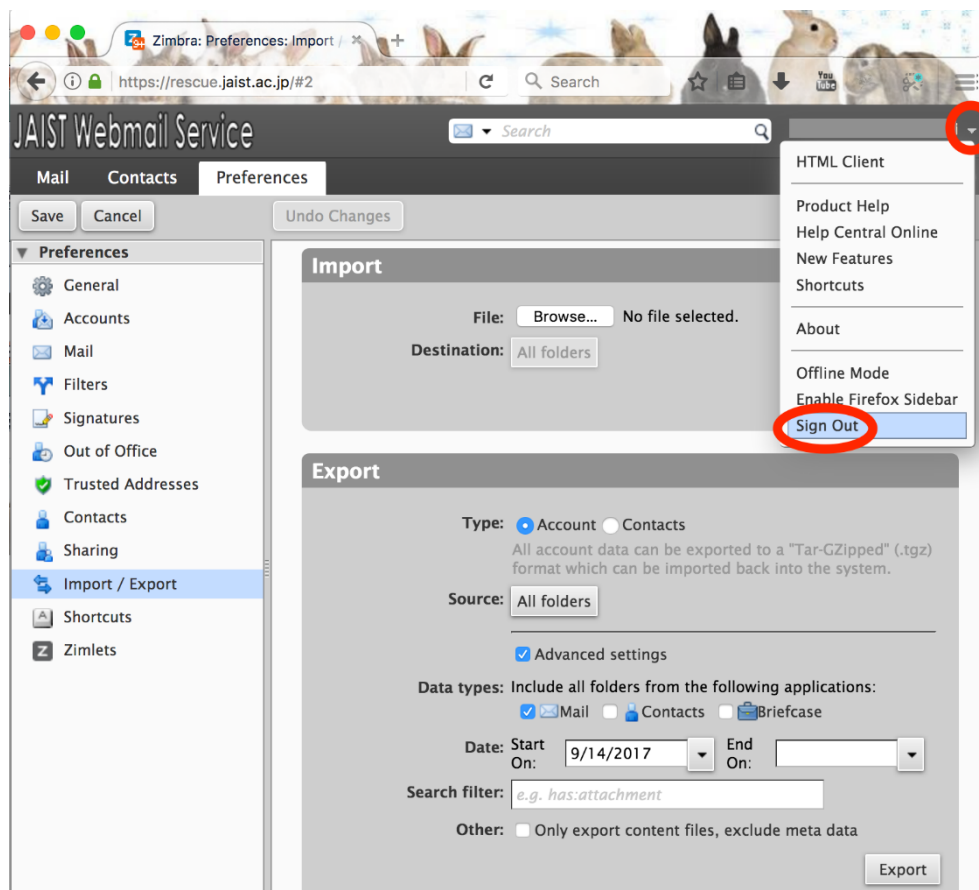
After setting the items, click "Export".



1-3. If you are use Firefox, check the file name before saving if its form is "All-YYYY-MM-DD-HHMMSS.tgz". After checking, select "Save File" and click "OK".



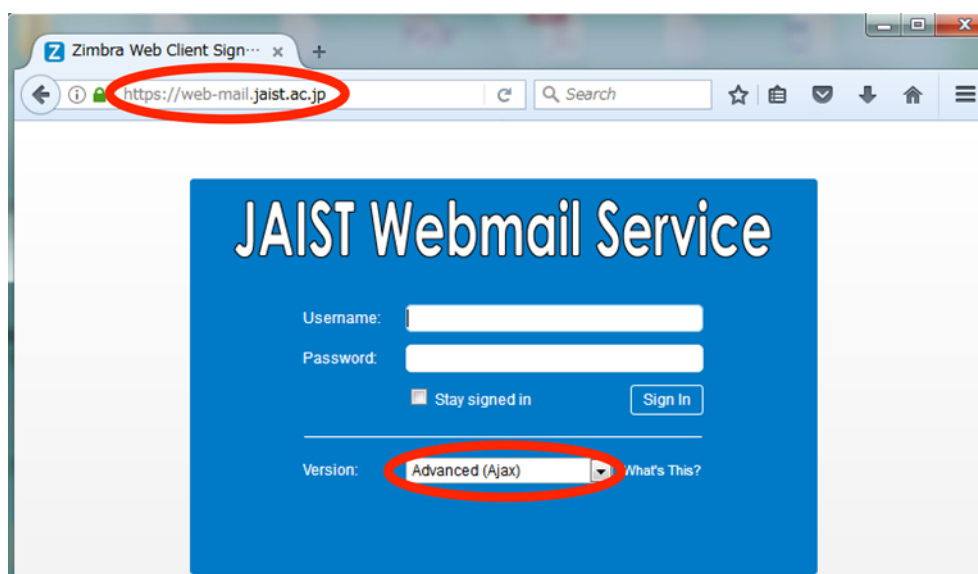
1-4. Sign out of the mail rescue server.



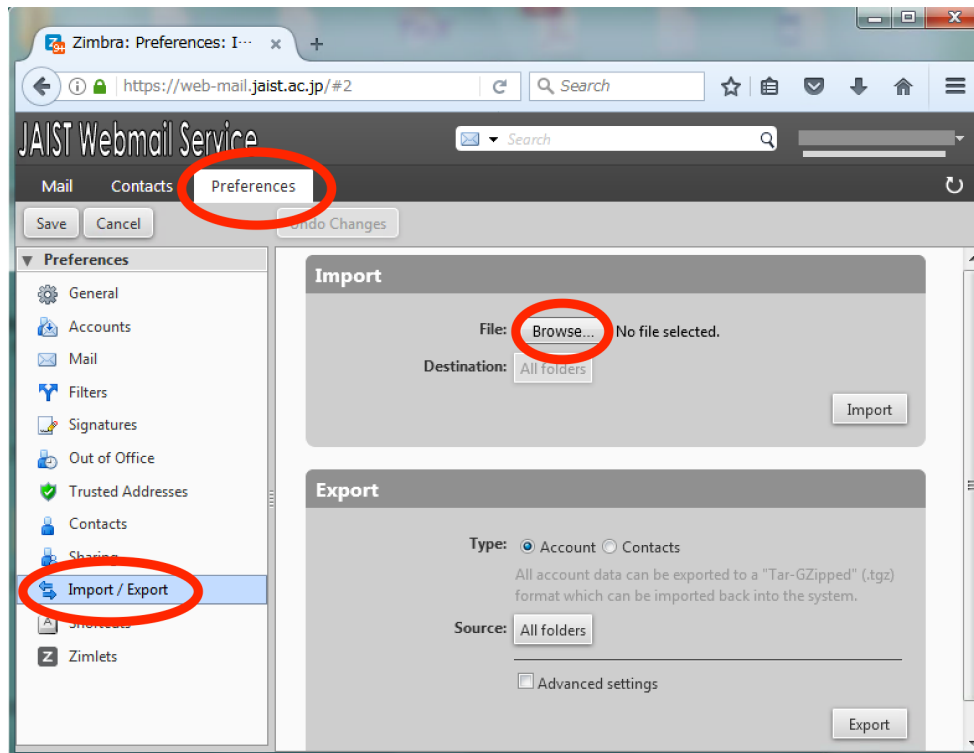
2. Import your mail data to the mail server

2-1. Click the below URL to access and log in to the mail rescue server after selecting “Advanced (Ajax)” in the item of Version.

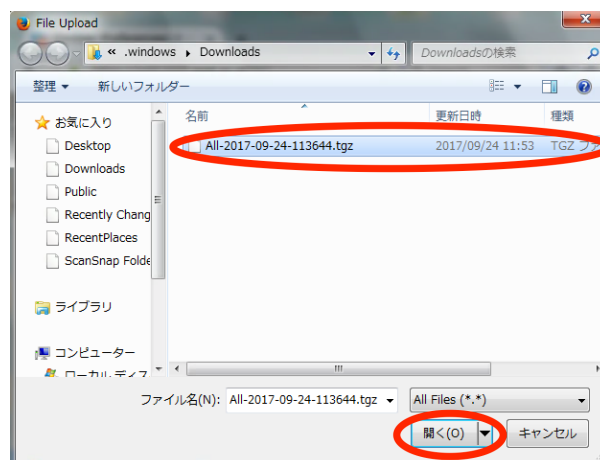
<https://web-mail.jaist.ac.jp/>



2-2. Select "Preferences" tab -> "Import / Export" -> click "Browse" in the item of "File" in the column of "Import".

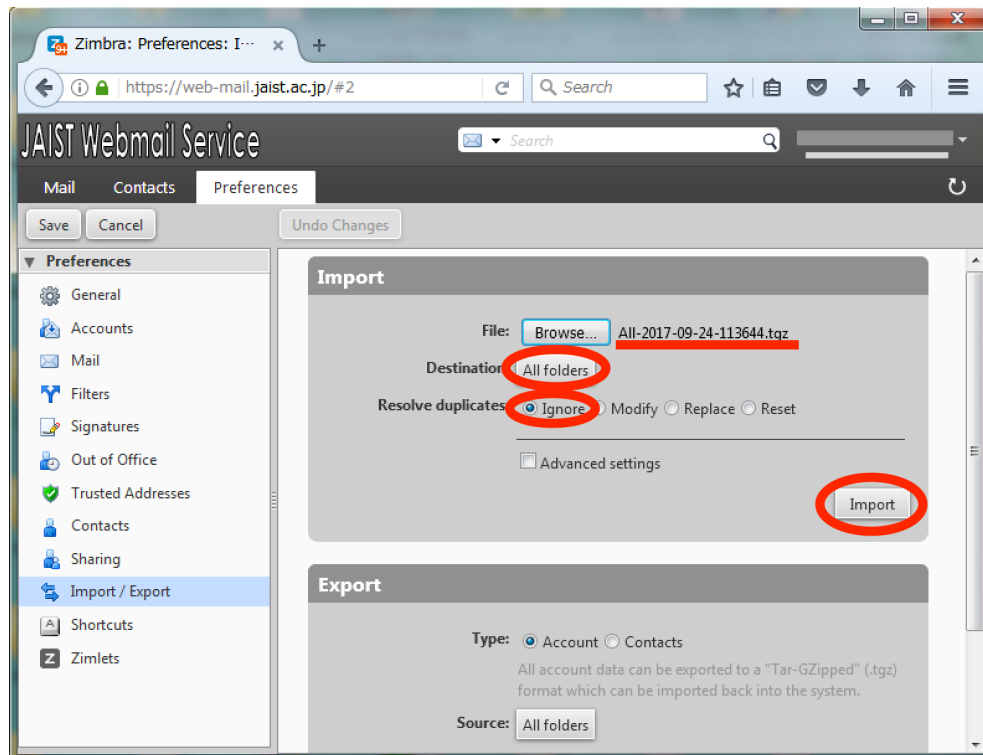


2-3. Select the saved file at the procedure “1-3” and click "Open". The file is expected to save in the folder of “Downloads”.
(In case you has changed the web browser before, the file could be saved in the other folder.)

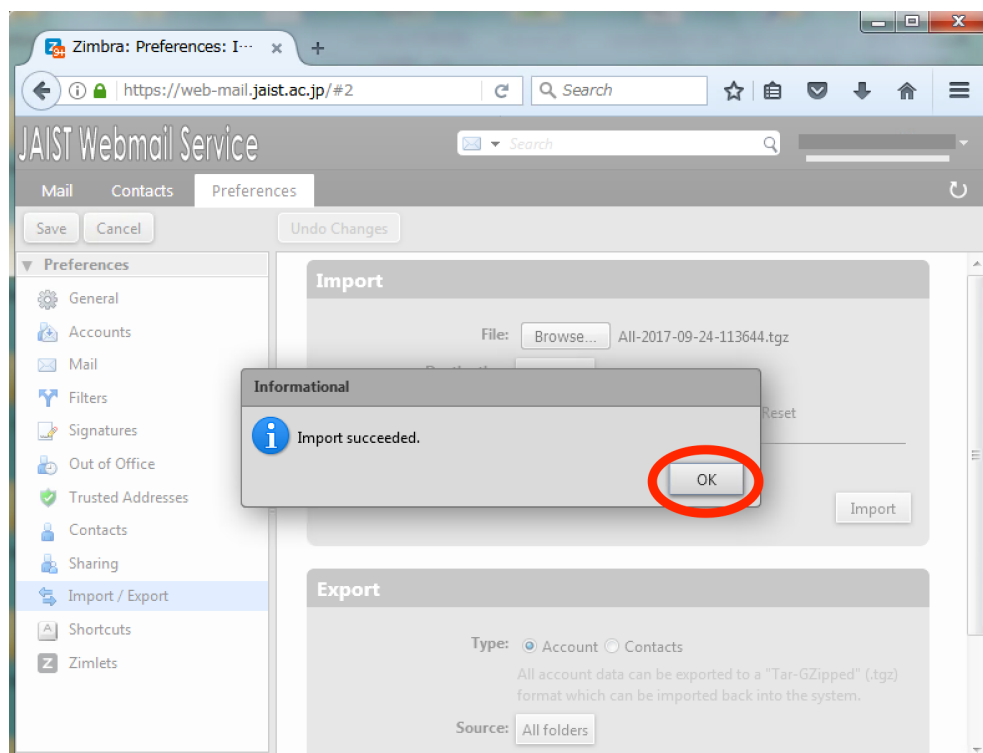


2-4. After confirming the file name, set the following items and click "Import".

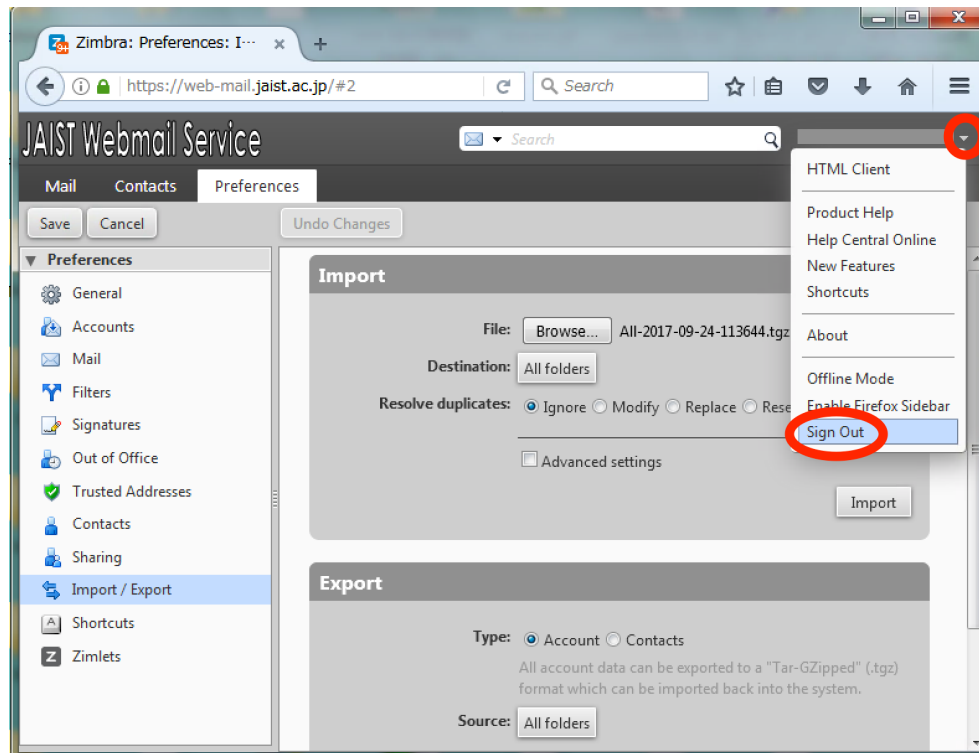
- Destination: All folders
- Resolve duplicates: Ignore (If you select the others, the existing mail data will be overwritten or deleted.)



2-5. If the import is successfully done, the informational column pops up to show "Import succeeded". Click "OK".



2-6. As you finish all of the procedures, please sign out of the WEB mail.



3. Activate your usually used mail software such as Thunderbird in order to obtain the missing mail data. If the unread mail data between Sep. 14 and Sep. 20 are found there, all of the procedures are successfully completed.