

# **Passcape Outlook Password Recovery**

## **USER MANUAL**

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# Introduction

## 1 Introduction

### 1.1 About POPR

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**Passcape Outlook Password Recovery** is a program for recovering all types of MS Outlook saved passwords:

- SMTP
- POP3
- IMAP
- HTTPMAIL
- LDAP
- MOBILE PC
- Personal Folder (\*.PST files) passwords

**POPR** is the first program that can decrypt Outlook passwords directly from Windows registry files. See [MANUAL recovery mode](#) for details.

### 1.2 Features and benefits

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With this program you can:

- Recover ALL types of MS Office Outlook saved passwords
- Choose between three recovery modes
- Export passwords to text, html or excel files
- Decrypt PST passwords instantly using advanced PST decryption algorithm
- Reset Outlook Personal Folder (\*.PST) passwords
- Decrypt Outlook account passwords directly from Windows registry files. If your system is unbootable, just copy NTUSER.DAT registry file to a floppy or flash drive and then feed it to **POPR**
- Reveal passwords hidden behind asterisks.

### 1.3 System Requirements

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#### Requirements

Windows NT+, less than 2Mb on your hard drive.

#### Compatibility

Microsoft Outlook 2000, XP, 2003, 2007 are supported

#### Known issues or bugs

The program although contains no harmful code, may be detected by some anti-virus/anti-spyware software as potentially dangerous or "potentially unwanted program". This is also known as "False Alert", and it's quite a common problem for all password recovery software.

## **Working with the program**

## 2 Working with the program

### 2.1 Main window

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The main window of the program allows you to choose one of the four recovery modes:

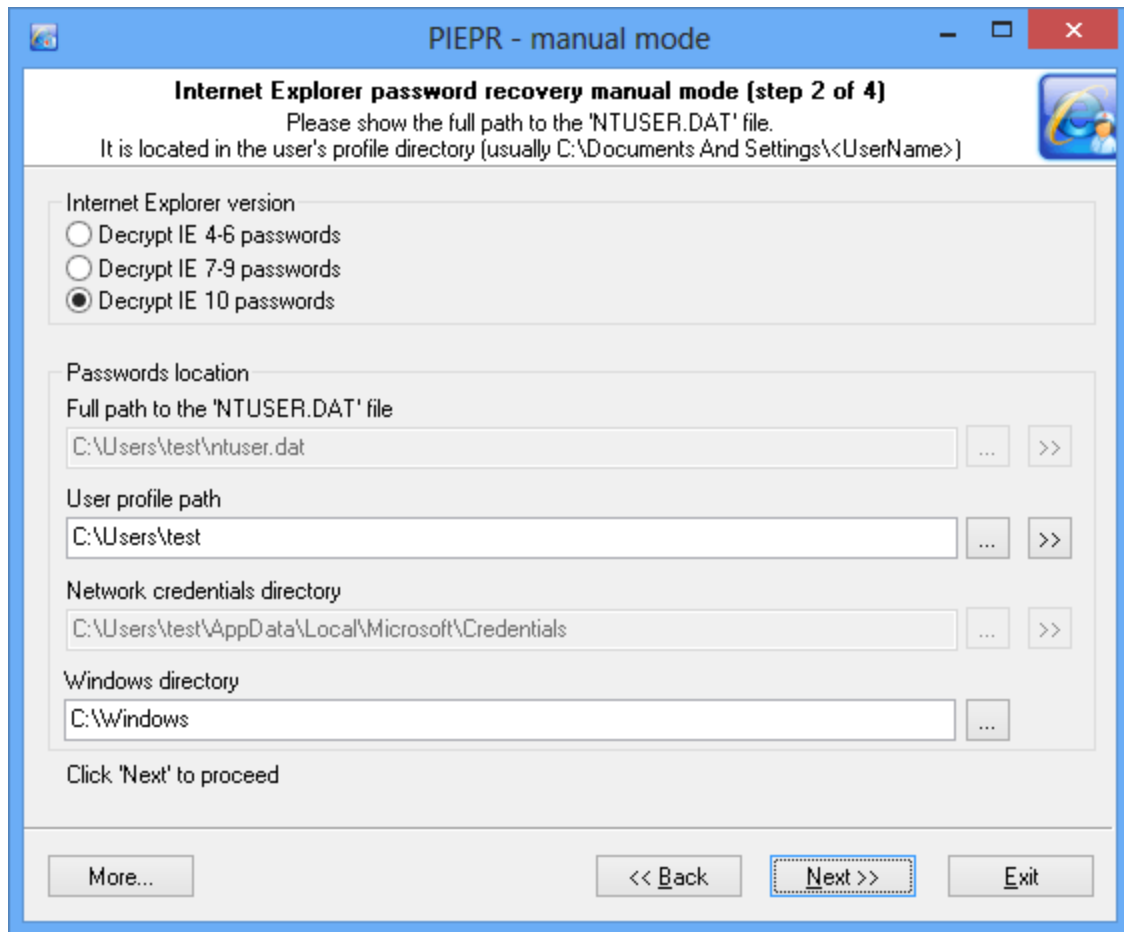
- **AUTOMATIC** - select this mode to recover Outlook account passwords (as well as PST saved passwords) of the current user
- **MANUAL** - recover Outlook passwords from Windows registry files
- **PST PASSWORD** - decrypt password for Personal Folders (\*.pst files)
- **ASTERISKS PASSWORDS** - reveal text hidden behind \*\*\*\*

### 2.2 Manual recovery mode

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All Outlook account passwords are stored in the Windows Registry. But you may lose all your passwords after you reinstall Windows. **POPR** can help you to recover these passwords directly from the registry file of your old account. Just specify the full path to the file NTUSER.DAT. It is located in the user profile directory (typically C:\Documents And Settings\

**Important!** Using the program provided that you are the legal owner of all files or data you are going to recover through the use of our software or have permission from the legitimate owner to perform these acts.



If your system failed to boot up, please follow the steps shown below:

- 1) Create any bootable CD or USB flash drive to boot from. Use WinPE or BartPE for example.
- 2) Boot the dead system from this drive.
- 3) Find and copy the file NTUSER.DAT from the user profile directory ( usually C:\Documents And Settings\<AccountName> ) to an USB or Floppy drive.
- 4) Find and copy the user MasterKey file from the MK directory ( usually C:\Documents And Settings\<AccountName>\Application Data\Microsoft\Protect\<UserSid> ). You may save all files from this directory. **POPR** will choose the correct MK file later.
- 5) Run **POPR** in the manual recovery mode and enter the full path to the saved registry file.
- 6) You will be asked for additional information as shown below.



Enter the user logon password and the MasterKey path, then press 'OK' to move on to the Outlook 2003 password decryption.

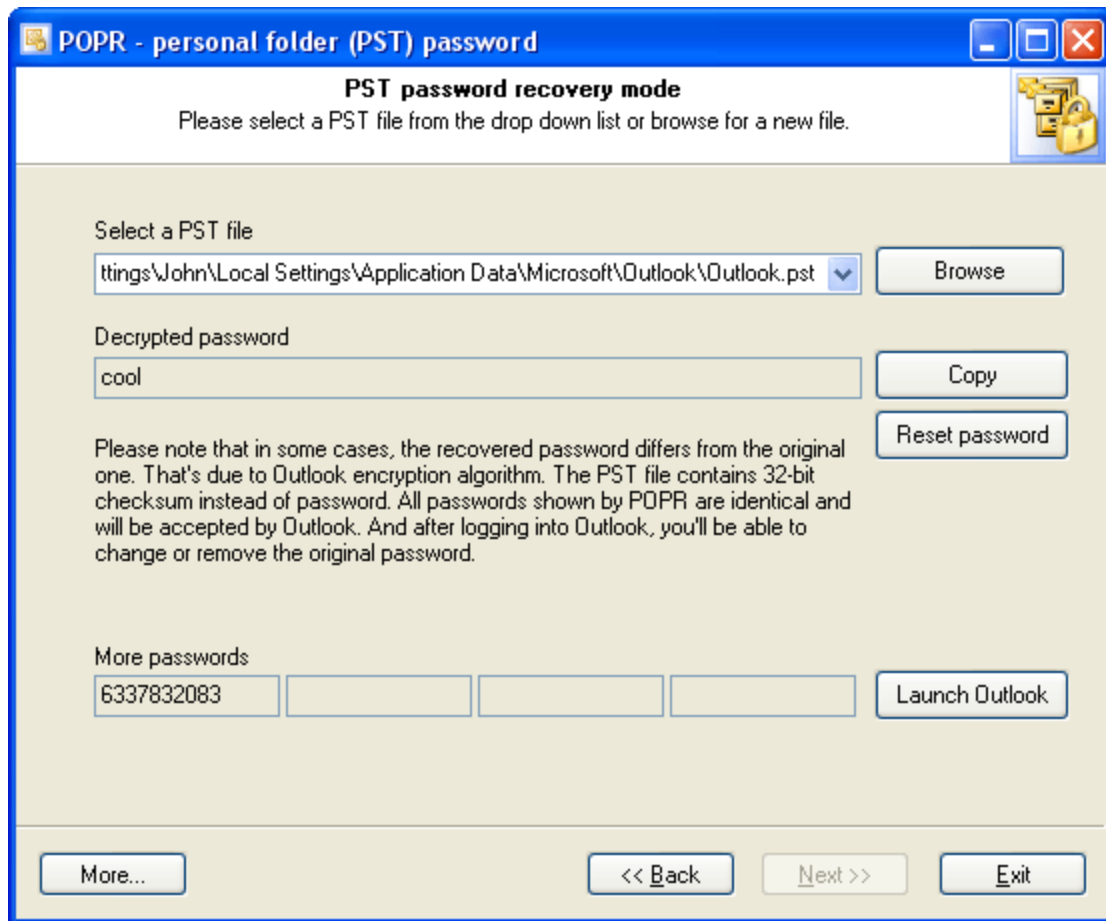
**Note.** Steps 4 and 6 are required for Outlook 2003 and higher versions only.

## 2.3 Personal Folder (PST) passwords

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First of all, POPR will try to scan your system and look through registered (as well as lost) \*.PST files. So you can select these files for decryption from the drop-down list as shown below. If the program fails to find your \*.PST file, just click the 'Browse' button to add it manually.





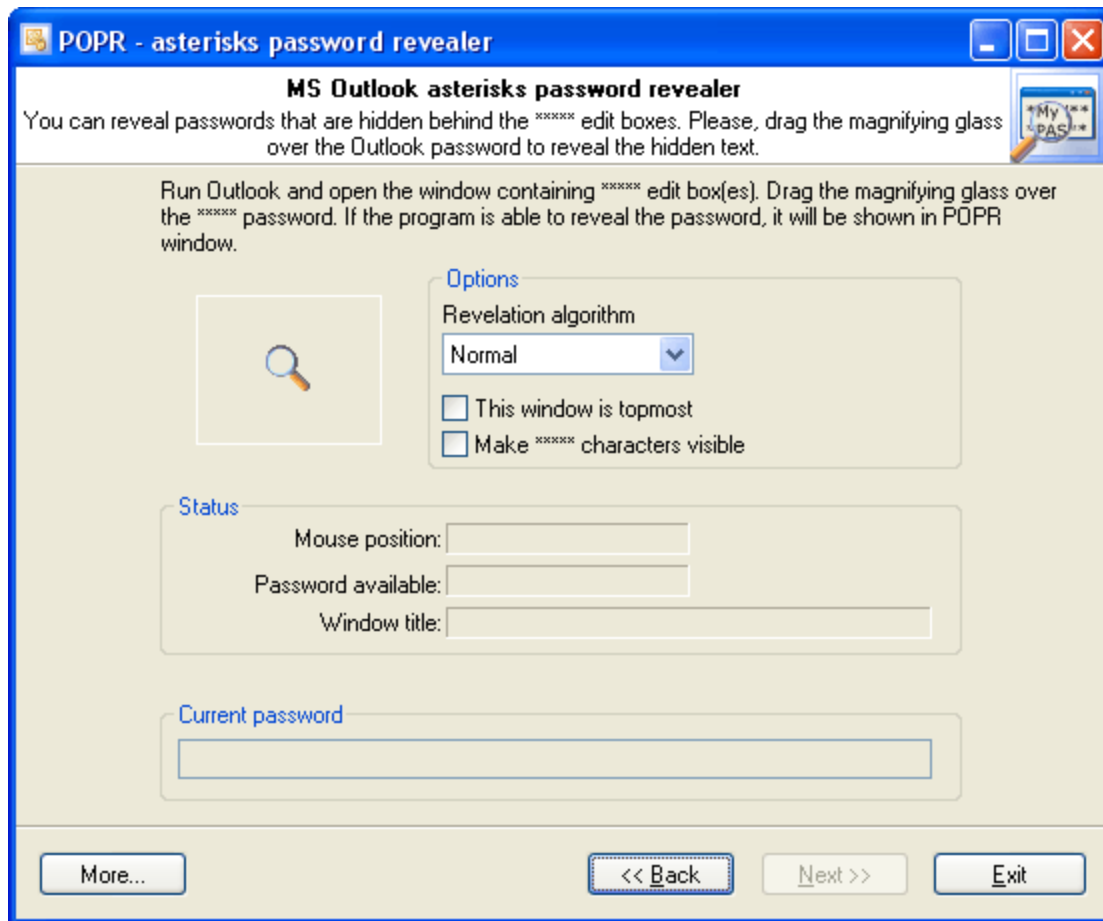
After you select the PST from the drop-down list, the program will start the decryption process and you'll get a couple of passwords for that file. You can use any of them to log into Outlook. Sometimes there may be 3-4 or even 5 passwords (depending of the original password complexity). All these passwords are identical. That is due to the Outlook encryption algorithm.

You can also reset the password for selected PST file, so you don't have to type it everytime Outlook starts.

**Don't forget to close Outlook.exe before you run the program. Otherwise POPR will fail to access Outlook PST files.**

## 2.4 Asterisks passwords revealer

Sometimes it is enough just to uncover asterisks to remember your forgotten password. POPR can successfully unhide such passwords. Just open 'Asterisks password revealer' dialog and drag the magnifying glass to the \*\*\*\*\* password box.



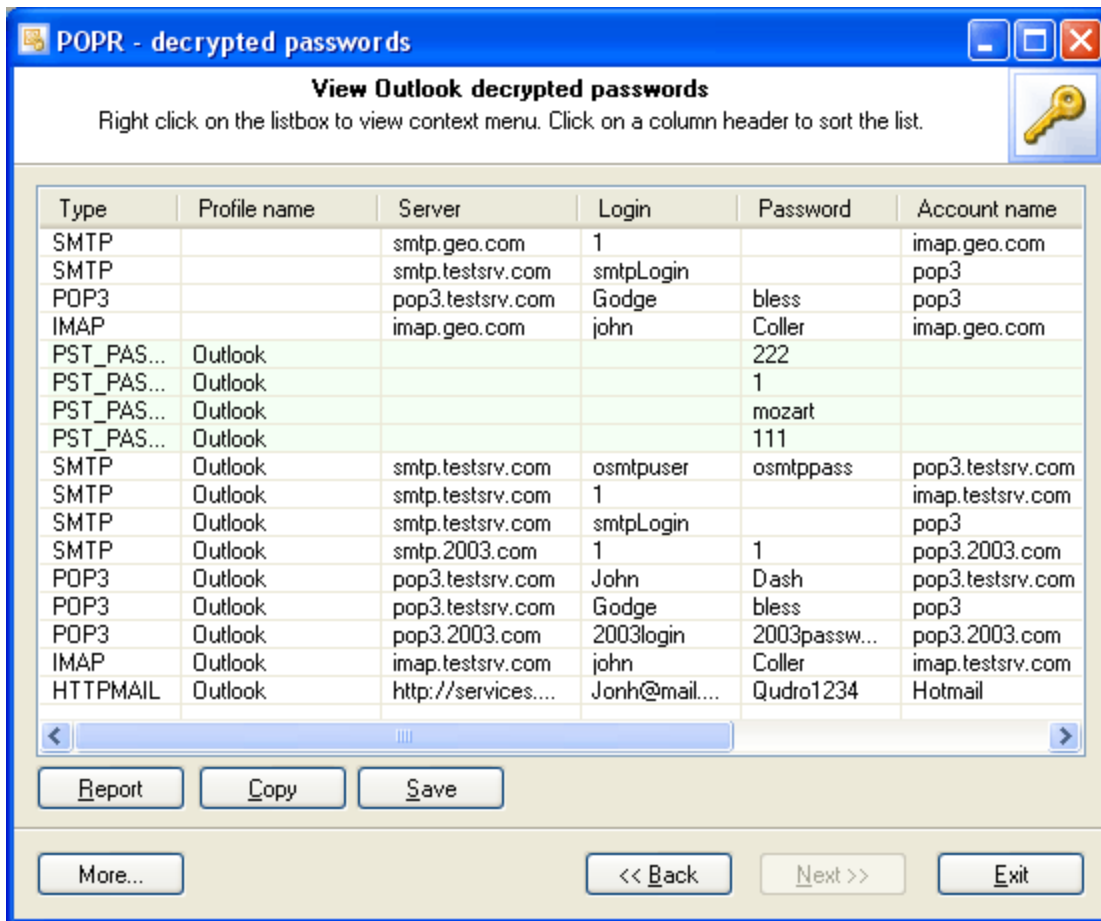
Also note, that you can reveal \*\*\*\*\* passwords for many programs, not only for Outlook.

## 2.5 Passwords window

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The password window contains Outlook decrypted passwords of the following types:

- SMTP
- POP3
- IMAP
- HTTPMAIL
- LDAP
- MOBILE PC
- Personal Folder (PST) stored passwords

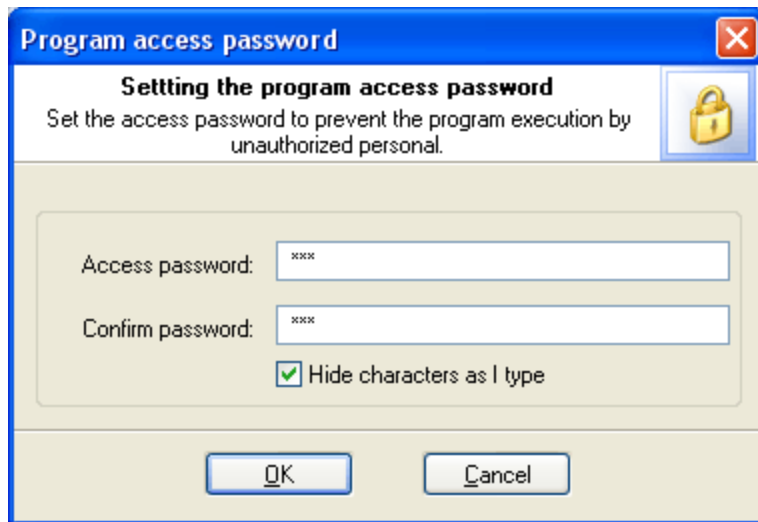


Right click on the password list to view the context menu.

Personal folder stored passwords (not \*.pst passwords) are highlighted in green. These passwords located in the registry and thus can be decrypted instantly. Undecrypted or skipped passwords will be marked with red color.

## 2.6 Setting program access password

Setting an access password can help to avoid the program execution by unauthorized persons. To open the "Set Access Password" dialog box, click 'more...' (in the **POPR** main window) and select the 'Set/change access password' from the popup menu.



To set an access password, you have to enter new password and confirm it by retyping it in the confirmation field.

**Remember!** The access password is case-sensitive.

To remove the current password, leave the password fields blank.

Next time you run the program, you will be asked for the password as shown below:



Type your current password in the password box and click **OK** to run the program.

## 2.7 Command line options

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There are only a couple of options available at the moment, allowing you to reset PST passwords without running GUI (e.g. resetting passwords from a vbscript).

The syntax is as follows:

```
popr.exe [-opt [arg]]
```

```
-h           Help message
```

```
-r file.pst  Reset file.pst password
```

**-r** directory      Reset passwords from all PST files found in the given directory  
**-l** log.txt        Log errors to log.txt file

Some examples.

Resetting all PST passwords for local Administrator:

```
popr.exe -l err.txt -r "C:\Documents And Settings\Administrator\Local Settings\Application Data\Microsoft\Outlook"
```

Resetting Outlook.pst password (assumed that Outlook.pst is in the current directory):

```
popr.exe -l log.txt -r Outlook.pst
```

# License and registration

## 3 License and registration

### 3.1 License Agreement

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SOFTWARE LICENSE AGREEMENT

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**IMPORTANT-READ CAREFULLY:** This is the End User License Agreement (the "Agreement") is a legal agreement between you, the end-user, and Passcape Software, the manufacturer and the copyright owner, for the use of the "Passcape Outlook Password Recovery" software product ("SOFTWARE").

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You further attest that the recovered data, passwords and/or files will not be used for any illegal purpose. Be aware password recovery and the subsequencial data decryption of unauthorized or otherwise illegally obtained files may constitute theft or another wrongful action and may result in your civil and (or) criminal prosecution.

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## 3.2 Registration

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You can order fully registered version of **POPR** at a cost of \$28 for non-commercial **personal** usage, \$56 for **business** or \$390 for multi site license.

Detailed instructions for all kinds of orders are available online at [Passcape ordering page](#). Online orders are fulfilled in just a few minutes 24 hours a day 7 days a week.

On payment approval (for online orders, usually within a few minutes), we'll send you the registration code which will remove all limitations of the unregistered version. Your registration will be valid for all future versions of **POPR**.

The ordering pages are on a secure server, ensuring that your confidential information remains confidential. As soon as your order is processed (usually in one business day for on-line payments), you will be provided with the registration code for your copy of the program. If you've made a payment, but haven't received a confirmation letter with your registration code within a reasonable amount of time (two business days for credit card payments or two weeks for other payments), please notify us!

**Important: when completing the order form, please double-check that your e-mail address is correct. If it will not, we'll be unable to send you the registration code.**

To complete the registration process

- Run the program
- Click **more...** button
- Select **Registration** from the popup menu
- Enter your registration code and name (optional) into the related fields and press **Register** button.





Registration

Please enter your registration code...

Registration information

Your name (optional): John

Registration code:

Enter the registration code exactly as given to you in the registration e-mail. If you experience any problems during registration process, please refer to program help.

Register

It is recommended to use the Copy and Paste commands instead of typing the code by hand. To do that, select the license key text in the registration message you have received with the mouse or using the text selection keyboard shortcuts (**Shift + arrow keys**). Then press the **Ctrl + Ins** shortcut on the keyboard to copy the selected block to Windows' Clipboard. Then open the registration window in the program, place the cursor in the registration key field and then press the **Shift + Ins** shortcut on the keyboard to paste the text from clipboard to that field. Next, place the cursor in the user name field, enter your name and then click on the **Register** button. If you have done everything right, the program will display the confirmation message.

### 3.3 Limitation of unregistered version

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An unregistered version of **Passcape Outlook Password Recovery** shows only first 3 characters of the decrypted passwords and has some functional limitations.

**Technical support**

## 4 Technical support

### 4.1 Reporting problems

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If you have a problem, please contact us at [support@passcape.com](mailto:support@passcape.com). Please inform us about the following:

- Windows version including service packs and other fixes installed
- Program full version (see **About** dialog)
- Program registration information if any
- Detailed description of your problem (as much information as possible)

If you're reporting about program error, please attach **Crash.log** and **Popr.log** files located in the **Passcape Outlook Password Recovery** installation directory.

### 4.2 Suggesting features

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If you have any questions, comments or suggestions about the program or would like more information, email us at: [info@passcape.com](mailto:info@passcape.com). Please don't forget to mention the program name and version. Also make sure you have the latest program version installed. Your feedback helps us to improve our products and work more effective.

### 4.3 Contacts

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Please don't hesitate to send your questions regarding our products to e-mail [support@passcape.com](mailto:support@passcape.com). You will get reply during one or two days. Note, that registered users have priority in technical support.

If you experience any problems during registration process, please send a letter to [sales@passcape.com](mailto:sales@passcape.com)  
We will be happy to assist you with the registration.

**Please write in English!**

You can find other password recovery utilities at <https://www.passcape.com>.