General: Retrieve email which has been deleted

Is it possible to retrieve an email from mailscan that has been accidentally deleted?

If the email is deleted by the user by mistake, you will find the "**Mail in HAM (Today)**" by logging in to the Mailscan Web-console if the email has is scanned by Mailscan. From there you can recover the email.

Please Note: If the email is from a email-id that is in the "Autospam whitelist" in mailscan, the emails from these email id's are not kept in the HAM folder. You will NOT be able to retrive these emails.

--

If the email is deleted by Mailscan, in such a case, you will find the emails under "**Deleted Mails in Quarantine (Today)**" by logging in to the Mailscan Web-console

You can check the web-console for mailscan by going to **Start>>Program>>Mailscan for XXXX>>Web Administrator** on the Mailscan machine or you can access the Mailscan web-console from the network by accessing

http://<ip address of the Mailscan machine>:10443
 Unique solution ID: #1116
 Author: Apurv
 Last update: 2012-06-30 13:01