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Technical Bulletin.

Windows 7 Lost My Program's Data

Date Revision

11/11/111.0

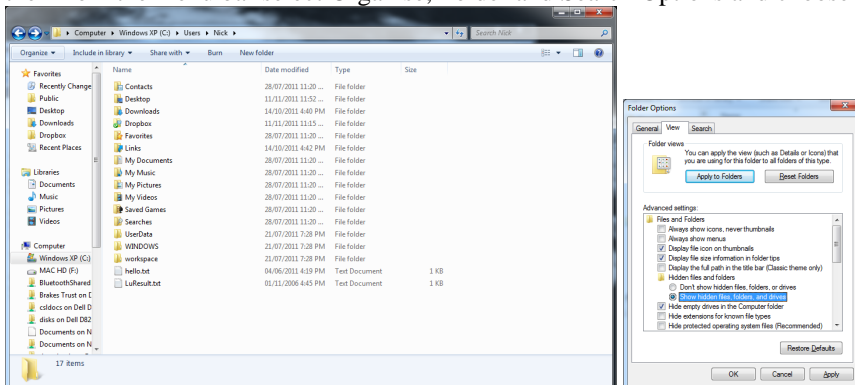
Windows 7 User Access Control (UAC) settings higher than none will write application data destined for c:\ and c:\Program Files etc to a different location "Virtual Store" and then give programs that look in the original location access to that instead. But if the UAC is then set to none, the hidden re-direction stops and programs can write/read the real location but don't have access to the data hidden in "Virtual Store".

(Here's a very technical description: <http://windowsteamblog.com/windows/b/developers/archive/2009/08/04/user-account-control-data-redirection.aspx>, the first few para's describe what's going on)

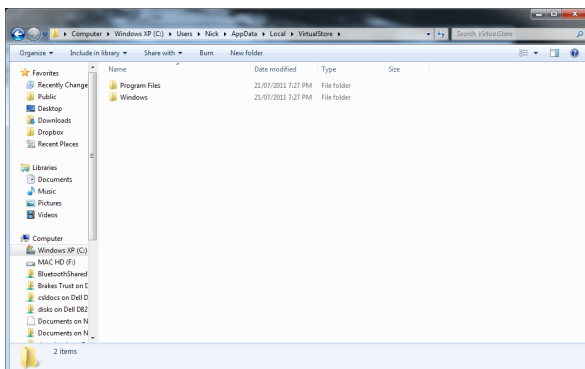
To recover hidden from the "Virtual Store" once UAC is set to none do the following:

Open Computer and go to c:\users\insert your user name

then from the menu bar select Organise, Folder and Search Options and choose the View tab:



Under Hidden Files and Folders choose Show Hidden Files, folders and drives, the App Data folder should now be visible. Then go to App Data, Local, Virtual Store - you should see a Program Files folder:



Your original Application's data should be in there.

Just copy it to the desktop and then navigate to the new Programs folder and copy the data folder from the desktop. Once that's done and checked, you might want to undo choose Show Hidden Files, folders and drives, otherwise hidden items will show on your desktop and other folders.

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The information contained in this document is correct to the best of our knowledge. However, where third-party products are involved we cannot be held responsible for errors and omissions – please check with the manufacturer for up to date information.

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Windows7LostMyProgramsData.doc