

## Re: Windows Restore not working

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2008-06/msg03059.html>

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- *From:* hheller <[hheller@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:hheller@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Mon, 16 Jun 2008 17:15:00 -0700
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Again, I'm really impressed with the speed at which you responded to this.

Before sending you a file like you asked, I thought I'd update you on my status...

I just received my computer back. The hard drive is inaccessible, but they reinstalled windows XP Pro on my second drive. When I got home, I brought up the restore utility and opened my backup file and asked that it restore one of my encrypted files. If you recall, when I tried this on the XP Home computer, it gave an error saying "The target file system does not support some the features of the original file system. Some data may not be restored as a result".

This time, running it on XP Pro, it actually restored the file. Here's the problem though... The file is still encrypted and although I know what my account password was (and setup my new XP Pro with the same username/password), apparently I was supposed to backup my "certificate" as well (according to the microsoft website discussing EFS). From what I read, without the certificate, I'm screwed. When I try to click on the folder that the file was in, I get the "access denied" message. I can't even delete the folder now!

So, unless you know of a way around this, it seems like I only have one way of decrypting my backed up data – to bring my broken disk to a data recovery place and have them retrieve the certificate. Actually, if they can recover the data from the original disk, then it will be more up to date than the backup, but if not, I should be able to (somehow) import the certificate to my new XP Pro and then run the restore again.

Please tell me you know of an easier option. Otherwise, do the steps outlined above make sense?

Thanks.

Howard.

"John Barnett MVP" wrote:

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As I have never done this before I have had to go through the routine. Now this is what I have done.

- 1/ I selected a file on my Windows Vista Ultimate partition and encrypted the 'file' only.
- 2/ I was prompted to backup the encryption certificate, which I did following the encryption backup wizard's directions.
- 3/ I have a copy of Windows XP Pro installed on a Virtual Machine running on the same computer.
- 4/ I copied the file over to the VM with XP Pro installed.
- 5/ On copying the file over the file was no longer encrypted and opened without any problem. So it suggests that it is only encrypted on 'your' computer not on another. If this is the case then you should be able to access your encrypted files from another XP Pro machine.

I have also done a reverse test by encrypting a file on XP pro (no prompt to backup encryption certificate on XP) and then copied it to Vista where it opened without any problems and did not have any encryption.

### Question:

I am sure the file(s) you encrypted contain personal information which you don't particular want anyone else to see. However, is there file that you are not worried who sees the contents? If so, visit my website: <http://xphelpandsupport.mvps.org> and click on the Contact me tab. Send mean email with the file attached, that is if you are not worried about me seeing the contents, and I will try it to see I it opens on my system without the need for an encryption key. If it doesn't then we know where we are going, if it does then that will be one file you can see the contents of.

If you decide to send me a file please enter 'Support Request Decrypt file' in the subject line of the email, otherwise the mail will be deleted.

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John Barnett MVP  
Associate Expert  
Windows Desktop Experience

Web: <http://xphelpandsupport.mvps.org>

Web: <http://vistasupport.mvps.org>

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mail/post..

"hheller" <hheller@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
[news:40CD8FD5-B453-4293-AE8D-FC5AC8EAFB49@xxxxxxxxxxxxxxxxxxxx](mailto:news:40CD8FD5-B453-4293-AE8D-FC5AC8EAFB49@xxxxxxxxxxxxxxxxxxxx)

Thanks for your quick response.

If I understand correctly, if I can find another PC that uses the EFS,  
then  
it should be able to restore my backed up files. Correct?

Obviously, someone wouldn't want to risk messing up their computer to help  
me decrypt my files. Are there any risks to converting a PC to the EFS?  
Is  
it possible to convert an XP Pro machine to use the EFS and then put it  
back  
after I decrypt my files? Are there any tools that I can install on XP  
Home  
that will allow me to decrypt my backed up files?

Thanks for your help.

Howard.

"John Barnett MVP" wrote:

As far as I know Encrypted files can be opened/read on  
another PC or over  
a  
network providing you have the password/encryption key, so  
you should be  
able to do what you want to do by using another machine; it  
just needs to  
be  
running EFS which, sadly, XP Home doesn't.

Take a look at this link which may give you a better idea:  
<http://www.practicalpc.co.uk/computing/windows/xpencrypt1.htm>

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John Barnett MVP  
Associate Expert  
Windows Desktop Experience

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"hheller" <hheller@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message [news:B0C5D317-074B-45EA-A8DD-47AD0EEED4EF@xxxxxxxxxxxxxxxxxxxx](mailto:news:B0C5D317-074B-45EA-A8DD-47AD0EEED4EF@xxxxxxxxxxxxxxxxxxxx)

If I copy the backup file to a different machine running XP Pro, will it be able to unencrypt the files or does it have to be on an XP Pro machine that is also running the Encrypted File System?

"John Barnett MVP" wrote:

XP Home does not have EFS. As the files are 'encrypted' XP home cannot un-encrypt them.

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John Barnett MVP  
Associate Expert  
Windows Desktop  
Experience

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"hheller"

<hheller@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

[news:035FF69B-C6DF-4D09-974E-832843B575F8@xxxxxxxxxxxxxxxxxxxx](mailto:news:035FF69B-C6DF-4D09-974E-832843B575F8@xxxxxxxxxxxxxxxxxxxx)

I have backed up my data on an XP Pro machine that has encrypted data (using Windows encrypted file system). My computer died and I'm trying to restore files to a Windows XP Home machine. I

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get the  
follownig  
error:

"The target  
file system  
does not  
support  
some the  
features of  
the  
original  
file system.  
Some data  
may not be  
restored as a  
result"

How can I  
get my data  
restored???

Thanks.