

Re: Program and all files vanished

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2006-05/msg01649.htm

- *From:* John A <not@xxxxxxxxxxxxxx>
 - *Date:* Mon, 15 May 2006 07:12:16 +1000
-

hfr

The Start menu should only contain shortcuts so I would have thought that if a batch of shortcuts were accidentally deleted or whatever, the actual program and associated data files would still be present on the disk. You say that the actual files have disappeared as well. It is as if they had been uninstalled.

One possibility is that one of the shortcuts for your Turbo Tax program may have been to uninstall it and you may have inadvertently activated this, although I would have thought that you would receive appropriate messages during the uninstall process – you did say that there was a message but you missed what it said???

Have you got multiple user accounts? another possibility is that somehow you messed up the settings and your system lost track of who owned what and your account no longer has access to these files. Have you searched all files/disks as administrator in safe mode?

Did Turbo tax or you make backups of the data files so you could restore the data if anything went wrong?

John A

On Sat, 13 May 2006 14:42:01 -0700, hfr
<hfr@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

John A,

The program was 2006 Turbo Tax Deluxe and I had some spreadsheets also in the same folder. I was moving the location on the START, ALL PROGRAMS menu when my finger slipped of the mouse button as I was changing the shortcut location on that menu. There was an error message the flashed too quickly to read and the program files, my spreadsheet files, and the entire folder were gone.

I've checked all the selections on the PROGRAMS menu, used Explorer to check all of the folders on my computer, tried SEARCH to locate one of the file

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name of one of the spreadsheets that I know was in that folder, checked intalled programs in the CONTROL PANEL; and can't find any trace.

I've worked with computers since the TI994A with cassette tape data feed was the leading edge and have never seen anything like this happen. I have printed copies of the data so I can reinstall and fill in the data again, but I want to figure out what happened and why.

hfr

"John A" wrote:

Try starting Windows in Safe Mode and try doing a system restore again from there.

It is not clear what exactly is missing. Can you see the All Programs button when you click on Start? If so, are any programs showing or are all missing?

John A
On Fri, 12 May 2006 17:06:01 -0700, hfr
<hfr@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

John A,

Appreciate your help. I've never had to use that capability so I really didn't know that using the system restore wasn't the same as restoring the computer to its factory setting.

Unfortunately, for some reason it couldn't restore to a date before I lost the files. There's an error message the flashes to fast to read as the system restore begins to shut down Windows. When the computer restarts it gives an error message saying the system couldn't restored and no changes were made. No explanation is provided about why system restore wouldn't work.

Thanx for your help.

hfr

"John A" wrote:

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Do a System Restore to a date prior to when your finger slipped.

John Allen

On Thu, 11 May 2006 18:50:01 -0700, hfr
<hfr@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote:

I was moving a program selection on the ALL PROGRAMS listing when my finger slipped off the left mouse button. There was an error message which disappeared before I could read it. Now, the program file and all associated files are gone. Can't find the in Windows explorer, don't show up on the ALL PROGRAMS menu, application does not show up as an installed program on the Add/Remove Software listing, file search can't find anything.

I've never had this happen before...would appreciate assistance from someone who had and resolved this type of problem.