

## Re: Retrieve my documents

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.newusers/2004-05/1712.html>

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**From:** Rick \ (rick\_at\_mvps.org)

**Date:** 05/22/04

Date: Sat, 22 May 2004 09:36:21 -0400

Hi Jon,

You did a reinstall rather than a repair installation. The latter would have preserved your user account. Now, all you can do is save the data from it. You will need to take ownership of the files. Right-click the folder, select properties. Go to the security tab and click advanced. You can take control of the folders on the owner tab. For the security tab to appear in a WinXP Pro system, you must disable simple file sharing in the control panel/folder options/view tab. For a WinXP Home system, you must restart in safe mode and logon as administrator. More details here:

HOW TO: Take Ownership of a File or Folder in Windows XP [Q308421]  
<http://support.microsoft.com/?kbid=308421>

An additional note for WinXP Pro users: This procedure will not help you recover data if the files are encrypted. All you will be able to do is delete them. To recover encrypted files you will need the original encryption certificate or a Recovery Agent from the installation under which they were encrypted. Without one of these, the files are not recoverable.

Next time, do a repair installation instead. See details on this procedure here:

<http://michaelstevensstech.com/XPrepairinstall.htm>

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Best of Luck,

Rick Rogers aka "Nutcass" MS-MVP - Windows

Windows isn't rocket science! That's my other hobby!

<http://mvp.support.microsoft.com/>

Associate Expert - WinXP - Expert Zone

[www.microsoft.com/windowsxp/expertzone](http://www.microsoft.com/windowsxp/expertzone)

Win98 Help - [www.rickrogers.org](http://www.rickrogers.org)

"Jonathan Kessel-Fell" <anonymous@discussions.microsoft.com> wrote in message news:10a2001c43ffd\$be26dbf0\$a501280a@phx.gbl...

>I have just had to reload Windows XP.

> My user account was password protected and now I cannot  
> open my the 'owner' folder with my data in it.

> I have tried creating a new user with the same name and  
> password but this has not helped.

>

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- > Any ideas on how to open this folder?
- >
- > Thanks in advance
- >
- > Jon