(Approx. 513 words)

My Windows 10 Reset on its Own to Empty Folders!

By Sheila Swaikowski, Webmaster, The PCUG of Connecticut

July 2019 issue, The Program

www.tpcug-ct.org

sswaikowski (at) yahoo.com

A strange thing happened to my computer recently. I have both Linux Mint and Windows 10 on my computer (dual boot). After I chose to boot into Windows 10, the sign-in for windows 10 didn’t appear on the screen, it was a blank screen. I wanted to watch Timothy Kearn's 17th web design video about .dwt files (dynamic web templates) for updating multiple web pages’ header and footer sections more easily. The only way I could sign off of this blank screen was to do a forced shutdown by holding down the off/on the button for a few seconds.

I turned the computer on again and watched the video on Linux Mint, signed off using the restart option, and this time chose to boot into Windows 10, hoping that the sign-in would be there. I needed to start working on my template project using my web editor program, Microsoft Expression Web 4.

I was able to sign into Windows but my icons were arranged alphabetically - not at all like my cluttered desktop - there were fewer icons, my short-cuts were missing and all of my folders were empty! What an unpleasant surprise!

I started to think about all the ways to fix this:

* Some of this info was on a second computer and could be copied over.
* I did a system image backup three weeks ago.
* I discovered that I could get to my original files if I clicked on ‘This PC, Gateway(C:), Users, Sheila’ but couldn’t work with them.
* Presently Windows was using the ‘TEMP.Sheila-PC.000’ folder instead of the Sheila folder and there was no way I could repoint it back to the Sheila folder. I even copied all the Sheila folder stuff into the TEMP.SheilaPC.000 folder, but on second thought, didn’t think that was a good idea.

It was time for a coffee break.

After I took a break, it dawned on me to Google the problem. I did find that other people experienced the same thing and there were suggestions on how to solve this. I tried the first suggestion and it worked! It was to sign off the computer and back on again several times if needed. I was very lucky - on my first sign-off/sign-on I got my normal

desktop and files back along with all my data. It was as simple as signing off and signing back on! I could have saved a lot of time if I Googled for the problem sooner!

This has never happened to me before and I’ve never heard about it happening to anyone else. I hope you benefit from getting a heads up on this strange Windows reset, and if it happens to you, you won’t panic or waste a lot of time trying to get back your normal desktop and data, like I did, but will know what to do! First, Google for the problem, sometimes it helps, - if you’re lucky.