



Upgrade N Repair Computer Assistance

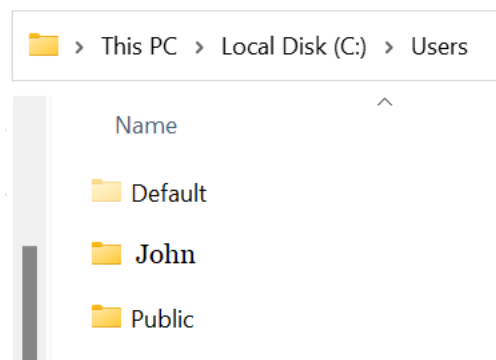
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Backup User Profile folders

Each users profile has various folders. Some may have more folders than others. If you look in the Users folder, it will show you the list of profiles. The Default and Public is standard profiles that will always show up (**unless you delete them which is not recommended**)

This picture shows only one profile besides the Default and Public. Your system may have additional profiles



When you double click on John, you will see folders such as Documents, Contacts, AppData, Favorites, Music, and other folders (**yours may have more or less folders than other profiles**)

NOTE: Be careful looking at these folders. If you modify or delete a folder, you can lose files and even make the profile inoperable!

The files you need to save varies depending on the system, how you use the system and any folders that you have created.

The default files are (**and not limited to, there can be additional folders**)

- Documents
- Downloads
- Favorites
- Links
- Music
- Pictures
- Saved Games
- Searches
- Videos

If the folder has not been used, it will have either no files in it or only a few. You should open each folder and see if they contain files and decide if you want to save them.

You should save them to a separate physical drive.

Note: Don't go by the drive letter to determine if the computer has two hard drives. One hard drive can contain several drives. If you see in My Computer that you have two hard drives C and D, you will think you have two physical drives. This is not always the case. You can have one physical hard drive partitioned to two or more partitions. Each partition is a drive letter. Therefore, Drive C and Drive D could be on the same drive. If you backup drive C to drive D thinking you have back up if the drive dies that has drive C and the drive dies, you will lose drive C and drive D. Your backup of drive C is also lost. When you backup, make sure you not only save the files to a separate drive letter but make sure that drive letter is not on the same physical drive.

Here is a photo of a physical hard drive



Example A



Can contain Drive C only

Or

Example B



Can contain drive letters C, D and possibly more drive letters.

Another example

Consider the Hard drive as the house



Consider Drive Letter C, Drive Letter D (can have several more drive letters depending on space available) as rooms of the house.

You delete the house (the hard drive) you will delete any room (Drive C and any other drive letter on that drive)

If you see two hard drives letters listed, before wiping a hard drive, look to see how many physical hard drives is in the system. If you see only one but you have two drive letters, this means both drive letters are on the same drive.

If you see two hard drive letters listed, and you see two physical drives on the system, verify what drive both drive letters are on. Hard drive 1 may contain drive C and Hard Drive 2 may contain Drive D. However Hard drive 1 may contain Drive C and Drive D. Hard Drive 2 may be blank.