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How to copy data from a corrupted user profile to a new profile in Windows XP

System Tip ✕

This article applies to a different version of Windows than the one you are using. Content in this article may not be relevant to you. [Visit the Windows Vista Solution Center](#)

To continue receiving security updates for Windows, make sure you're running Windows XP with Service Pack 3 (SP3). For more information, refer to this Microsoft web page: [Support is ending for some versions of Windows](#) (<http://windows.microsoft.com/en-us/windows/help/end-support-windows-xp-sp2-windows-vista-without-service-packs>)

SUMMARY

This article describes how to copy user data from your Windows XP profile to a new profile.

When you copy user data into a new profile, the new profile becomes a near duplicate of the old profile, and contains the same preferences, appearance, and documents as the old profile. If your old profile is corrupted in some way, you can move the files and settings from the corrupt profile to a new profile.

Note The method that is described in this article may not transfer the Outlook Express e-mail messages and address user data that are associated with the user profile where you are transferring data from. When you delete the old profile, you may delete that data if you do not first transfer it by using other methods. For more information about transferring Outlook Express user data, click the following article number to view the article in the Microsoft Knowledge Base:

[313055](http://support.microsoft.com/kb/313055/) (<http://support.microsoft.com/kb/313055/>) Mail folders, address book, and e-mail messages are missing after you upgrade to Microsoft Windows XP

MORE INFORMATION

Create a new user profile on the domain computer

1. Log on as the Administrator or as a user with administrator credentials.
2. Click **Start**, and then click **Control Panel**.
3. Click **User Accounts**.
4. Click the **Advanced** tab, and then click **Advanced**.
5. In the left pane, click the **Users** folder.
6. On the **Action** menu, click **New User**.
7. Enter the appropriate user information, and then click **Create**.

Create a new user profile on the workgroup computer

1. Log on as the Administrator or as a user with administrator credentials.
2. Click **Start**, and then click **Control Panel**.

3. Click **User Accounts**.
4. Under **Pick a task**, click **Create a new account**.
5. Type a name for the user information, and then click **Next**.
6. Click an account type, and then click **Create Account**.

Copy files to the new user profile

1. Log on as a user other than the user whose profile you are copying files to or from.
2. In Windows Explorer, click **Tools**, click **Folder Options**, click the **View** tab, click **Show hidden files and folders**, click to clear the **Hide protected operating system files** check box, and then click **OK**.
3. Locate the *C:\Documents and Settings\Old_Username* folder, where *C* is the drive on which Windows XP is installed, and *Old_Username* is the name of the profile you want to copy user data from.
4. Press and hold down the CTRL key while you click each file and subfolder in this folder, except the following files:
 - o Ntuser.dat
 - o Ntuser.dat.log
 - o Ntuser.ini
5. On the **Edit** menu, click **Copy**.
6. Locate the *C:\Documents and Settings\New_Username* folder, where *C* is the drive on which Windows XP is installed, and *New_Username* is the name of the user profile that you created in the "Create a New User Profile" section.
7. On the **Edit** menu, click **Paste**.
8. Log off the computer, and then log on as the new user.

Note You must import your e-mail messages and addresses to the new user profile before you delete the old profile. For more information, click the following article number to view the article in the Microsoft Knowledge Base:

[313055](http://support.microsoft.com/kb/313055/) (<http://support.microsoft.com/kb/313055/>) Mail folders, address book, and e-mail messages are missing after you upgrade to Microsoft Windows XP

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