

microsoft.public.windowsxp.security\_admin: Re: Encryption and 'File settings and transfer wizard'

## Re: Encryption and 'File settings and transfer wizard'

**Source:**

[http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security\\_admin/2002-06/3852.html](http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2002-06/3852.html)

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**From:** Robert Gu [MS] ([robertg@online.microsoft.com](mailto:robertg@online.microsoft.com))

**Date:** 06/24/02

From: "Robert Gu [MS]" <[robertg@online.microsoft.com](mailto:robertg@online.microsoft.com)>

Date: Mon, 24 Jun 2002 10:27:35 -0700

Here is the offline discussion. Provided here in case anyone is interested in the result.

Richard,

I'm glad everything worked out for you. I'll add an issues for making to clear in the final report that the PST file is moved so others don't have to go through the scare you did. :)

Nathan

-----Original Message-----

From: Richard

Sent: Saturday, June 22, 2002 2:42 PM

To:

Subject: RE: Encryption and 'File settings and transfer wizard'

Nathan

I didn't run Outlook initially. I didn't even have Office XP installed initially. I was looking to get the files restored then install Office and set up Outlook pointing to the correct .pst file. After I did the restore, I looked for the .pst files and the folder was empty. I looked in the profile but since I wasn't seeing hidden files, I didn't see the .pst. Because I wasn't able to see the .pst files where I expected and had other files restored where I didn't expect, I assumed that they weren't being restored because of an issue with the 'File settings and transfer wizard' or because they were encrypted or both.

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After you told me that it put it in the profiles directory, I installed Office XP on the other drive, then ran the 'File settings and transfer wizard'. I opened Outlook and it was pointing to my .pst file as you indicated it should and I was able to see my email, notes, etc. So, there is no bug with that portion of the 'File settings and transfer wizard'.

Thanks again and let me know if you would like any other information.

Richard

-----Original Message-----

From: Nathan

Sent: Saturday, June 22, 2002 2:51 PM

To:

Subject: RE: Encryption and 'File settings and transfer wizard'

Richard,

I'm very happy you have your e-mail back. I'd hate losing mine.

:)

When you run Outlook, was it not loading your E-Mail? If not that sounds like a bug and I would like to learn a little more about it so we can try to get it fixed in the next version.

Nathan

-----Original Message-----

From: Richard

Sent: Saturday, June 22, 2002 6:25 AM

To:

Subject: RE: Encryption and 'File settings and transfer wizard'

Nathan,

You have found my post office files for me! You rule! Thanks!

After your previous email stating that the post office would not be placed where I had it but would go back to it's default location of "C:\Documents and Settings\\Local Settings\Application Data\Microsoft\Outlook\" I installed the spare drive again. I first did a search for .pst files and found none. I then did the restore again and then looked in the appropriate

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folder. Again nothing in there but then I remembered that the 'Local Settings' folder was hidden which is the reason I wasn't seeing it. I changed the folder options and within the 'Outlook' folder were my .pst files!

What a relief! I had 3 years of emails, addresses and notes in there. I take back everything I muttered about Microsoft under my breath as I was going through this. ;)

The 'Files and Settings Transfer Wizard' works. It just wouldn't work for me to restore everything in the same locations they were when I ran it. The biggest problem being not that it put the .pst in the Outlook folder but that during the restore process my 10GB 'C' partition was not big enough to restore the files. I normally only have a 4GB 'C' partition but because I now have more hard drive space than I know what to do with I created a larger partition to eat some of the space up.

Had I not had a spare large drive that I could plop into my system with the others and do an install of XP on, I would not have been able to do a successful restore because it would only get far enough to fill my drive and stop. I wouldn't imagine this would pose a big problem for the majority of users though because they have no idea how to relocate their 'My Documents', 'My Pictures' or 'My Music' folders.

I thank you again.

Richard

-----Original Message-----

From: Nathan

Sent: Saturday, June 22, 2002 3:38 AM

To: Richard

Subject: RE: Encryption and 'File settings and transfer wizard'

Hi Robert, I am the Program Manager for the Files and Settings Transfer Wizard. First, I'm sorry the experience with the Wizard wasn't everything you hoped it would be. Next, let's see what we can do about the problem.

I want to make sure I understand what's going on before giving suggestions.

– You lost your PST file (which was in a folder called "Post Office")

– The mail program is Outlook 2002

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PST files are transferred by the Files and Settings Transfer Wizard, BUT they are relocated to their default location, which is C:\Documents and Settings\\Local Settings\Application Data\Microsoft\Outlook\.

However, it should still be tied into your Outlook just fine, so when you open Outlook you should see your mail.

I assume you can't see your mail in Outlook. If this is true, please do the following:

1. Run Outlook
2. Tools -> E-Mail Accounts
3. Select View or change existing e-mail accounts and click Next
4. Take a screen shot of the account list and e-mail it to me

This should help me figure out what is going on.

Nathan

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Robert Gu [MS Security Developer]  
"Richard Garrett" <[cranium@cfl.rr.com](mailto:cranium@cfl.rr.com)> wrote in message  
news:Oi9jDpbGCHA.2532@tkmsftngp09...  
> Robert, I received your email. Thanks.  
>  
> When using the wizard it first asks if this is the New computer or Old  
> computer. I indicated Old computer. The next step is to 'Select a  
> transfer  
> method' with the options of either 'Floppy drive or other removeable  
> media'  
> or 'Other (for example, a removable drive or network drive)'. And it  
> states  
> 'You can save files and settings to any disk drive or folder on your  
> computer'. I selected the second option and saved the files to my hard  
> drive. In this case it was my 'F' drive which is a striped RAID volume  
> that  
> I use for software that I need to load fast (games).  
> The next step is what you were asking. 'What do you want to transfer?' wit  
> h  
> the options being 'Settings only', 'Files only' or 'Both files and  
> settings'. The last option is selected by default. On the right hand  
> side  
> of this window, there is a list of items that will be backed up. It  
> breaks  
> it down into 3 areas. 'Settings' (and lists most all the software that  
> has  
> been installed with Outlook express being one of them), 'Special folders'  
> (Desktop, Fonts, My Documents, etc.), and 'File types' (\*.asf, \*.doc,  
> \*.mp3,  
> etc). I left the default setting of 'Both files and settings'.  
>  
> I should have been covered twofold. Outlook 2002 was in the 'Settings'  
> listing AND My postoffice was stored under the 'My Documents' folder of my  
> 'D' drive (Default location was changed to 'd:\my documents'). With both  
> of

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> these, I felt I was covered with it being mentioned both directly and  
> indirectly.  
>  
> After creating the files, reformatting the 'C' drive, reinstalling XP,  
and  
> running the wizard again to restore the files and settings, the 'My  
> Documents' folder was put on the 'C' drive under 'Documents and settings'  
> and the profile I was logged in under. 'My music' was put under 'My  
> Documents'. 'My pictures' was put under 'My Documents'. These are the  
> default locations but I had changed the defaults to be the 'D' drive which  
> is a 40GB partition where my 'C' drive is a 10GB partition. But the most  
> important fact was that the Postoffice folder under 'My Documents' was  
> empty.  
>  
> This indicates to me that there are 3 possibilites:  
> 1. The postoffice was not backed up because it was encrypted  
> 2. The postoffice was backed up but not restored because it was  
> encrypted  
> 3. The postoffice was backed up but not restored because of a glitch  
in  
> the 'File settings and transfer wizard' (in which case the .pst file is in  
> the 22GB of .dat files that was created)  
>  
> I really appreciate your assistance in this. Even if I can't recover the  
> file, it may point out a possible flaw in the 'File settings and transfer  
> wizard' and a definite weakness in documentation and notification of it.  
> Hopefully, this will be resolved (through better documentation or a patch  
of  
> the software) so that no-one else goes through what I went through.  
>  
> Richard  
>  
>  
> "Robert Gu [MS]" <[robertg@online.microsoft.com](mailto:robertg@online.microsoft.com)> wrote in message  
> news:#HxOA8UGCHA.1436@tkmsftngp04...  
> > When you used the wizard, did you have a choice to transfer files in  
some  
> > folders or by the file type (extension)?  
> >  
> > --  
> > This posting is provided "AS IS" with no warranties, and confers no  
> rights.  
> >  
> > Robert Gu [MS Security Developer]  
> > "Richard Garrett" <[cranium@cfl.rr.com](mailto:cranium@cfl.rr.com)> wrote in message  
> > news:OTM7AGNGCHA.2388@tkmsftngpl3...  
> > > Robert,  
> > >  
> > > The wizard is in the System Tools folder. It installed with XP by  
> > default.  
> > >  
> > > I don't see any files copied. It just has a status bar showing  
progress  
> > > then a results window stating that it was successful. If it did back  
up  
> > the  
> > > postoffice and decrypt it while doing so, then there is an issue with  
> the  
> > > 'File settings and transfer wizard' in restoring the data. In fact I  
> know  
> > > there is an issue in restoration because the wizard backed up files  
> across

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> > 3  
> > > drive partitions then did the restore on the 'c' drive partition.  
After  
> > > which it move some of the files to another partition but left the  
> majority  
> > > on the 'c' drive partition. Because it backed up the 'My Documents'  
> > folder  
> > > (which also contained the .pst files), the 'My Pictures' folder (a  
> couple  
> > > gigs of pics) and the 'My Music' folder (20 gigs of MP3's), restoring  
on  
> > the  
> > > main partition is typically not possible. The only way I was able to  
do  
> > > this was to install an 80GB drive I wasn't using and install XP on it  
as  
> > one  
> > > big 80GB partition.  
> > >  
> > > I have kept the 13 .DAT files totalling 24.1GB of data just in case  
the  
> > data  
> > > is in there but not restoring correctly. (It's hard to let go of a  
few  
> > > years of information I was keeping).  
> > >  
> > > Richard  
> > >  
> > >  
> > > "Robert Gu [MS]" <[robertg@online.microsoft.com](mailto:robertg@online.microsoft.com)> wrote in message  
> > > news:uB54XMIGCHA.1424@tkmsftngp04...  
> > > > Richard, when you use the wizard, did you see the encrypted files  
> > copied?  
> > > I  
> > > > was told that the wizard would decrypt the files while coping. In  
> other  
> > > > words, you files should be fine except no longer encrypted.  
> > > >  
> > > > --  
> > > > This posting is provided "AS IS" with no warranties, and confers no  
> > > rights.  
> > > >  
> > > > Robert Gu [MS Security Developer]  
> > > > "Robert Gu [MS]" <[robertg@online.microsoft.com](mailto:robertg@online.microsoft.com)> wrote in message  
> > > > news:Oye0ZsHGCHA.864@tkmsftngp04...  
> > > > > I feel very sorry to hear that.  
> > > > >  
> > > > > EFS really has no back door. In fact, any secure system will  
depend  
> on  
> > > you  
> > > > have the keys to open the files. If keys are lost, the data will  
be  
> > > > lost.  
> > > > >  
> > > > > I will check with "File settings and tranfer wizard" to see if we  
> can  
> > > > > better  
> > > > > warn user. Where did you get that wizard?  
> > > > >  
> > > > > --  
> > > > > > This posting is provided "AS IS" with no warranties, and confers

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```
no
> > > > rights.
> > > > >
> > > > > Robert Gu [MS Security Developer]
> > > > > "Richard Garrett" <cranium@cfl.rr.com> wrote in message
> > > > > news:#lSwJ0#FCHA.2696@tkmsftngp12...
> > > > > Robert,
> > > > >
> > > > > I did not back up the EFS keys. I made the assumption that the
> > > > > 'File
> > > > > settings and transfer wizard' does what it says it will do. It
> > > > > states
> > > > > that
> > > > > it will transfer files and settings from your old computer to
your
> > > > > new
> > > > > one.
> > > > > It includes that it will transfer email settings. It stated
> > > > > nothing
> > > > > about
> > > > > not backing up the keys or that it would skip all encrypted
files.
> > > > > M$
> > > > > has
> > > > > > left out some extremely important facts concerning EFS and 'File
> > > > > > settings
> > > > > > and transfer wizard'.
> > > > > >
> > > > > > I've now learned a hard lesson and have lost a few years worth
of
> > > > > > emails,
> > > > > > my
> > > > > > address book, and all my registration numbers.
> > > > > >
> > > > > > Thanks.
> > > > > >
> > > > > >
> > > > > > "Robert Gu [MS]" <robertg@online.microsoft.com> wrote in message
> > > > > > news:eUq4v$ifCHA.2392@tkmsftngp04...
> > > > > > > Not sure about your post office. Have you backed up your EFS
> > > > > > > certs+keys
> > > > > > > using the cert MMC page? If not, even if you restored all the
> > > > > > > files,
> > > > > > > you
> > > > > > > > probably wouldn't be able to access your EFS files. Without
> > > > > > > > backing
> > > > > > > > up
> > > > > > > > your
> > > > > > > > > EFS certs+keys, it is very bad idea to reinstall the OS unless
> > > > > > > > > your
> > > > > > > > > pc
> > > > > > > > > is
> > > > > > > > > > part of a DC and the DC has EFS recovery policy in place.
> > > > > > > > > > >
> > > > > > > > > > --
> > > > > > > > > > > This posting is provided "AS IS" with no warranties, and
confers
> > > > > > > > > > > no
> > > > > > > > > > > rights.
> > > > > > > > > > >
> > > > > > > > > > > Robert Gu [MS Security Developer]
> > > > > > > > > > > "Richard Garrett" <cranium@cfl.rr.com> wrote in message
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> > > > > news:uXpVzZZFCHA.2236@tkmsftngp04...  
> > > > > > I think I screwed myself with XP but wanted to see anyone  
> knows  
> > of  
> > > > > anything  
> > > > > > I could do.  
> > > > > >  
> > > > > >  
> > > > > >  
> > > > > > I encrypted my post office (about 300MB worth of email,  
notes,  
> > > > > address's,  
> > > > > > etc.). I had a problem with DirectX and instead of spending  
> > more  
> > > > time  
> > > > > on  
> > > > > > trying to fix it, I decided to just reinstall the OS.  
Before  
> I  
> > > did,  
> > > > I  
> > > > > > used  
> > > > > > > the 'File settings and transfer wizard' and it created  
24.1GB  
> of  
> > > > > backup  
> > > > > > > files so I felt pretty safe that I would get all of the  
> settings  
> > > > > back  
> > > > > > > (including the encryption certificates). When I reloaded  
the  
> > OS,  
> > > I  
> > > > > > tried  
> > > > > > > to  
> > > > > > > > restore everything using the 'File settings and transfer  
> wizard'  
> > > and  
> > > > > it  
> > > > > > > > tried to put everything (all 24GB) on my 'C' drive partition  
> > > instead  
> > > > > of  
> > > > > > > the  
> > > > > > > > spreading it across the drives I had them on. It couldn't  
> > > complete  
> > > > > the  
> > > > > > > > restore. I then removed my main drive and put in an 80GB  
> drive  
> > > that  
> > > > > I  
> > > > > > > wasn't  
> > > > > > > > t using and created an 80GB main partition, installed XP and  
> > then  
> > > > > ran  
> > > > > > the  
> > > > > > > > 'File settings and transfer wizard'. All the files were  
> > recreated  
> > > > > on  
> > > > > > the  
> > > > > > > 'C  
> > > > > > > > ' drive except the postoffice. That folder is blank.  
> > > > > > >

