

# Case Study: Fixing a Corrupt User Profile on Windows 10

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## Issue Summary:

User account named TestUser on a Windows 10 system logs into a temporary profile. The desktop is blank, files are missing, and any changes made are not saved after reboot. This case simulates a common scenario of a corrupt user profile.

## Symptoms Observed:

- Windows logs into a **temporary profile** for TestUser.
- No desktop files or personalization loaded.
- A message appeared: *"You've been signed in with a temporary profile. Changes you make will not be saved."*
- User data was inaccessible from the current session.

## Troubleshooting Steps Taken:

1. Logged into TestUser and confirmed the temporary profile issue.
2. Observed the Windows message about being signed in with a temporary profile.
3. Logged into the admin account and created a new user named FixedUser.
4. Transferred files (e.g., Documents, Pictures) from the old user folder (C:\Users\TestUser\_backup\document) to the new account's profile folder (C:\Users\FixedUser\document).
5. Logged into FixedUser and verified that it loaded correctly without temporary profile issues.

## Result:

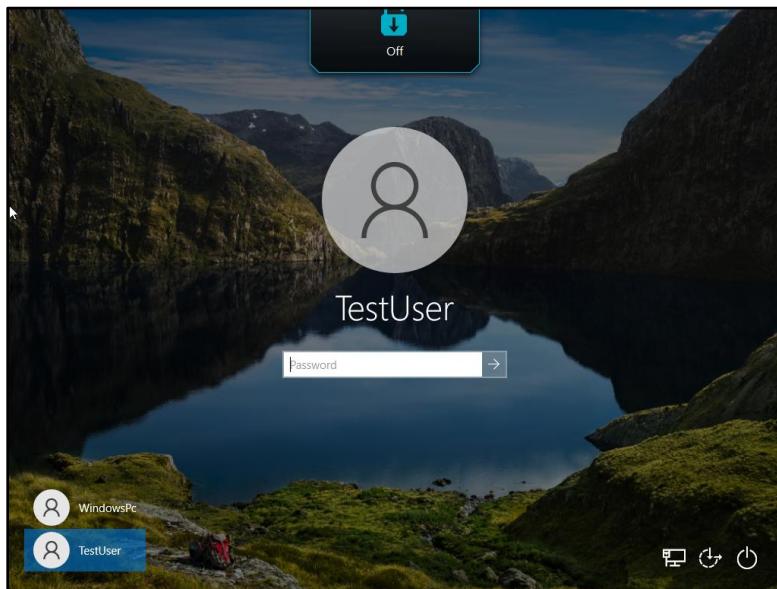
- ✓ Temporary profile issue was resolved by creating a new user
- ✓ Important files from the old account were preserved and copied to the new profile.
- ✓ FixedUser account is now used as the primary login.

## Tools Used:

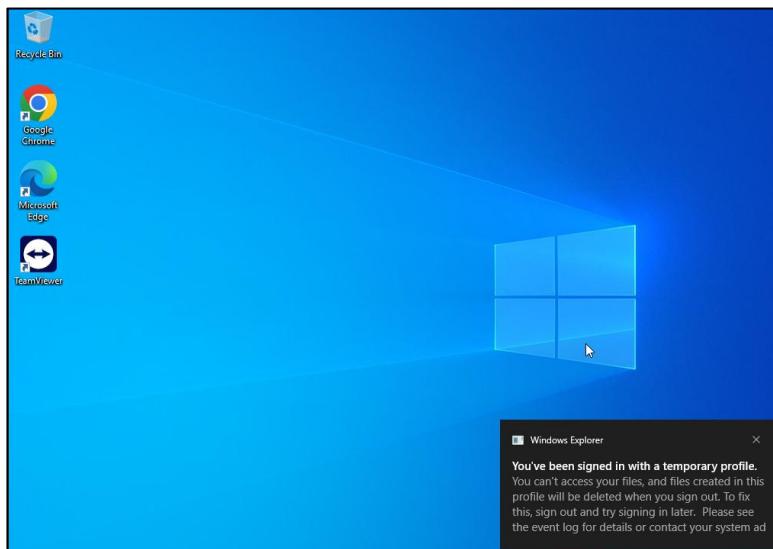
- lusrmgr.msc (Local User Manager)
- File Explorer
- Windows Profile Folder (C:\Users)
- UAC prompt (admin permissions required to copy user files)

## Screenshots:

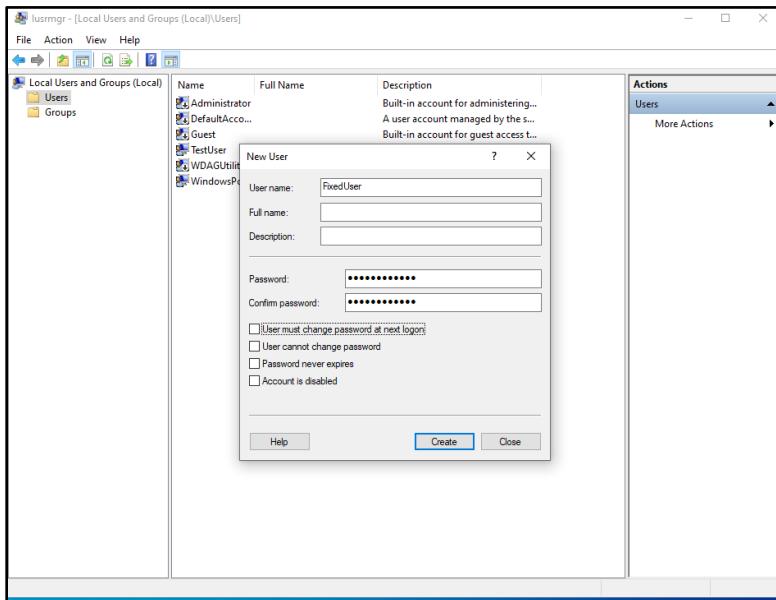
- 01\_temp\_profile\_login.png



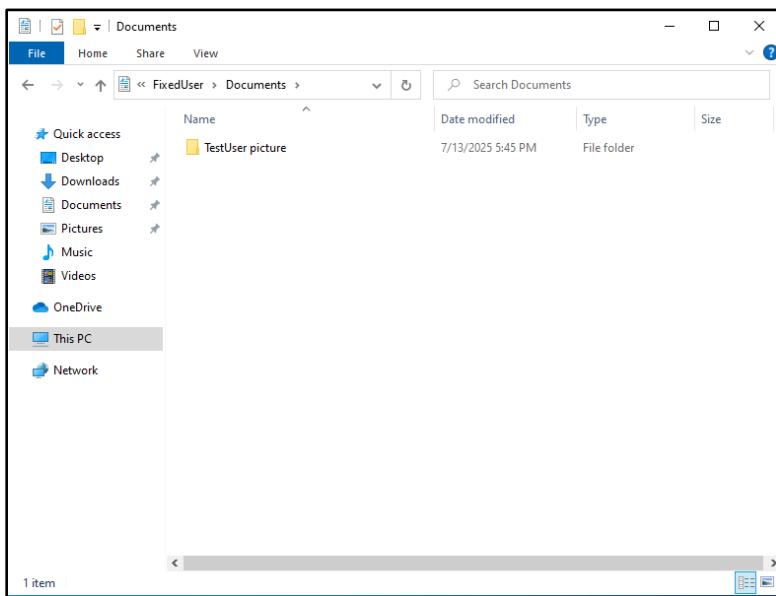
- 02\_temp\_profile\_message.png



-03\_create\_admin\_account.png



-04\_copy\_files\_from\_old\_user.png



-05\_successful\_login\_in\_new\_user.png

