Recreate Windows 7 User Profile

# Category

Troubleshooting / Windows 7

# Symptoms

The issue only occurs when a particular user is logged in, and not for anyone else.

# Root Cause

One of the settings specific to the user, likely found in the appdata folder, is at fault.

# Solution

1. Restart the PC to release the locks on the profiles.
2. Log on with administrative account.
3. Open “C:\Users” folder and locate the EU profile folder (C:\Users\ %username% )
4. Rename the user’s profile folder (username .old)
5. Delete any Temp Profiles that may have been created during previous attempts at recreating the profile. (C:\Users\TEMP\).
6. Rename the registry key matching the EU profile name or SID from “HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\WindowsNT\CurrentVersion\ProfileList”.
   1. Check the value “ProfileImagePath” to make sure you pick the profile that you are rebuilding.
   2. Add a ‘.bak’ to the key in the registry
7. Restart the device
8. Have the EU log into the device.
9. Do not delete the old profile.
10. After the new profile is created.
    1. Move the user’s documents, favorites, desktop items to the new profile,
    2. Ensure that nothing is copied from C:\Winsows\users\(EU\_ID)\AppData. (If so this will copy over any profile issues to the new profile.)
    3. Configure Outlook
    4. Add network printers
    5. Map all network drives
    6. Install AT&T software

# Further Resources

These directions were pulled from the document “DuPont Optimized Personal Computing –

Re-create a corrupt profile in Windows 7” version A1.1, prepared by Dell PMO on 02/23/2015.