

Microsoft explains why Windows 10 October 2018 Update deletes user data

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John Cable comes from Microsoft explained on the Windows Blog page that the problem lies in the **Known Folder Redirection feature**. This is a feature that allows users to transfer folders like **C: UsersNameDownloads** to the folder **D: Downloads**. Other folders like **Desktop, Documents, Pictures** and **Videos** can be transferred as well.

After update April 2018 Update, some people who used this feature previously reported the existence of a copy of the original but empty folder, such as a copy of the empty directory of **C: UsersNameDownloads**. To solve the problem, Microsoft uses the new code to delete these empty directories.

But a problem arises that this code deletes the directory even if it is not empty. So if you move the **Downloads** folder to **D: Downloads** but still have a folder **C: UsersNameDownloads** with internal data then Windows 10 October 2018 Update will delete the old folder and the data in it.



The new update causes some user folders to be deleted

Microsoft has fixed this error, now October 2018 Update will not delete the old folder that still has this file. But users were also quite startled when Microsoft deleted the folder even if it was not so empty.

If you also lose data, Microsoft Support recommends calling + 1-800-MICROSOFT for assistance. Microsoft retail stores will also try to help users recover data.

Latest version of October 2018 Update is currently available on Windows Insiders and must be further tested before being released to Windows 10 users. You should also back up the data to avoid such data loss errors.

See more:

1. Microsoft said it could recover lost data by updating Windows 10 October Update
2. Microsoft recalls Windows 10 October 2018 Update to fix errors
3. How to fix some errors when updating Windows 10

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