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Windows 10 File-Wiping Bug: What Happens if you're Affected?

The Windows 10 October 2018 Update had only been available for six days before it was pulled due to a file-wiping bug. The bug deleted files stored in the user's Documents and Pictures folders, resulting in the loss of years' worth of files on some PCs. Dona Sarkar, head of the Windows Insider Program, tweeted: "If you've run into the "missing files after update" issue for 1809/October 2018 Fall update, please call our support line. They have the tools to get you back to a good state." Reid Fishler, who works for a small New York-based company, discovered all the files in his Documents folder were missing after upgrading to an early build of the October 2018 Update. His firm doesn't have an in-house IT department, and had purchased the laptop the Microsoft Store with a support deal with Dell. Dell were unable to help him, and Fishler engaged in a series of lengthy phone conversations with various Microsoft support agents, who he says told him the "only way that they have to try to recover the files is by leaving any computer at a Microsoft store for 48 hours". After much back and forth with Microsoft support, Fishler says firm was unable to offer him an alternative solution and said he felt let down by the response. A Microsoft spokesperson, pointed TechRepublic to the firm's advice to affected customers, which states Microsoft Support and its retail store staff will try to recover the missing files free of charge. Microsoft does stress, however, "we cannot guarantee the outcome of any file recovery work". Microsoft has said it is making progress on fixing bugs in the October update, ahead of resuming its rollout. In the wake of the rollout being halted, Microsoft has faced calls to slow the pace at which its major feature updates are applied to Windows 10. For its part, Microsoft has introduced new measures for those testing early builds of the OS under the Windows Insider Program to flag the severity of bugs.

