

## Cannot View "Internet History" Under Administrator Account For A Specific Users Account On A Computer Running "IE 7 or IE 8"

**Problem:** When you try to view a users "Internet History" on a computer that is running IE 7 or IE 8 you notice the following happens. You will either get an access denied error message, or when you double-click on the folder nothing happens. To fix this you will need to change the attributes of the folder under an administrator's account, which is explained in the Solution below.

**Solution:** The first thing that you will need to do is log in under the "Administrators" account for that computer. Next you will want to copy the "History Folder" to the root of C:\ so that it is easier to work with, in the following steps, but it is not required that you copy it to the root of C:\. Now you will need to go to Start\Run, and type "CMD" and hit enter. This will open up the command prompt. Type cd \ Hit Enter. Make sure there is a space between cd and \. Now you want to remove the "System File" and "Hidden File" attributes from this folder and process "Matching Files In The Current Folder And All Subfolders" and "Process Folders As Well" To do this your command will look something like this without the quotes "C:\attrib -h -s /s /d History" Note: The Folder "History" is assuming you left the name the same; if you changed the name of this folder just input the name of your folder where it says "History". You should now be able to view the "History" Folder. However, if you notice that inside the "History Folder" that there are "Subfolders" that still appear faded, you will need to change the attributes of those folders as well to be able to view them. For example let's say you have a folder called "FJQJ8CS7" as a subfolder inside your history folder. You would need to run the following command without the quotes. "C:\attrib -h -s /s /d History\FJQJ8CS7" Repeat this step for any remaining subfolders that are inside the History Folder. You should now be able to access everything. Also, more information about the "Attrib Command" is listed below.

## The Attrib Command

ATTRIB [+R | -R] [+A | -A ] [+S | -S] [+H | -H] [+I | -I]

[drive:][path][filename] [/S [/D] [/L]]

+ Sets an attribute.

- Clears an attribute.

R Read-only file attribute.

A Archive file attribute.

S System file attribute.

H Hidden file attribute.

I Not content indexed file attribute.

[drive:][path][filename]

Specifies a file or files for attrib to process.

/S Processes matching files in the current folder  
and all subfolders.

/D Processes folders as well.

/L Work on the attributes of the Symbolic Link versus  
the target of the Symbolic Link