

1 FORENSIC REPORT - CRITICAL INCIDENT WITH MICROSOFT COPILOT
2 Full Version with Annexes and Evidence
3 Includes formal statement of service termination
4 CASE INFORMATION
5 Affected User: Luis
6 Service: Microsoft Copilot (previous premium subscriber)
7 Incident Date: March-April 2026
8 Incident Type: Incorrect technical guidance, misinterpretation of evidence,
9 unverified information, operational impact, loss of trust.
10 PURPOSE OF THE REPORT
11 This forensic report documents a critical failure in Microsoft Copilot's performance
12 during a Windows 11 data recovery scenario.
13 The incident involved:
14 Incorrect and misleading technical instructions
15 Misinterpretation of screenshots provided as evidence
16 Unfounded assumptions presented as facts
17 Unnecessary complication of a simple restore process
18 Operational delays and user frustration
19 Loss of trust leading to termination of the service
20 CHRONOLOGICAL DESCRIPTION OF THE INCIDENT
21 2.1 Initial Request
22 The user requested assistance restoring data from a USB drive containing a Windows 11
23 backup created with the native Backup and Restore (Windows 7) tool.
24 2.2 Evidence Provided by the User
25 The user submitted three sequential screenshots showing:
26 The USB drive containing standard Windows backup files (MediaID.bin, autorun.wbcac,
27 restore.ico, system folder structure)
28 The Windows 11 Backup and Restore interface with restore options
29 The restore interface clearly allowing folder selection via the "Add folder" button
30 These screenshots demonstrated that the system was functioning normally.
31 2.3 Incorrect Guidance Provided by Copilot
32 Despite the evidence, Copilot:
33 Incorrectly claimed that Windows 11 did not allow copying folders from the backup
34 Misinterpreted the "Add folder" button as a system limitation
35 Suggested unnecessary procedures (disk imaging, advanced recovery workflows, manual
36 extraction)
37 Ignored the actual workflow shown in the screenshots
38 Provided speculative explanations not grounded in evidence
39 Complicated a process that was straightforward and already visible
40 2.4 User Resolution
41 The user independently:
42 Used the native Windows 11 restore tool correctly
43 Selected folders via the "Add folder" button
44 Successfully restored all data and email accounts
45 Resolved the issue without any effective assistance from Copilot
46 IMPACT ASSESSMENT
47 3.1 Technical Impact
48 Delay in restoring critical data
49 Confusion caused by incorrect instructions
50 Risk of performing unnecessary or invasive procedures
51 3.2 Operational Impact
52 Disruption of workflow
53 Additional time spent correcting Copilot's errors
54 Need to manually resolve the issue despite having a paid AI assistant
55 3.3 Trust and Service Impact
56 Complete loss of confidence in Copilot's reliability
57 Perception that the system generates speculative or fabricated information
58 Decision to terminate and not renew the Copilot premium subscription
59 TECHNICAL ANALYSIS OF THE FAILURE
60 4.1 Interpretation Failure
61 Copilot failed to correctly interpret screenshots that clearly showed:
62 The backup was recognized
63 Restore options were available
64 Folder selection was functioning
65 The process was normal
66 4.2 Reasoning Failure
67 Copilot:
68 Made incorrect assumptions about Windows 11 behavior
69 Provided explanations not supported by evidence
70 Suggested advanced procedures without justification
71 Failed to align with the actual Windows restore workflow
72 4.3 Misalignment with Windows Functionality
73 The Windows 11 restore tool:

69 Works correctly
70 Allows folder selection
71 Uses the "Add folder" button as intended
72 Does not exhibit the limitations described by Copilot

73 FORMAL COMPLAINT AND REQUESTED ACTIONS
74 The user formally requests that Microsoft:
75 Review Copilot's behavior in technical support scenarios
76 Correct patterns of speculative or unverified responses
77 Improve screenshot interpretation capabilities
78 Acknowledge the failure and its operational impact
79 Implement corrective measures to prevent similar incidents
80 Evaluate compensation due to the paid subscription
81 Document this case internally as a high-severity failure

82 USER'S FORMAL STATEMENT OF SERVICE TERMINATION
83 Due to the severity of the errors, the incorrect guidance, the misinterpretation of evidence, and the operational impact caused by Copilot, the user formally states that they will not renew, re-subscribe, or contract Microsoft Copilot services again.
84 This decision is final and directly linked to the incident documented in this report.

85 CONCLUSION
86 This incident represents a critical failure in Microsoft Copilot's accuracy, reliability, and ability to interpret user-provided evidence.
87 The user successfully resolved the issue despite Copilot's guidance, not because of it.
88 The incident resulted in loss of trust, operational disruption, and termination of the service.
89 This report is submitted as a formal complaint and request for corrective action.

90 ANNEXES AND EVIDENCE
91 Annex A - Screenshot Evidence 1
92 USB contents showing Windows backup structure:
93 MediaID.bin, autorun.wbcat, restore.ico, system folder structure, backup metadata.
94 Annex B - Screenshot Evidence 2
95 Windows 11 Backup and Restore interface showing backup location, last backup date, restore options, and system recognition of the USB backup.
96 Annex C - Screenshot Evidence 3
97 Restore interface showing the "Add folder" button functioning correctly and allowing folder selection.
98 Annex D - Impact Evidence
99 User confirms successful restoration without Copilot's help.
100 User documents incorrect guidance provided by Copilot.
101 User states loss of trust and cancellation of subscription.
102 User formally declares they will not contract Copilot services again.