

# Re: Unable to delete orphaned 1.5 GB System Restore folder

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*Source:*

[http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security\\_admin/2006-05/msg00638.html](http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2006-05/msg00638.html)

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- *From:* puzzled and frustrated <[puzzledandfrustrated@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:puzzledandfrustrated@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Sun, 21 May 2006 17:08:48 -0700
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Yes, you are right. The only computers i fix are my own. I'm a software developer, and not for Windoze. And yes, I tried making a BartPE boot last year to tackle this problem but something was not right with it so i threw it away. I'll do that again and get it to work properly.

But i was able to delete that folder and all subfolders and files by taking ownership and full control, with inherited properties to all 1500 files in subfolders.

My hard drive now has 0.8 MB (compressed space) more room. And yes, when you stop learning you're dead. I'm sure you all who are knowledgeable about NT get very frustrated when you have to pretend that you're doing the troubleshooting the person in India is reading off a computer screen and asking you to do things you did twice before even calling ... and you know it's a waste of time but they make you do it before bumping you up to someone who actually knows something.

You have quite a good crowd here. Sorry for being so snappy and inconsiderate. My DSL was out for two days before ELNK would finally pass on a trouble ticket to Covad, who then fixed the problem in a few hours.

"Kerry Brown" wrote:

By any chance is your computer in a domain and you are using roaming profiles? If so you may want to leave this folder alone. If not the solution has already been mentioned at least twice in this thread.

<http://www.nu2.nu/pebuilder/>

Most techs that have been around for more than a year or so have a Windows PE based boot disk for working on NT based machines. BartPE is probably the most common. I am suprised someone that has been using computers to make a living for as long as you claim to doesn't know this. Maybe it's because you don't repair computers for a living :-)

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Re: Unable to delete orphaned 1.5 GB System Restore folder

Kerry  
MS-MVP Windows – Shell/User

puzzled and frustrated wrote:

I'll see if Microsoft can come up with a solution. It'd be worth the \$35 if they can. BTW, when i said i had full control over the C: drive, it includes all subdirectories with inherited permissions. It doesn't help to try doing this in Safe Mode.

It seems clear that neither of you know the mechanism by which System Restore protects its restore files from deletion by anything other than Windoze XP Pro with the Disk Cleanup/Advanced/Save Only Most Recent Restore Point. There seems to be running process that starts up when i try to delete it or change the attributes of the S-1-5-8 top-level folder and pass it down to all children folders because i can set those permissions to All, but in a second or two, Windows always resets it to Read-Only, so Windoze is starting up a process just to reset the ownership and privileges of that S-1-5-8 and it undoes any settings i've changed to take ownership and give myself full rights to the folder and all subdirectories.

Sorry for being snappy, but i've been using computers to make a living before most of the people here were even born. Any time i need tech support, be it with my internet connection, the box, or any software, all i get for the first hour or two is people in India following a flow-chart and making me do exactly everything that i've already tried twice before even calling them. You two are the same.

I'll call M\$FT tomorrow and see if they can come up with a solution for \$35 (or maybe even free since i've never called them for support with XP and they say the first two incidents are free).

It's clear that neither of you know how System Restore protects its files. If anyone else has this same problem, i will post the solution if M\$FT can fix the problem.

Thanks for trying, but you have not helped solve the problem. I'm sure you mean well, and most of the people who post here don't know as much about this stuff as you do. I was hoping to find someone who knew how System Restore protects its files.

The one thing i haven't tried yet is to make a full backup, delete all but most recent restore point, and then turn off System Restore completely and reboot a few times into Safe Mode and see if i can delete it then from Safe Mode.

David

"Steven L Umbach" wrote:

Re: Unable to delete orphaned 1.5 GB System Restore folder

Hi Malke.

Thanks for that info. That is pretty much what I thought. I tried Knoppix a couple times with a utility that was supposed to allow write and delete and did not work too well. Since I discovered Bart's PE that is what I use now. Hopefully he will figure it out. I really don't think it is that complicated of an issue. — Steve

"Malke" <notreally@xxxxxxxxxxxx> wrote in message [news:%23iqE%23PNfGHA.4828@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:%23iqE%23PNfGHA.4828@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

Steven L Umbach wrote:

"puzzled and frustrated"  
<puzzledandfrustrated@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote in message  
[news:83835395-D937-4B33-88CA-EA43EDB1DEDE@xxxxxxxxxxxxxxxxxxxx](mailto:news:83835395-D937-4B33-88CA-EA43EDB1DEDE@xxxxxxxxxxxxxxxxxxxx)

That advice  
was no help  
at all. I have  
FULL  
CONTROL  
over the  
entire C:  
drive  
and all  
subdirectories,  
including  
C:/TEMP.

You did not give any info  
on if you checked file  
permissions or  
not. That would be a  
suspected reason. By the  
way just because you  
have full control at the root  
folder does not mean that  
you have  
full control on all  
folders/files on the drive.  
Folders/files can

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have explicitly defined permissions instead of inherited permissions with the system volume information folder being a perfect example of one and by default only system has permissions to that folder. If there is one file in a folder that you do not have fullcontrol/modify permission then you can not delete the folder.

I don't need instruction in basic Windoze file ownership and permissions. I am the OWNER of that file and have full permissions according to Windows Explorer. Using the attrib command does more than you suggested because it allows the System bit to be taken off of a file or folder. Even that doesn't help.

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File attributes have absolutely nothing to do with the ability to delete a file – you are wasting your time dealing with them. If you have effective delete permissions for a file and the file is not being used by a process and the file is not corrupt nor is using an illegal name or a few other obscure reasons you should be able to delete it.

XP Pro treats the System Restore files with some type of special protection similar to the way they prevent you from deleting crucial system files. Instead of general advice on how to delete files and change ownership and permissions, i need information specific to how XP "protects" the System Restore files and

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how to turn  
that off for  
files no  
longer used  
by System  
Restore.

See if you can delete any files and or child folders. It could be just a couple files causing the problem. From the parent folder try going into the security properties/advanced and then select "replace permissions entries on all child objects". You could also try deleting from the command line using system by using the AT command to schedule the delete command in the future by a couple minutes. Or use the AT command to open the command window to try using delete which also be running as system which can be verified by Task manager. Tasks scheduled by the AT command run as system.

<http://support.microsoft.com/default.aspx?scid=kb:en-us:313565>

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using the AT command

Does  
anyone  
know how  
to override  
that  
"protection"?  
Gimme a  
break.  
You're  
telling me

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to run  
CHKDSK  
when i said  
the  
orphaned  
file is over a  
year old and  
i've posted  
that two  
different  
versions of  
Linux won't  
let me  
delete those  
files and  
their  
folders. It  
says  
"ACCESS  
DENIED."

One single corrupt file could  
cause the failure where the  
operating  
system can not interpret the  
security descriptors.  
Running Check  
Disk with the option to  
automatically fix file system  
errors often  
can fix such a problem.  
Offhand I don't know why  
linux did not  
work but for any operating  
system you need  
permissions to delete  
files and root/administrator  
may not always have such. I  
like  
using Bart's PE better in  
such situations and it also  
allows me to  
edit the registry of another  
Windows operating system  
when I need  
to. The link below from  
Microsft may be helpful in  
dealing with  
files you can not delete. ----  
Steve

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Steve – If the OP wasn't using an unsupported tool such as Captive on Linux , then it is completely unsurprising that he couldn't delete the files from within Linux. All those live cd's such as Knoppix mount the drives read-only which is A Good Thing. It is not recommended to try and write to – or delete from – a partition/drive formatted NTFS. Since the OP has extensively mentioned permissions, I think we can rule out FAT32. So the OP isn't quite as computer-savvy as he thinks he is.

As you say, there is probably a permissions issue and a Bart's PE or even ERD Commander (if the OP is rich) should take care of the problem.

Of course, the quick and dirty solution would be to back up the data and clean-install Windows. Since the OP yells at people who are trying to help him when they make a suggestion that he might not be as knowledgeable as he thinks he is, I won't bother to include my usual links to clean-install instructions.

Malke

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MS-MVP Windows User/Shell  
Elephant Boy Computers  
[www.elephantboycomputers.com](http://www.elephantboycomputers.com)  
"Don't Panic"