

Re: Unable to delete orphaned 1.5 GB System Restore folder

Source:

http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2006-05/msg00647.html

- *From:* "Kerry Brown" <kerry@xxxxxxxxxxxxxxxxxxxxxxx*a*m>
 - *Date:* Sun, 21 May 2006 19:54:33 -0700
-

Glad to hear you got the problem fixed.

The fact that the tech support is based in India has nothing to do with the quality of the support. I have had excellent tech support from overseas calls and very poor support from North American calls. If you have ever have to use HP support you'll see what I mean. The level of support is set by the company not the contracted support center.

--

Kerry
MS-MVP Windows – Shell/User

puzzled and frustrated wrote:

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 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.

Re: Unable to delete orphaned 1.5 GB System Restore folder

"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 :-)

--

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 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 ithe 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

Re: Unable to delete orphaned 1.5 GB System Restore folder

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:

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.

Re: Unable to delete orphaned 1.5 GB System Restore folder

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@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Steven L Umbach wrote:

"puzzled
and
frustrated"
<puzzledandfrustrated@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in
message
news:83835395-D937-4B33-88CA-EA43EDB1DEDE@xxxxxxxxxxxxx

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

Re: Unable to delete orphaned 1.5 GB System Restore folder

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
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

Re: Unable to delete orphaned 1.5 GB System Restore folder

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

Re: Unable to delete orphaned 1.5 GB System Restore folder

of
a
file
or
folder.
Even
that
doesn't
help.

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

Re: Unable to delete orphaned 1.5 GB System Restore folder

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
how
to

Re: Unable to delete orphaned 1.5 GB System Restore folder

Re: Unable to delete orphaned 1.5 GB System Restore folder

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

Re: Unable to delete orphaned 1.5 GB System Restore folder

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>

--- using
the AT
command

Does
anyone
know
how
to
override
that
"protection"?
Gimme
a
break.
You're
telling
me
to
run
CHKDSK
when
i
said
the

Re: Unable to delete orphaned 1.5 GB System Restore folder

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.

Re: Unable to delete orphaned 1.5 GB System Restore folder

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

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

Re: Unable to delete orphaned 1.5 GB System Restore folder

Re: Unable to delete orphaned 1.5 GB System Restore folder

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

--

MS-MVP Windows
User/Shell
Elephant Boy Computers
www.elephantboycomputers.com
"Don't Panic"