

Re: User Account Suddenly Unaccessible

Source:

<http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.general/2009-06/msg00129.html>

- *From:* "Pegasus [MVP]" <news@xxxxxxxxxxxxxx>
 - *Date:* Sun, 21 Jun 2009 21:20:02 +0200
-

I previously wrote this:

– Type these commands and press {Enter} after each:
cacls "c:\Documents and Settings\CWLee" > c:\test.txt
notepad c:\test.txt{Enter}

You did the "cacls" bit but forgot the "notepad" bit. I need this information to continue.

"CWLee" <cdubyalee@xxxxxxxxxxxxxx> wrote in message news:%23O3WsPq8JHA.4608@xxxxxxxxxxxxxx

"Pegasus [MVP]" <news@xxxxxxxxxxxxxx> wrote:

"Which option do you prefer? In your reply you should also post the result of the following steps:"

I prefer option b, and if that doesn't work then, later, try option a.

When I typed cmd and pressed enter, the screen opened with:

```
C:\Documents and Settings\Administrator>
```

I then typed the next instruction, both with a space after the > and without a space, as follows: cacls "c:\Documents and Settings\CWLee" > c:\test.txt In both cases the next thing that appeared was the opening line, as shown above and repeated here:

```
C:\Documents and Settings\Administrator>
```

(I'm guessing I did something wrong here)

When I typed the next command, another screen opened which said:

```
c:\Documents and Settings\CWLEE NT AUTHORITY\SYSTEM:F
```

(and then on the next line, but about half the way across the screen:)

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BUILTIN\administrators:F

Again, thanks, and I await your next message. I won't be back at my computer for 1-2 hours.

=====

From what you report it appears that there is exactly one profile folder: "c:\Documents and Settings\CWLee", and that the registry points at a non-existing folder. Why it would do so I cannot understand – I've never seen this phenomenon. You have two options:

- a) Modify the registry so that it points at the correct folder. This is the cleaner solution but since it involves modifying the registry, it involves a certain risk at the hands of the inexperienced.
- b) Copy the existing profile folder to the folder that the registry expects. This is more laborious by there is no risk involved.

Which option do you prefer? In your reply you should also post the result of the following steps:

- Log on as administrator
- Click Start / Run
- Type the three letters cmd
- Click the OK button
- Type these commands:
cacls "c:\Documents and Settings\CWLee" > c:\test.txt{Enter}
notepad c:\test.txt{Enter}

"CWLee" <cdubylee@xxxxxxxxxxxxxxxx> wrote in message news:%23A2UTYp8JHA.1380@xxxxxxxxxxxxxxxxxxxxxxxx

Thank you.

"Pegasus [MVP]" <news@xxxxxxxxxxxxxxxx> wrote:

(Under Option a) ... "Report the file dates you see."

Four dates shown, as follows:

06/20/2009 07:19p
06/20/2009 07:19p
06/14/2009 03:22p
06/20/2009 07:12p

(Under Option b) ... "Report every folder name ('directory of') that you see."

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There were three, each of which started as:

Directory of c:\documents and settings\ and then differed,
with
the
ending being:

Administrator
All Users
CWLEE

I believe that is what you wanted.

I really appreciate your continuing to assist me with this
problem.

Thanks again.

=====

Your original profile folder was
"c:\Documents and Settings\cwlee".
At some stage you acquired a new profile
folder, "c:\Documents and
Settings\cwlee\System-3". This is not
unusual although the reasons for
it happening are not entirely clear. You now
have two options:
a) Revert to the original profile folder.
b) Resolve the issue you have with the
current profile folder.

Since Option a) may cause your computer to
drop back by several years
(considering that you're running Win2000!),
I suggest you follow this
option only if all else fails. Before we drop it
altogether, let's find
out when it was last used. Here is how you
can do it:

- Log on as administrator
- Click Start / Run
- Type the three letters cmd
- Click the OK button
- Type this command:
dir /ah "c:\documents and
settings\cwlee\nt*.*"
- Press the Enter key.
- Report the file dates you see.

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On to Option b): We need to find out if this profile folder has really disappeared or if it's invisible, inaccessible or hiding under a different name. Here is how you do it:

- Log on as administrator
- Click Start / Run
- Type the three letters cmd
- Click the OK button
- Type this command:
dir /ah /s "c:\documents and settings\ntuser.*" | more
- Press the Enter key.
- Report every folder name ("directory of") that you see.

"CWLee"

<cdubyalee@xxxxxxxxxxxxxxxx> wrote in message

news:%23e0brOk8JHA.4820@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

"Pegasus [MVP]"

<news@xxxxxxxxxxxxxxxx>

wrote:

"When you log on as Administrator, what do you see when you examine the access permissions to this folder: C:\Documents and Settings\cwlee.System-3\Application Data\Microsoft\CryptnetUrlCache\?"

Thanks for responding.

First, the address you asked about above, from my original post, cannot be followed as shown. If the term in that address "cwlee.System-3" is replaced with "cwlee" then I can follow the path all the way to: CryptnetUrlCache. That directory has two sub-directories, "Content" and "MetaData".

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If I right click on CryptnetUrlCache, and then click either sharing or properties I get a screen with 3 tabs, labeled: General, Sharing, and Security. I believe you are asking about the one named Sharing.

The Sharing tab has "Do not share this folder" checked, and the rest of the tab has no data.

The General tab has location, size(172KB), size on disk(248KB), contains(30 files, 2 folders), and a creation date (May 4, 2004).

The Security tab, in the upper portion, lists two items:
Administrators
(SYSTEM-3\Administrators)
SYSTEM

In the middle section none of the "permissions" categories have any checkmarks – no marks in allow, no marks in deny.

Near the bottom is a statement, which is checked, saying "Allow inheritable permissions from parent to propagate to this object."

Above the previous statement there is a button marked "Advanced" and it says "Additional permissions are present but not viewable here. Press Advanced to see them."

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When I press Advanced another screen opens, with three tabs, labeled: Permissions, Auditing, and Owner.

The Permissions tab has an area near the top which lists the two items previously shown [SYSTEM and Administrators (SYSTEM-3\Administrators)], with headings for Type(key symbol, and the word Allow), Permission(Full Control), and Apply to(This folder only).

Near the bottom of that tab is a checked box saying "Allow inheiritable permissions from parent to propagate to this object."

There is another box below that one, unchecked, which says "Reset permissions on all child objects and enable propagation of inheritable permissions."

The Auditing tab has no entries on most of the screen, but near the bottom there are two boxes, similar to the two boxes described immediately above, with the term "auditing entries" replacing "permissions."

The third tab, "Owner", says the current owner of this item is "Administrators(System-3\Administrators).

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Below that statement is an area with the title "Change owner to". There are two nearly identical listings: The first has a single head symbol, followed by "administrator (SYSTEM-3\administrator), and the second has a double head symbol, followed by "Administrators (SYSTEM-3\Administrators).

The bottom of the third tab, "Owner", has an unchecked box saying "Replace owner on subcontainers and objects."

Whew! I hope that gives you what you were asking for, and that you are then able to advise me how to resolve the issue.

Thanks.

=====

"CWLee"
<cdubyalee@xxxxxxxxxxxxxxxxxxxx>
wrote in
message
news:eH5V%236i8JHA.4176@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

(Running
2000-Pro,
SP-4,
IE-6,
classic
mode.)

On
this
computer
I
have
rarely

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used
the
Administrator
account;
I
have,
for
years,
used
a
User
account.
This
evening
I'm
unable
to
access
it.
When
I'm
asked
for
my
user
name
and
password,
and
I
enter
them
correctly,
I
get
two
error
messages.
The
first
one
counts
down
for
30
seconds
or
so,
and
is
then

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replaced
by
the
second
one
which
also
counts
down
for
30
seconds,
and
then
disappears.
Here
are
the
two
error
messages

Error
message
#1:
Windows
cannot
copy
file
C:\Documents
and
Settings\Default
User\Application
Data\Microsoft\CryptnetUrlCache\
to
location
C:\Documents
and
Settings\cwlee.System-3\Application
Data\Microsoft\CryptnetUrlCache\
Contact
your
network
administrator.

DETAIL
-
Access
is
denied.

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Error
message
#2:
Windows
cannot
log
you
on
because
the
profile
cannot
be
loaded.
Contact
your
network
administrator.

DETAIL

–
Access
is
denied.

Suggestions
to
resolve
this
problem
appreciated.

When you
log on as
Administrator,
what do you
see when
you
examine
the access
permissions
to this
folder:
C:\Documents
and
Settings\cwlee\System-3\Application
Data\Microsoft\CryptnetUrlCache\?

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