

RE: Non-hardware related drive access problem – affects one letter

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2008-01/msg01883.htm

- *From:* Steveh <Steveh@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 21 Jan 2008 06:40:01 -0800
-

Mark

I've solved it!

The problem wasn't PSSP at all — luckily I found this out before deleting keys. I won't bore you with the full stressful story of how I hunted the problem down but the trouble was a registry key: Current User\Software\Microsoft\Windows\Current Version\Policies\Explorer.

Inside that key was a DWORD value of (1024) which basically made Windows ignore the K: drive. I reset the value to 0, rebooted and — BINGO — got my K: drive back.

I have absolutely no idea how the DWORD value got changed in the first place. No amount of virus or spyware checking has found anything. Maybe it happened during a crash – I do remember forcing mmc.exe to close during a lockup once.

Hope you find this info useful. I'm now well pleased after a highly stressful couple of weeks. Now I'm going to go back to HP and politely tell them what they can do with their recommendation of performing a full destructive recovery.

All the best...

"Mark L. Ferguson" wrote:

You probably have a corrupted registry entry in that PSSP area. I would 'export' a reg file of all that, and experiment with delete, test, restore, untill I had tried removing them all.

—

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Mark L. Ferguson

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"Steveh" wrote:

Mark

Thanks for the help. Unfortunately, it hasn't solved the problem. When I opened the "Protected Storage System Provider" (PSSP) I found other keys inside with long alphanumeric names. I ignored these and opened permissions on the PSSP key itself. Confusingly I have two entries that might be current user. One is Administrator and one is UserName (obviously, not my real user name), also shown as Owner. Just to confuse the issue when I open User Accounts in Control Panel there is only one user show as UserName: Computer Administrator. There were two other entries for System and Restricted. So I clicked on Administrator first, followed your instructions, rebooted. No joy. I then performed the method on UserName, rebooted. No joy.

Any other ideas?

"Mark L. Ferguson" wrote:

Locate and click the following registry key:
HKEY_CURRENT_USER\Software\Microsoft\Protected
Storage System Provider On the
Edit menu, click Permissions . Click the registry key for the
user that is
currently logged on and ensure that Read and Full Control
are both set to
Allow . Click the Advanced button, ensure that the user that
is currently
logged on is selected, that Full Control is listed in the
Permissions column,
and that This Key and Subkeys is listed in the Apply to
column. Click to
select the Replace permission entries on all child objects with
entries shown
here that apply to child objects check box. Click Apply , and
then click Yes
when you receive a prompt to continue. Click OK , and then
click OK again
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Mark L. Ferguson

"Steveh" wrote:

XP SP2 Home Edition

I have a USB extension cable connected to a USB port in my computer. I use the cable to connect either my printer or a USB memory stick. I have been able to swap USB sticks and the printer without problem for a long time. Recently, however, if I plug a USB memory stick into the cable, and the next available drive is K:, I get this error message: "This operation has been cancelled due to restrictions in effect on this computer. Please contact your system administrator." I am the administrator but have been unable to solve the problem.

I can work around the problem by opening Computer Management and changing the USB drive letter to L: or higher. I can also right click on K: in Explorer, select "Open as Portable Media Device" and then access the files on the USB stick without problem. I can even open a command window, change to K:, run DIR and get a full file list. It is only when I try to open or explore K: as a drive through windows that I get the error. Another way to work around the problem is to use TweakUI to deselect the K: drive. When I insert my USB stick, then, Windows assigns L: or above without problem.

The problem is not hardware related. I have three USB sticks and four different USB slots. I can mix them any way and so long as the PC thinks the next drive letter to allocate is K:, it does so and then throws up the error message.

Before anyone types the usual internet advice: "You have a virus" I have run virus checks, spyware checks, malware checks, process explorers and found

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nothing. I have run PCDoctor and other tools to check the hardware. I have uninstalled and reinstalled the USB devices. I also carried out a System Restore to my last viable restore point. And I have searched all over the Administrator Tools. But I can't fix the problem. I contacted HP, the maker of my PC, and they suggested various things (including running a small .reg file I didn't understand) before recommending a full destructive recover of my entire drive/system. However, there must be a Windows guru somewhere who understands mmc, services, policies and all that other esoteric stuff, who can help me. Or maybe the registry's the problem? Or maybe it's somewhere completely different?

My knowledge is poor to good. Please bear this in mind when replying.

If anyone can help me fix this, they will have my eternal gratitude.

Thanks