

Re: Unable to delete user profile folder using default Admin. acco

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2009-03/msg01529.htm

- *From:* "Olórin" <incanus@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 23 Mar 2009 09:22:11 -0000
-

Robert wrote:

<snip>

if performing a clean install was an option, don't you think I'd have done that by now?

Why would we? You didn't tell us anything about your ability level or why a clean install is problematic. It's not up to us to assume; it's up to you to give full detail in the first place.

And I'd agree that if at all possible, you should go that route – the drivers will be out there somewhere. Perhaps seek redress from these teens and their friends for the damage they caused if an XP disc has to be purchased. With that level of wilful infection, you may never be 100% sure that you're free of the malware and its effects.

<snip>

In my opinion, I've found that people who don't know any other way to fix a system always advocate reinstalling the partition.

Well, you've just said that's exactly what you would have done if you could!

"Leonard Grey" wrote:

FYI: This is not Microsoft technical support, so you won't find a 'Microsoft Tech Support person' here. This is a peer-to-peer

Re: Unable to delete user profile folder using default Admin. acco
newsgroup.

When a computer is as badly messed up as the one you are working on, the best (and fastest) course of action is a clean install. All Windows computers sold at retail have a method for doing a clean install. This is typically done with 'recovery disks' or with a 'recovery partition'. In addition, some OEMs still provide full installation media for all software on the computer. In any case, the computer manufacturer can help you to do a clean install.

Leonard Grey
Errare humanum est

Robert wrote:

Was this supposed to be insulting or helpful?!? If I could have done a reinstall, I would have. Mom doesn't have any of the setup disks! Is anybody else out there who's an actual Microsoft Tech Support person that's willing to offer a more reasonable "professional" response than disconnect the fuse (power) to the house? And when did Microsoft Communities start letting knuckleheads like Ushere respond?

-Unbelievable

"ushere" wrote:

Robert wrote:

I'm restoring and upgrading a friend's computer (XP Home SP3). Her teens and their friends screwed it up by creating several bogus profiles, downloading Trojan Horse laden ringtones, anti-virus programs and other unwanted software, and

Re: Unable to delete user profile folder using default Admin. acco

leaving personal files
and folders all over the
place. I removed several
virus
infections and other
malware. And, I installed
leading anti-virus
and anti-malware software.
Then, I verified that all
malicious
files and programs had
indeed been completely
removed by running
numerous scans until I was
confident that the system
was clean.

However, one of the user
accounts was locked-out
due to a
forgotten password. And,
the kids' IM profiles had
been hacked by
a former friend, possibly
compromising the mother's
entire
computer. Now, she's afraid
he'll try to hack it again. So,
I
created all new passwords
and am taking further steps
to secure
the system.

I created two new user
accounts and their
associated profiles with
profile folders. Then, I
copied over select files and
folders from
the (2) original profile
folders using procedures
outlined
elsewhere on this Help site.
And, I verified that the new
user
accounts/profiles are
functioning correctly by
logging into each
one from the Windows
Logon screen. They work

Re: Unable to delete user profile folder using default Admin. acco

fine.

My next step was to delete the original accounts, their profiles and their related folders. I deleted the first account by simply clicking "Delete" in Control Panel | User Accounts. All traces of the account's profile appear to have been completely removed.

However, the second account's original profile folder is giving me fits! It appeared to have been deleted like the first account when I tried using the delete function in Control Panel | User Accounts. The account name was gone in User Settings, in Windows Explorer and in the Registry subkey ProfileList *. But upon reboot, this profile's folder reappears in Explorer.

Subsequent attempts to delete it from Explorer using an Admin. account have had one of two results. Either the folder appears to be deleted and then reappears again when I reboot. Or, Delete fails and I get an error message stating that this is a System folder and can't be deleted. This is a curious error message! I don't understand how it could be a System folder. The default

Re: Unable to delete user profile folder using default Admin. acco

Windows Admin. account
(listed in the Registry under
ProfileList
subkey
#S-1-5-21-.....-500) is
still intact, assuming
someone
accidentally renamed it.

I also tried logging in with
the default Windows
Admin. account
(in Safe Mode). The results
were the same. I even tried
deleting
all the folder's files and
subfolders. But, the root
folder keeps
returning after I reboot.
There doesn't seem to be a
username
linked to it in Control Panel
| User Accounts either; nor
in
System | Advanced | User
Settings, or in the Registry
under the
ProfileList subkey.

Questions: 1. Since XP
Home edition doesn't use
the more effective
MMC Snap-In, Local Users
and Groups which is
available in XP Pro,
do you have any suggestions
for tracing this folder's
properties
or links to figure out why it
keeps repairing itself?

2. A Microsoft technical
expert explained to me the
relationship
between Account names and
Profile names. I thought I
had it down
pat. However, I was
unaware of the User Profile
names list on the

Re: Unable to delete user profile folder using default Admin. acco

Control Panel | System |
Advanced tab until recently.
Now I'm
totally confused again! The
user's Account name, profile
folder
name and ProfileList
registry entry all match.
However, the
User's Profile name on the
System | Advanced tab
apparently
doesn't have to match the
other three (e.g., some of
my accounts'
User Profile names match
the other (3) identifiers, and
some
don't. Yet, they all work.
And no, the folder I'm trying
to
delete isn't listed on this
tab.) So, how do User
Profile names
relate to these other three
(Account names in Control
Panel |
User Accounts, profile
folders in Explorer, and the
ProfileList
in the Registry)?

Thanks in advance for your
assistance, –Robert

* The path to this subkey is
HKLM/Software/Microsoft/WindowsNT/CurrentVersion/ProfileList.

why not simply do a clean install of winxp /
programs, etc., (after
backing up mum's data?)

then create a log in for her. then tell her to
remove the fuse
from the mains when either her kids or their
friends visit. it's
obvious that they know far more than you,
and probably many 'pro'

Re: Unable to delete user profile folder using default Admin. acco

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people about hacking etc.,.