

Re: User can't remove icons from desktop

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-07/msg00210.html>

- *From:* v-crinal@xxxxxxxxxxxxxxxxxxxxxxxx ("Crina Li")
 - *Date:* Mon, 03 Jul 2006 10:22:51 GMT
-

Hi Jason,

Thanks for your update.

You may try to delete the user account and then recreate it to see if it occurs again.

Thanks for your time and I look forward to hearing from you.

Best regards,

Crina Li (MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

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This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:
<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Re: User can't remove icons from desktop

Any input or comments in this thread are highly appreciated.

=====
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| From: "jason" <jasonsantos-NOSPAM-@xxxxxxxxxxxxxxxxxxxxxx>
| References: <#k3Y3E8mGHA.3884@xxxxxxxxxxxxxxxxxxxxxx>
<XRI8L6CnGHA.4872@xxxxxxxxxxxxxxxxxxxxxx>
| Subject: Re: User can't remove icons from desktop
| Date: Fri, 30 Jun 2006 16:34:08 -0400
| Lines: 172
| X-Priority: 3
| X-MSMail-Priority: Normal
| X-Newsreader: Microsoft Outlook Express 6.00.2900.2180
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180
| X-RFC2646: Format=Flowed; Original
| Message-ID: <Oq#LLSInGHA.1280@xxxxxxxxxxxxxxxxxxxxxx>
| Newsgroups: microsoft.public.windows.server.sbs
| NNTP-Posting-Host: pool-71-99-220-110.tampfl.dsl-w.verizon.net
71.99.220.110
| Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP03.phx.gbl
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:278494
| X-Tomcat-NG: microsoft.public.windows.server.sbs

| Thanks for the response, Crina.

| > 1. Are you using roaming profile?

| Yes

| > 2. Does the situation occur when the user delete all the icons on the
| > desktop?

| He's tried to delete all icons and just one, or a couple. Same situation.

| > 3. Does the situation occur if you logon to the client PC using another
| > account?

| No

| > 4. Does the situation occur if the user logon to other PC?

| Yes, I log on to another PC, delete some desktop icons and when I log on
| again in that same PC, the icons are right back.

| I performed all of your steps below and my user is still having the same
| issues. You mentioned in step 3:.. Check the share permission to ensure
| that

| Everyone has Full Control permission." If I give Full Control to
| "Everyone"

| won't that allow any user to access files on this user's profile.

Something

| I don't want, especially since this is the owner of the company I'm
| talking

| about.

Re: User can't remove icons from desktop

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|
| Thanks for the help.
|
|
| ""Crina Li"" <v-crinal@xxxxxxxxxxxxxxxxxxxxxx> wrote in message
| news:XRI8L6CnGHA.4872@xxxxxxxxxxxxxxxxxxxxxxxxxxxx
| > Hi Jason,
| >
| > Thank you for posting in SBS newsgroup.
| >
| > If I understand properly, the issue to be: a user deletes an icon on the
| > desktop it appears again after the user logs on to the server again. If
| I
| > have misunderstood your concerns, please do not hesitate to let me know.
| >
| > To narrow down the problem, would you please help me collect the
| following
| > information?
| >
| > 1. Are you using roaming profile?
| > 2. Does the situation occur when the user delete all the icons on the
| > desktop?
| > 3. Does the situation occur if you logon to the client PC using another
| > account?
| > 4. Does the situation occur if the user logon to other PC?
| >
| > If the user uses roaming profile, from the symptom, the cached user
| > profile
| > on the server may not synchronize with the roaming profile. When the
| user
| > logs on to the server again, the unmodified roaming profile which
| includes
| > the desktop icon is copied to the cached profile on the server. As a
| > result, users noticed that deleted icons reappear.
| >
| > Considering the current situation, let us check the following items:
| >
| > Step 1: Check the roaming profile folder permission
| > -----
| > Firstly, let us check the permission of the roaming profile folder to
| > ensure that the user can update the profile properly.
| >
| > 1. Open Active Directory Users and Computers in SBS Server 2003, open
| the
| > user accounts to see if the profile path is set to correct path.
| > 2. Open the Profile, and check the NTFS permission to make sure that the
| > user, SYSTEM, and administrators have Full Controller permission on
| their
| > folder.
| > 3. Check the share permission to ensure that Everyone has Full Control
| > permission.

Re: User can't remove icons from desktop

|>
|> Step 2: Disable any additional applications and services
|> -----
|> Based on my experience, some additional applications and services, such
as
|> Anti-Virus and backup software, may interrupt the operation of roaming
|> profile upload. Please temporarily disable these services to see whether
|> this problem continues.
|>
|> Step 3: Check if you have configured any group policy on server and
local
|> PC to prevent user to delete the icons:
|>
|> On server:
|>
|> 1. Expand Advanced Management | Group Policy Management | Forest |
Domains
|> | Server name | Domain Controllers.
|> 2. Right click Default Domain Controllers Policy and select Edit.
|> 3. Expand User Configuration | Administrator Templates | Desktop |
Active
|> Desktop.
|> 4. Check if you have enabled Active Desktop and if you have configured
|> Prohibit deleting items.
|>
|> On XP:
|>
|> Run gpedit.msc and then also in the above path, check if you configured
|> that items.
|>
|> I appreciate your time and look forward to hearing from you.
|>
|> Best regards,
|>
|> Crina Li (MSFT)
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|> Microsoft CSS Online Newsgroup Support
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|> Get Secure! – www.microsoft.com/security
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|> =====

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|> -----

|> | From: "jason" <jasonsantos-NOSPAM-@xxxxxxxxxxxxxxxxxxxxxx>
|> | Subject: User can't remove icons from desktop
|> | Date: Thu, 29 Jun 2006 17:15:56 -0400
|> | Lines: 14
|> | X-Priority: 3
|> | X-MSMail-Priority: Normal
|> | X-Newsreader: Microsoft Outlook Express 6.00.2900.2180
|> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.2180
|> | X-RFC2646: Format=Flowed; Original
|> | Message-ID: <#k3Y3E8mGHA.3884@xxxxxxxxxxxxxxxxxxxxxx>
|> | Newsgroups: microsoft.public.windows.server.sbs
|> | NNTP-Posting-Host: pool-71-100-63-18.tampfl.dsl-w.verizon.net
|> | 71.100.63.18
|> | Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP02.phx.gbl
|> | Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:278324
|> | X-Tomcat-NG: microsoft.public.windows.server.sbs
|> |
|> | Using SBS2003 SP1, XP2 workstations.
|> | One of my users can't remove icons from his desktop. He'll delete a
few,
|> log
|> | off or reboot, and once he gets back in the icons are right back. But
he
|> can
|> | add items to the desktop.
|> | When he logs off, there is a notice stating that it can't find the
|> user's

Re: User can't remove icons from desktop

|> | profile. I can view network shares from his pc, browse the net, etc.
|> | I've
|> | found some userenv errors on his pc, but can't fix it, I don't know if
|> | that's what the problem is.
|> |
|> | If anyone has any pointers or suggestions, would greatly appreciate
it.
|> |
|> | Thanks.
|> |
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|> |
|> |
|> |
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