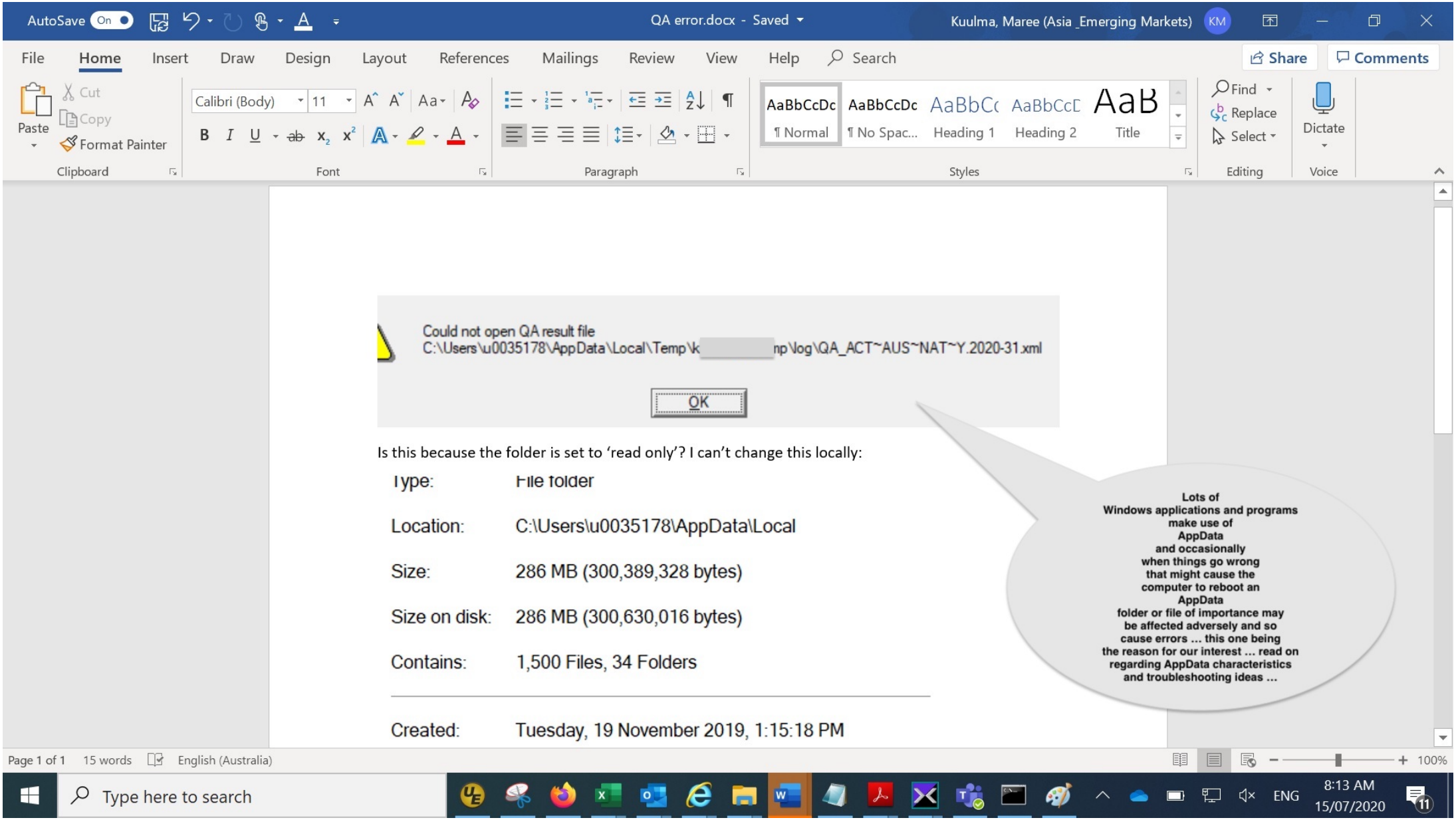
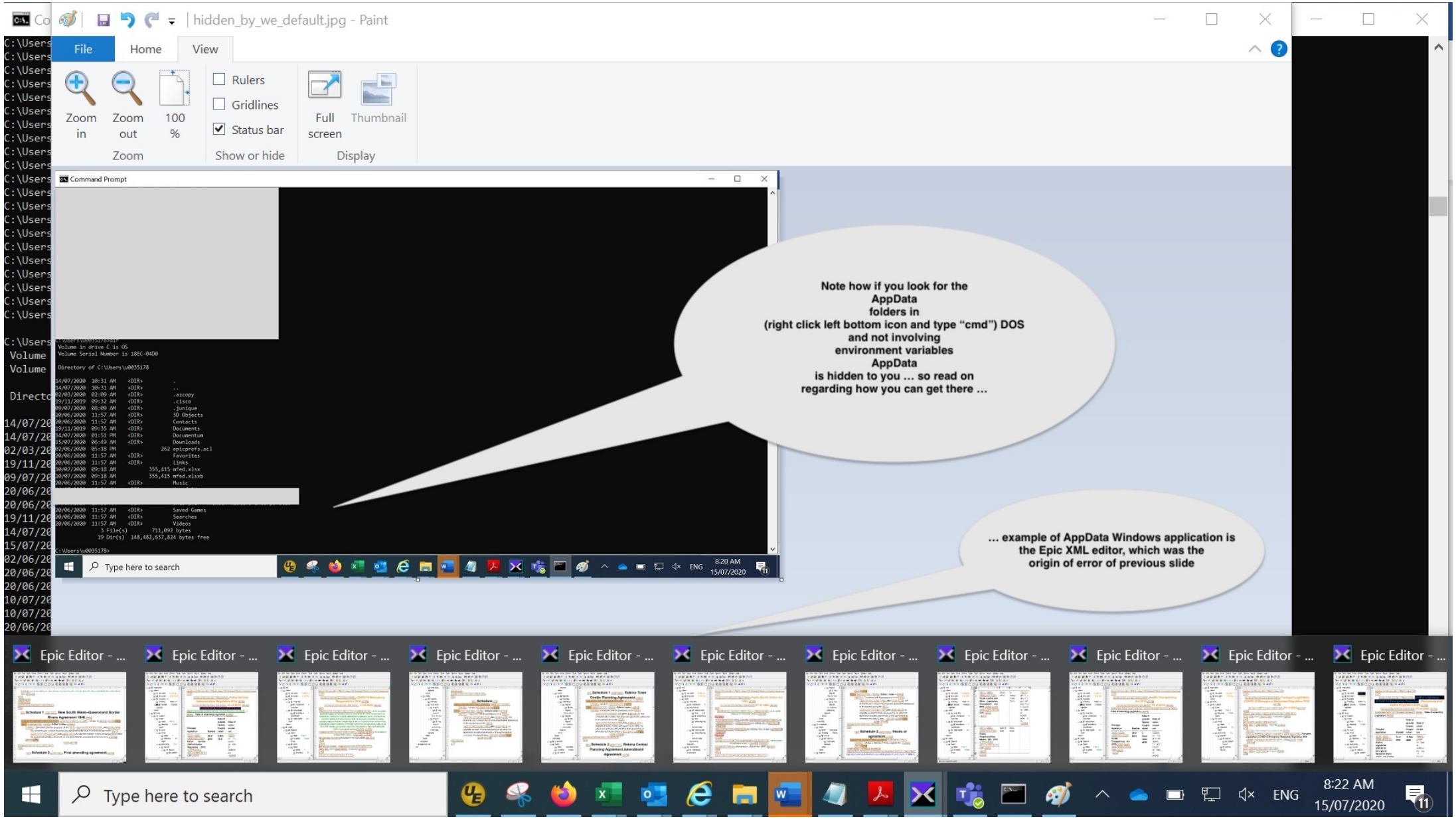
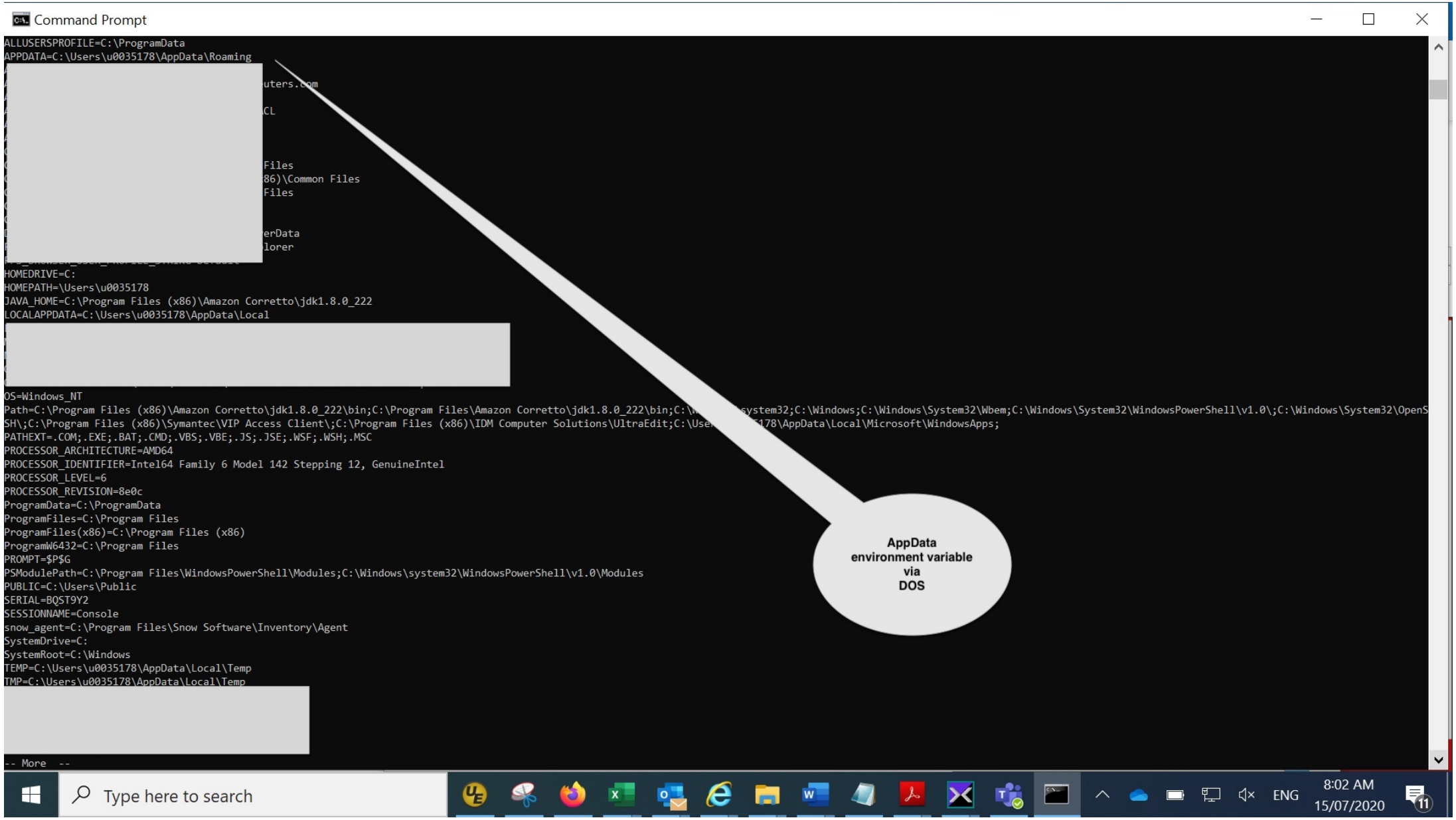
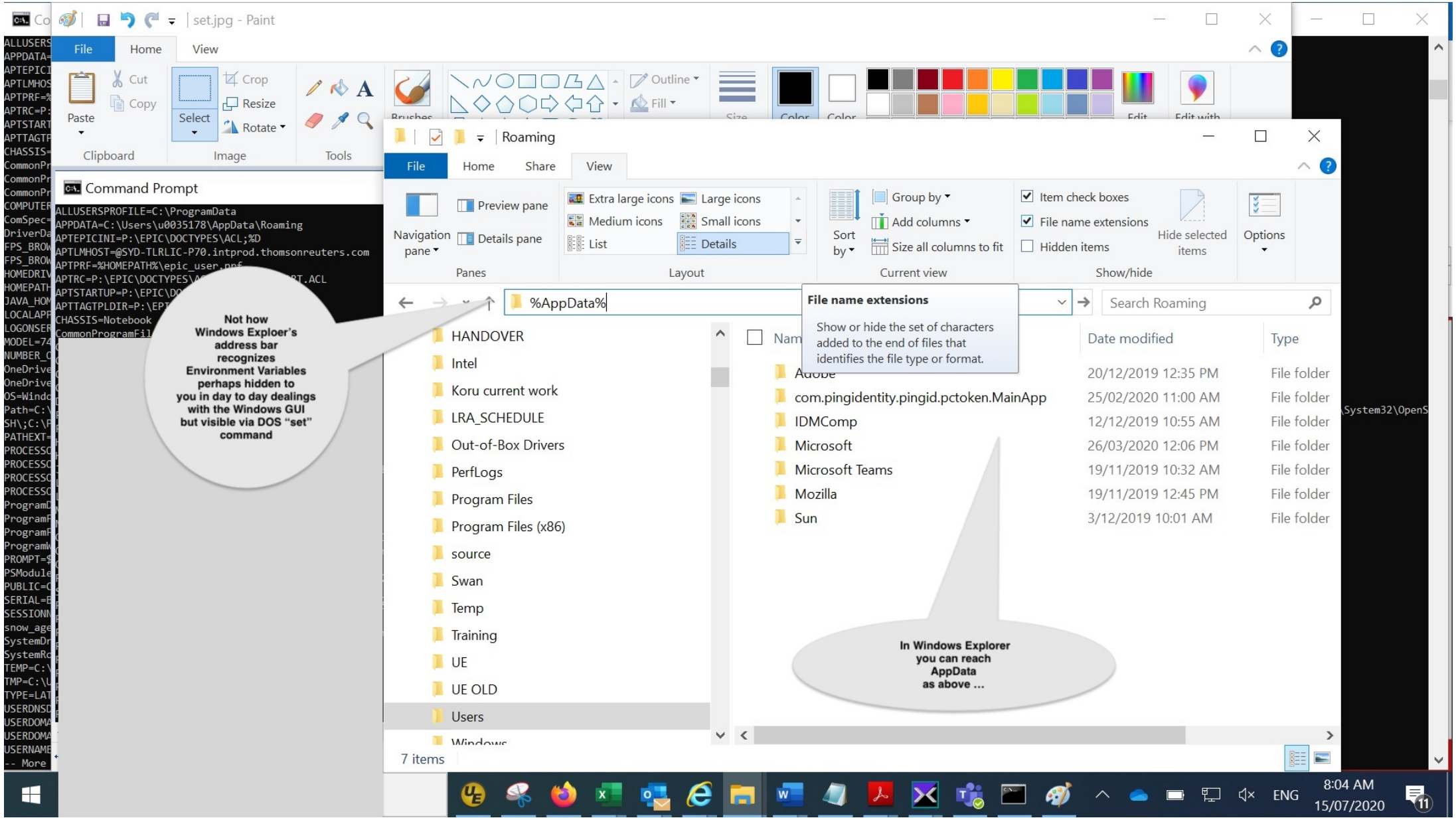
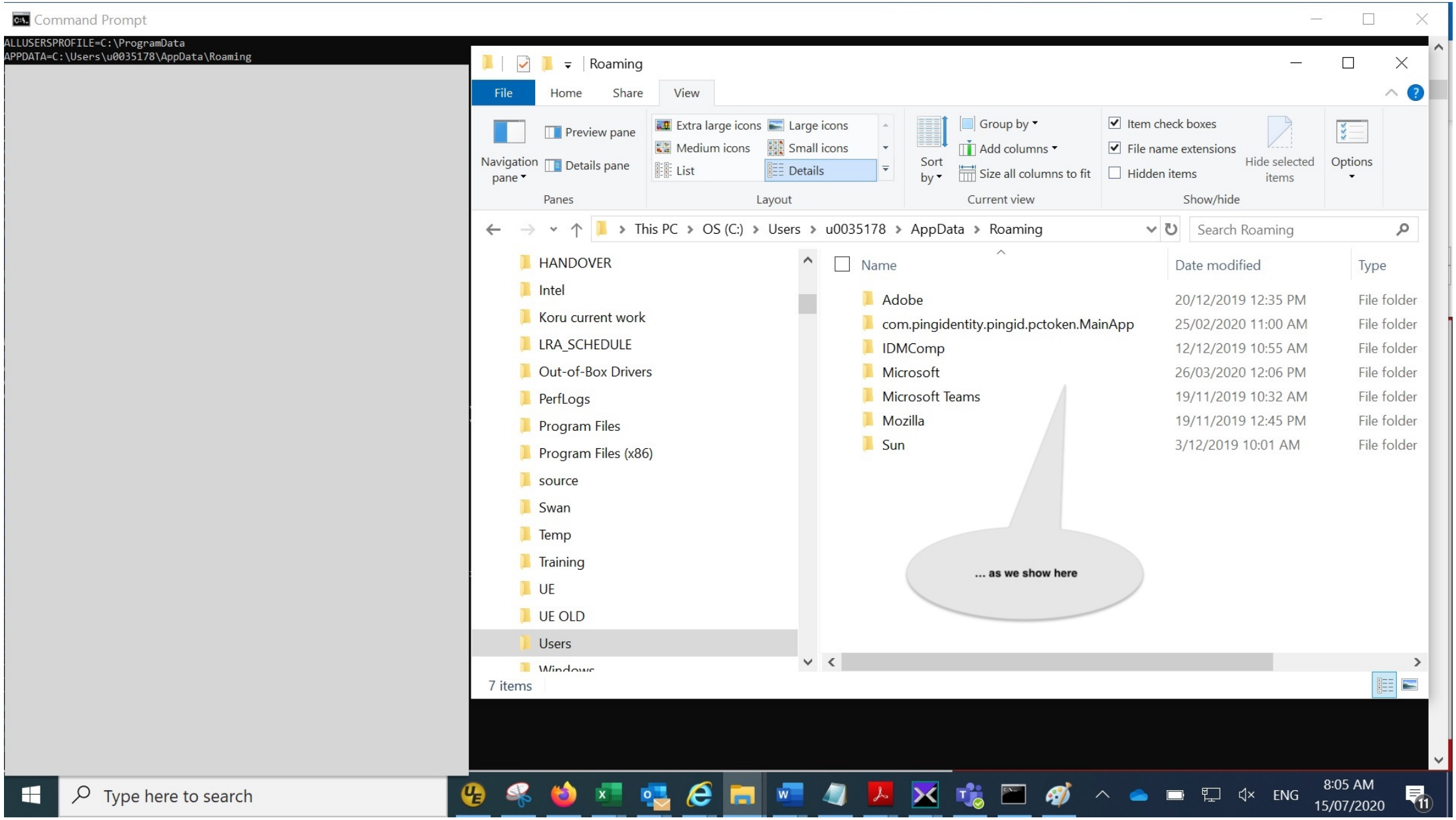
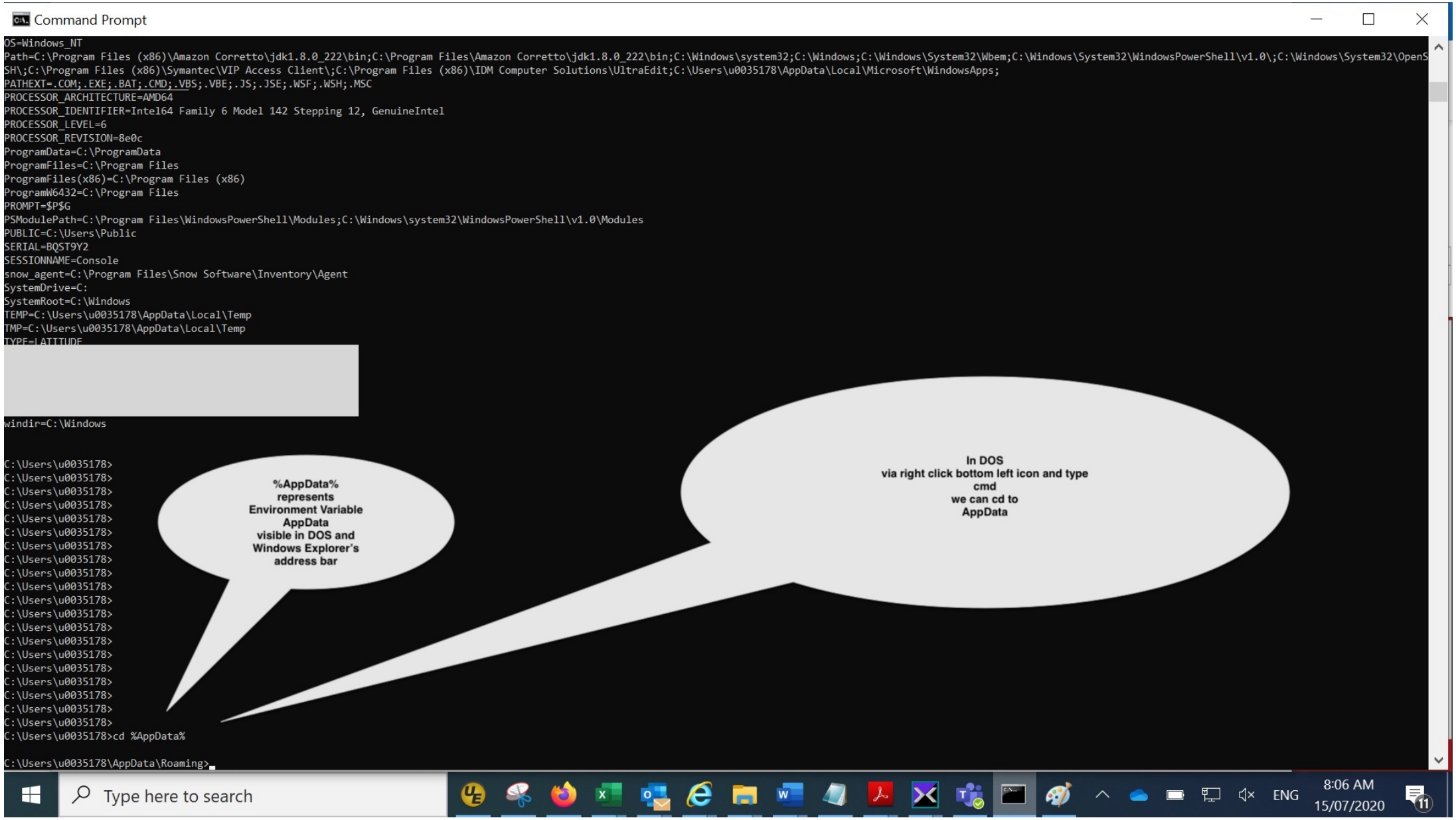

AutoSave On
QA error.docx - Saved
Kuulma, Maree (Asia _Emerging Markets)
File Home Insert Draw Design Layout References Mailings Review View Help Search
Share Comments
Paste Cut Copy Format Painter
Calibri (Body) 11
Find Replace Select
Dictate
Clipboard Font Paragraph Styles Editing Voice
¶ Normal ¶ No Spac... Heading 1 Heading 2 Title
Could not open QA result file
C:\Users\u0035178\AppData\Local\Temp\k np\log\QA_ACT~AUS~NAT~Y.2020-31.xml
OK
Is this because the folder is set to 'read only'? I can't change this locally:
Type: File folder
Location: C:\Users\u0035178\AppData\Local
Size: 286 MB (300,389,328 bytes)
Size on disk: 286 MB (300,630,016 bytes)
Contains: 1,500 Files, 34 Folders
Created: Tuesday, 19 November 2019, 1:15:18 PM
Lots of Windows applications and programs make use of AppData and occasionally when things go wrong that might cause the computer to reboot an AppData folder or file of importance may be affected adversely and so cause errors ... this one being the reason for our interest ... read on regarding AppData characteristics and troubleshooting ideas ...
Page 1 of 1 15 words English (Australia)
100%
Type here to search
ENG
8:13 AM
15/07/2020

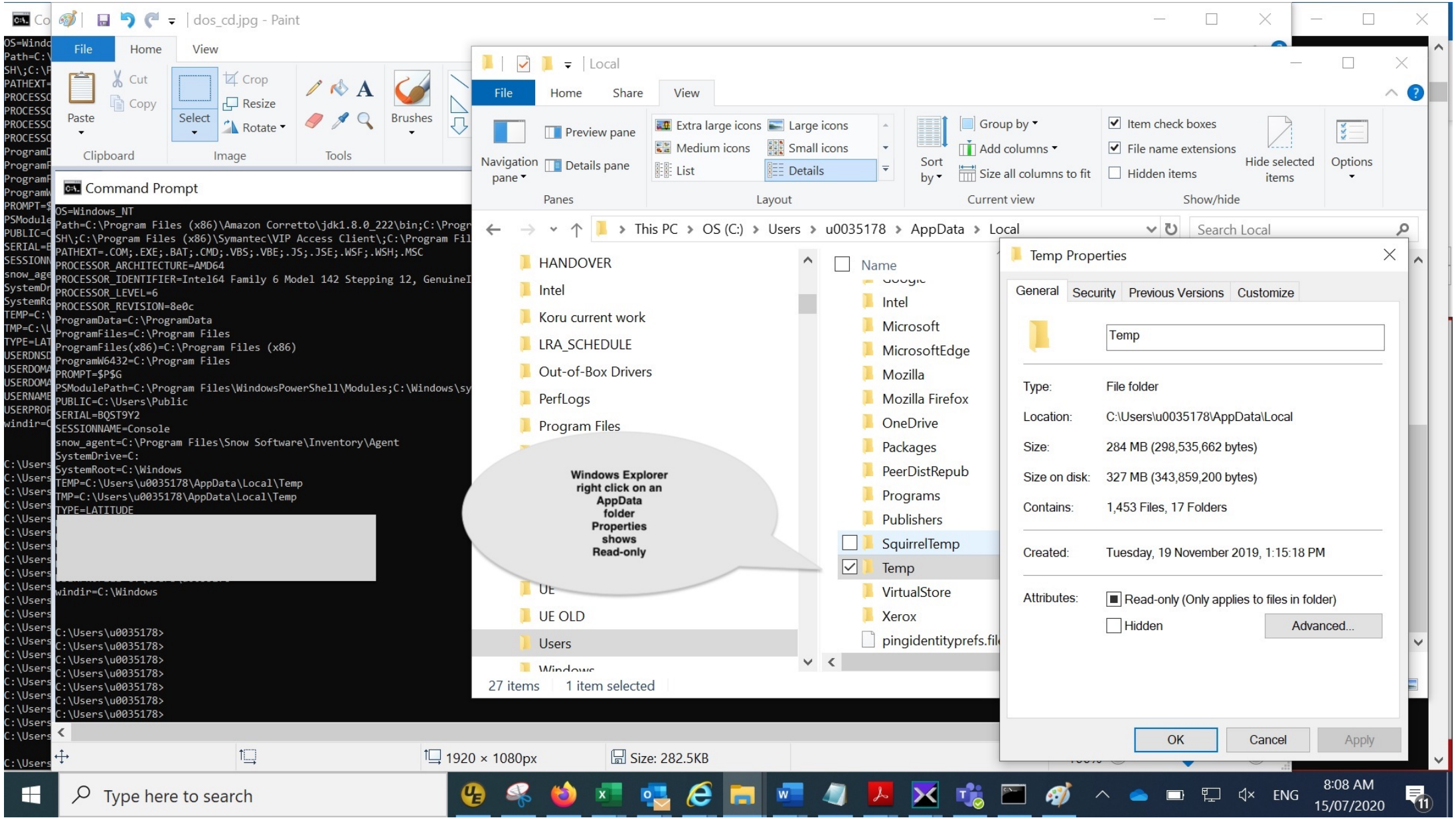

hidden_by_we_default.jpg - Paint
File
Home
View
Zoom in
Zoom out
100 %
Zoom
Rulers
Gridlines
Status bar
Show or hide
Full screen
Thumbnail
Display
Command Prompt
Type here to search
ENG
8:20 AM
15/07/2020
Note how if you look for the AppData folders in (right click left bottom icon and type "cmd") DOS and not involving environment variables AppData is hidden to you ... so read on regarding how you can get there ...
... example of AppData Windows application is the Epic XML editor, which was the origin of error of previous slide
Epic Editor - ...
Type here to search
ENG
8:22 AM
15/07/2020

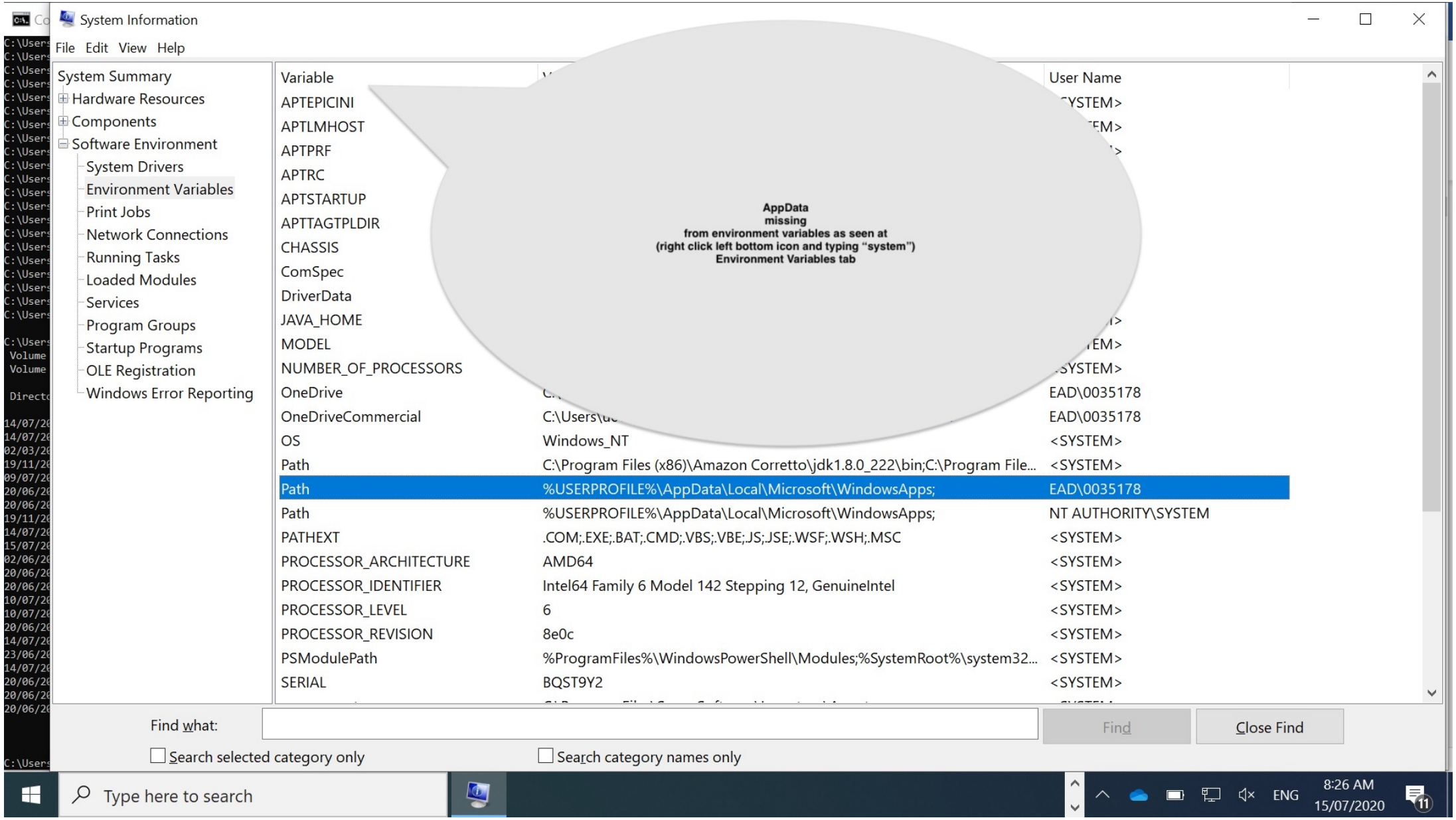

Command Prompt
ALLUSERSPROFILE=C:\ProgramData
APPDATA=C:\Users\u0035178\AppData\Roaming
HOMEDRIVE=C:
HOMEPATH=\Users\u0035178
JAVA_HOME=C:\Program Files (x86)\Amazon Corretto\jdk1.8.0_222
LOCALAPPDATA=C:\Users\u0035178\AppData\Local
OS=Windows_NT
PATHEXT=.COM;.EXE;.BAT;.CMD;.VBS;.VBE;.JS;.JSE;.WSF;.WSH;.MSC
PROCESSOR_ARCHITECTURE=AMD64
PROCESSOR_IDENTIFIER=Intel64 Family 6 Model 142 Stepping 12, GenuineIntel
PROCESSOR_LEVEL=6
PROCESSOR_REVISION=8e0c
ProgramData=C:\ProgramData
ProgramFiles=C:\Program Files
ProgramFiles(x86)=C:\Program Files (x86)
ProgramW6432=C:\Program Files
PROMPT=PG
PSModulePath=C:\Program Files\WindowsPowerShell\Modules;C:\Windows\system32\WindowsPowerShell\v1.0\Modules
PUBLIC=C:\Users\Public
SERIAL=BQST9Y2
SESSIONNAME=Console
snow_agent=C:\Program Files\Snow Software\Inventory\Agent
SystemDrive=C:
SystemRoot=C:\Windows
TEMP=C:\Users\u0035178\AppData\Local\Temp
TMP=C:\Users\u0035178\AppData\Local\Temp
-- More --
AppData environment variable via DOS
Type here to search
ENG
8:02 AM
15/07/2020

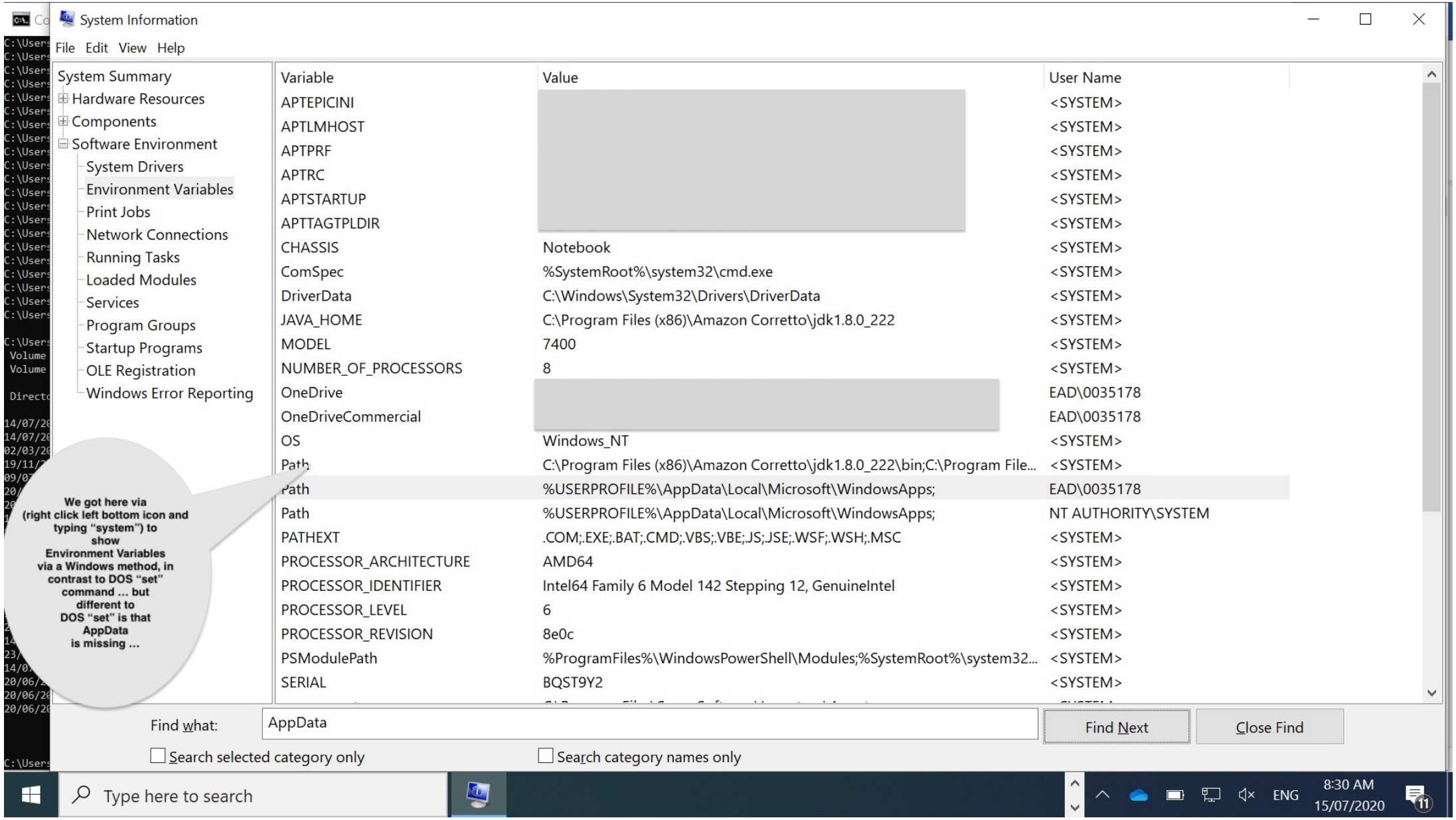

set.jpg - Paint
File
Home
View
Cut
Copy
Paste
Select
Crop
Resize
Rotate
Clipboard
Image
Tools
Command Prompt
ALLUSERSPROFILE=C:\ProgramData
APPDATA=C:\Users\u0035178\AppData\Roaming
APTEPICINI=P:\EPIC\DOCTYPES\ACL;%D
APTLMHOST=@SYD-TLRLIC-P70.intprod.thomsonreuters.com
APTPRF=%HOMEPATH%\epic_user.pnf
APTRC=P:\EPIC\DOCTYPES\
APTSTARTUP=P:\EPIC\DO
APTTAGTPLDIR=P:\EPI
CHASSIS=Notebook
CommonProgramFil
Not how Windows Exploer's address bar recognizes Environment Variables perhaps hidden to you in day to day dealings with the Windows GUI but visible via DOS "set" command
Roaming
File
Home
Share
View
Navigation pane
Preview pane
Details pane
Panes
Extra large icons
Large icons
Medium icons
Small icons
List
Details
Layout
Sort by
Group by
Add columns
Size all columns to fit
Current view
Item check boxes
File name extensions
Hidden items
Hide selected items
Show/hide
Options
%AppData%
Search Roaming
File name extensions
Show or hide the set of characters added to the end of files that identifies the file type or format.
HANDOVER
Intel
Koru current work
LRA_SCHEDULE
Out-of-Box Drivers
PerfLogs
Program Files
Program Files (x86)
source
Swan
Temp
Training
UE
UE OLD
Users
Date modified
Type
20/12/2019 12:35 PM File folder
com.pingidentity.pingid.pctoken.MainApp 25/02/2020 11:00 AM File folder
IDMComp 12/12/2019 10:55 AM File folder
Microsoft 26/03/2020 12:06 PM File folder
Microsoft Teams 19/11/2019 10:32 AM File folder
Mozilla 19/11/2019 12:45 PM File folder
Sun 3/12/2019 10:01 AM File folder
In Windows Explorer you can reach AppData as above ...
7 items
ENG
8:04 AM
15/07/2020

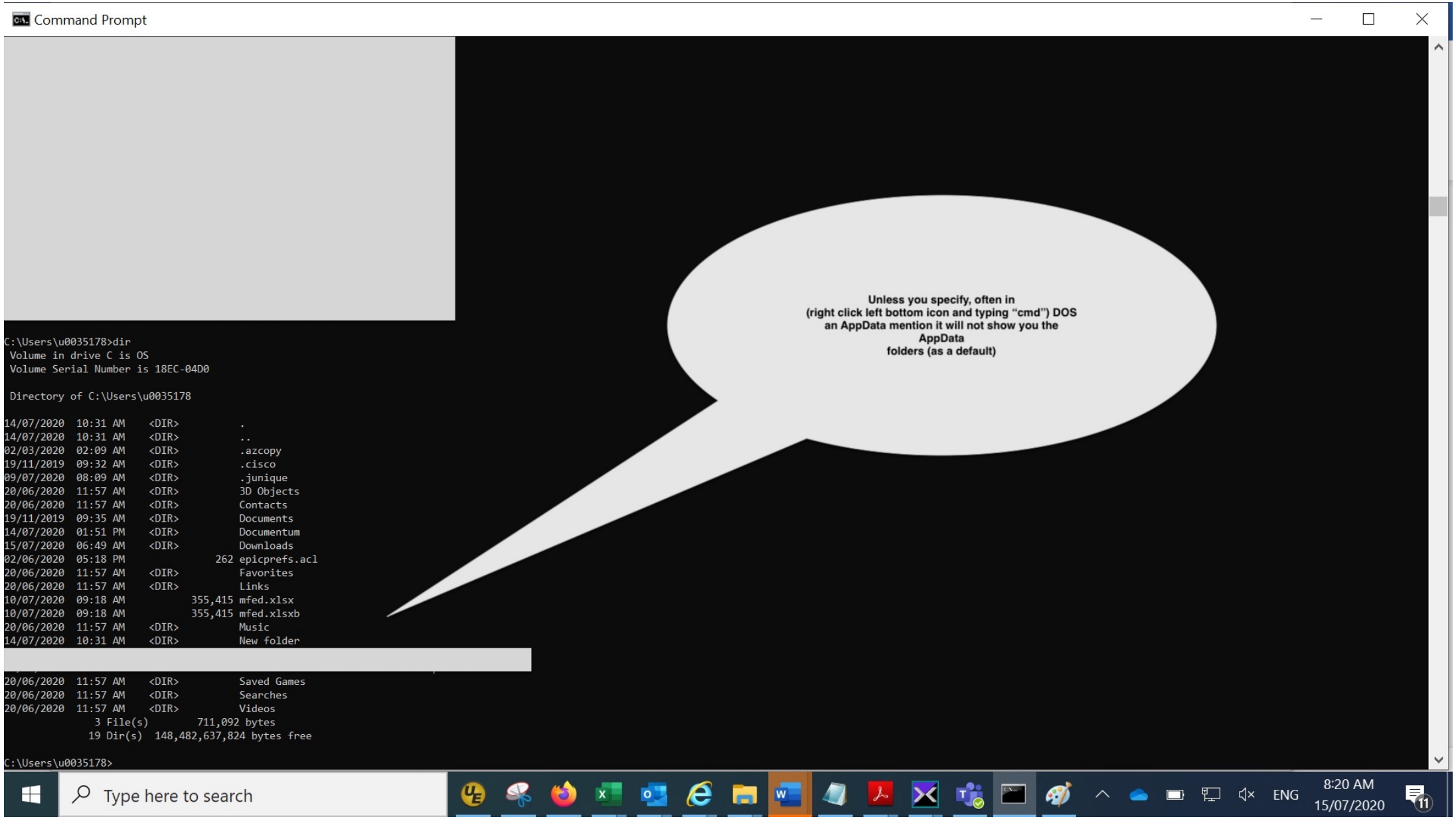

Command Prompt
ALLUSERSPROFILE=C:\ProgramData
APPDATA=C:\Users\u0035178\AppData\Roaming
Roaming
File
Home
Share
View
Navigation pane
Preview pane
Details pane
Panes
Extra large icons
Large icons
Medium icons
Small icons
List
Details
Layout
Sort by
Group by
Add columns
Size all columns to fit
Current view
Item check boxes
File name extensions
Hidden items
Hide selected items
Options
Show/hide
This PC
OS (C:)
Users
u0035178
AppData
Roaming
Search Roaming
HANDOVER
Intel
Koru current work
LRA_SCHEDULE
Out-of-Box Drivers
PerfLogs
Program Files
Program Files (x86)
source
Swan
Temp
Training
UE
UE OLD
Users
Name
Date modified
Type
Adobe
20/12/2019 12:35 PM
File folder
com.pingidentity.pingid.pctoken.MainApp
25/02/2020 11:00 AM
File folder
IDMComp
12/12/2019 10:55 AM
File folder
Microsoft
26/03/2020 12:06 PM
File folder
Microsoft Teams
19/11/2019 10:32 AM
File folder
Mozilla
19/11/2019 12:45 PM
File folder
Sun
3/12/2019 10:01 AM
File folder
... as we show here
7 items
Type here to search
ENG
8:05 AM
15/07/2020

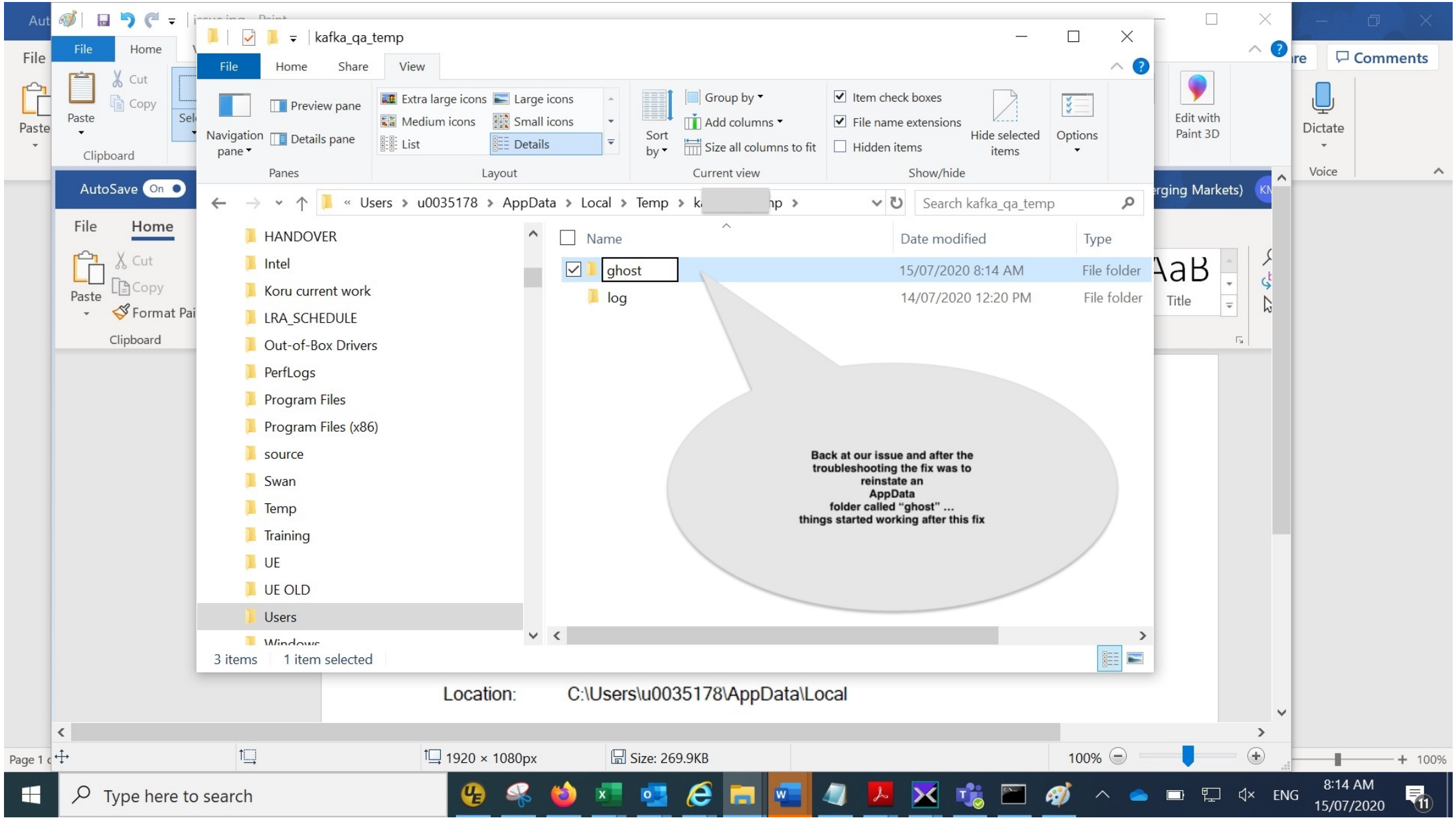

Command Prompt
OS=Windows_NT
Path=C:\Program Files (x86)\Amazon Corretto\jdk1.8.0_222\bin;C:\Program Files\Amazon Corretto\jdk1.8.0_222\bin;C:\Windows\system32;C:\Windows;C:\Windows\System32\Wbem;C:\Windows\System32\WindowsPowerShell\v1.0\;C:\Windows\System32\OpenSSH\;C:\Program Files (x86)\Symantec\VIP Access Client\;C:\Program Files (x86)\IDM Computer Solutions\UltraEdit;C:\Users\u0035178\AppData\Local\Microsoft\WindowsApps;
PATHEXT=.COM;.EXE;.BAT;.CMD;.VBS;.VBE;.JS;.JSE;.WSF;.WSH;.MSC
PROCESSOR_ARCHITECTURE=AMD64
PROCESSOR_IDENTIFIER=Intel64 Family 6 Model 142 Stepping 12, GenuineIntel
PROCESSOR_LEVEL=6
PROCESSOR_REVISION=8e0c
ProgramData=C:\ProgramData
ProgramFiles=C:\Program Files
ProgramFiles(x86)=C:\Program Files (x86)
ProgramW6432=C:\Program Files
PROMPT=PG
PSModulePath=C:\Program Files\WindowsPowerShell\Modules;C:\Windows\system32\WindowsPowerShell\v1.0\Modules
PUBLIC=C:\Users\Public
SERIAL=BQST9Y2
SESSIONNAME=Console
snow_agent=C:\Program Files\Snow Software\Inventory\Agent
SystemDrive=C:
SystemRoot=C:\Windows
TEMP=C:\Users\u0035178\AppData\Local\Temp
TMP=C:\Users\u0035178\AppData\Local\Temp
TYPE=LATITUDE
windir=C:\Windows
C:\Users\u0035178>
C:\Users\u0035178>cd %AppData%
C:\Users\u0035178\AppData\Roaming>
%AppData%
represents
Environment Variable
AppData
visible in DOS and
Windows Explorer's
address bar
In DOS
via right click bottom left icon and type
cmd
we can cd to
AppData
Type here to search
ENG
8:06 AM
15/07/2020

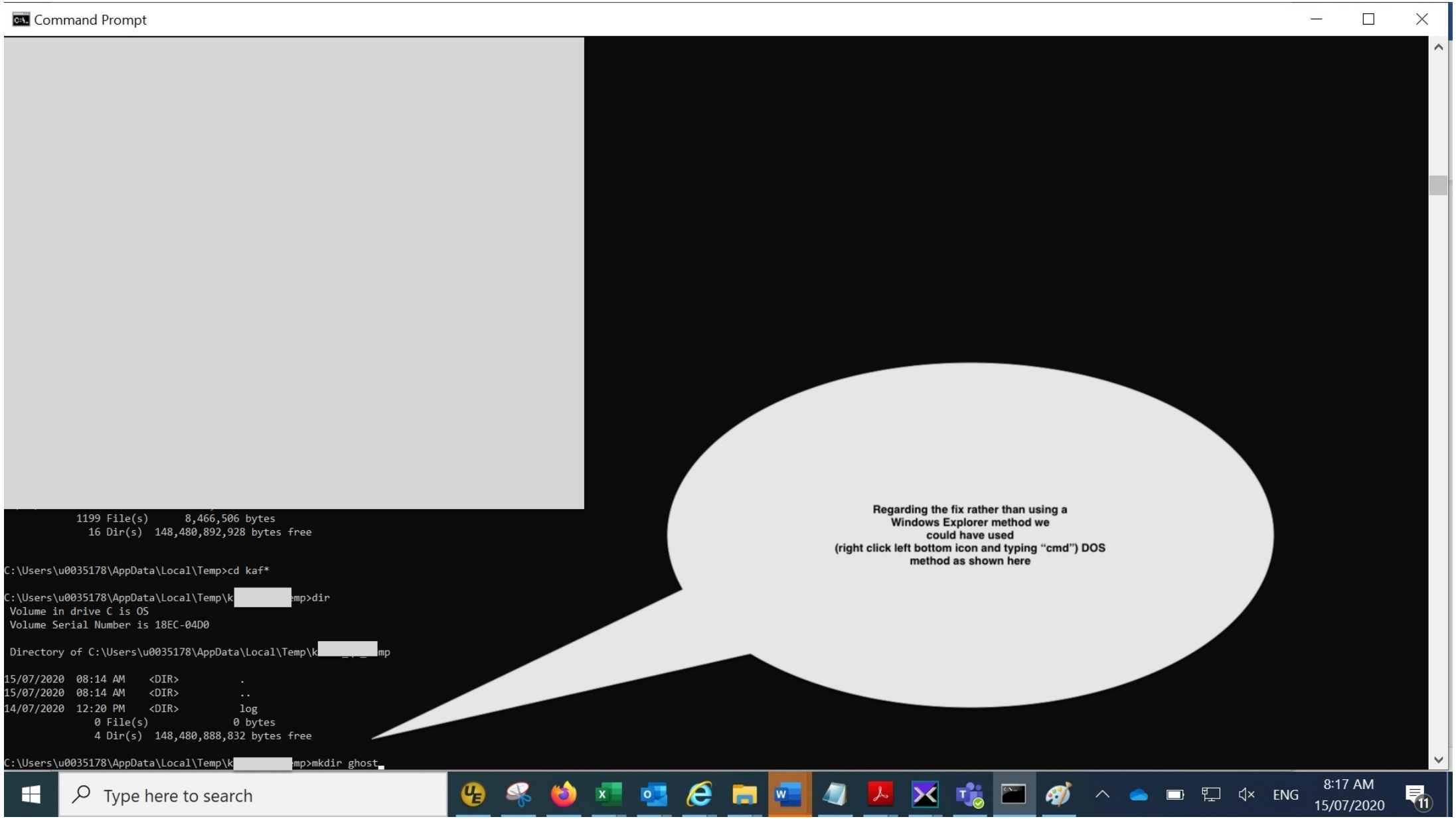

dos_cd.jpg - Paint
File
Home
View
Paste
Cut
Copy
Select
Crop
Resize
Rotate
Brushes
Clipboard
Image
Tools
Command Prompt
OS=Windows_NT
Path=C:\Program Files (x86)\Amazon Corretto\jdk1.8.0_222\bin;C:\Progr
SH\;C:\Program Files (x86)\Symantec\VIP Access Client\;C:\Program Fil
PATHEXT=.COM;.EXE;.BAT;.CMD;.VBS;.VBE;.JS;.JSE;.WSF;.WSH;.MSC
PROCESSOR_ARCHITECTURE=AMD64
PROCESSOR_IDENTIFIER=Intel64 Family 6 Model 142 Stepping 12, GenuineI
PROCESSOR_LEVEL=6
PROCESSOR_REVISION=8e0c
ProgramData=C:\ProgramData
ProgramFiles=C:\Program Files
ProgramFiles(x86)=C:\Program Files (x86)
ProgramW6432=C:\Program Files
PROMPT=PG
PSModulePath=C:\Program Files\WindowsPowerShell\Modules;C:\Windows\sy
PUBLIC=C:\Users\Public
SERIAL=BQST9Y2
SESSIONNAME=Console
snow_agent=C:\Program Files\Snow Software\Inventory\Agent
SystemDrive=C:
SystemRoot=C:\Windows
TEMP=C:\Users\u0035178\AppData\Local\Temp
TMP=C:\Users\u0035178\AppData\Local\Temp
TYPE=LATITUDE
windir=C:\Windows
C:\Users\u0035178>
Local
File
Home
Share
View
Navigation pane
Preview pane
Details pane
Extra large icons
Large icons
Medium icons
Small icons
List
Details
Panes
Layout
Sort by
Group by
Add columns
Size all columns to fit
Current view
Item check boxes
File name extensions
Hidden items
Hide selected items
Options
Show/hide
This PC
OS (C:)
Users
u0035178
AppData
Local
Search Local
HANDOVER
Intel
Koru current work
LRA_SCHEDULE
Out-of-Box Drivers
PerfLogs
Program Files
UE
UE OLD
Users
Windows
Name
Intel
Microsoft
MicrosoftEdge
Mozilla
Mozilla Firefox
OneDrive
Packages
PeerDistRepub
Programs
Publishers
SquirrelTemp
Temp
VirtualStore
Xerox
pingidentityprefs.fil
Windows Explorer right click on an AppData folder Properties shows Read-only
27 items
1 item selected
Temp Properties
General
Security
Previous Versions
Customize
Temp
Type: File folder
Location: C:\Users\u0035178\AppData\Local
Size: 284 MB (298,535,662 bytes)
Size on disk: 327 MB (343,859,200 bytes)
Contains: 1,453 Files, 17 Folders
Created: Tuesday, 19 November 2019, 1:15:18 PM
Attributes: Read-only (Only applies to files in folder)
Hidden
Advanced...
OK
Cancel
Apply
1920 × 1080px
Size: 282.5KB
Type here to search
ENG
8:08 AM
15/07/2020


System Information
File Edit View Help
System Summary
Hardware Resources
Components
Software Environment
System Drivers
Environment Variables
Print Jobs
Network Connections
Running Tasks
Loaded Modules
Services
Program Groups
Startup Programs
OLE Registration
Windows Error Reporting
Variable
User Name
APTEPICINI
APTLMHOST
APTPRF
APTRC
APTSTARTUP
APTTAGTPLDIR
CHASSIS
ComSpec
DriverData
JAVA_HOME
MODEL
NUMBER_OF_PROCESSORS
OneDrive
EAD\0035178
OneDriveCommercial
EAD\0035178
OS
Windows_NT
<SYSTEM>
Path
C:\Program Files (x86)\Amazon Corretto\jdk1.8.0_222\bin;C:\Program File...
<SYSTEM>
Path
%USERPROFILE%\AppData\Local\Microsoft\WindowsApps;
EAD\0035178
Path
%USERPROFILE%\AppData\Local\Microsoft\WindowsApps;
NT AUTHORITY\SYSTEM
PATHEXT
.COM;.EXE;.BAT;.CMD;.VBS;.VBE;.JS;.JSE;.WSF;.WSH;.MSC
<SYSTEM>
PROCESSOR_ARCHITECTURE
AMD64
<SYSTEM>
PROCESSOR_IDENTIFIER
Intel64 Family 6 Model 142 Stepping 12, GenuineIntel
<SYSTEM>
PROCESSOR_LEVEL
6
<SYSTEM>
PROCESSOR_REVISION
8e0c
<SYSTEM>
PSModulePath
%ProgramFiles%\WindowsPowerShell\Modules;%SystemRoot%\system32...
<SYSTEM>
SERIAL
BQST9Y2
<SYSTEM>
AppData
missing
from environment variables as seen at
(right click left bottom icon and typing "system")
Environment Variables tab
Find what:
Find
Close Find
Search selected category only
Search category names only
Type here to search
ENG
8:26 AM
15/07/2020


System Information
File Edit View Help
System Summary
Hardware Resources
Components
Software Environment
System Drivers
Environment Variables
Print Jobs
Network Connections
Running Tasks
Loaded Modules
Services
Program Groups
Startup Programs
OLE Registration
Windows Error Reporting
Variable
Value
User Name
APTEPICINI
APTLMHOST
APTPRF
APTRC
APTSTARTUP
APTTAGTPLDIR
CHASSIS
Notebook
ComSpec
%SystemRoot%\system32\cmd.exe
DriverData
C:\Windows\System32\Drivers\DriverData
JAVA_HOME
C:\Program Files (x86)\Amazon Corretto\jdk1.8.0_222
MODEL
7400
NUMBER_OF_PROCESSORS
8
OneDrive
OneDriveCommercial
OS
Windows_NT
Path
C:\Program Files (x86)\Amazon Corretto\jdk1.8.0_222\bin;C:\Program File...
Path
%USERPROFILE%\AppData\Local\Microsoft\WindowsApps;
Path
%USERPROFILE%\AppData\Local\Microsoft\WindowsApps;
PATHEXT
.COM;.EXE;.BAT;.CMD;.VBS;.VBE;.JS;.JSE;.WSF;.WSH;.MSC
PROCESSOR_ARCHITECTURE
AMD64
PROCESSOR_IDENTIFIER
Intel64 Family 6 Model 142 Stepping 12, GenuineIntel
PROCESSOR_LEVEL
6
PROCESSOR_REVISION
8e0c
PSModulePath
%ProgramFiles%\WindowsPowerShell\Modules;%SystemRoot%\system32...
SERIAL
BQST9Y2
<SYSTEM>
EAD\0035178
NT AUTHORITY\SYSTEM
We got here via (right click left bottom icon and typing "system") to show Environment Variables via a Windows method, in contrast to DOS "set" command ... but different to DOS "set" is that AppData is missing ...
Find what:
AppData
Find Next
Close Find
Search selected category only
Search category names only
Type here to search
ENG
8:30 AM
15/07/2020


Command Prompt
C:\Users\u0035178>dir
Volume in drive C is OS
Volume Serial Number is 18EC-04D0
Directory of C:\Users\u0035178
14/07/2020 10:31 AM <DIR> .
14/07/2020 10:31 AM <DIR> ..
02/03/2020 02:09 AM <DIR> .azcopy
19/11/2019 09:32 AM <DIR> .cisco
09/07/2020 08:09 AM <DIR> .junique
20/06/2020 11:57 AM <DIR> 3D Objects
20/06/2020 11:57 AM <DIR> Contacts
19/11/2019 09:35 AM <DIR> Documents
14/07/2020 01:51 PM <DIR> Documentum
15/07/2020 06:49 AM <DIR> Downloads
02/06/2020 05:18 PM 262 epicprefs.acl
20/06/2020 11:57 AM <DIR> Favorites
20/06/2020 11:57 AM <DIR> Links
10/07/2020 09:18 AM 355,415 mfed.xlsx
10/07/2020 09:18 AM 355,415 mfed.xlsxb
20/06/2020 11:57 AM <DIR> Music
14/07/2020 10:31 AM <DIR> New folder
20/06/2020 11:57 AM <DIR> Saved Games
20/06/2020 11:57 AM <DIR> Searches
20/06/2020 11:57 AM <DIR> Videos
3 File(s) 711,092 bytes
19 Dir(s) 148,482,637,824 bytes free
C:\Users\u0035178>
Unless you specify, often in
(right click left bottom icon and typing "cmd") DOS
an AppData mention it will not show you the
AppData
folders (as a default)
Type here to search
ENG
8:20 AM
15/07/2020


kafka_qa_temp
File
Home
Share
View
Navigation pane
Preview pane
Details pane
Extra large icons
Large icons
Medium icons
Small icons
List
Details
Panes
Layout
Sort by
Group by
Add columns
Size all columns to fit
Current view
Item check boxes
File name extensions
Hidden items
Hide selected items
Options
Show/hide
Users
u0035178
AppData
Local
Temp
Search kafka_qa_temp
HANDOVER
Intel
Koru current work
LRA_SCHEDULE
Out-of-Box Drivers
PerfLogs
Program Files
Program Files (x86)
source
Swan
Temp
Training
UE
UE OLD
Users
Name
Date modified
Type
ghost
15/07/2020 8:14 AM
File folder
log
14/07/2020 12:20 PM
File folder
Back at our issue and after the troubleshooting the fix was to reinstate an AppData folder called "ghost" ... things started working after this fix
3 items
1 item selected
Location:
C:\Users\u0035178\AppData\Local
1920 × 1080px
Size: 269.9KB
100%
Type here to search
ENG
8:14 AM
15/07/2020


Command Prompt
1199 File(s) 8,466,506 bytes
16 Dir(s) 148,480,892,928 bytes free
C:\Users\u0035178\AppData\Local\Temp>cd kaf*
C:\Users\u0035178\AppData\Local\Temp\k mp>dir
Volume in drive C is OS
Volume Serial Number is 18EC-04D0
Directory of C:\Users\u0035178\AppData\Local\Temp\k mp
15/07/2020 08:14 AM <DIR> .
15/07/2020 08:14 AM <DIR> ..
14/07/2020 12:20 PM <DIR> log
0 File(s) 0 bytes
4 Dir(s) 148,480,888,832 bytes free
C:\Users\u0035178\AppData\Local\Temp\k mp>mkdir ghost
Regarding the fix rather than using a Windows Explorer method we could have used (right click left bottom icon and typing "cmd") DOS method as shown here
Type here to search
ENG
8:17 AM
15/07/2020