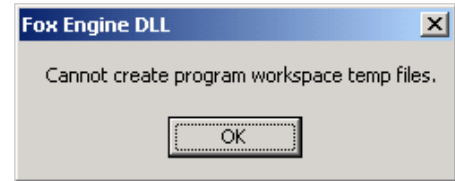


Deleting Temp Files on Your DDMS Windows Server

Situation

In a Microsoft® Windows® environment, many software operations use temporary (“temp”) files. In time, unused temp files can clutter up the hard drive.

Ensite Pro™ customers may encounter a Windows error that says, “Cannot create program workspace temp files,” as shown at right. This error occurs when there are too many temp files in the user-specific temp directory.



In addition, the EnsiteEBS Utility may have placed a number of temporary files in the Windows temporary directory while importing DBF data into SQL.

Solution

These temp files need to be deleted, and the easiest way to delete a specific pattern of temp files in Windows is to use a command prompt.

Note: Although there are many other methods of deleting files in Windows, the Command Prompt window avoids the nuisances involved when you delete certain temp files. For example, when you attempt to delete selected temp files in a Windows Explorer or folder window, the process stops if there are any behind-the-scenes barriers to deleting any one of the temp files, and you have to re-select files to delete. The Command Prompt method will delete specified files without stopping, which simplifies the procedure. It doesn't just send the files to your Recycle bin. It permanently deletes all files matching the pattern you specify. It's a very powerful tool, so make sure you have a complete system backup — just in case.

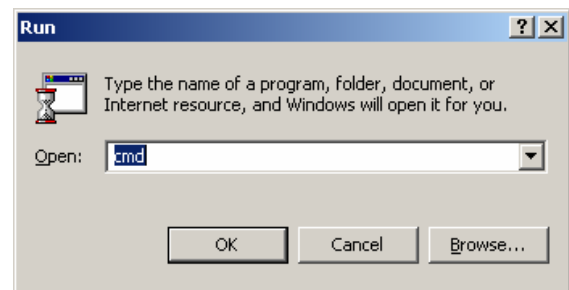
Before You Begin

1. Reboot the server.
2. Shut down TBL server. You should not be running any other applications on the DDMS server.
3. Run a complete system backup.

Launching a Command Prompt

To launch the command prompt, follow these steps:

4. On your Windows Task Bar, click **Start > Run...**
5. In the Run box, type **CMD**
6. Press **Enter** or click **OK**.



Deleting Temp Files on Your DDMS Windows Server

Deleting Temp Files Per User Profile

7. After launching the Command Prompt, enter the following command:

```
del "%USERPROFILE%\local settings\temp\*.tmp"
```

Note: Make sure there is a space between the del command and the filepath. Enclose the filepath in quotation marks because the “local settings” directory includes a space that would otherwise disrupt the path string. Make sure you use the percent sign (%) before and after the “userprofile” variable, so that it will execute for each user that logs into this machine. Separate the directories by a backslash (\). The asterisk (*) serves as a wildcard to return any file in that pattern. If you make a mistake, you can Backspace or Esc and retype.

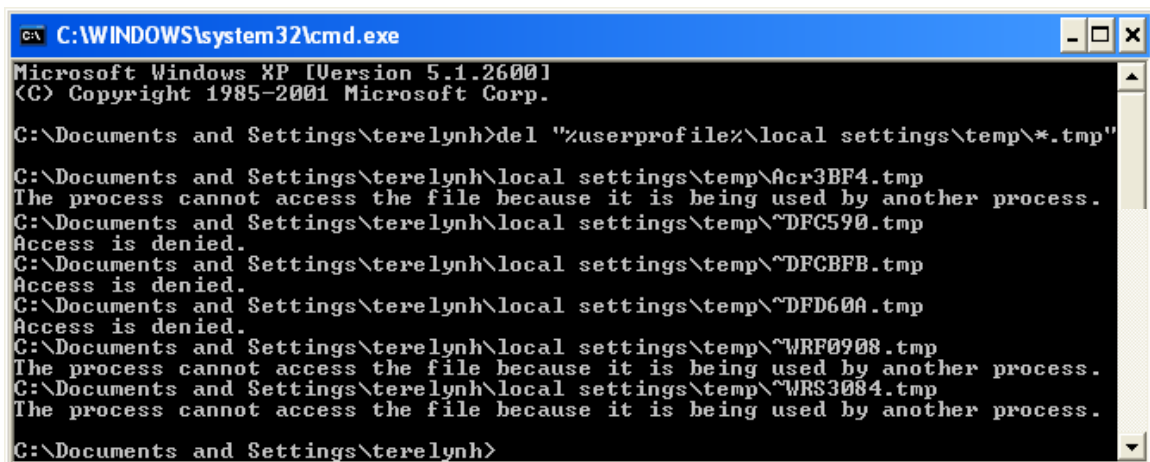
8. When you are satisfied that the command line and directory path are correct, execute the command by pressing **Enter**.

9. If the “Are You Sure?” prompt appears, type **Y** and press **Enter**.

You may get multiple messages in the Command Prompt window as shown below. These messages are normal. Files may be in use by background processes. Since this method cleans most of the temp files that Windows creates, no further action is required.

Note: If you receive the error message, “The system cannot find the path specified,” retype the command and the path.

10. After deleting files that match the pattern you specified, another prompt appears.



```
C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.

C:\Documents and Settings\terelynh>del "%userprofile%\local settings\temp\*.tmp"

C:\Documents and Settings\terelynh\local settings\temp\Acr3BF4.tmp
The process cannot access the file because it is being used by another process.
C:\Documents and Settings\terelynh\local settings\temp\~DFC590.tmp
Access is denied.
C:\Documents and Settings\terelynh\local settings\temp\~DFCBFB.tmp
Access is denied.
C:\Documents and Settings\terelynh\local settings\temp\~DFD60A.tmp
Access is denied.
C:\Documents and Settings\terelynh\local settings\temp\~WRF0908.tmp
The process cannot access the file because it is being used by another process.
C:\Documents and Settings\terelynh\local settings\temp\~WRS3084.tmp
The process cannot access the file because it is being used by another process.

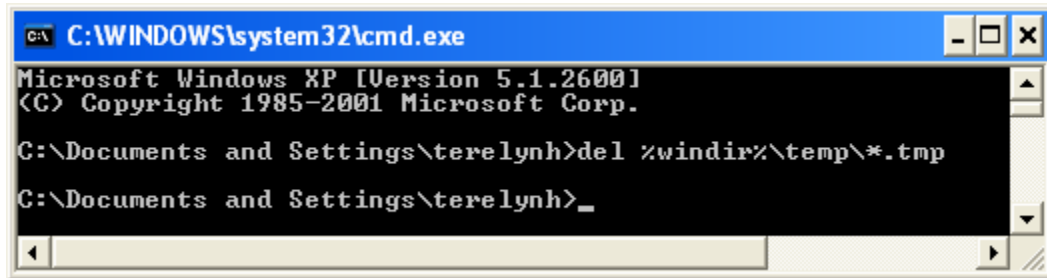
C:\Documents and Settings\terelynh>
```

Deleting Temp Files on Your DDMS Windows Server

Deleting Temp Files From the Windows Directory

11. Enter the following command:

```
del %windir%\temp\*.tmp
```



Note: Make sure there is a space between the del command and the filepath. There is no need to use quotation marks this time, because this filepath does not have any string-breaking spaces. Make sure you use the percent sign (%) before and after the "windir" variable, so that it will execute whether your system operates from a WINNT or Windows or Windows2000 directory. Separate the directories by a backslash (\). The asterisk (*) serves as a wildcard to return any file in that pattern. If you make a mistake, you can Backspace or Esc and retype.

12. When you are satisfied that the command line and directory path are correct, execute the command by pressing **Enter**.

Note: If you receive the error message, "The system cannot find the path specified," retype the command and the path.

13. After deleting all files that match the pattern you specified, another **C:\>** prompt appears. Depending on the number of temporary files on your server, this process may take a few minutes.

14. To close the command prompt window, enter the following command:

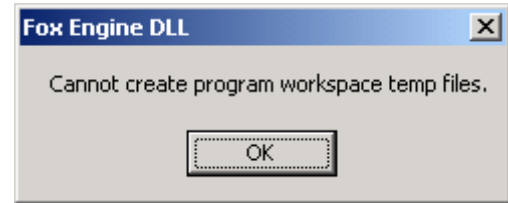
```
exit
```

15. Press **Enter**. The command prompt window disappears.

Deleting Temp Files on Your DDMS Windows Server

When to Contact Technical Support

If you continue to receive the error, “Cannot create program workspace temp files,” as shown at right, contact ECI² Technical Support.



Additional Information

For related instructions on maintaining your DDMS Windows server, see the following documents:

File # 242: Housekeeping for Your DDMS Server

www.ddms.com/resources/support/faq/windows/housekeep.pdf

Networking with Ensite Pro™

www.ddms.com/Resources/Support/faq/sw_updates/networking.pdf

File # 8: Using Windows to Replicate PGD/OS Utilities

www.ddms.com/Resources/Support/faq/windows/util-win.pdf

File # 95: Compressing Files on the Windows Platform

www.ddms.com/Resources/Support/faq/windows/comp-windows.pdf

File # 94: Checking for File Problems on the Windows Platform

www.ddms.com/Resources/Support/faq/windows/diag-windows.pdf