How to clean infections found in System Volume Information

The System Volume Information folder is a zone on your hard drive created by the Operating System and used by Windows for storing critical information related to the system configuration.

The Bitdefender engines can detect any infected files stored by the System Volume Information, but being a protected area it may not be able to remove them.

The infected files detected in the System Restore folders will appear in the scan log as follows:

?:\\System Volume Information_restore {B36120B2-BA0A-4E5D-…

To completely and immediately remove the infected file or files in the data store, simply disable and re-enable the System Restore feature. When System Restore is turned off, all the restore points are removed. When System Restore has turned on again, new restore points are created as the schedule and events require.

To disable Windows System, Restore, follow these steps:

For **Windows 8, Windows 10, Windows 11**

1. From the Windows Start screen, locate **Computer** (for example, you can start typing “Computer” directly in the Start screen) and then click its icon.
2. Click the **System protection** link in the left pane.
3. In the **System protection** options, select each drive letter and click **Configure**.
4. Select **Turn off system protection** and click **Apply**.

For **Windows 7**

1. Click **Start**, right-click **Computer** and click **Properties**.
2. Click the **System protection** link in the left pane.
3. In the **System protection** options, select each drive letter and click **Configure**.
4. Select **Turn off system protection** and click **Apply**.
5. Click **Delete**, click **Continue** when prompted, and then click **OK**.