

## RE: 'User Profile Service service failed the logon

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- *From:* GreyRanger <GreyRanger@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Mon, 27 Oct 2008 21:01:01 -0700
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Sorry, cat hit the enter button on the previous reply....

Marek's rename switch of the user profile registry entry worked flawlessly, without any additional work required. The profile problem occurred on this computer after the installation of the last Microsoft patch/security fix update in October. Perhaps something in that update tries to backup the user profile and does not finish it correctly. Just a guess. Thanks, Marek for the 2 minute fix.

"Marek" wrote:

I've just had this problem on my computer, and I just fixed it.

It seems to be caused by a horrendous bug in Vista that renames your User Account Profile as a backup, and then creates a new user account with the same name but with nothing in it.

I googled it and followed several bits of advice but none of them worked, but I managed to fix it with a combination of ideas.

This is how I did it:

1. Boot up in Safe Mode. To do this, hit the F8 key while the computer is booting, and then scroll down to the "Safe Mode" option and press enter. On my computer the user account icon appeared, but bigger than normal, and I clicked it and it loaded my desktop in safe mode. It came up with an error bubble saying that my user account hadn't loaded properly, but i just ignored this.

2. Click the Start Button and in the white "Start Search" space at the bottom type "regedit" (without the quotation marks). This will open the registry editor.

3. In the left-hand pane, navigate by clicking the little triangles next to the following folders:

HKEY\_LOCAL\_MACHINE  
SOFTWARE  
Microsoft  
Windows NT  
CurrentVersion

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ProfileList

You should now have a list of folders all starting with S-1-5- and then a number.

(You might need to drag the divider between the 2 panes of the window across so you can read the whole folder name)

Look at the end of each name and you should see one with .bak at the end of it, and there will be another one above it with exactly the same name but without .bak at the end.

The one that's got .bak at the end is your old User Profile that Vista has now made into a backup, and the one without .bak after it is the new empty User Profile that Vista has created.

Just to check that this is the case, have a look in the right-hand pane for each of the 2 folders and look at what's written after "ProfileImagePath". For the folder with .bak at the end it should say C:\Users\ and then your usual User Account name, and for the one that doesn't have .bak at the end it should say C:\Users\TEMP.

What you need to do now is to rename the folders in the left-hand pane so that the one with .bak at the end changes back to being the one containing your proper User Profile and the new one without .bak at the end becomes the backup. Do do this follow the next step:

4. Right click on the folder with .bak at the end and then click "rename", and just change the ".bak" part to ".bk" – i.e. just remove the "a" from the middle – (this is just to allow you to change the other one to have .bak at the end). Press enter or click on some blank part of the screen for the change to take effect.

Then, right click the one that doesn't have .bak at the end and click "rename". Remove the .bak from the end and press enter or click anywhere on some blank part of the screen to accept the change.

Then, right click on the one that now has .bk at the end, choose "rename" and add the "a" back into the middle, so it now has .bak at the end. Press enter or click on blank park of screen to accept the change.

Close the regedit window.

5. Click the Start Button and then "Restart". It should work now. Fingers crossed. :)

"george1dfull" wrote:

Can someone PLEASE help me... My computer hasn't loaded for 3 days now. It just comes up with:

User Profile Service service failed the logon.

User Profile could not load.

What do I do? I cant get on the computer at all, because i only have

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one user profile on my computer. I'm in school, and I don't really know much about computers. What could have caused it? And how do I fix it? Please help, I really need to get to some of the files on my computer... Please!

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george1dful

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george1dful's Profile: <http://forums.techarena.in/member.php?userid=41032>

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