

# Re: Lost welcome screen XP

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2008-06/msg00526.html>

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- *From:* bradysd4 <[bradysd4@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:bradysd4@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 26 Jun 2008 06:40:07 -0700
- 

I finally did get it to install last night. Thanks. My computer is somewhat unstable I guess. Microsfot had me run an online virus scan last night that is still running, so we'll see if that has anything to do with it. We also ran SFC /Scannow, but nothing seemed to come from that.

"bradysd4" wrote:

Thank you for that. I cannot get it (installer) to install, or it is so slow, that I am not patient enough to let it run. It opens some boxes that look like service pack 3 installing, i.e. scanning your system, etc. It seems like it is locked up to me. I was finally able to get termionl services running, (can see user names in task manager, processes now) but still no welcome screen, which was my real problem. I edited the registry, changing the "imagepath" switches to something different than it was. I can't find it right now. But still no welcome screen. I also found out that Microsfot is providing free support for SP3, so I have contacted them, and they are willing to talk to me, so far. So I'll see if they can figure it out. I had loaded SP3, hoping it would fix the problem.

"JS" wrote:

The 'Terminal Services' is dependent on another service named 'Remote Procedure Call (RPC)'.  
The RPC service should be running, on my PC the 'Terminal Service' is set to 'Manual'.

Error 1083: The executable program that this service is configured to run in does not implement the service.

<http://www.winhelponline.com/articles/137/1/Error-1083-when-attempting-to-start-Terminal-Serv>

Resolution:

Download the .zip file mentioned in the above article.

JS

"bradysd4" <[bradysd4@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:bradysd4@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message

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news:2AB86782-04BC-4D4B-86B1-C0018FAFD34D@xxxxxxxxxxxxxxxxxxxx

OK, thanks again. None of that worked, but I found another rabbit trail.

I noticed on my task manager that no users were listed. When I searched on that I found that terminal services was not started. It has to be running to allow multiple users. I cannot get it to start though. I get error 1083: the executable program that this service is configured to run does not implement the service. Also I noticed that when I try to run an msi file, it will not run because it says windows installer is not working or something. It comes up with the file association dialog box, but I don't know what to associate it with.

Do you know the unregister and register commands? would this possibly fix this?

"JS" wrote:

Checked a few of the reg keys in your list but could not find anything unusual. This doesn't mean the answer to your problem is not an incorrect value in one of the subkeys but if it is I could not find it.

Sorry but have run out of ideas except to search the web on each of the entries in your list and see what pops up.  
JS

"bradysd4"

<bradysd4@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote in message

news:7CC34A55-3BD6-4E1C-A722-C8EDEE444858@xxxxxxxxxxxxxxxxxxxx

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Thanks for those ideas. I tried them and they didn't work. Do you know anything about these registry entries? Do any of them look like the culprit? THANKS for your help.

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Winlogon]
"AutoRestartShell"=dword:00000001
"DefaultDomainName"="FAMILYPC"
"DefaultUserName"="Brenda"
"LegalNoticeCaption"=""
"LegalNoticeText"=""
"PowerdownAfterShutdown"="1"
"ReportBootOk"="1"
"Shell"="Explorer.exe"
"ShutdownWithoutLogon"="0"
"System"=""
"Userinit"="C:\\WINDOWS\\system32\\userinit.exe,"
"VmApplet"="rundll32 shell32,Control_RunDLL \\sysdm.cpl\"
"SfcQuota"=dword:ffffff
"allocateddroms"="0"
"allocatedasd"="0"
"allocatefloppies"="0"
"cachedlogonscount"="10"
"forceunlocklogon"=dword:00000000
"passwordexpirywarning"=dword:0000000e
"scremoveoption"="0"
"AllowMultipleTSSessions"=dword:00000001
"UIHost"=hex(2):6c,00,6f,00,67,00,6f,00,6e,00,75,00,69,00,2e,00,65,00,78,00,00,00,00
"LogonType"=dword:00000001
"DebugServerCommand"="no"
"SFCDisable"=dword:00000000
"WinStationsDisabled"="0"
"HibernationPreviouslyEnabled"=dword:00000001
"ShowLogonOptions"=dword:00000001
"AltDefaultUserName"="Brenda"
"AltDefaultDomainName"="FAMILYPC"
"ChangePasswordUseKerberos"=dword:00000001
"Background"="0 0 0"
"AutoAdminLogon"="0"
"DisableCAD"=dword:00000001
```

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"JS" wrote:

Download  
and install  
Tweak UI  
from  
Microsoft  
<http://www.microsoft.com/windowsxp/downloads/powertoys/xppowe>

Then  
expand the  
Logon  
option and  
select  
Autologon  
and  
Un-Check  
the  
Autologon  
box.

OR

Start/Run  
and enter:  
CONTROL  
USERPASSWORDS2  
On the User  
tab: pick  
(highlight)  
the account  
you do not  
want to  
automatically  
log on  
Then check:  
Users must  
enter  
username  
and  
password  
Next click  
Apply and  
enter the  
password (if  
the account  
you pick  
has a  
password)

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Finally  
click OK  
until your  
completely  
out

JS

"bradysd4"  
<bradysd4@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote in  
message

news:E9FF0CA9-6CB0-416A-8142-A3F4BB60EA08@xxxxxxxxxx

I  
have  
the  
lost  
Welcome  
screen  
problem  
in  
XP  
Home.  
I'm  
running  
SP3.  
I  
had  
already  
lost  
it  
before  
that  
upgrade.  
I  
was  
hoping  
that  
SP3  
would  
fix  
it.  
I  
have  
already  
tried  
the  
control  
panel  
"change

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how  
users  
log  
on"  
choices,  
the  
Kelly's  
corner  
fix,  
and  
the  
DougKnox  
tool.  
No  
problems  
with  
Gina  
were  
noted.  
I  
am  
thinking  
either  
a  
spyware  
changed  
the  
file  
somehow,  
or  
somhow  
I  
am  
in  
a  
Domain  
that  
I  
did  
not  
create  
(soyware).  
I  
have  
been  
running  
Spybot  
though,  
so  
hopefully  
that

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wasn't  
it.  
Does  
anybody  
know  
how  
to  
do  
the  
scannow  
fix  
for  
SP3,  
or  
have  
any  
idea  
what  
happened  
to  
the  
welcome  
screen?  
We  
really  
miss  
the  
fast  
user  
switching  
as  
we  
have  
multiple  
users.

Kelly's  
corner  
fix:  
Go  
to  
the  
following  
link,  
[http://www.kellys-korner-xp.com/xp\\_tweaks.htm](http://www.kellys-korner-xp.com/xp_tweaks.htm),  
scroll  
to  
line  
45,  
click  
"Restore

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the  
Welcome  
Screen-Gina.Dll  
Error"  
in  
the  
right  
column  
and  
see  
if  
that  
resolves  
the  
issue.

Dougknox  
Fix:

Fix  
Logon/Restore  
Welcome  
Screen:  
[http://www.dougknox.com/xp/scripts\\_desc/fix\\_xp\\_lo](http://www.dougknox.com/xp/scripts_desc/fix_xp_lo)

This  
should  
reset  
the  
default  
GINA  
in  
registry.  
To  
set  
it  
manually,  
see

"Michael  
Solomon  
(MS-MVP  
Windows  
Shell/Us"  
wrote:

The  
file  
name

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you  
posted  
is  
not  
a  
Windows  
file.  
Make  
sure  
you  
have  
the  
latest  
updates  
for  
your  
antivirus  
software  
and  
run  
a  
scan  
of  
your  
system.  
Also  
check  
for  
any  
malware  
that  
might  
be  
the  
source  
of  
the  
issue,  
download,  
install  
and  
run  
Ad  
Aware:  
[www.lavasoftusa.com](http://www.lavasoftusa.com).

Additionally,  
you  
might  
want  
to

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check  
the  
following  
Knowledge  
Base  
Article  
as  
whatever  
is  
going  
on  
may  
have  
made  
a  
change  
the  
applies  
as  
in  
this  
article:  
<http://support.microsoft.com/?kbid=315347>

--  
Michael  
Solomon  
MS-MVP  
Windows  
Shell/User  
Backup  
is  
a  
PC  
User's  
Best  
Friend  
DTS-L.Org:  
<http://www.dts-l.org/>

"Aitionn"  
<Aitionn@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
wrote  
in  
message  
<news:F0482838-9A4C-462B-9EBE-FFAC025A25>

I  
have  
just  
installed

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SP2.

When  
i  
boot  
up  
I  
now  
get  
the  
old  
classic  
logon  
and  
password  
request  
instead  
of  
the  
welcome  
screen.

I  
have  
gone  
to  
the  
Control  
Panal  
–  
then  
to  
the  
useraccounts.

When  
i  
click  
"change  
the  
way  
users  
log  
on"  
I  
get  
an  
error  
message  
telling  
me  
that

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a  
recently  
installed  
program  
has  
disabled  
fast  
change  
and  
welcome  
screen  
and  
advises  
me  
to  
uninstall  
the  
program  
It  
also  
tells  
me  
that  
the  
program  
may  
be  
identified  
by  
the  
following  
file  
C:\Windows\system32\BCMlogon.dll

I  
am  
unsure  
what  
to  
do  
from  
here.  
I  
have  
uninstalled  
and  
then  
reinstalled  
SP2  
but  
nothing

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has  
changed

Any  
advice  
please

Aitionn