

## Re: Log in Error Message

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-07/msg03039.html>

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- *From:* Race <[Race@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Race@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 12 Jul 2007 05:34:02 -0700
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Thanks for your help with this! Under my new username I have managed to retrieve most of my photos so far (without rebooting and going into safemode!) so I'm on the right track with them! My whole of iTunes library has been wiped out and I'm struggling with that though, so any help with this would be great!

"Pegasus (MVP)" wrote:

Great! This means that your profile was corrupted. By creating a new user, you forced Windows to create a brand-new profile.

You can now try and retrieve your files. I suspect that you use WinXP Home, and my knowledge on this flavour of Windows is a little light. I suggest you try this:

1. Reboot the machine.
2. Press F8 repeatedly during the early boot phase.
3. Select "Safe Mode".
4. Log on as "Administrator".
5. Use "My Computer" to locate your old files and folders. They are probably located in the folder "c:\Documents and Settings\User and its subfolders.
6. Copy the folders you require into your new profile folder while maintaining the old folder structure.

When finished, you should not only review your backup philosophy but also have a closer look at System Restore. I find it rather alarming that it failed you the very moment you needed it most. Something is not right there!

"Race" <[Race@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Race@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message <news:22E0C4C1-D1B1-4F09-97D7-26230993B1C1@xxxxxxxxxxxxxxxxxxxx>

Created new user account and managed to log into it without any error messages, yay! So far so good?

"Pegasus (MVP)" wrote:

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Here are the next steps:

1. Log on as usual.
2. Create a new user account.
3. Log off your normal account.
4. Log on under the new account.

Does this solve the problem with the error messages? If yes