

Re: Computer freezes on switching between limited user sessions

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2008-05/msg00352.htm

- *From:* "Nepatsfan" <nepatsfan@xxxxxxxxxxxx>
 - *Date:* Sun, 4 May 2008 12:58:52 -0400
-

"Broooz" <Broooz@xxxxxxxxxxxxxxxx> wrote in message
<news:ObjZUDcrIHA.1236@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Hope you don't mind me posting this again in case anyone with good ideas missed it last time as I got no replies.

Thanks

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"Broooz" <Broooz@xxxxxxxxxxxxxxxx> wrote in message news:...

I am running winXP SP2. I have a problem that only seems to happen if we have 2 limited user accounts open at the same time. One of the session freezes on log off and then you have to force a reboot. Any idea what causes this please. Here is a copy of the application log warning that is left at the time:-

Event Type: Warning
Event Source: Userenv
Event Category: None
Event ID: 1517
Date: 16/03/2008
Time: 14:54:16
User: NT AUTHORITY\SYSTEM
Computer: STUDY1
Description:
Windows saved user STUDY1\Pamela registry while an application or service was still using the registry during log off. The memory used by the user's registry has not been freed. The registry will be unloaded when it is no longer in use.

This is often caused by services running as a user account, try configuring the services to run in either the LocalService or NetworkService account.

For more information, see Help and Support Center at

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<http://go.microsoft.com/fwlink/events.asp>.

Event Type: Warning

Event Source: Userenv

Event Category: None

Event ID: 1524

Date: 16/03/2008

Time: 14:54:15

User: STUDY1\Pamela

Computer: STUDY1

Description:

Windows cannot unload your classes registry file – it is still in use by other applications or services. The file will be unloaded when it is no longer in use.

For more information, see Help and Support Center at

<http://go.microsoft.com/fwlink/events.asp>.

On this occasion the user Pamela attempted to shut the computer down and got the warning that there were other users logged on. So Pamela then attempted to log off and it was then the computer froze giving rise to the errors above.

Event Type: Information

Event Source: Application Popup

Event Category: None

Event ID: 26

Date: 16/03/2008

Time: 14:53:42

User: N/A

Computer: STUDY1

Description:

Application popup: Windows : Other people are logged on to this computer. Shutting down Windows might cause them to lose data.

Do you want to continue shutting down?

For more information, see Help and Support Center at

<http://go.microsoft.com/fwlink/events.asp>.

The first two error messages can usually be cleared up by installing the User Profile Hive Cleanup Service. Take a look at these web sites for more info.

User Profile Hive Cleanup Service

<http://www.microsoft.com/downloads/details.aspx?FamilyId=1B286E6D-8912-4E18-B570-42470E2F3582&display>

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Troubleshooting profile unload issues

<http://support.microsoft.com/kb/837115>

I'm not familiar with the error message about other users being logged on and I couldn't even give you a good guess. If you haven't done so already, you might want to post a new question on this topic to the Windows XP General newsgroup. It's possible that someone visiting that newsgroup may be familiar with this issue.

Good luck

Nepatsfan