

Windows 2000 Desktop Does Not Load

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Windows2000 server, Domain Controller. The computer appears to boot up normally, and comes up to a "Press Control+Alt+Delete to log on" prompt. Once I enter a valid username & password, the screen shows a "loading your personal settings", and then goes to a blank blue screen, sometimes with background wallpaper if the profile has it. Nothing else ever appears, no start menu, no desktop icons. Pressing Control+Alt+Delete does give me the Windows Security screen, and I'm able to log off, reboot or bring up Task Manager, and it seems like most of the processes have started and seem to be running fine (including Explorer.exe). Pressing Windows+R (for Run) or Windows+E (for Windows Explorer) don't do anything at all. The computer is accessible and manageable over the network.

I have tried logging on with a user that has never logged onto the computer before to see if it was a corrupted profile, but received the same results. I rebooted into Safe Mode and logged in – same results. Rebooted into Safe Mode – Command Prompt Only, and did receive a command prompt. From there I was able to re-apply SP4, but this still didn't help. I renamed the "All Users" profile, but still no luck. I checked the event logs, and there doesn't seem to be anything helpful in them either.

I checked for the files listed in MSKB 256194 (<http://support.microsoft.com/default.aspx?scid=kb;en-us;256194>), and none of them were there either – but I did notice something interesting with that test. When I open up task manager, and then select New Task (Run), it opens the Run window, but then next thing I do (press a key, move the mouse, etc) causes both the Run window and the Task Manager to close immediately.

I reset the %systemroot% permissions according to MSKB 162031 (<http://support.microsoft.com/kb/162031/EN-US/>), but still no luck.

Any help or suggestions on things to try would be much appreciated. Thanks in advance...

Paul Krohnert