

# Re: Roaming profile error after Deleting SID history

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.migration/2007-02/msg00121.html>

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- *From:* "KinRsole" <[kinrsole@xxxxxxxxxxx](mailto:kinrsole@xxxxxxxxxxx)>
  - *Date:* Thu, 22 Feb 2007 17:59:30 GMT
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Thanks for the reply.

The problem turned out to be the permissions on the HKey\_USER entry. If we loaded the NTUSER.DAT in to the registry only the olddomiam/username had permissions. This only occurs if we migrated the user whilst they were log on at the time which explains the randomness of the problem. We just need to write a script to load the ntuser.dat into the registry, modify the permissions and then unload it and all should be OK

cheers

"tom" <[v-tozhan@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-tozhan@xxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:q91FdvmVHHA.2356@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:q91FdvmVHHA.2356@xxxxxxxxxxxxxxxxxxxxxxxx)

Hi Kinrsole,

Thank you for your post!

Based on my experience, this error message may appear if the user who logs on the computer does not have permissions to add printer. This may also occur if the user profile is corrupted. So I would like to know if this issue occurs on all the terminal users or only on one of the client computers.

Now, I would like to suggest as below:

Step 1: Add problematic users to Power Users or Printer Operators group.

Step 2: Check the group policies

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Please check the group policies and ensure that the group policy applied to the server is as the following:

Domain Security Policy \Windows Settings\Security Settings\Local Policies\User Rights  
"Load and unload device drivers"

Please ensure that Power User or Printer Operators group is included in the

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group policy.

Domain Security Policy \Windows Settings\Security Settings\Local Policies\Security Options

"Devices: Prevent Users from installing printer drivers"

"Disabled"

Domain Security Policy \Administrative Templates\Printers

"Disallow installation of printers using kernel-mode drivers"

"Not configured"

User Configuration\Administrative Templates\Control Panel\Printers

"Point and Print Restrictions"

"Disabled"

### Step 3: Create a new user profile

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It was reported that this problem may occur when the user profile is corrupt. To isolate the root cause for this issue, please perform the following steps to create a new user profile to test this issue again:

1. Backup and delete the contents of the problematic user profile.
2. Copy the contents of another working user profile to the problematic user profile in the folder.
3. The user is using roaming profile, please repeat step 3 and 4 to copy the working user profile to the network share of the problematic user profile on the network share.
4. Log on as the problematic user as the problematic user to test this issue again.

### Step 4: Check registry permission

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It is possible that the permission setting of the user's registry has some problems so the printer information is not populated. If this problem continues, let us perform the following steps to check the permission:

1. Logon as the problematic user.
2. Click Start -> Run, type "regedt32" in the text box, and click OK.
3. Locate the [HKEY\_CURRENT\_USER\Software\Microsoft\Windows NT\CurrentVersion\Devices] registry key, and then click menu Security -> Permissions.
4. Ensure that Administrators, SYSTEM, and the user account have Full Control permission.
5. Repeat Step 3 and 4 to ensure that Administrators, SYSTEM, and the user account have Full Control permission on [HKEY\_CURRENT\_USER\Software\Microsoft\Windows NT\CurrentVersion\Windows] and [HKEY\_CURRENT\_USER\printers].
6. Log on as the problematic user to test this issue again.

For more information, please refer to the following KB article:

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149913 Error Connecting to Printer When Logged on to a Domain  
<http://support.microsoft.com/kb/149913/en-us>

I hope this information helps! Please let me know if you have further concerns or questions regarding the issue.

Sincerely,  
Tom Zhang, MCSE 2003  
Microsoft Online Support  
Microsoft Global Technical Support Center

Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

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