

## RE: Windows cannot load the local profile

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-05/msg04391.html>

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- *From:* [v-terliu@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-terliu@xxxxxxxxxxxxxxxxxxxxxxxx) (Terence Liu [MSFT])
  - *Date:* Mon, 28 May 2007 09:56:21 GMT
- 

Hello Joe,

Thank you for kind update. I'm sorry for the delay response due to the weekend.

From your description, I know that: the problem only happen on a specific user account logon to the specific client computer. I suggest we try the following steps to see if we can resolve this issue:

1. Modify the registry key on this problematic client:
  - a. Run "WHOAMI /USER" to determine the user's correct SID.
  - b. Locate on the following registry key:  

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows  
NT\CurrentVersion\ProfileList\<SID>
```
  - c. Delete the key: ProfileImagePath
2. This problem may relate to the corrupted profile. Please backup the problematic user's profile and then recreate it:
  - a. Logon the problematic computer with local administrator account.
  - b. Right click My Computer, select properties
  - c. Click Advanced tab, click Settings button under the User Profiles pane.
  - d. Select the problematic user account, click Copy to button to back the profile.
  - e. Then, select the problematic user account, click Delete button.

Then, try to logon this problematic user account again to test.

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3. Try to do clean boot on this computer to narrow down this issue:

To clean boot the problematic computer, please use the steps below:

a. Click Start, click Run, and then in the Open box, type "MSCONFIG" (without the quotation marks). Click OK.

b. In the System Configuration Utility (MSConfig) window, click to select the Selective Startup button.

c. Click to clear the check mark from the "Load startup items" below Selective Startup.

d. Click the Services tab, click to check the "Hide All Microsoft Services" box, and remove all the check marks from the remained Non-Microsoft Services.

e. Click OK to close the MSConfig window. Click Yes when you are asked to restart your computer in order to enable the changes.

f. After restarting, please check whether this issue will reoccur.

g. If there are no more problems, please use the above steps to enable services and startup items one by one in order to figure out the root cause of this issue.

If we can not resolve the issue after we perform the above steps, please kindly help me collect some information for further investigation:

1. If probable, please try to delete this domain account and recreate it, then test this issue. Does the issue happen again?

2. Save the application event log and system event log as evt files on the problematic machine and send to my mailbox: v-terliu@xxxxxxxxxxxxxx

Hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

Terence Liu(MSFT)

Microsoft CSS Online Newsgroup Support

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

=====  
This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:

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<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

=====

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| Thread-Topic: Windows cannot load the local profile  
| thread-index: AceePmMut3T0vhwAQvGQaZf78YpOfQ==  
| X-WBNR-Posting-Host: 207.46.19.168  
| From: =?Utf-8?B?Sm9l?= <Joe@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
| References: <E3929455-DD6F-453E-A10C-0400992BB216@xxxxxxxxxxxx>  
<5Ymk#lenHHA.5168@xxxxxxxxxxxxxxxxxxxxxxxx>  
| Subject: RE: Windows cannot load the local profile  
| Date: Thu, 24 May 2007 13:01:59 -0700  
| Lines: 182  
| Message-ID: <CB32F191-52D4-4FDA-A217-CF1B562907B6@xxxxxxxxxxxx>  
| MIME-Version: 1.0  
| Content-Type: text/plain;  
| charset="Utf-8"  
| Content-Transfer-Encoding: 7bit  
| X-Newsreader: Microsoft CDO for Windows 2000  
| Content-Class: urn:content-classes:message  
| Importance: normal  
| Priority: normal  
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.2826  
| Newsgroups: microsoft.public.windows.server.sbs  
| Path: TK2MSFTNGHUB02.phx.gbl  
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:39231  
| NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149  
| X-Tomcat-NG: microsoft.public.windows.server.sbs  
|  
| See my reply below inbetween  
|  
| "Terence Liu [MSFT]" wrote:  
|

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|> Hello Joe,

|>

|> Thank you for posting here.

|>

|> According to your description, I understand that you get error when you

|> logon user account on client computer with local profile. If I have

|> misunderstood the problem, please don't hesitate to let me know.

|>

| Ans.

| Not exactly. The logon goes fine for days then all of the sudden the user

| cannot log on to domain. One PC worked fine for about 10 days before this

| happened. They come in turn on the computer and get the message "windows

| cannot load the local profile and is logging you on with a tempory

profile.

| Changes you make to this profile will be lost when you log off"

|> |

|> Based on my research, I suggest we try the following steps to see if we  
can

|> resolve this issue:

|>

|> First, please check the user account properties on SBS domain, make  
sure

|> you do not enable roaming profile under the Profile tab.

|>

| Ans. No roaming profiles are set up

|

|> Note: This behavior can occur if the server that hosts the roaming  
profile

|> is not available or cannot be reached by the workstation. Ensure that  
the

|> client has connectivity and can resolve the server that is hosting the

|> roaming profile.

|>

|> If the user account really logon local profile, please perform the

|> following steps:

|>

|> 1. Run "WHOAMI /USER" to determine the user's correct SID.

|>

|> 2. Check the ProfileImagePath value under the following registry key:

|>

|> HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows

|> NT\CurrentVersion\ProfileList\<SID>

|>

|> 3. Check the other ProfileList\<SID> keys for matching ProfileImagePath

|> values, then deleted those keys.

|>

|> If we can not resolve the issue after we perform the above steps,

please

|> kindly help me collect some information for further investigation:

|>

|> 1. When do you get this error? Please capture screenshots on the error

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| > messages and send the pictures to me at v-terliu@xxxxxxxxxxxxxx

| Ans.

| it occurs out of the blue when login on. Screen cannot be captured because

| the user has not been logged on yet

| >

| > 2. Do you get this error on SBS or on client computer?

| Ans.

| It is on the client. An XP SP2 machine

| >

| > 3. Does this problem happen on all domain accounts, or just specific  
| > account?

| Ans.

| As I states in the original text, it has happened on 3 PCs. They were random.

| It only happens once. You can not log the user on until it is fixed on that

| machine. Other accounts can log on fine to that machine. You have to fix the

| SID in the registry to continue >>IE. "the only way to fix it is to go into

| " Hi

| key\_local\_machine,software/microsoft/windowsNT/currentversion/profilelist/u  
| sername" , remove the old SID name from previous domain, remove the  
| ..bak

| extension that gets attached to the new domain SID, and re-point it to the

| correct

| folder name in Documents and settings.

| >

| > 4. Does this problem happen on all client computer, or just specific  
| > computer?

| Ans. One specific computer

| >

| > 5. Try to create a new domain account and logon, does this issue happen  
| > again?

| >

| > Hope these steps will give you some help.

| >

| > Thanks and have a nice day!

| >

| > Best regards,

| >

| > Terence Liu(MSFT)

| >

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|> so, it will ensure your issues are resolved in a timely manner.  
|>  
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|>  
|> Any input or comments in this thread are highly appreciated.  
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|> -----  
|> | Thread-Topic: Windows cannot load the local profile  
|> | thread-index: AcedanhKtR0/KUaxQkGeh5nZraX/uQ==  
|> | X-WBNR-Posting-Host: 207.46.19.197  
|> | From: =?Utf-8?B?Sm9l?= <Joe@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
|> | Subject: Windows cannot load the local profile  
|> | Date: Wed, 23 May 2007 11:45:01 -0700  
|> | Lines: 26  
|> | Message-ID: <E3929455-DD6F-453E-A10C-0400992BB216@xxxxxxxxxxxx>  
|> | MIME-Version: 1.0  
|> | Content-Type: text/plain;  
|> | charset="Utf-8"  
|> | Content-Transfer-Encoding: 7bit

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|> | X-Newsreader: Microsoft CDO for Windows 2000  
|> | Content-Class: urn:content-classes:message  
|> | Importance: normal  
|> | Priority: normal  
|> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.2826  
|> | Newsgroups: microsoft.public.windows.server.sbs  
|> | Path: TK2MSFTNGHUB02.phx.gbl  
|> | Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:38954  
|> | NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149  
|> | X-Tomcat-NG: microsoft.public.windows.server.sbs  
|> |  
|> | Since the new install of one system , a Dell 2900 with SBS2003 R2 and  
|> | SP2,  
|> | the following has happened to me 3 times. All the workstations  
started  
|> | working fine then on a random basis (first one took a day,the next 5  
|> | days,  
|> | the third 10 days) I get the following message:  
|> |  
|> | "windows cannot load the local profile and is logging you on with a  
|> | tempory  
|> | profile. Changes you make to this profile will be lost when you log  
off"  
|> |  
|> | the only way to fix it is to go into "  
|> |  
|> |  
Hkey\_local\_machine,software/microsoft/windowsNT/currentversion/profilelist/u  
|> | sername"  
|> | , remove the old SID name from previous domain, remove the .bak  
extension  
|> | that gets attached to the new domain SID, and repoint it to the  
correct  
|> | folder name in Documens and settings.  
|> |  
|> | Anyone else have this happen? Is this another SP2 problem? Or is it a  
|> | functionality problem going from one oler domain to a new one.  
(something  
|> | connect computer or move user can't really handle)  
|> |  
|> | As background see: Migrate Profiles on Small Business Server Networks  
|> | August 2004 – Harry Brelsford  
|> |  
|> |  
[http://www.certmag.com/articles/templates/cmag\\_howto.asp?articleid=819&zonei](http://www.certmag.com/articles/templates/cmag_howto.asp?articleid=819&zonei)  
|> | d=91  
|> |  
|> | In paragraph 4 the easy way, well that doesn't work at all. See the  
next  
|> | paragraph, User Profile Registry Way. That is what I had to use.  
Maybe it

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|> | doesn't work either?

|> |

|> |

|> |

|> |

|

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