

# Re: logon failure

---

*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-10/msg03954.html>

---

- *From:* [v-terliu@xxxxxxxxxxxxxxxxxxxx](mailto:v-terliu@xxxxxxxxxxxxxxxxxxxx) (Terence Liu [MSFT])
  - *Date:* Mon, 29 Oct 2007 09:12:01 GMT
- 

Hello Customer,

Thank you for posting here.

According to your description, I understand that you unable to start the MSSQLServer service after you change the username of administrator account. If I have misunderstood the problem, please don't hesitate to let me know.

Based on my research, I think this problem occurs because the password or username for the SQL Server startup service account or the SQL Server Agent startup service account is not correct. This problem can occur when the password or username for the account is changed but the password or username information was not updated for the SQL Server service or the SQL Server Agent service.

To solve this problem, type the correct password or username in the Microsoft SQL Server service account on the SQL Server host computer.

To correct the password or username:

1. Click Start , point to Settings , and then click Control Panel .
2. Double-click Administrative Tools , and then double-click Services .
3. For a default instance of SQL Server, double-click MSSQLServer, and then click the Log On tab.
4. Type the correct username and password in the This account, Password and Confirm password textbox, and then click OK .

For detail information:

SQL Server service does not start successfully because of a logon failure  
<http://support.microsoft.com/?id=282254>

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

1. Please capture screenshots on the error messages and send the pictures to me at [v-terliu@xxxxxxxxxxxxxxxx](mailto:v-terliu@xxxxxxxxxxxxxxxx)
2. Gather MPS network report on SBS:

Re: logon failure

- a. Download MPSrepot\_network from  
[http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT\\_NETWORK.EXE](http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_NETWORK.EXE)
- b. Run MPSRPT\_NETWORK.exe on the server box.
- c. The tool will automatically collect the information. This procedure will take 10~15 minutes.
- d. Open Windows Explorer, navigate to the folder:  
%SystemRoot%\MPSReports\Network\Reports\Cab\  
e.