

RE: Roaming Users Local Profile

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-07/msg00921.html>

- *From:* v-robmen@xxxxxxxxxxxxxxxxxxxxxx ("Robbin Meng [MSFT]")
 - *Date:* Fri, 11 Jul 2008 08:26:49 GMT
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Hello,

Thank you for your post.

My name is Robbin Meng, and it is my pleasure to work with you on this issue!

Please allow me to confirm that my understandings are correct. As I understand it, the issue is:

You set up some user accounts in SBS domain, they are able to log onto the laptop assigned to them which with Windows XP Pro systems. But as soon as they log out or restart all their settings are gone and the process starts over again. Changes to your roaming profile are lost after every reboot.

If I have misunderstood your concerns please feel free to let me know.

Before we move on, I would like confirm with you about the following scenarios:

1. Does this issue only to certain users or certain client Windows XP computer?
Please log on with different domain users on the same computer to confirm. Also, use same user account to log on different Windows XP pro computers for tests.
2. Are the users using Roaming profile? or Local profiles?
3. Has the profile ever worked before this issue occur?
4. Are these Windows XP Pro computer has applied Service Pack 2? If not, please check following KB840998 below.

Suggestion 1: Changes to your roaming profile are lost when you log on to a Windows XP-based computer

<http://support.microsoft.com/kb/840998/en-us>

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Suggestion 2: Moreover, please note, if the Ntuser.dat file in the user's profile folder has been changed to Ntuser.man, then the profile is assigned to be a "Mandatory" user profile which will cause this issue to occur. Please refer to the following article to check it:

How to assign a mandatory user profile in Windows XP
<http://support.microsoft.com/kb/307800/en-us>

Please try the above suggestion.

More related information:

How to Create and Copy Roaming User Profiles in Windows XP
<http://support.microsoft.com/kb/314478/en-us>

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

Information Need

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System Information

- 1). On the SBS server, click the Start menu and choose Run.
- 2). Enter msinfo32 in the open box and click OK.
- 3). Click File>Save and then save the information file into a specified folder.
- 4). Send this file to me at: v-robmen@xxxxxxxxxxxxx

Hope this helps. Also, if you have any questions or concerns, please do not hesitate to let me know.

Thank you for your time and cooperation.

Best regards,

Robbin Meng(MSFT)

Microsoft CSS Online Newsgroup Support

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

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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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