

RE: Issue with user profile folders and outlook

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-08/msg01461.html>

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 - *Date:* Fri, 15 Aug 2008 11:54:47 GMT
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Hello,

Question 1:

As I motioned in my last post, when a user log on to a computer, system first enumerate the subkeys in the following path:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows  
NT\CurrentVersion\ProfileList\<User_SID>]
```

For each user, a unique user SID is listed under the ProfileList key where there is a value named "profileimagepath". The value "profileimagepath" indicates the profile folder path for that user. However, when the SID is different for user accounts that has same account name, Michael.doamin and Michael.doamin.000 will be created.

In this issue, I suspects that there is insufficient permission on the profile folder in the shared folder for Michael. Then the system will try to create a new profile folder named Michael. However, the folder with that name already exists, Michael.domain will be created.

Question 2:

The local profile will not be used even when there is nothing in the roaming profile. However, please note when you once log onto the computer with the roaming profile, a local copy of the profile will be saved locally.

Question 3:

Please double check the share permission and the NTFS permission on the shared folder that holds the roaming profile. You may perform clean boot to remove effect of third-party services to have a test.

- a) Click Start | Run and type "msconfig" (no quotes) and press enter.
- b) Click services from the tab, check the check box of "Hide All Microsoft Service", and then click "Disable all"
- c) Click Startup from the tab, then click "Disable all"
- d) Restart the computer and check how it works.

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To further troubleshoot the issue, you can search the Application Event log on the problematic clients that may indicates roaming profile loading error. If possible, you can export the Event logs to *.evt file and send to me at :Miles Li <<mailto:v-mileli@xxxxxxxxxxxxxx>>

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

Best regards,
Miles Li

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