Windows Administration - Bug #894

The User Profile Service Failed the Logon Prevents User Logging In

05/18/2017 02:15 PM - Daniel Curtis

Status:	Closed		**Start date:**	05/18/2017
Priority:	Normal		**Due date:**	
Assignee:	Daniel Curtis		**% Done:**	100%
Category:	Errors		**Estimated time:**	0.50 hour
Target version:	Windows 7		**Spent time:**	1.50 hour

Description

I encountered a problem with a workstation failing to log on its normal user. This error was spontaneous and I could not isolate the cause. I found this to be a problem that microsoft recognizes and they have a fix for it. Here is what I did to fix this problem.

Boot into Safe Mode

- Reboot Windows and keep pressing F8 during the boot up sequence.

- Once the boot selection menu appears, select **Safe Mode**.

Backup the Registry

- Press [Win] + R to open a run prompt.

- Enter regedit and click **Ok**.

- Click on File -> Export and select a path to save the registry backup, then click **Ok**

Fix Corrupt User Profile

- While still in regedit, navigate to HKEY_LOCAL_MACHINE/SOFTWARE/Microsoft/Windows NT/CurrentVersion/ProfileList

- Next locate the corrupt account folder that begins with **S-1-5** using the ProfileImagePath key.

- Once the account folder has been located, there should be a second account folder with the same name, but with **.bak** at the end. Replace original account folder with the **.bak**.
    1. Right-click on the original folder account and select Rename, adding **.ba** to the end of the name.
    2. Right-click on the **.bak** folder account and select Rename, removing the .bak from the end of the name.
    3. Right-click on the **.ba** folder account and select Rename, replacing **.ba** to **.bak**

- Reboot the workstation back into the normal environment.

Resources

- https://support.microsoft.com/en-us/help/947215/you-receive-a-the-user-profile-service-failed-the-logon-error-message
- http://www.expertreviews.co.uk/software/8070/how-to-fix-a-windows-vista-7-or-10-corrupt-user-profile-the-user-profile-service

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History

#1 - 05/18/2017 02:16 PM - Daniel Curtis

- Status changed from New to Resolved

- % Done changed from 0 to 100

#2 - 05/18/2017 02:17 PM - Daniel Curtis

- Description updated

#3 - 06/04/2017 09:00 PM - Daniel Curtis

- Status changed from Resolved to Closed