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📰 The User Profile Service failed the logon. User profile cannot be loaded.

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Vista Tutorial - The User Profile Service failed the logon. User profile cannot be loaded.

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The User Profile Service failed the logon. User profile cannot be loaded.

Published by **Brink**
02-10-2008

How to Fix the Error "The User Profile Service failed the logon. User profile cannot be loaded."

Published by ⊗

Brink
Administrator

[MVP Microsoft Most Valuable Professional]
[ADMIN]

Join Date: Apr 2007
Location: Texas, USA
Posts: 25,753
Rep Power: 150

Information

When you log on to Vista using a temporary profile (user account), you receive this error message:
For more information, see: **Microsoft Help and Support: KB947215**

The User Profile Service failed the logon. User profile cannot be loaded.

NOTE

CAUSE:
The jury is still out on the exact cause, but so far :

- This issue may occur if the user profile was manually deleted by using the command prompt or Windows Explorer by a user or by some program. A profile that is manually deleted does not remove the security identifier (SID) from the user **profile list** in the registry. Since the SID is still present, Vista will still try to load the profile by using the ProfileImagePath that points to a nonexistent path. Therefore, the profile cannot be loaded.
- This can also be a issue with the user profile entering into a backup state.

Tutorial Tools ⊗

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- Manually renamed the **C:\Users\(User Name)** folder.

WARNING

If you have this error message below instead, then see: **How to Fix the Error "Your user profile was not loaded correctly! You have been logged on with a temporary profile." in Vista**

Your user profile was not loaded correctly! You have been logged on with a temporary profile.

Changes you make to this profile will be lost when you log off. Please see the event log for details or contact your administrator.

Tip

If the steps in the tutorial below do not help or you wish to try this first, then:

- You can try doing a **System Restore** at boot to see if it can fix this before using the instruction in the tutorial below. See the related links below for how.
- If you do not want to repair the user profile, you can delete it and create a new user account in **OPTION TWO**. If this still does not work for you, then you will be left with doing a **clean install** for your **Upgrade** or **Full** version of Vista.
- Try the option at this link: **Rob Brooks-Bilson's Blog: Fix for Vista's: The User Profile Service service failed the logon. User profile cannot be loaded**

RELATED LINKS:

- How To Perform a Repair Installation For Vista
- How to Do a System Restore in Vista
- How to Do a Startup Repair in Vista
- How to Do a Clean Install of Vista with a Upgrade Version
- How to Do a Clean Install with a Full Version of Vista
- How to Fix the Error "Your user profile was not loaded correctly! You have been logged on with a temporary profile." in Vista

STEP ONE:

Logon to the Computer

WARNING

You must be logged on to an administrator account from step 1 or 2 below before you can move on to do either the OPTION ONE or OPTION TWO sections.

---

1. Logon to another Administrator account.
NOTE: *If you do not have another Administrator account, then proceed to step 2.*

A) Go to **OPTION ONE** or **OPTION TWO**.

2. Boot into Safe Mode.
NOTE: *You may not need to enable the built-in Administrator account. If this was the only normal administrator account you had, then* **Safe Mode** *should automatically boot into the built-in Administrator account.*

A) If Safe Mode did not boot into the built-in Administrator account, then enable the **Built-in Administrator** account. If it did , then go to step 2C.

B) Logoff in Safe Mode, and then logon to the built-in Administrator account to logon with that account in Safe Mode.

C) Go to **OPTION ONE** or **OPTION TWO**.

OPTION ONE:
Fix the User Account Profile

1. Open the Start menu.

2. In the white line (Start Search) area, type **regedit** and press **Enter**.

3. If prompted, either click on **Continue** or enter the **password** for the Administrator account.

4. In regedit, go to: (See screenshot below step 5)
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\ProfileList

5. In the left pane, look for the **S-1-5.....** folder (**SID** key) with the long number that has **.bak** at the end of the numbers.
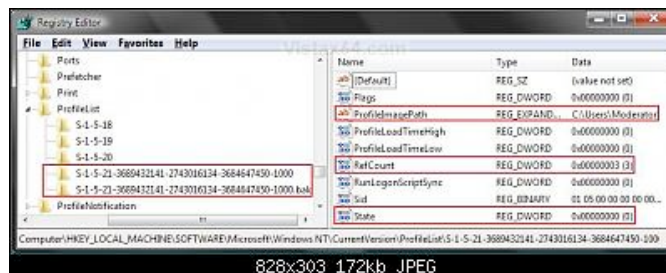(See screenshots below steps 6A and 7B)
NOTE:
A) *In the right pane, look at the* **ProfileImagePath** *to verify that this is the user account profile that has the error.*
B) *You may have another* **S-1-5.....** *folder (**SID** key) above it with the exact same number without the* **.bak** *at the end of it.*
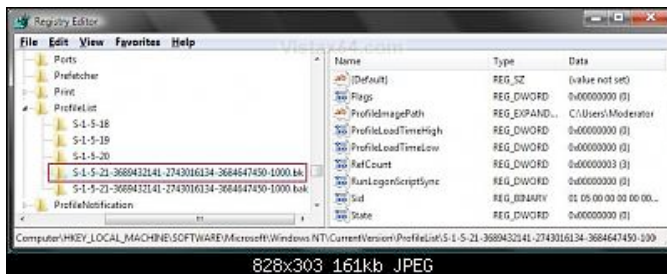
6. For Two S-1-5..... folders (SID key) with the same Number -
NOTE: *This is if you have two* **S-1-5.....** *folders (**SID** key) with the exact same numbers, but the second (below) one has the* **.bak** *at the end of the numbers.*

A) In the left pane, right click on the first (top) **S-1-5.....** folder (**SID** key) that does not have **.bak** at the end of the numbers and click **Rename**. (See screenshot below)
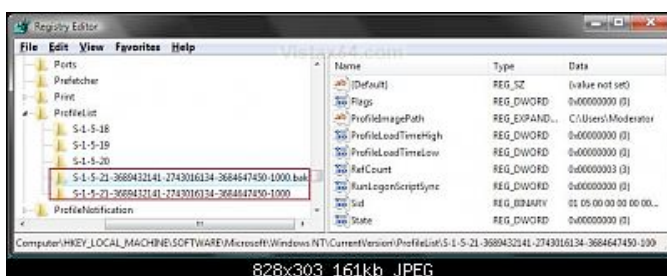

828x303 172kb JPEG

B) Add **.bk** to the end of the numbers. (See screenshot below)

The User Profile Service failed the logon. User profile cannot be loaded. – Vista Forums

11/3/09 8:47 AM

828x303 161kb JPEG

C) In the left pane, right click on the second **S-1-5.....** folder (**SID** key) with **.bak** at the end of the numbers and click **Rename**. (See screenshot above)

D) Remove only **.bak** from the end of the numbers and press **Enter**. (See screenshot below)

E) Now go back and **Rename** the first one with **.bk** to **.bak** now at the end of the numbers and press **Enter**.
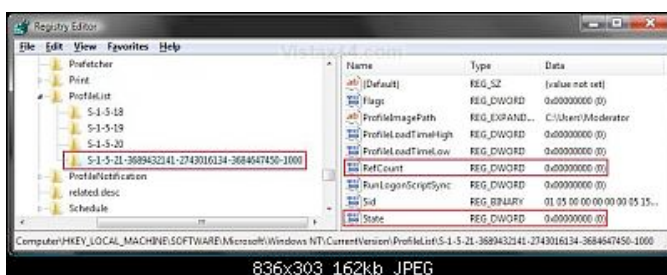

828x303 161kb JPEG

F) Go to step 8.

7. For Only One S-1-5..... Folder (SID key) with .bak -
NOTE: *This is if you only have one **S-1-5.....** folder (**SID** key) for your user account with **.bak** at the end of the numbers.*

A) In the left pane, right click on the **S-1-5.....** folder (**SID** key) with **.bak** at the end of the numbers and click **Rename**. (See screenshot below)
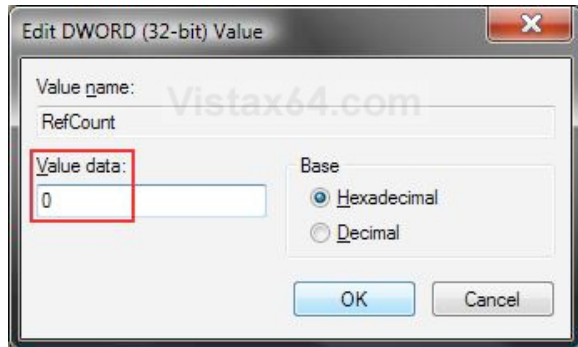
B) Remove only **.bak** at the end of the numbers and press **Enter**. (See screenshot below and below step 10)

836x303 162kb JPEG

8. In the right pane of the one without **.bak** now, right click on **RefCount** and click on **Modify**. (See screenshot below step 10)
NOTE: *If you do not have **RefCount**, then right click on a empty space in the right pane and click **New** and **DWORD (32 bit) Value**, then type **RefCount** and press **Enter**. This value for this entry will reset and return back to the original value after you have restarted the computer and logged on to the account.*
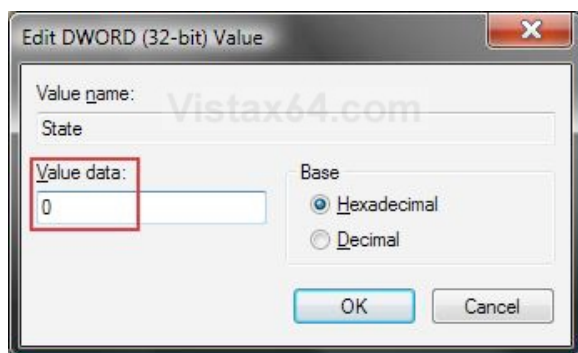
A) Type **0** (number) and click on **OK**. (See screenshot below)

9. In the right pane of the one without **.bak** now, right click on **State** and click on **Modify**. (See screenshot below step 10)
NOTE: *This value for this entry will reset and return back to the original value after you have restarted the computer and logged on to the account.*

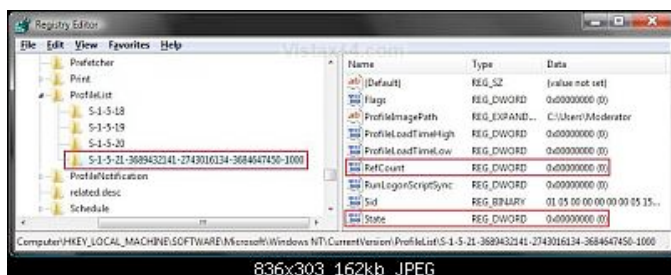   A) Type **0** (number) and click on **OK**. (See screenshot below)

10. The registry will now look like this for the one without **.bak** now. (See screenshot below)

11. Close regedit.

12. Restart the computer.

13. See if you can logon now.
NOTE: *If this still does not help, then either try OPTION TWO below or see the yellow TIP box at the top of the tutorial*.

OPTION TWO:
Delete the User Account Profle

> **WARNING**
>
> You can do this option if you do not care about losing the user account and the contents in the user folders. Your programs will still be installed,

The User Profile Service failed the logon. User profile cannot be loaded. – Vista Forums

11/3/09 8:47 AM

but you will need to create new shortcuts for them afterwards.

1. Delete the User account profile that this error is for.
NOTE: *See*: **How to Delete a User Account in Vista**

2. Open the Start menu.

3. In the white line (Start Search) area, type **regedit** and press **Enter**.

4. If prompted by UAC, click on **Continue**.

5. In regedit, go to: (See screenshot below step 7)
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\ProfileList

6. In the left pane, click on one of the **S-1-5.....** folders (**SID** key) with the long number in it.
NOTE: *It may have **.bak** at the end of it*.

A) In the right pane, look at the **ProfileImagePath** to see if this is the same user account that you deleted in step 1 above.

B) Repeat step 6 until you find the one that you deleted in step 1 above.
NOTE: *If the user account is not here, then it has already been removed when deleted in step 1. Go to step 9*.

7. To Backup the Registry SID Key -
WARNING: You should backup this SID key to be safe in case you delete the wrong one in step 8 below.

A) Right click on the **SID** key, and click on **Export**.

B) Type in a name and save the **REG** file to a safe location.
NOTE: *This is your backup.* **To Restore the Backup**, *right click on the **REG** backup file and click on **Merge***.
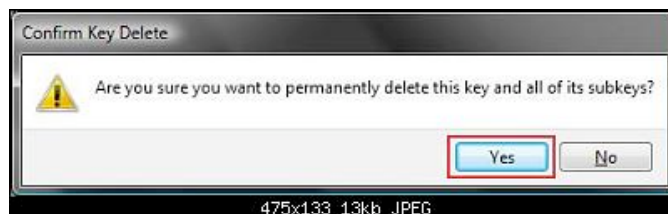
C) Continue on to step 8.

884x298 63kb JPEG

8. To Delete the Registry SID Key -

A) Right click on the **SID** key, and click on **Delete**. (See screenshot above)

B) Click on **Yes** to confirm deletion. (See screenshot below)

475x133 13kb JPEG

9. Close regedit.

10. Now, just create a new normal Administrator account.
NOTE: *See*: **How to Create a New User Account in Vista**

11. Restart the computer, and log on to your new account.
NOTE: *If this still does not help, then either try OPTION ONE above or see the yellow TIP box at the top of the tutorial*.

That's it,
Shawn

[Reply]

02-14-2008

Brink
Administrator

Join Date: Apr 2007
Vista x64 Ultimate
SP2, Windows 7
(7600) x64
25,753 posts

Re: The User Profile Service failed the logon. User profile cannot be loaded.

Updated 2-14-2008 to include METHOD ONE.

Shawn

My System Specs ▾

02-14-2008

badgrrrl
Newbie

Join Date: Feb 2008
Vista Home
Premium 32bit
1 posts

Re: The User Profile Service failed the logon. User profile cannot be loaded.

unfortunately i found this forum a lil too late but i was able to fix it by simply doing a system restore. How can i prevent this happening again?

My System Specs ▾

02-14-2008

Brink
Administrator

Join Date: Apr 2007
Vista x64 Ultimate
SP2, Windows 7
(7600) x64
25,753 posts

Re: The User Profile Service failed the logon. User profile cannot be loaded.

Hi badgrrrl,

Welcome to Vista Forums.

Sorry to hear that, but System Restore is a good option to. Unfortunately, the exact cause has not been narrowed down yet, just how to fix the resulting problem. The **Cause** at the top of the tutorial may help some, but if you noticed anything that you may have installed or changed before it happened to you it may help narrow it down more.

Shawn

My System Specs ▾

02-15-2008

tanuj_chadha
Devil

Re: The User Profile Service failed the logon. User profile cannot be loaded.

Hi Shawn,

Join Date: Jan 2008
Vista 32bit SP1
274 posts

I tried to rename the .bak file but was unable to do that. is there is any other way through which we can change the file name. 😬

My System Specs ▾

02-15-2008

Brink
Administrator

Join Date: Apr 2007
Vista x64 Ultimate
SP2, Windows 7
(7600) x64
25,753 posts

Re: The User Profile Service failed the logon. User profile cannot be loaded.

> 66 **Quote: Originally Posted by From PM**
> *The error that I am getting is the files cannot be renamed.*

Hi tanuj chadha,

Try taking ownership of the SID registry key with the **BAK** on it first, then see if you can rename it to remove **BAK**. **OPTION TWO** step 3 will show you how to do this here:

Take Ownership of file

Shawn

My System Specs ▾

02-15-2008

bigvern
Banned

Join Date: Feb 2008
vista home premium
32bit
3 posts

Re: The User Profile Service failed the logon. User profile cannot be loaded.

I have tried everything on the list. All I get is error message, stating that I cannot rename.
I also do not have anything in the right field. It's blank!😕

My System Specs ▾

02-16-2008

Brink
Administrator

Join Date: Apr 2007
Vista x64 Ultimate
SP2, Windows 7
(7600) x64
25,753 posts

Re: The User Profile Service failed the logon. User profile cannot be loaded.

Hi bigvern,

Welcome to Vista Forums. 🤗

If the right side is empty, then that user profile (account) is history. While you are in the built-in Administrator account, see if you can create another normal Administrator account and logon to it. If you can, then delete the old account. If not, then I'm afraid it is time to do a reinstall. 😕

Shawn

My System Specs ▾

02-16-2008

bigvern
Banned

Re: The User Profile Service failed the logon. User profile cannot be loaded.

I am not too technical, how do I reinstall?

Join Date: Feb 2008
vista home premium
32bit
3 posts

My System Specs ▾

02-16-2008

Brink
Administrator

Join Date: Apr 2007
Vista x64 Ultimate
SP2, Windows 7
(7600) x64
25,753 posts

Re: The User Profile Service failed the logon. User profile cannot be loaded.

bigvern,

If you have a **Upgrade** Vista installation DVD:
How to Do a Clean Install of Vista with a Upgrade Version

If you have a **Full** or **OEM Recovery** Vista installation DVD:
How to Do a Clean Install with a Full Version of Vista

If you only have a **Recovery partition**, then restart the computer and press F10 or F12 (usually) every second until a Recovery Manager screen comes up. There will be an option to reinstall Vista there. You will need to check your OEM computers documents for their (EX: Dell, HP, etc...) exact procedure, but it should be similar.

Hope this helps,
Shawn

My System Specs ▾

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