

unable to logon as administrator

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From: John (jnj_at_johnmjacobs.com)

Date: 12/04/03

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>-----Original Message-----

>Hello,

>

> I started having the strangest problem lately.

>The last couple of programs I installed (games
actually –

> Medal of Honor Breakthrough and Call of Duty) will not

>even load or attempt to start. Instead I get an error

>message of "Access Denied – Please login with

>administrator privileges and try again".

>

> This is a single user computer and I believe I am the

>computer administrator. However I have also tried to

log

>on as "Administrator" (with the appropriate password)

and

>get another error message that says "Logon Message –

>Unable to log you on because of an account restriction".

>

> I have tried changing administrator passwords

>from the DOS window, using the command

>" net user administrator newpassword". This command

>completes successfully but does not help my problem.

>

> The computer is a 1 year old Dell Dimension 8200, P4

>cpu @ 2.53 MHZ, 1 Gig RAM, 120 GB HD, etc, operating

>system is Windows XP Home edition. It is networked

>(hardwired with cable) with an older Dell XPS B800r

>through a Linksys 4 port wireless router.

>

> The only other problem I have had recently is that the

>last 3 "critical updates" for windows will not install.

>They downloaded to my computer OK, but I get an error

>message that the "..install failed.try again". I have

>tried again with same results. I don't know if this

>problem is related to the game not running problem, but

I

>*am getting suspicious.*
>
> *I have searched the knowledge data base and the Dell
>database and the game makers database but cannot find
any
>help for this problem. I think something in the
>operating system (registry??) may be corrupted. I
hope
>you can help with this problem.*
>
>*Thanks,*
>
>*Ralph Knight*
>
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>
>
>
>
>*Ralph,*

I had a similar problem six months ago on a Dell Inspiron 8100 running WinXP Pro. Turned out to be a corrupted profile. Resolution (with LOTS of paid MS Tech Support) was to create a new Administrator account, save all profile-dependent info to the desktop, delete the old profile and, henceforth, log on as the "new" me. Be careful: Anything restricted to the "old" (like encrypted files) will be inaccessible to the "new."

I am a novice, so please take with a grain of salt.

Good luck.

John