

## RE: User account administrator page blank

**Source:**

[http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security\\_admin/2004-05/3772.html](http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2004-05/3772.html)

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**From:** pauly [MSFT] ([pauly\\_at\\_online.microsoft.com](mailto:pauly_at_online.microsoft.com))

**Date:** 05/24/04

Date: Sun, 23 May 2004 23:09:25 GMT

Hi Alan,

I do not know what happened specifically. To troubleshoot this you may need to boot in Safe mode. See the following KB Articles for details:

298252 Cannot Change the Password for the Administrator Account in User

<http://support.microsoft.com/?id=298252>

281244 Administrator Account Not Used for Logon

<http://support.microsoft.com/?id=281244>

281992 Original Administrator Account Does Not Appear During Friendly Logon

<http://support.microsoft.com/?id=281992>

313808 Description of Control Panel Files in Windows XP

<http://support.microsoft.com/?id=313808>

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Windows XP Security Homepage:

<http://www.microsoft.com/windowsxp/security/default.asp>

Windows 2000 Security Homepage:

<http://www.microsoft.com/windows2000/security/default.asp>

Top 10 Windows Newsgroups Security Questions:

<http://www.microsoft.com/technet/newsgroups/default.asp?url=/technet/newsgroups/nodepages/sectop10.asp>

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| From: "Alan" <anonymous@discussions.microsoft.com>

| Subject: User account administrator page blank

| Date: Sat, 22 May 2004 13:00:59 -0700

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| When I am in the control panel and select "user accounts"  
| the page opens up empty. My computer boots normal with  
| all the available users displayed properly. What happened  
| to my control over this?

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