

Re: User Account is GONE!

Source:

http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2006-12/msg00303.html

- *From:* seree <seree@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 15 Dec 2006 16:43:01 -0800
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Hi Matthew, I have heard of people having problems after automatic updates are put onto their systems. However, I am not one of them, thank goodness! Overall the automatic updates is a vital tool in keeping systems safe. I know with any type of process there will always be times when it does not run as expected. However, I do have strong confidence in Microsoft as a company, and those working for that company. I have been all over the web and seen how much work Microsoft has done to enhance users experience with the OS and with the various applications such as Office. I also heard from one man who had serious problems with his Windows Office Updates, and he finally had enough and changed his office productivity suite to OpenOffice.org, which is a freeware program and has quality programs which are compatible with Windows Office formats. I am not encouraging you to change, just answering your question regarding others having similar problems.

As yet I have not received any response with an explanation of what may have went wrong. I too did not do any messing around with the user accounts, and my systems are all clean as a whistle without any virus or other malware inside. I use Panda Security Suite, and I have great confidence with that solution. Each person has to decide what s/he prefers. I am still scratching my head over how my husbands Administrator Account was transferred into a "debugger" account and got lost from the Welcome Screen. I just thank God I have been educating myself in regards to the Windows OS, and so was able to fix it after I freaked out. lol

My husbands expression was priceless when he came and told me his account was "missing". I didn't believe him at first, as how could an account come up missing? It had though and I just freaked at first. I thought for sure I had some sort of horrid virus or trojan or somebody had remotely taken over the system. But, that was not the case at all.

Now, the automatic updates may not be what caused this. It may be a coincident that this event took place right after the update. I don't know, but my problem did not occur around any event I can think of.

You have gotten the account back in order by now right? If not just whistle and I will tell you what I did to get my husband's account back in order. Is the computer showing her still logged on? My husband was still logged on so that was a good indication the account was still existing, but I just needed

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to figure out how to access it.

Sorry to go on, but I was really relieved I am not the only one this has happened to. While I am sorry you have to go through all this stuff, it still helps me feel a bit less alone here. I would really like one of these professionals to chime in and give some indication of what could have occurred however. It is so odd that an account would suddenly just transform into a different account and there not be any sort of malware on the system. I know it is clean as I did several scans, one from the Windows Live safety scan, a free online scan, and another from the online Panda scan which complements any solution onboard. If you are worried about a virus or other malware try these free scans:

<http://www.pandasoftware.com> and then just locate the scan from the main page, and
http://safety.live.com/site/en-us/default.htm?s_cid=sah

Like I said, both are free, just be very careful with the Live Safety Scan if you use it to check the Registry. I used it and was unable to update my office products until I did a Registry Merge with my Reg.bak file. The lady who helped me fix the issue told me not to use that portion of the service any longer, and I haven't.

Good luck and I hope you get your account back to normal right away,

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Seree

Disclaimer: As I am not an expert or IT Professional, all my posts are directed towards other newbies. I just want to learn and offer out whatever assistance I can with what little I have learned so far. "The more I learn, the more I learn I know very little indeed." ;~)

"Matthew Mailey" wrote:

The same thing just happened to a user in my office. Nobody "messed" with the system but her logon disappeared – like always learning. The only thing different were the Tuesday Updates.

Has anybody heard about similar errors recently or a bad update that went out?

"seree" wrote:

Hi, I am not a professional, just something similar occurred on my husband's computer so I thought I would share what happened and how I fixed it.

His administrator account disappeared off the welcome screen. It was still logged on, so I knew right away it still existed. I double clicked—Ctrl+Alt+Del, and put in his user name and password in the logon

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box
which appeared.

As soon as I logged onto his account, I received an error message stating this account did not have suitable permissions to run any program. I logged off and then logged into my administrator account and opened userpasswords2.

Start-Run-control userpasswords2-ok or enter. The User Passwords dialog box opens. In this box I clicked on his account and then clicked Properties.

In his account properties I clicked on the Group Membership Tab, and was surprised to discover his account had somehow been changed from Administrator to a "Debugger" account. I then reset his membership to Administrator, clicked Ok, then clicked Ok again to exit the User Accounts dialog box.

I logged off my account, and his account was back on the Welcome screen, and worked as it normally did.

I then did a full scan with our Security Suite and there was no sign of any malware on the system. Everything has worked fine since this occurred.

To this day I do not know what happened, how his account was changed like that. I posted here with a question regarding what had occurred as I was extremely curious what could have caused such an occurrence. However, nobody replied, so I just figured either all were busy with unsolved problems and as mine was "fixed" no need to discuss it. I still would like to know what happened, as it appears it is happening to others too. Well, I will follow this string and see if I get some sort of clarification of this issue. Good luck and I hope you get your issue resolved quickly.

--
Seree

"Blades" wrote:

Here's something to try (Pro only): At the welcome screen, press Ctrl-Alt-Del twice to reach the "standard" logon box. From there, you should be able to type in your account name.

Here's something to check: Open regedit, and navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Winlogon\SpecialAccounts\UserList. From there, check

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to see if the missing account is listed in the right pane. If it is, delete it and your account should be back on the welcome screen.

Ted Zieglar wrote:

I still think you should scan your computer for malware.

Before scanning for malware, create a new account with Computer Administrator permissions. Choose a password for the account.

Now log out of whatever account you're in now and log in to the new administrator account. As long as you can log into an account with administrator permissions you can access everything on your computer.

Ted Zieglar
"Backup is a computer user's best friend."

alwayzzlearning wrote:

Yes – it looks like everything is there. I never renamed my account so I am the administrator. I was the only one that ever used my computer until a week ago, so I didn't think I needed to change it. So YES – everything is there under that folder. Can I just put all of that information under another name and have a new name or will I still eventually need the administrator user account back? – I never knew that when you loaded software and all – it didn't go to all the users on the account. I am learning alot! What would you suggest I do. I will backup immediately

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also! Thank you for your
responses....

"Ted Ziegler" wrote:

If I were
you I would
backup all
my data
files (don't
forget your
OE
address
book,
messages
and
Favorites).
If you don't
find a
solution
here you
may need to
wipe out
your
account and
re-create it.

Do you see
a folder
with your
user name
in
C:\Documents
and
Settings?

Ted Ziegler
"Backup is
a computer
user's best
friend."

alwayzzlearning
wrote:

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Hi
-
I
just
went
in
and
tried
to
add
a
new
account
with
the
same
name
and
it
tells
me
I
already
have
an
account
with
that
name.
I
can't
see
it.
It
doesn't
appear
anywhere,
but
it
does
seem
like
all
the
files
are
okay.
Of
course,
I
can't

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get
to
my
email
stuff
or
anything.
But
my
files
are
in
the
hard
drive,
even
yesterdays.
Any
thought
on
why
It
just
wouldn't
show
it
in
any
of
the
screens?
including
startup

thanks
alot

"Ted
Ziegler"
wrote:

I
am
not
aware
of
any
setting

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within
XP
that
deletes
a
user
account
without
the
user's
knowledge
or
consent.

If
you're
sure
that
your
account
is
really
gone,
someone
with
access
to
your
computer
—
including
malware
—
is
the
culprit.

Ted
Zieglar
"Backup
is
a
computer
user's
best
friend."

alwayzzlearning
wrote:

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Hi
–
shut
down
last
night
as
if
everything
was
okay.
Today
I
have
no
user
account
for
me.
My
other
account
is
there,
but
not
mine.
I
tried
doing
a
recovery
to
2
days
ago,
and
mine
is
still
not
there.
It
just
vanished.
Any
thoughts?
Also,
even
before
the

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recovery
when
I
had
to
log
in
under
the
other
account,
there
was
no
past
info
in
outlook
express....no
old
files,
none
of
the
past
weeks
emails...nothing.
Just
todays
email
for
that
account.