

## RE: Please Help – Computer Rebooting in Different Account, not the def

---

*Source:*

[http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security\\_admin/2006-12/msg00403.html](http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2006-12/msg00403.html)

---

- *From:* seree <[seree@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:seree@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 21 Dec 2006 16:05:01 -0800
- 

"Dereck L. Dietz" wrote:

Please help.

I've been experiencing a problem for almost a month now. A month ago I had to update my Norton's anti-virus subscription but Norton's forced me to upgrade my software. While I was downloading and installing it something got on my computer. Norton wouldn't/couldn't remove it but told me where it was and I was finally able to find it and delete the file in a temporary local server (service?) directory.

Now my problem with Norton's started. It wouldn't let me do a LiveUpdate saying I had an invalid administrator account. I also noticed that when I put CDs in my drives the autostart wouldn't work. Then, after one Norton update my computer rebooted and, instead of rebooting into the Administrator account (which is the only account I've had on the computer since I bought it nearly 4 years ago) booted up into a backup admin account I created after my Norton problem started.

I was only able to get my Administrator settings and desktop back by doing a System Restore.

Then today I had to reboot my computer and once again it booted up into the backup admin account and not the Administrator account that came with the computer. I didn't get a screen asking what account I wanted to boot up into or anything.

Everything on this computer is under the Administrator account. I don't share it with anybody so I just let it boot up without a password.

Can someone – anyone – PLEASE help? I'm at a loss as to what's going on and if I ever lose my System Restore I'm completely hosed since I won't be able to get my desktop back.

Thanks.

RE: Please Help – Computer Rebooting in Different Account, not the def

Hi Dereck, first I need to tell you I am not an expert nor an IT Professional. I read your post however and wanted to share my experience with Norton. I had a similar problem when I bought a new computer a year and half ago. It came with Norton Pre-installed on.

After about four weeks the Live Update failed and Norton told me to do manual updates. I thought it odd as the Live Update is a part of the program and I paid good money for the subscription. Anyway, during the hemming and hawing about what they should/could/would/wouldn't do, they tried to get me to buy a Help Desk from them for "future" problems. I th