

RE: WINDOWS DOES NOT REMEMBER LOGON CREDENTIALS

Source:

http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2007-01/msg00070.html

- *From:* Jacques de Jager <JacquesdeJager@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 4 Jan 2007 05:51:00 -0800
-

Thanks a lot for trying to help. All was well until I installed manufacturer updates (Sony Vaio) a few days ago. Even after all the troubleshooting, Outlook erases passwords even though "remember password" is ticked. Last resort may be to backup my files, restore my notebook to its original state. Thanks and cheers.
Jacques

"nass" wrote:

Hi Jacques,
I'm really out of troubleshooting ideas about this, but do you have a Third party protection installed that can hinder the changes, even it looks like been set okay, still can block it.
It is strange how the settings Right and the Implementation doesn't apply or perform as expected.
Try to go to windows updates and see if there is any updates missing and install them that can cure the issue.
HTH.
Regards,
nass

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"Jacques de Jager" wrote:

Hi, well, I am still nowhere closer to solving this problem. My mail settings are exactly as you have specified, I have deleted the subkey, and notwithstanding Express continues to remember everything, Outlook and IE still continues to prompt me for both username and password. I have also stopped and restarted the protected storage service, to no avail.....I also tried to check the local policy settings but could not see anything for protected storage under "security"
Jacques

"nass" wrote:

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Hi Jacques,

If you click on Tools >> E-mail Accounts and there select the E-mail account

and click Properties and go through the settings.

On the Internet E-mail settings where you insert the POP3/IMAP/SMTP under

logon Information be sure the box for :

Remember password is checked

Also click on More Settings and on the Internet E-mail Settings click on

Outgoing Server.

My outgoing server (SMTP) requires authentication

(*) Log on using

User name: [nass@xxxxxxxxxxx]

password: [nowaylove]

Remember password

Click [OK] to confirm and back to the Options Windows under Mail setup Tab.

Send/Receive _____

Set send and receive settings for e-mail messages and docs

send immediately when connected [Send/Receive]

click on that button and there on the All accounts click Edit.

On the Send/Receive settings- All accounts:

Include account in the send/receive group [Account Properties..]

click on that button and under POP e-mail check the box Remember password.

HTH.

Regards,

nass

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"Jacques de Jager" wrote:

Ok, I have deleted the subkey successfully, BUT, the problem persists after rebooting. Interestingly enough, if I use Outlook Express, I download mail from various pop accounts no problem - system automatically remembers usernames and passwords. This is not the case however on Outlook or IE. I deleted the mail accounts on Outlook, imported them from Express, ensured on

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the email accounts that username and passwords are entered and ticked to "remember", BUT, when downloading mail, I am again faced with blank entries for both and have to rekey username and password.....

"nass" wrote:

Hi Jacques,
Try to login Safe Mode with Administrator Privileges and try to Edit the Registry from there by doing the Following:
Right Click the Folder/Subfolder and select Permissions, on the Security under Permissions for Administrators:
Full Control
Read
Special Permission

For special permissions or for advanced settings, click Advanced.
[Advanced]

Click on that and on the Advanced Settings window you will see these Tabs:
Permissions | Auditing | Owner | Effective Permissions |

By looking on the Permission assigned you can adjust it to give the Admin full privileges or you can reset it and have full control to edit it.

HTH.
REgards,
nass

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"Jacques de Jager" wrote:

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Hi nass,

I am running into a problem when I want to delete the relevant registry folder. Having followed all the instructions, and having administrator privileges, I get an error message when deleting the specified registry folder saying "unable to save permission changes. Access is denied" If I look under <permission> it does show that I have full control. Any idea on why I don't have the necessary access and how to gain it?
Jacques

"nass"
wrote:

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"Jacques
de
Jager"
wrote:

one
more
thing,
the
credentials
entered
does
not
appear
under
control
panel\user
accounts\user\manage
network
passwords

"Jacques
de
Jager"
wrote:

My
computer
runs
WinXP
pro
and
for
a
few
days
now
has
ceased
to
remember
logon
credentials
(username
and
password)
when

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using
either
IE
or
Outlook.
When
logging
in
to
a
mail
/
domain
server,
I
enter
username
and
password,
check
the
box
called
"remember
password",
but
next
time
I
log
on,
I
have
to
re-enter
both
username
and
password.
Can
anyone
help
me
to
correct
this?
I
have
tried
internet
tools\content\autocomplete

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and
have
all
the
boxes
checked.
I
have
never
had
this
problem
until
a
few
days
ago.

Hi
Jacques,
A=
First
try
this
and
see
if
it
will
help:
Click
start
>>
Control
Panel
>>
Double
Click
Networking
and
Internet
Connections
>>
Double
click
Internet
Options,
on
the
IE

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Properties
window
click
on
Content
Tab,
then
on
[
Autocomplete..]
Button.
There
check
this
box
under
Use
AutoComplete
for:
[

]
User
names
and
passwords
on
forms
[

]
Prompt
me
to
save
passwords
Also
clear
both
your
forms
and
Passwords
by
clicking
on
these
Buttons:
Clear
AutoComplete
History—

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[
Clear
Forms
]
[Clear
Passwords
.]

Click
[OK]
and
close
the
IE
Properties
Windows
and
Reboot
then
see
if
you
will
get
the
save
password
dialog
box
and
then
Reboot
again
after
doing
your
normal
internet
surf
for
the
passwords
for
your
access
to
take
affect.

If
still

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no
joy
try
this:
B
=
Please
back
up
the
Registry
Key
First
before
doing
any
changes
to
it
to
do
that
follow
this:
1-
Click
Start,
and
then
click
Run.
In
the
Run
Open
box,
type
regedit.exe
and
then
click
[OK].
Locate
these
Keys:

[-]
HKEY_CURRENT_USER\Software\Microsoft\Internet
Mail
and
News

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=
see
what
settings
there
and
if
your
password
for
that
Account
been
set
there.
[-]HKEY_CURRENT_USER\Software\Microsoft\Windows
Settings\Passport=
see
your
account
if
there
is
a
password
been
set
there.

[-]
HKEY_CURRENT_USER\Software\Microsoft\Protected
Storage
System
Provider
=
On
the
File
menu,
click
Export
to
export
to
your
My
Documents
say
for
Example
and

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in
the
Save
in
box,
select
a
location
where
you
want
to
save
the
.reg
file.
Type
a
file
name
in
the
File
name
box
(
say
Protectedstorage),
and
then
click
Save.
On
the
File
menu,
click
Exit.

2-Then
Click
Start>>
Run.
Type
in:
regedit.exe
Click
[OK]
or
Hit
[Enter]

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and
navigate
Navigate
to
this
KEY
you
must
be
logged
as
Administrator
or
a
member
has
the
same
Privileges
as
Admin
to
do
that:
[-]
HKEY_CURRENT_USER\Software\Microsoft\Protected
Storage
System
Provider
Right-click
the
Protected
Storage
System
Provider
key,
and
from
the
menu
choose
Permissions.
In
the
Security
window,
press
the
Advanced
button
With

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the
Permissions
tab
selected,
place
a
check
mark
in
the
check
box
titled:
"Replace
permission
entries
on
all
child
objects
with
entries
shown
here
that
apply
to
child
objects".
Click
Apply,
and
then
click
Yes
on
the
Security
warning
dialog
box
In
the
Name
column,
ensure
that
the
user
currently
logged

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on
has
Full
Control
access.
Click
OK.
The
following
message
appears:

Do
you
want
to
replace
the
permission
on
all
existing
subkeys
within
Protected
Storage
System
Provider?

Click
Yes
Double-click
the
Protected
Storage
System
Provider
key
to
expand
the
key,
click
the
user
subkey
folder
that
is
directly
below

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the
Protected
Storage
System
Provider
key,
click
Delete
on
the
Edit
menu,
and
then
click
Yes
in
the
warning
message
dialog
box

The
user
subkey
folder
looks
similar
to
the
following
example:
S-1-5-21-789332378-2025424655-1Blah-blah-1003

Note:
For
every
identity/Account
that
you
have
on
this
machine,
there
may
be
a
subkey
created

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under
the
Protected
Storage
System
Provider
key
for
that
User(s).
To
resolve
this
issue
in
all
of
your
identities,
you
must
delete
all
of
the
user
subkeys
folders
under
the
Protected
Storage
System
Provider
key.
Close
the
registry
editor
Log
restart
Windows
for
the
changes
to
take
effect
The
next
time

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you
start
your
Internet
Access
or
E-mail
program,
enter
the
password
when
prompted
and
select
Remember
Password.
This
should
now
be
retained.
Please
perform
one
step
(A,B)
one
at
a
time
and
Reboot
your
Machine.
Also,
try
to
see
the
local
policies
settings on
your
computer
by
doing
this:
open
a
run

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command
and
type
in:
gpedit.msc
click
[OK]
on
the
GPO
locate
this;
Computer
Configuration
->
Security
Settings
->
Local
Policies
->
Security
Options
=
look
in
the
Right
Pane/window
for
the
settings
for
protected
storages.
Read
these
links:
The
AutoComplete
doesn't
work
after
you
enable
it:
<http://support.microsoft.com/?kbid=885180>
<http://support.microsoft.com/kb/281660/en-us>
<http://windowsxp.mvps.org/ProtectedStorage.htm>
HTH.
Please

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let
us
know
your
progress.

Regards,

nass

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