

Re: XP Home Password Prompted but None Set

Source:

http://www.derkeiler.com/Newsgroups/microsoft.public.windowsxp.security_admin/2007-01/msg00465.html

- *From:* ehgoodrich@xxxxxxxxxxxx
 - *Date:* 26 Jan 2007 06:47:25 -0800
-

JSL,

Thanx for your reply. I seem to have posting problems: my first reply got entered twice and my 2nd never made it!! Anyway, here goes another try:

I tend to agree with your presumption that the problem was NOT caused by malware. Unfortunately, I don't think a system restore will do me much good, since this is a brand new machine I am setting up for someone. The problem first occurred after I did a clean install of XP Home (SP2) + all the Dell Inspiron hardware drivers + Norton Internet Security 2007 + MS Works 8.5 + Firefox 2 + Acrobat Reader 7.0.9 + Java 1.5.0.10 + Quickbooks Pro 2006 + all the online updates for Windows and the above listed programs. When I first saw the problem (after resuming from Standby mode at some point), I suspected some kind of "password catcher" malware, but couldn't find any evidence after rebooting and logging back on. By the time it happened again a few hours later, I had decided I needed to have XP Pro on the machine for other reasons. At that point, I formatted the hard drive and started over loading XP Pro (SP2) + all the programs mentioned above. The next day when I resumed from Hibernate, I was again faced with password prompts that accepted no known passwords!!! The worst part is that I cannot force it to happen on a regular basis: sometimes I standby or switch user and it works fine. It does seem to only happen when someone is already logged in.

Since this is such a rare problem (I have set up hundreds of PC's and have never seen or even heard about this until now), I would really appreciate it if you could tell me all the software you have installed on your system. Also, if you can remember what the last program/files you installed on it prior to seeing the problem, it might help to narrow down the search for a culprit.

Thanx for any info,
ehg

On Jan 24, 5:53 am, JSL <J...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

It sounds to me that you are going through exactly what i went through with

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my computer. I'm afraid that I never really "cracked the code" on this mystery. I'm fairly sure that the cause was not malware/spyware. In the end, I had XP "restore" the system files from a week before the problem began and now everything seems to be OK. If you take this route, be sure to save your important files (although XP restored my system files and kept my photos, music, word docs current and everything was OK) — you can never be too safe.

I don't know what file or files I may have installed that interfered with the profiles and made them ask for imaginary passwords that don't exist. If you find the real culprit, please drop me a line through this message board and let me know what you found. Take care and good luck!

JSL

"ehgoodr...@xxxxxxxxxxxx" wrote:

JSL,
I am having the same problem on one of my machines. Actually I have 2 accounts: one with a password and one without. After the hibernate or standby (or in one case when I simply selected Logout, Switch User to login to the other account), it sometimes?? gives me the password prompt for both accounts and no passwords work!! Only option is same as for you: restart computer, then everything works normally until it happens again.

Since you and I seem to be in a VERY small group of people who have seen this behavior, can you give me any more details about the software running on your system? Also, did you ever contact Microsoft or find anyone else who had more information?

FYI, I recently installed QuickBooks 2006 and downloaded all the updates for it. I also can verify this problem will occur on XP Pro as well as Home.

Also I found at least 2 other mentions of similar problems on usenet:
"Can't login into Windows after hibernation" on Dec 21, 2006
and

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"User account has nopasswordbut is sometimes prompted for
password"
on Apr 19, 2006

Thanx for any info,
ehg