

User Accounts not Appearing on Welcome Screen

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I have volunteered to keep the computers running at my local library. We have four computers on an Ethernet network. They are all running Windows XP Pro. One of them has a user account problem.

There are three user accounts: the administrator account is Exec, which requires a password, and there are two limited user accounts (all and child), which do not require a password. Recently, only the Exec account appears at the Windows logon screen. Because of that, there is no way to login to all or child, thus rendering this computer unusable to the general public. Thinking that these two user accounts may have been deleted somehow, I tried to create a new "all" user account, but Windows told me that this account already exists.

I did some searching for this problem on the Microsoft web site and found a fix that seemed to match my situation. The instructions for the fix were to right click on My Computer, then click on Manage, then expand the node "Users and Groups". After doing that, I should be able to see the all and child user accounts and that they should be lined out in red which indicates that they have been disabled. It goes on to say that I can right click on each of them and then enable them. Well, when I follow these instructions, all goes well up to the point where I get to Manage. After getting into manage, there is no node for "Users and Groups".

Does anyone have any suggestions for restoring the two user accounts that I have lost? Sorry for the long post.