

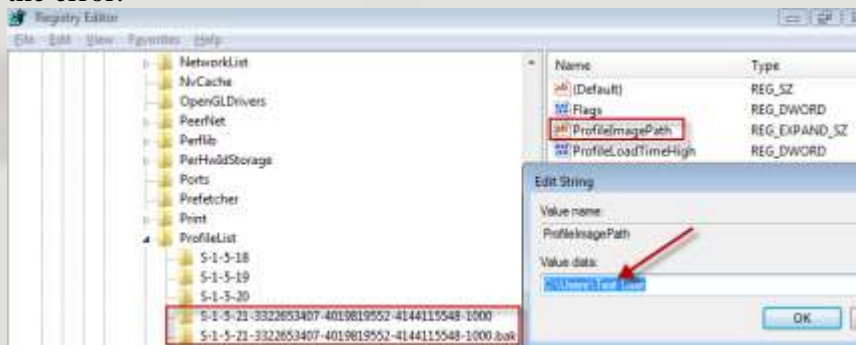


Fix problem error message: "The User Profile Service failed the logon"

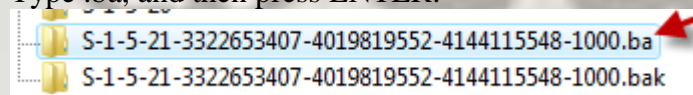
1. Start your computer in safe mode
2. Click **Start**, type regedit in the **Search** box, and then press ENTER.
3. In **Registry Editor**, locate and then click the following registry subkey:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows
NT\CurrentVersion\ProfileList

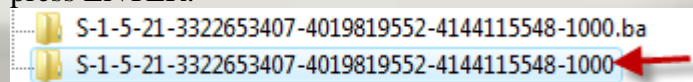
4. In the navigation pane, locate the folder that begins with **S-1-5** (SID key) followed by a long number.
5. Click each **S-1-5** folder, locate the **ProfileImagePath** entry in the details pane, and then double-click to make sure that this is the user account profile that has the error.



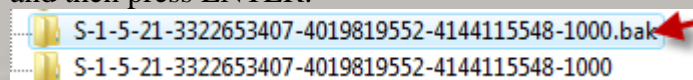
- If you have two folders starting with **S-1-5** followed by some long numbers and one of them ended with **.bak**, you have to rename the **.bak** folder. To do this, follow these steps:
 1. Right-click the folder without **.bak**, and then click **Rename**. Type **.ba**, and then press ENTER.



2. Right-click the folder that is named **.bak**, and then click **Rename**. Remove **.bak** at the end of the folder name, and then press ENTER.



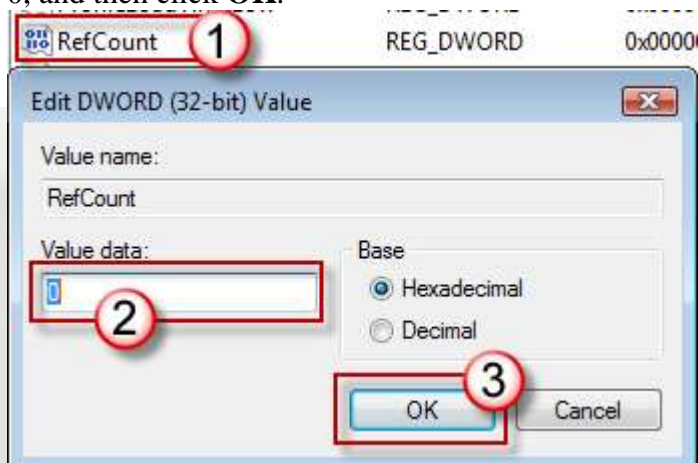
3. Right-click the folder that is named **.ba**, and then click **Rename**. Change the **.ba** to **.bak** at the end of the folder name, and then press ENTER.



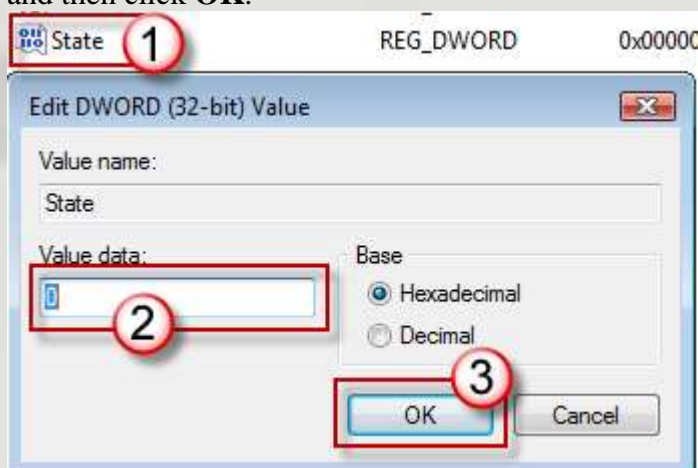
- If you have only one folder starting with **S-1-5** that is followed by long numbers and ends with **.bak**. Right-click the folder, and then click **Rename**. Remove **.bak** at the end of the folder name, and then press ENTER.



- Click the folder without **.bak** in the details pane, double-click **RefCount**, type 0, and then click **OK**.



- Click the folder without **.bak**, in the details pane, double-click **State**, type 0, and then click **OK**.



- Close Registry Editor.
- Restart the computer.
- Log on again with your account.