

Windows 7 : “Your user profile was not loaded correctly” – The Solution

When to use this document

Whenever you get the following error message when logging in to Windows 7 :

You have been logged on with a temporary profile. You cannot access your files and files created in this profile will be deleted when you log off. To fix this, log off and try logging on later. Please see the event log for details or contact your administrator.

When does this occur

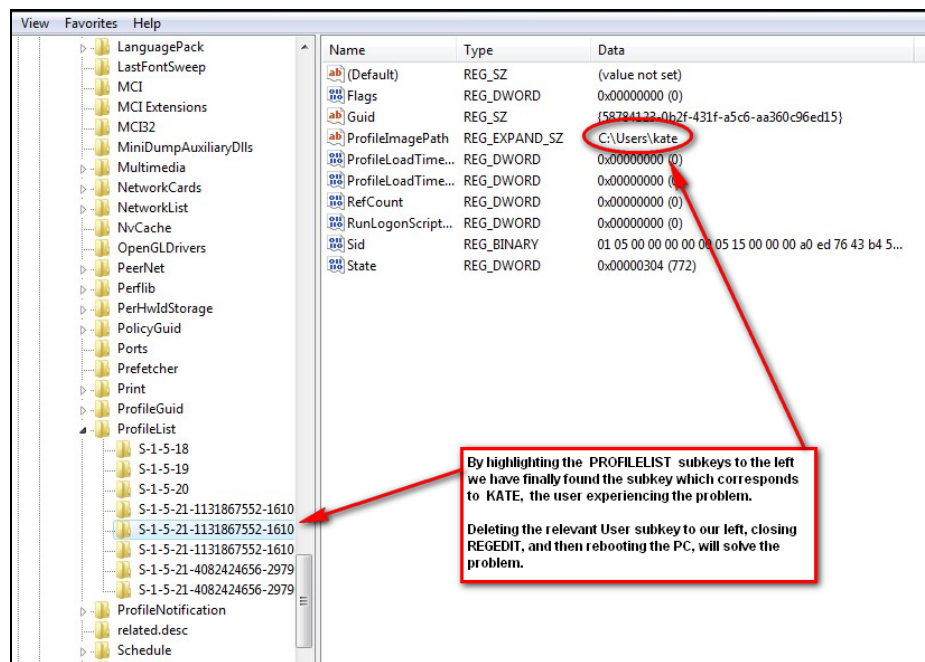
In our experience this problem occurs typically when you delete a user's profile in **C:\Users** through Windows Explorer or through **Control Panel \ System \ Advanced System Settings \ SETTINGS button against User Profiles**, and then log back in as that user. It also occurs when you rename a user of your Windows 7 PC. Lastly, it sometimes also occurs on corporate Win 7 Pro PCs when a user has been renamed because of change of marital status, etc...

The solution

The problem occurs because the first time a user logs in to a Win7 PC, Windows 7 creates a registry link to that user's **C:\Users** profile. That link contains the user's login name and a key which equates to a combination of the login name and the user's profile location. When you rename a user, or delete the **C:\Users** profile, that link gets broken, even if you use the Windows 7 tools to delete the profile. It is most definitely a Windows 7 bug.

To resolve the problem :

- Login as **Administrator** or any user with Administrator privileges.
- Using Windows Explorer, look inside **C:\Users** and backup any user folder that you do not want to lose (remember, the **Documents, Music, Pictures** folders for each user all reside under that user's folder in **C:\Users** so the best strategy might be to backup the entire user's folder).
- Start the **Registry Editor** ("Start \ Run \ Type *Regedit*").
- Locate the following registry key :
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\ProfileList
- Next, highlight each of the subkeys below **ProfileList**, one by one till you find the profile belonging to the user who was experiencing the problem, as shown below :



- Once you have found the relevant subkey for the user in question, **delete that subkey (the one starting with S-1-5-.....)**.
- Close the *Windows Registry Editor*.
- Restart Windows 7.

- **That's it. You're done.** That user should no longer experience the *"User profile was not loaded correctly"* error.

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