Error message: The User Profile Service failed the logon

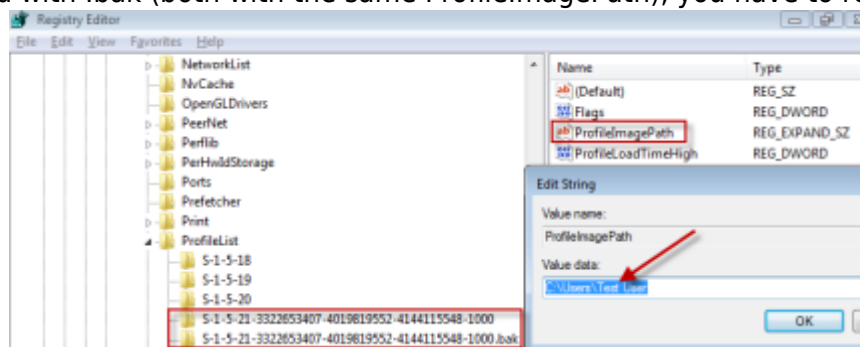Scenario: You try log on to Windows 7 but you receive the following error message:

> The User Profile Service failed the logon. User profile cannot be loaded.

If you restart your computer and it does not resolve this issue, use the following methods to resolve this issue:

> This how-to contains steps that tell you how to modify the registry. However, serious problems might occur if you modify the registry incorrectly. Make sure that you follow these steps carefully. Back up the registry before you modify it. Then, you can restore the registry if a problem occurs. How to back up and restore the registry in Windows.
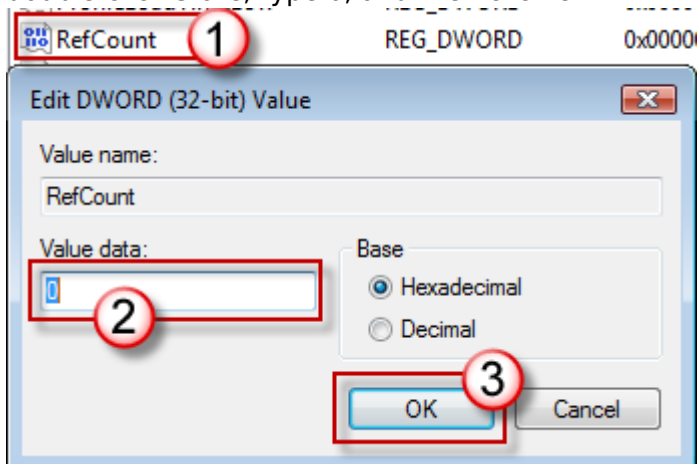
1. Click Start, type regedit in the Search box, and then press ENTER.
2. In Registry Editor, locate the following registry subkey:
   1. HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\ProfileList
3. In the navigation pane, locate the folder that begins with S-1-5 (SID key) followed by a long number.
4. 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. (ProfileImagePath will be equal to your users profile location)
5. If you have two folders starting with S-1-5 followed by the same long number and one of them ended with .bak (both with the same ProfileImagePath), you have to rename the .bak folder.
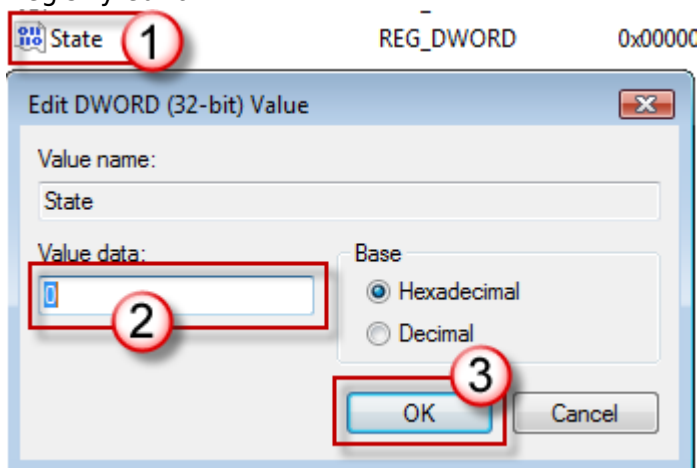   1.
   Registry editor
   2. Right-click the folder without .bak, and then click Rename. Type .ba, and then press ENTER.
   3. Right-click the folder that is named .bak, and then click Rename. Remove .bak at the end of the folder name, and then press ENTER.
   4. Right-click the folder that is named .ba, and then click Rename. Change the .ba to .bak at

the end of the folder name, and then press ENTER.

6. 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. In the details pane, double-click RefCount, type 0, and then click OK, and double-click State, type 0, and then click OK.

7.

Registry editor

8.

Registry editor

9. Close Registry Editor.
10. Restart the computer.
11. Log on again with your account.