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⌂ Forum › Windows 10 Forums › User Accounts and Family Safety ›

User Account confusions ✅

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04 Sep 2021 at 09:45   #101

P

PostmanPuzzled
PostmanPuzzled

Member

Joined : Jun 2016
Surrey
Posts : 79
Windows10
Local Time: 12:43
Thread Starter

🇬🇧
👤

User Account Confusions

Thank you again.

New problems -

1) My deleted granny counter user account shows up on the sign in page every time I open the laptop and I have to switch to
FUNF (the latest effort) which is listed with other user accounts below left on sign in page.

Searching around I find the sid is not listed in W PowerShell but is in the registry under HKEY LOCAL SOFTWARE ProfileImagePath entries. Sure enough clicking on ProfileImagePath shows granny counter. Can I delete this ?

2) ProfileImagePath entry for mjcx2LAPTOP-QIGMIR90 is also there. I would like to delete that as well.

3) Download paid version of Recover to try and find Office 2016 Product Key. Microsoft will not permit me to unzip folders.
Says this app is not on their approved list . How do I get round this. Free edition came up with 4 digits of the Product Number only. Find the app confusing. Was hoping the paid version would be simpler

GOOD NEWS; for a chang e;
a)I have found the SIBELIUS 5 CD and my husband has noted the Serial Number and Upgrade Code on the cover. So there wont be any problem re-registering it. I will check but I am pretty certain this means it will
read my backed up files.
b) Am contacting MoneyManager. I have already been told I could uninstall and re-install without losing old records so should not be problem there.
c) I am not worried about Outlook mail. There is virtually nothing in it. It is a fail safe account in case gmail crashes.

Last edited by PostmanPuzzled; 4 Days Ago at 14:48. **Reason:** *additional info and problem*

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04 Sep 2021 at 17:28   #102

Try3
Guru

Gold Member
Guru ★★
VIP Member

Joined : Apr 2015
Posts : 9,059

Windows 10 Home
x64 Version 21H1
Build 19043.1165
Local Time: 19:43

1.1 Had you used netplwiz in an attempt to get granny signed in automatically? If so, cancel that using Option 1 of
Sign in User Account Automatically - TenForumsTutorials

1.2 & 2 You have not said how you deleted the account.
Delete User Account - TenForumsTutorials
Delete User Profile - TenForumsTutorials

3 I know nothing about 'Recover'. Please post whatever dialogs you are being shown because your comments do not tell me enough about the problem.
- I di not know why you bought an unknown application instead of using the free ones I mentioned.

c I need to know what applications you are using for reading mail or if you are merely using your browser to go to the individual websites for mail services. I use MS Office Outlook to read all my mail [including GMail and Outlook mail, the service not the application]. If you do not know how to set up MS Office Outlook for email then we can go over the topic but now does not seem to be the right time. You have not mentioned the problem before.

I'm glad about Sibelius.

Denis
Denis

Try*3 - a user

Dell Inspiron 7779 [17"], Chuwi Hi10 Pro [10"], HP Pavilion TP01-0026na desktop with Hanns.G HT225HPB external touchscreen monitor [22"];
Windows 10 Home x64; Office Pro 2007;
HP LaserJet M477fdw;
Tenda RX3 AX1800 WISP router;
Xiaomi Poco X3 Pro with Android 11 & MyPhoneExplorer

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04 Sep 2021 at 17:52   #103

mngerhold
Guru

Guru
VIP Member

Joined : Feb 2019
Farnham, UK
Posts : 780
W10-2009
19042.1116
Local Time: 19:43

> PostmanPuzzled said: 🢂
> 3) Download paid version of Recover to try and find Office 2016 Product Key. Microsoft will not permit me to unzip folders.

... and what about MJKF that I linked to? It has worked for me on several occasions.

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---

04 Sep 2021 at 18:34   #104

P

PostmanPuzzled
PostmanPuzzled

Member

Joined : Jun 2016
Surrey
Posts : 79
Windows10
Local Time: 12:43
Thread Starter

User Account Confusions

Thank you for coming back again.
1) I haven`t ever tried to get automatic sign in for any account.
2) I tried to use netplwiz to delete some accounts but it would not run. Evenually when Thomas turned up as only admin account and I could not access because I didnt have the password, I got his from him and succeeded in accessing Control Panel User Accounts delete menu and I deleted the accounts from there.
3) re RECOVERY mgerhold mentioned Magic Jelly Bean. I tried that and it could not help;
I think that app must have mentioned Recover. I was going to try the iSunShare you mentioned but forgot it. I might try that if I cant make sense of Recover. Getting a bit confused I have tried so many things for Product Number.
4) Is it ok to delete granny counter and mjcx2LAPTOP-QIGMIR90 from the registry ?
5) I have just tried to find the menu for disabling Secure Boot but came unstuck.
I accessed UEFI Firmware, pressed F10 but not at the same time as F2 and ended up with a Boot Menu that did not mention Secure Boot (Step 2 in the windows ten Tutorial) .I will try again before I post this.

Tried again - have I gone a step too far when I get to UEFI Firmware Settings
Tried pressing F2 and F10 simultaneously and got a text file but still no mention of Secure Boot.

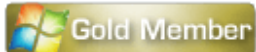*Last edited by PostmanPuzzled; 4 Days Ago at 18:36.* **Reason:** *errors*

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04 Sep 2021 at 18:53   #105

Try3
Guru

Gold Member
Guru ★★
VIP Member

Joined : Apr 2015
Posts : 9,059
Windows 10 Home
x64 Version 21H1
Build 19043.1165
Local Time: 19:43

1, 2 Does netplwiz not open when you are logged in to an Admin account that works i.e. that logs you in without any temp profile errors?

Code:
```
C:\Windows\System32\Netplwiz.exe
```

You should first get the Admin challenge dialog and it is the response after that that we are interested in. Please would you post a screenshot of the response when you try this command [whether it is successful or not].

3 The Product key should also be on a card/label in the CD/DVD box that Office 2016 came in and in an email from MS at the time of purchase.

4 As long as you have checked both tutorials I linked you to.
Delete User Account - TenForumsTutorials
Delete User Profile - TenForumsTutorials

5 There are generally two keys related to the Bios and you press one of them not both. *I do not know why you think you need to press both.*
> - When the maker's logo comes onscreen during boot [before Windows starts loading], repeatedly tap & release the relevant key.
> - For many [or possibly all] computers, just pressing & holding down the relevant key does not work. You have to keep tapping the key until it responds by starting to load whichever function you have chosen.
> - If the Windows logo appears then it is too late and you have to reboot to try again.
> - It can help to turn off Fast start - TenForumsTutorials but that should not make any difference if you are rebooting [as opposed to restarting after Shutdown].

Assuming you are referring to the correct keys for your brand and guessing which way around they are
> F2 - access the Bios
> F10 - display a Boot menu so you can choose what to boot with.

You needed F2 to get into the Bios but pressed F10 instead and got the correct response for that key.

Denis

Try*3 - a user

Dell Inspiron 7779 [17"], Chuwi Hi10 Pro [10"], HP Pavilion TP01-0026na desktop with Hanns.G HT225HPB external touchscreen monitor [22"];
Windows 10 Home x64; Office Pro 2007;
HP LaserJet M477fdw;
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Xiaomi Poco X3 Pro with Android 11 & MyPhoneExplorer

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PostmanPuzzled
PostmanPuzzled

🪟 **Member**
▪

Joined : Jun 2016
Surrey
Posts : 79
Windows10
Local Time: 12:43
Thread Starter

04 Sep 2021 at 19:33   #106

1) I cannot download iSunShare - Microsoft is blocking it because it is not one of their recommended apps. Can I get past this ?

2) mgerhold: I did try MGBK this is Magic Jelly Bean isn`t it ?. They don`t appear to cover Office 2016. Thanks anyway.

3) I got the impression that I didn`t need the Product Key to try Repeat install. Am I right ? but I do need to disable Secure Boot before continuing the Download.

4) Downloading from forum tutorial takes you into Microsoft site. It must have been there that I read press F10 and F2. I will try again following your instructions.

Just going to eat. Wont take long !

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04 Sep 2021 at 19:39   #107

Try3
Guru

Gold Member
Guru ★★
VIP Member

Joined : Apr 2015
Posts : 9,059
Windows 10 Home
x64 Version 21H1
Build 19043.1165
Local Time: 19:43

1 Yes

3 Where does MS say that?

Denis

Try*3 - a user

Dell Inspiron 7779 [17"], Chuwi Hi10 Pro [10"], HP Pavilion TP01-0026na desktop with Hanns.G
HT225HPB external touchscreen monitor [22"];
Windows 10 Home x64; Office Pro 2007;
HP LaserJet M477fdw;
Tenda RX3 AX1800 WISP router;
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04 Sep 2021 at 20:03   #108

mngerhold
Guru

Guru
VIP Member

Joined : Feb 2019
Farnham, UK
Posts : 780
W10-2009
19042.1116
Local Time: 19:43

> PostmanPuzzled said: ↪
>
> 2) mgerhold: I did try MGBK this is Magic Jelly Bean isn`t it ?. They don`t appear to cover
> Office 2016. Thanks anyway.

You are right - I didn't know it was 2016 when I first mentioned it, and only now just confirmed (as you wrote) that it only covers 2010. That said, I have since read that your Microsoft account should be enough to install & activate 2016 - see here.

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04 Sep 2021 at 20:19   #109

Try3
Guru

Gold Member

Guru ★★

VIP Member

Joined : Apr 2015
Posts : 9,059
Windows 10 Home
x64 Version 21H1
Build 19043.1165
Local Time: 19:43

If, that is, you know which MSAccount was used for the installation. Tracing old emails & documents from the time of purchase therefore seems to be the key to this.

Denis

Oh, by the way, this is only a guess but perhaps whatever you read actually said

> Press F2/F10 at the same time as the maker's logo appears

meaning

> Press F2 or press F10 *at-the-same-time-as-the maker's-logo-appears*

Try*3 - a user

Dell Inspiron 7779 [17"], Chuwi Hi10 Pro [10"], HP Pavilion TP01-0026na desktop with Hanns.G HT225HPB external touchscreen monitor [22"];
Windows 10 Home x64; Office Pro 2007;
HP LaserJet M477fdw;
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04 Sep 2021 at 22:15   #110

P

PostmanPuzzled
PostmanPuzzled

Member
▪

Joined : Jun 2016
Surrey
Posts : 79
Windows10
Local Time: 12:43
Thread Starter

Thankyou mgerhold you are a star. Typical of Microsoft to say that you must click here to reinstall or install Office 365 when you are looking for the Product Key of Office 2016 !!
Denis: Also typical of Microsoft to write F2/F10 when they mean F2 or F10 -I begin to see why you need to understand the conventions of command writing to understand their stuff.
Does / always mean "or". Never mind - I was very uncertain what they meant - very often am. I thought / or \ was a way of separating bits of a string
re: Secure Boot: I pressed F2 several times and ended up in a Microsoft Page in a foreign language that I could only escape from by pressing Ctrl Alt Delete - it took me straight back to the sign in page with Granny Counter on it ! I had to switch to FUNF to get back in. I will try again and if I get same thing will print screen it.

To check the procedure I follows:
When I got to step 7 (Advanced Options) one of the menus on offer was UEFI Firmware Settings change settings
I get a white page headed HP PC Diagnostic UEFI with a sub heading of
www.hpcom/go/techcentre/PC Diags: followed by some small script in a foreign language. Beneath this there are a set of small boxes with foreign language scripts. I clicked on each in turn and found a collection of scripts (a mixture of English on LEFT and foreign on RIGHT0 None of these contained any reference to Secure Boot.

Sorry to keep harping on but can I delete the entries in the registry leading to ProfileImagePaths of Granny Counter and mjcx2LAPTPOP-QIGMIR90 in case these are causing bother.

I cant proceed with Repair Install or Clean Install until I can disable Seciure Boot can I ?

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Try3, PostmanPuzzled

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User migrated. Temp account upon sign in. Where is my OG user account?
in User Accounts and Family Safety

Good day. I switched on my laptop. Signed in. As usual. Everything seemed fine. Except. Nothing was there. All my folders or files. Account is a temp. I made a new account and set as administrator. I deleted the temp.

User Profiles vs User Accounts - Phantom Account is Mucking Up Log-In
in User Accounts and Family Safety

Hello, I just upgraded a laptop to Windows 10. I wanted to get rid of the Admin Privileges dialogue boxes and questions - 1 account, always Admin, never prompted about it. I also wanted to get rid of all password prompts and lockscreens. ...

Is a standard user account necessary for tight security and home user?
in AntiVirus, Firewalls and System Security

Is a standard user account really necessary for tight security for the home user or will a well secured administrator account be sufficient?

Deleting a user account leaves traces of that user behind in C:\users
in User Accounts and Family Safety

I noticed an annoying problem when deleting a user account from your PC. Basically Windows Store app got into a pickle on my main user account. I fixed it with a restore point. But it wasn't working on my wife and son's user accounts. As they...

Move/copy-paste User Account data & docs to New User account same sys
in User Accounts and Family Safety

Guys I have done this in the past but cannot recall how and don't want to botch. I had hoped Windows 10 corrected the "rename user account" function but nope. I renamed a User Account due to conflict on the LAN and sure enough, now I have two...

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