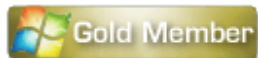




## User Account confusions ✔



Try3  
Guru



Joined : Apr 2015  
Posts : 9,059

Windows 10 Home  
x64 Version 21H1  
Build 19043.1165

Local Time: 19:43



04 Sep 2021 at 22:42

#111

When Humpty Dumpty uses \ or / it means whatever he chooses it to mean, neither more nor less.

Why are you using F2? Have you found confirmation that that is the appropriate key for your make of computer?

- According to this post by *Jeeped*, you should be pressing the *Del*/key

<https://answers.microsoft.com/en-us/...c-68b599b31bf5>

Please post a photo of whatever the correct key takes you to so it can be confirmed as a Bios screen. Don't worry about the photo being skewwhiff, out of focus or scruffy. It will probably still be recognisable as a Bios page.

PostmanPuzzled said:

Sorry to keep harping on but can I delete the entries in the registry leading to ProfileImagePath of Granny Counter and mjcx2LAPTOP-QIGMIR90 in case these are causing bother.

Try3 said:

4 As long as you have checked both tutorials I linked you to.

[Delete User Account - TenForumsTutorials](#)

[Delete User Profile - TenForumsTutorials](#)

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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Try3  
Guru



04 Sep 2021 at 22:43

#112

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



PostmanPuzzled said: ↩

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

Not according to the Repair install tutorial.  
Definitely not for the Clean install.

Denis

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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



PostmanPuzzled  
PostmanPuzzled



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



05 Sep 2021 at 08:42

#113

### User Account Confusions

Re Secure Boot

I found that F10 was the correct one. I am not using a Mesh computer - that was the make of the desktop that crashed. I tried that and it appeared to boot. I cannot printscreen the boot screen and when I opened F10 from the list that came up and persisted in trying to printscreen, the PC started beeping at me!

The screen (that came up AFTER using F10 which was on the usual black rectangle with small white print ) had the following alternatives on a blue background across the top:

Main - Security - System Configuration - Exit

To cut a long long story short, I eventually found Secure Boot under System Configuration/Boot Options.

It is now set to OFF. On the way I turned some other Security Settings on and off. Hope I haven't done any further damage.

So once I have turned off Bitdefender and Malwarebytes, I think I am good to go. I have the Product Key and the USB.

*Last edited by PostmanPuzzled; 3 Days Ago at 13:11. Reason: correct errors*

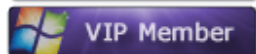
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Quote



Try3  
Guru




05 Sep 2021 at 13:35

#114

OK but I didn't say anything about using the printscreen key. With a very few recent exceptions, the only option you have for the Bios is to take a photo.




Denis



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




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"];  
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05 Sep 2021 at 15:20 #115



**PostmanPuzzled**  
 PostmanPuzzled

 Member

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








**User Account Confusions**

Sorry must be like trying to teach A Level Maths (not that I ever have !) and finding out pupil can barely add up 2 and 2 !


If I go through the Tutorial for Repair Install and can `t see any other prep I have to do, shall I go ahead and start ?  
 Is that ok with you ? Would you still like to see a photo of the F10 boot result first ?

Once I get the all clear I will uninstall Bitdefender and disable Malwarebytes.

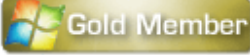


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05 Sep 2021 at 15:30 #116




**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






No, I don't need a photo because the description you gave of the Bios was sufficient.



Yes, go ahead with the Repair install as soon as you have crossed your fingers.

Best of luck,  
 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;  
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05 Sep 2021 at 18:47
#117



**PostmanPuzzled**  
PostmanPuzzled

Member

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

**User Account Confusions**

---

Appeared to be going very well but ended up with message:

Windows 10 Setup

We couldn` t install Windows 10.  
We` ve set your PC back to the way it was just before you started installing Windows 10.

re below this message is:  
0xcC900101 - 0x20017  
The installation failed in the SAFE-OS ? with an error during Boot Installation.






Sorry went back to shorthand and can` t read the ? word.

Troubleshoot suggests unplugging Flash Drives.  
Lost the rest of the message trying to access automatic update infor for windows.  
Was saying minimum requirement for Office 2016 is a March 2017 (?) update.


Not sure if this is worth pursuing further. What do you think ? Is there any way I can get back to the final messages ?

Would it be worth updating Windows 10 and trying again ?

Last edited by PostmanPuzzled; 3 Days Ago at 18:54. **Reason:** another question

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05 Sep 2021 at 19:25
#118





**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

The unknown [?] part of the message is not a problem. It says Safe OS stage / phase / boot stage / something similar but that dialog does normally go on to provide an error number that would have been useful.

Was this during a Repair install or a Clean install attempt? There are some suggestions in the tutorial for disconnecting anything that can be disconnected, such as flash drives, so by all means have another go. But don't bother doing any updating first because it should not make any difference.

If it was a Repair install, it might be worth resetting Windows update components [I'm guessing this without any conclusive evidence] - see [Reset Windows Update - TenForumsTutorials](#)  
- *Do not worry if you notice some lines of the resetting batch file cause errors. That's normal [it caters for many conditions so it might want to delete a file you didn't have in the first place].*

Whilst I have also seen that message, I would not expect to see it when repair/clean installing the same Version as the existing one. You said you were on Version 21H1 before and the installation USB you have is also Version 21H1.

If there is another error, take a photograph using your smartphone so that you can post it to show what other details are in the error report - you can search TenForums for guidance on the error number [in the relevant repair/clean install tutorial if nothing else is found].  
- Take a few photos and check them on your phone until you know that you have got at least one that's in focus.

Best of luck,  
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;  
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PostmanPuzzled

PostmanPuzzled



Joined : Jun 2016

Surrey

Posts : 79

Windows10

Local Time: 12:43

Thread Starter



05 Sep 2021 at 22:15

#119

### User Account Confusions

I was in too much of a hurry and will try again.

1) I thought I had switched off Malwarebytes. You are supposed to be able to do it from the Task Bar tray. I clicked on the icon and assumed Quit was the command I wanted but when I went back to restore it afterwards it was already enabled. I am going to have to go through the main Malwarebytes site or might even uninstall temporarily to be on the safe side.

2) I thought I needed the USB Flash Drive to do the Repair install so I did not like to remove it before I started.

3) I had a look at the tutorials re Windows Updates and was going to re-register the process but Microsoft blocked the download as not one of their approved ones. I have asked a question about how to get round this. Do you know of any way ?

I think I will leave this for tonight as too many late nights addles my brain.

I have updated some drivers, possibly unnecessarily but I have paid for Driver Support so might as well use the app. I can `t see anything else. As you know I will be offered opportunity to update Windows 10 by the Repair install tutorial so it may not be necessary to update Windows Update Register or whatever it is called.

To the best of my recollection there was no error message number on the Windows 10 page which announced the failure. I thought I had copied down everything on it.

It wasn` t difficult to run the tutorial. It is the preparation stuff that has traps for the unwary.

nb What do you suggest to replace Bit Defender ? I tried Kaspersky. Can` t remember why I disliked it but I did. I have re-enabled Secure Boot until I am ready to resume. And Malwarebytes continues to run for the time being.

Do I need to do another System Restore before running Repair install.

My Computer

Thank

Quote



Try3  
Guru



Joined : Apr 2015

Posts : 9,059

Windows 10 Home

x64 Version 21H1

Build 19043.1165

Local Time: 19:43

05 Sep 2021 at 23:25

#120

PostmanPuzzled said: ↩

1) I thought I had switched off Malwarebytes. You are supposed to be able to do it from the Task Bar tray. I clicked on the icon and assumed Quit was the command I wanted but when I went back to restore it afterwards it was already enabled. I am going to have to go through the main Malwarebytes site or might even uninstall temporarily to be on the safe side.

*Quit* just stops it running for the time being. It also runs some services and they continue despite quitting the main application.

It's easy enough to re-install it so go ahead and uninstall it for now.

If you have paid for it then you should check what product key [or whatever] you need to note down so you can get back your licence afterwards. I have no idea how Malwarebytes does its licensing so have no idea what you might need to find.



PostmanPuzzled said: ➔

2) I thought I needed the USB Flash Drive to do the Repair install so I did not like to remove it before I started.

Just remove everything that can be removed. The USB you are running the Repair install from cannot be removed.

PostmanPuzzled said: ➔

3) I had a look at the tutorials re Windows Updates and was going to re-register the process but Microsoft blocked the download as not one of their approved ones. I have asked a question about how to get round this. Do you know of any way ?

I saw your post in the tutorial thread.

I do not know anything about Chrome, the browser you were using for the download. In general, the dialog saying it's blocked has a further info / see details button / link and when you click on that the option to continue is also shown.

I expect that this is the case for Chrome as well.

Here is a zipped version of the batch file - you can try downloading this and you can try downloading the batch file directly from the tutorial.

[Reset\\_Reregister\\_Windows\\_Update\\_Components.zip](#)

PostmanPuzzled said: ➔

I have updated some drivers, possibly unnecessarily but I have paid for Driver Support so might as well use the app. I can `t see anything else. As you know I will be offered opportunity to update Windows 10 by the Repair install tutorial so it may not be necessary to update Windows Update Register or whatever it is called.

Updating your drivers should not hinder anything.

I do not know what you are thinking of when you refer to the 'Windows Update Register'.

PostmanPuzzled said: ➔

nb What do you suggest to replace Bit Defender ? I tried Kaspersky. Can `t remember why I disliked it but I did. I have re-enabled Secure Boot until I am ready to resume. And Malwarebytes continues to run for the time being.

I suggest you just use the built-in Microsoft defender, albeit augmented by the free version of Malwarebytes so you have the ability to get a second opinion about anything that looks dodgy. Microsoft defender is as strong a malware defence as any of the third-party offerings. The only reason to consider any of them is because of some additional capability they offer [one of them, for example, offers a 'VPN' so if you wanted to have a VPN anyway then that would be a decent reason to consider it.

I spent six months trying each of the well-known anti-malware utilities about four years ago. I never found any reason to prefer any of them.

PostmanPuzzled said: ➔

Do I need to do another System Restore before running Repair install.

No.

Best of luck,  
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;  
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[Try3](#), [PostmanPuzzled](#)

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---	---	--	--

administrator. I deleted the temp.

also wanted to get rid of all password prompts and lockscreens. ...

sure enough, now I have two...

**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...

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