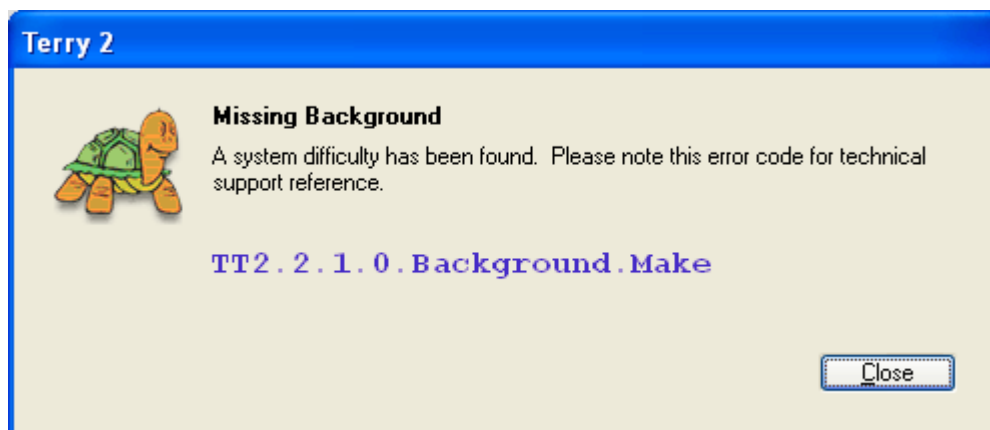


Missing Background Error – Windows XP

If Terry is launched and 'With Background' is selected, I get the following error message appear on screen:



Cause:

This error message occurs if the user's profile directory contains a full stop.

When a user logs on to a computer that they have not previously logged on to, Windows creates a folder in C:\Documents and Settings, giving it the same name as the username.

If a folder already exists in C:\Documents and Settings with the same name, Windows appends a full stop and a code after the username.

The two most common scenarios in which this will happen are:

1. For the domain administrator (who logs on as Administrator) but Windows sees them as a different user to the computer's administrator. A folder already exists called Administrator and so Windows creates a folder called Administrator.DOMAINNAME.
2. If the computer is removed from the domain and then re-joined to it such as for maintenance/upgrade purposes. Folders already exist in C:\Documents and Settings for users (e.g. JBloggs) but Windows sees them as new users and so creates a folder called JBloggs.001.

The solution to this problem is to ensure that there is no full stop in the user's profile directory. Kudlian recommends that you speak to your network administrator in order to resolve this issue.