

Temporary profiles logins after disabling UPDs

- Parallels Remote Application Server

UPD (user profile disks) is a technology that allows storing the user profiles in virtual hard disks instead of using roaming profiles. Please refer to [Support for User Profile Disks](#) for more info. Sometimes disabling it may lead to temporary profile logons.

Symptoms

Users login to temporary profiles in RDS sessions after UPD disabling at RDS Hosts.

Cause

This issues appears when UPD is being disabled while users being logged on to the RDS host.

Resolution

1. Once UPD is enabled on the RDS host, users who log in physically (running console session) start using UPD as well;
2. It's not possible to use UPD on 2 different servers at the same time. Result is temporary account;
3. Publishing Agent should be installed on the separate machine, otherwise, after UPD is disabled administrator will end up with the temporary profile because he was being logged in using UPD when disabling it and Windows in such case fails to remove home folder shortcut and reconfigure profile properly;
4. Users should be logged off when disabling UPD, otherwise the same described above will occur;

To fix profiles manually one may open Registry Editor and navigate to `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\ProfileList` of RDS Host. All users profiles existing there would be listed named by their Security Identifiers.

There, one may attempt to fix this issue by renaming profiles removing ".bak" from their names or correcting values of **ProfileImagePath** according to the situation.

Attention! Editing of Windows Registry is potentially dangerous operation and should be performed by well-trained technicians. Please refer to Microsoft Documentation for additional information.

In case you would like just to remove many profiles simultaneously, you may use [delprof2](#) utility. Please, keep in mind that it is a powerful tool and it can be dangerous if used careless.

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