

Knowledge Base

You're Unable to Use Fast User Switching

Applies to SynchronEyes™ software and SMART Sync 2009 for the Windows® XP and Vista™ operating systems

Symptoms

A message appears when you install the student version of SynchronEyes software or SMART Sync, and then attempt to enable the Welcome screen and Fast User Switching. The message states that a recently installed program disabled the Welcome screen and Fast User Switching, and that you must uninstall the program to restore these features.

Cause

When you install the student version of SynchronEyes software or SMART Sync, the software writes a value to the Windows Registry that prevents the Welcome screen and Fast User Switching from working.

IMPORTANT

When you install SynchronEyes software or SMART Sync, the Welcome screen and Fast User Switching are automatically disabled. You can restore them, but the student version of SynchronEyes software and SMART Sync works only for the first student who logs on. It doesn't work for multiple students.

Details

Delete the modified registry key, and then turn on Fast User Switching.

CAUTION

Take care when you modify the Windows registry. If you modify it incorrectly, you could cause serious problems to the Windows operating system. Consider backing up your registry to a .reg file before removing any items.

To delete the registry key

1. Log on to the computer as an administrator.
2. Select **Start > Run**.
The *Run* dialog box appears.
3. Type **regedit**, and then click **OK**.
The *Registry Editor* window appears.
4. Navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Winlogon\GinaDLL.
5. Right-click the registry key, and then click **Delete**.
6. Close the Registry Editor.
7. Restart your computer.

To turn on Fast User Switching

1. Click **Start > Control Panel**.
The Control Panel appears.
2. Double-click **User Accounts**.
The *User Accounts* dialog box appears.
3. Click **Change the way users log on or off**.
4. Select **Use Fast User Switching**.
5. Click **Apply options**, and then click **OK**.
6. Restart your computer.

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