

Microsoft Knowledge Base Article - 264672

OLEXP: Your Outlook Express Password Is Not Retained in Windows 2000 or XP

The information in this article applies to:

- Microsoft Outlook Express 5.5 for Windows 2000
- Microsoft Outlook Express 5.01 for Windows 2000
- Microsoft Outlook Express 6.0 for Windows XP

This article was previously published under Q264672

For information about the differences between Microsoft Outlook Express and Microsoft Outlook e-mail clients, click the following article number to view the article in the Microsoft Knowledge Base:

[257824](#) OL2000: Differences Between Outlook and Outlook Express

IMPORTANT: This article contains information about modifying the registry. Before you modify the registry, make sure to back it up and make sure that you understand how to restore the registry if a problem occurs. For information about how to back up, restore, and edit the registry, click the following article number to view the article in the Microsoft Knowledge Base:

[256986](#) Description of the Microsoft Windows Registry

SYMPTOMS

When you run Outlook Express using Microsoft Windows 2000 or Microsoft Windows XP and connect to your Internet Service Provider (ISP) to retrieve e-mail messages from a Post Office Protocol (POP) server, your password is not retained even though you have chosen to save it.

CAUSE

The registry contains incorrect information for the **Protected Storage System Provider** registry subkey for your account.

RESOLUTION

To save your password you must back up your registry, remove the user account information, and then re-enter your password. Only people who are members of the Administrators group on the local computer can make these changes. Windows XP Home Edition users need to check the Users control panel. If they are not listed as an Administrator, someone with Administrator rights will have to add them to the Administrators group.

WARNING: If you use Registry Editor incorrectly, you may cause serious problems that may require you to reinstall your operating system. Microsoft cannot guarantee that you can solve problems that result from using Registry Editor incorrectly. Use Registry Editor at your own risk.

How to Back up the Registry

Windows 2000

1. Click **Start**, click **Run**, type **regedt32** in the **Open** box, and then click **OK**.
2. Locate and click the following registry key:

HKEY_CURRENT_USER\Software\Microsoft\Protected Storage System Provider

3. On the **Registry** menu, click **Save Key**.
4. In the **File name** box, type a unique name for the key.

5. In the **Save In** box, click a location for the file, and then click **Save**.
6. On the **Registry** menu, click **Exit**.

Windows XP

1. Click **Start**, click **Run**, type **regedt32** in the **Open** box, and then click **OK**.
2. Locate and click the following registry key:

HKEY_CURRENT_USER\Software\Microsoft\Protected Storage System Provider

3. On the **File** menu, click **Export**.
4. In the **File name** box, type a unique name for the key.
5. In the **Save In** box, click a location for the file, and then click **Save**.
6. On the **Registry** menu, click **Exit**.

How to Remove the User Account Information

Windows 2000

1. Quit all programs.
2. Click **Start**, click **Run**, type **regedt32** in the **Open** box, and then click **OK**.
3. Locate and click the following registry key:

HKEY_CURRENT_USER\Software\Microsoft\Protected Storage System Provider

4. On the **Security** menu, click **Permissions**.
5. Click the registry key for the user that is currently logged on and ensure that **Read** and **Full Control** are both set to **Allow**.
6. Click the **Advanced** button, ensure that user that is currently logged on is selected, that **Full Control** is listed in the **Permissions** column, and that **This Key and Subkeys** is listed in the **Apply to** column.
7. Click to select the **Reset permissions on all child objects and enable propagation of inheritable permissions** check box.
8. Click **Apply**, and then click **Yes** when you are prompted to continue.
9. Click **OK**, and then click **OK**.
10. Double-click the **Protected Storage System Provider** key to expand the key, click the user subkey folder that is directly below the **Protected Storage System Provider** key, click **Delete** on the **Edit** menu, and then click **Yes** in the warning message dialog box.

The user subkey folder looks similar to the following example:

S-1-5-21-124525095-708259637-1543119021-16701

NOTE: For every identity that you have, there will be a subkey under the **Protected Storage System Provider** key. To resolve this problem in all of your identities, you must delete all of the user subkeys folders under the **Protected Storage System Provider** key.

11. On the **Registry** menu, click **Exit**, and then restart your computer.

Windows XP

1. Quit all programs.
2. Click **Start**, click **Run**, type **regedt32** in the **Open** box, and then click **OK**.
3. Locate and click the following registry key:

HKEY_CURRENT_USER\Software\Microsoft\Protected Storage System Provider

4. On the **Edit** menu, click **Permissions**.

5. Click the registry key for the user that is currently logged on and ensure that **Read** and **Full Control** permissions are both set to **Allow**.
6. Click the **Advanced** button, ensure that the user that is currently logged on is selected, that **Full Control** is listed in the **Permissions** column, and that **This Key and Subkeys** is listed in the **Apply to** column.
7. Click to select the **Replace permission entries on all child objects with entries shown here that apply to child objects** check box.
8. Click **Apply**, and then click **Yes** when you receive a prompt to continue.
9. Click **OK**, and then click **OK** again.
10. Double-click the **Protected Storage System Provider** key to expand the key, click the user subkey folder that is directly below the Protected Storage System Provider key, click **Delete** on the **Edit** menu, and then click **Yes** in the warning message dialog box.

The user subkey folder looks similar to the following example:

S-1-5-21-124525095-708259637-1543119021-16701

NOTE: For every identity that you have, there may be a subkey under the Protected Storage System Provider key. To resolve this issue in all of your identities, you must delete all of the user subkeys folders under the Protected Storage System Provider key.

11. On the **Registry** menu, click **Exit**, and then restart your computer.

How to Re-Enter Your Password

NOTE: These steps work for both Windows 2000 and Windows XP.

1. Start Outlook Express.
NOTE: If you receive a login error, close the dialog box and proceed.
2. Click **Tools**, and then click **Accounts**.
3. Click the **Mail** tab in the **Internet Accounts** window.
4. In the **Account** column, click to highlight the Internet E-mail account to be changed, and then click **Properties**.
5. On the **Server** tab, type your password in the **Password** box, and then click to select **Remember password** dialog box.
6. Click **OK**, and then click **Close**.
7. Close Outlook Express and then restart it.
8. On the **Tools** menu, click **Send and Receive** to test if your password is retained.

NOTE: If other Windows 2000 or Windows XP users are having password retention problems, re-enter the password, and then click to select the Remember Password check box for those profiles. Each user may need to log on for their password to be retained.

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