

## Outlook 2000/2/3 will not save the POP password on Windows 2000/XP – Solution

Use this document if you find yourself in a situation where you are on Windows 2000/XP and **Microsoft Outlook 2000/2002/2003** refuses to save the mailbox password even when you tick (check) the Save Password box.

*No matter what you do, and what you try, Outlook simply refuses to save your ISP mailbox password (also called your POP password) which means that every time you pick up or send emails you find yourself having to re-enter the password.*

This problem occurs when a particular key in the Windows Registry contains information which Windows does not think matches the logged in user's profile. This typically will happen if you have copied or imaged a hard disk from one PC to another as a result of a PC crash or upgrade and where, as a result of different hardware, Windows has generated a security ID that is different from the one that was in use on the previous hardware.

The steps below enable you to correct the problem and should be used only by Advanced Windows users.

Solution to the problem :

- Make sure that the user experiencing the problem has **Administrator Rights**. If that user does not have Administrator Rights, then temporarily give him/her administrative rights by including him/her in the **Administrators** group ("Control Panel \ Administrative Tools \ Computer Management \ Local Users and Groups \ Groups").
- Login to your Windows 2000/XP PC as the user who is experiencing the problem.
- Close any program that may have opened automatically at logon.
- Start the **Windows Registry Editor** ("Start \ Run", then type REGEDIT and click OK).
- HKCU = HKEY\_CURRENT\_USER** (Definition of HKCU for the next step).
- Navigate to **HKCU\Software\Microsoft\Protected Storage System Provider**.

- Right-click on that key in the left pane of REGEDIT and choose “**Permissions**”.
- Make sure that the logged in user has **Full Control** access rights to that key either through his/her name showing up in the list of usernames, or through a group which this user belongs to **permanently**, as opposed to *temporarily*, also showing up in the list of usernames.
- Click **ADVANCED**.
- On the next screen make sure again that the logged in user, or the group that the user belongs to, has “**This key and subkeys**” showing in the Apply To column in addition to showing “**Full Control**” in the Permission column.
- OK** yourself out of the “Permissions” dialogue box.
- Next, for every single subkey of the **Protected Storage System Provider** key, do the following :
  - Right-click on the key and choose “**Permissions**”.
  - Add yourself as the logged in user to the list, as follows : click **ADD**, click **ADVANCED** on the next window, then click **FIND NOW**, then highlight yourself (logged in user) in the list of usernames and groups that comes up, then click **OK**, click **OK** again, tick (check) the “**Full Control**” check box to give yourself full control, then click **OK** to implement the changes.
  - Now that you have full rights to that subkey, delete it by right-clicking on it and choosing Delete.
  - Repeat this process for every subkey of the **Protected Storage System Provider** key.
- Close the Windows Registry Editor.
- Reboot the PC.
- If you had to give the user temporary Administrator rights by putting him/her in the “Administrators” group, login as **Administrator** to reverse the temporary change.

Login as the user who had the problem – you should now be able to successfully save the password in Outlook.  
Test every Outlook profile defined for that user.

You're done !

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