# C:\Users\stefano.maggi.CONBIPELSPA\Desktop\prom38.png

**Date**: 26/12/2012

**Procedure:** “The System Could Not Access The Credential Manager Server” Error (Windows Vista)

**Source:** [**LINK**](http://www.tomstricks.com/how-tofix-the-system-could-not-access-the-credential-manager-server-in-windows-vista/)

**Permalink:** [**LINK**](http://heelpbook.altervista.org/2012/the-system-could-not-access-the-credential-manager-server-error-windows-vista/)

**Created by:** HeelpBook Staff

**Document Version:** 1.0

# [**“The System Could Not Access The Credential Manager Server” Error (Windows Vista)**](http://heelpbook.altervista.org/2012/the-system-could-not-access-the-credential-manager-server-error-windows-vista/)

**Credential manager** is a single sign-on feature that allows users to input user names and passwords for multiple network resources and applications. **Credential Manager** is a central store for all of your usernames, passwords, and X.509 certificates.

In **Windows Vista**, *Credential Manager* can roam stored user names and passwords between multiple computers in an active directory domain. For example, if a user logs on to acomputer and connects to a password protected web server and selects “**Remember My Password**” checkbox.

This information will be saved within the Credential Manager. When the user logs on to a different computer and connects to the same server, **Internet Explorer** will provide the password. So, the user is not supposed to type it again.

Earlier versions of **Windows** cannot access the stored credentials.



Those who use **HP / Compaq** line of  desktops and laptops, you can find all of a sudden that can no longer access the system by displaying the following message: “**The system could not access the Credential Manager Server**“.

The problem is not for the**Windows Vista** operating system, but certainly one of the software pre-installed by the manufacturer that for most will never be used and that encumbers the eroding precious memory.

“**The system could not access the Credential Manager Server**” error occurs due to a software“**HP ProtectTools Security Manager**”,which can be configured to prevent unauthorized access using **Smart Cards**, **TPM Embedded** security chips, USB sticks.

There are two ways to solve the problem:

## **First solution:**

* Reboot the PC. While it is being restarted by pressing the F8 function key. On the screen will display a different kind of start (If we do not even get the pc reboot and press the F8 function key faster;);
* Select “**Start in Safe mode**”;
* When you are prompted to log in using the local administrator account;
* Go to services and DISABLE everything that starts with HP;
* Reboot the system. Hit f10 while it’s starting and disable the security settings (the second colum halfway down). You’ll have to configure a password to do it for some reason.
* When you are prompted to log in using the local administrator account;
* Go to Start / all program / **HP ProtectTool Security Manager FOR ADMINISTRATORS;**
* Click on **Credential Manager** and then click **Settings**;
* Deselect the checkbox in the General tab “**Use credential manager to log on to Windows**”;
* You need to logoff;
* Select “**Logon as a different user**” and use a standard domain account.

## **Second Solution:**

At the **Windows Vista** login screen, do the following:

* Choose “**Log in as different user**”;
* Click “log on with Wizard”.This will bring up a new login window where you can specify you username, Domain, and password.
* In the bottom left corner of this window is a button labeled “**More**” Click it, and check the box labeled “**Do not logon to Credential Manager**”;
* Write your username, password and domain in the respective places and log on.
* After successful logon, **UNINSTALL CREDENTIAL MANAGER**!

If you don’t, you will have to repeat the procedure next time you start up your PC again!

## **Sometimes this solution will works fine:**

* Start in safe mode and log on as a local admin;
* Start device manager and look under ‘**Security Devices**’ for ‘**TrustedPlatformModule**’ – Right click and select uninstall;
* Reboot and allow the module to auto-reinstall itself;

You should now be able to logon to **Windows Vista** without receiving a credential manager error.

Depending on the versions of **Windows Vista** and **TPM** you are running you might have to re-register any finger scans you had stored.

The problem is the driver becomes corrupted.