

# WINDOWS VISTA

## Internet Set Up

Troubleshooting network connection problems applies to all editions of Windows Vista. Troubleshooting connection problems can be a challenge because there are so many possible causes. First, try these steps:

1. Open Network Diagnostics by right-clicking the network icon in the notification area, and then clicking Diagnose and repair.
2. Make sure that all wires are connected (for example, make sure your modem is connected to a working phone jack or cable connection, either directly or through a router).
3. If you are trying to connect to another computer, make sure that computer is on and that you have enabled file and printer sharing on your network.
  - a. For more information, see Networking home computers running different versions of Windows.
4. If the problem began after you installed new software, check your connection settings to see if they have been changed.

### **If problem persist try the following steps:**

1. Open Network Connections by clicking the Start button
2. Click Control Panel
3. Click Network and Internet
4. Click Network and Sharing Center
5. Clicking Manage network connections.
6. Right-click the connection
7. Click Properties. If you are prompted for an administrator password or confirmation, type the password or provide confirmation.

### **CHECK YOUR ROUTER**

1. Because of the new networking features in [Windows Vista](#), some older network routers are not fully compatible with Windows Vista and can cause problems.
2. You can test your router to see whether it is fully compatible with Windows Vista by running the Internet Connectivity Evaluation Tool. Or, for a list of routers that are compatible with Windows Vista, go to the Windows Vista Hardware Compatibility List website.