

# Vista Troubleshooting Tips

## Why can't I release/renew an IP?

One of the "advantages" of Windows Vista is its increased security. This is an advanced function of Windows, and it requires "elevation".

To be able to do advanced features like release and renew an IP, you must run the command prompt as an administrator.

### Method 1

1. Go to START and in the Start Search textbox, type in **COMMAND** (do not press enter).
2. Right-click the **Command Prompt** icon at the top of the screen and choose "**Run as administrator**".

### Method 2

1. Go to START and type in **cmd** in the Start Search textbox.
2. Press **CTRL+SHIFT+ENTER** to open the command prompt as administrator.
3. When prompted to confirm that you want to run as administrator, click **Continue**.

## How to Find an IP using ipconfig

1. Open the command prompt and run **ipconfig**.
2. Vista displays lots of tunnel adapters that were not found in Windows XP. These are related to IPv6, and can be ignored.
3. Figure out what network adapter you are looking for (Local Area Connection, Wireless LAN, etc.).
4. Look for the IPv4 Address for that adapter.

## Where is the run screen?

Run is still there, but it is hidden by default.

Instead of using run, you can use the Start Search textbox at the bottom of the Start Menu to run commands.

You can also activate the RUN menu by doing the following:

1. **Right-click** the **Start** button.
2. Click **Properties**.
3. Click the **Customize** button beside the **Start** Menu selection
4. Scroll down and check the checkbox on **Run Command**
5. Click **OK** and then click **OK** again.

## Where is the menu bar in Windows Explorer?

ALT-Key            Hides/Shows menu bar

## Other Vista Tricks

Win-Key + D	Show desktop
Win-Key + M	Minimize all windows
CTRL + C	Copy to clipboard
CTRL + X	Cut to clipboard
CTRL + V	Paste from clipboard
CTRL + Z	Undo the last action
CTRL + Y	Redo the last action
F2	Rename the selected item
F3	Search for a file or folder
ALT+TAB	Switch between open items

## Navigating the Network and Sharing Center

The network connections screen that we came to know and love in Windows XP has been drastically revamped.

It has been replaced with the "Network and Sharing Center".

There are several ways to access the Network and Sharing Center.

### Method 1

1. Click the Start button.
2. Type **Network and Sharing Center** in the Start Search textbox, then press enter.

### Method 2

1. Click the Start button and choose **Control Panel**
2. Double-click **Network and Internet**
3. Double-click **Network and Sharing Center**

### Method 3

1. Click the Start button and double-click **Network**.
2. From the top of the network screen, click **Network and Sharing Center**.

### Method 4

1. Click the Start menu and right-click **Network**.
2. Left-click **Properties** in the menu.

# Using the Network and Sharing Center

## The main pane:

1. Displays a network map
2. Lists existing network connections
3. Contains Info on Sharing and Discovery. You will probably never need to use this info.

## The task pane

1. Provides access to networking tasks
2. Primarily, it is where you will find manage network connections, which is basically the old network connections screen from Windows XP.
3. Set up a connection or a network is used for connecting to new networks, such as a wireless network.
4. Manage Wireless Networks allows you to see existing available wireless networks.

These last two options may or may not be useful,



## Troubleshooting Network Problems

Sometimes, a customer with Vista will have an IP, but they will not be able to surf. They have disabled their third-party firewalls, but, but they cannot get out. Strangely enough, they can ping things inside their network. What the heck is going on?

If the customer has disabled their third-party firewall, and they still cannot get out, they may have fallen victim to a Windows Vista security booby trap.

To troubleshoot this:

1. Go to the Network and Sharing Center.
2. In the main pane, look for the network in the list. In parentheses, next to the network name, it will either say (Public network) or (Private network).

**A public network** is an un-trusted network. Vista shuts off file and printer sharing when this option is selected. I have also seen Vista shut off all Internet access on numerous occasions when Network Address Translation (NAT) is involved.

**A private network** is a trusted network. Usually, a trusted network has a router or firewall in front of it and NAT is involved.

If the customer has a modem/firewall/router that does NAT, and the network in question is listed as (Public network), this is probably the cause of the problem. To fix it, do the following:

1. Click the customize link.
2. Change the option to Private.

3. Click Next.
4. Click Close.

If the customer is connecting the computer directly to the Internet (ie. there is no router or firewall doing NAT...the PC is getting a public IP), repeat steps 1-4, except change the network location to **Public** instead of **Private**.

## That still did not fix the problem!

1. Again, in the Network and Sharing Center, click the customize link at the right of the connection.
2. Make sure that the setting is changed to Private.
3. Click Merge or Delete Network Locations at the bottom of the screen.
4. Delete all of the old network locations in the list. When you are done, click Close.
5. If Vista prompts you to specify whether the current network is Public or Private, again, choose Private.

## Still no go!

1. Go to the Network and Sharing Center.
2. Click Manage Network Connections.
3. Right-click the network adapter in question and choose Properties.
4. Uncheck the option Internet Protocol Version 6 (TCP/IP v6).
5. Make sure that the (TCP/IP v4) option is still checked.

6. Click OK and reboot the computer.

If that still doesn't work and you can surf with your laptop, then the problem is with the computer.

## Setting up Dialup in Vista

1. To setup dialup on Windows Vista, first click the Windows Start/Flag button, and click "Control Panel".
2. Double-click on Network and Internet.
3. Double click on "Network and Sharing Center".
4. Pick "Set up a connection or network" on the left hand side under Tasks.
5. Pick "Connect to the Internet" and then click "Next".
6. You now have the choice between Broadband (PPPoE) and Dial-up. Click on "Dial-up".
7. Enter in the appropriate data for that connection.

