

TROUBLESHOOTING
COMMON PROBLEMS FOR WINDOWS VISTA USERS

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Introduction

What Is Windows Vista?

On January 30th, 2007, Microsoft released Windows Vista worldwide. This brand new operating system serves personal computers, including desktops, laptops, Tablet PCs, and media centers. So what makes Windows Vista distinct from other Microsoft operating systems like Windows XP and Windows 2000? Windows Vista was released more than five years after the release of Windows XP, its immediate predecessor and it ultimately contains hundreds of new features in addition to various reworked features from the older operating systems. Above all, Windows Vista focuses on providing a more dramatic experience with enhanced graphic features and multimedia tools that allow the user to more easily create audio, visual, and print products.

Why Do I Need This Book?

Of course, like most computer systems, there have been a number of major criticisms about Windows Vista. Just as there were criticisms and problems about Windows XP, which was an operating system found to be particularly susceptible to viruses and other security compromise, Windows Vista has several problems to go along with its numerous advantages.

Some of the common criticisms about Windows Vista include issues with the hardware requirements of the system, problems with file operations, licensing and associated costs, digital rights management issues, user account control issues, and software protection issues.

The good news is that the right amount of planning and access to information makes life a little easier for Windows Vista users. There's certainly enough information out there now – including plenty of pointers you'll find in this book – that will point you in the right direction if you do have any issues with Windows Vista. At the very least, you can get enough information at your finger tips to ensure that you don't have to make any sudden reversion to Windows XP.

The purpose of this book is to take you through some of the most common problems associated with Windows Vista and show you how to solve these problems or even avoid them where possible. The advice is there for you, short, sweet, and to the point. We've compiled information about the most commonly reported problems for this book and just in case we miss anything, you can check out the list of further resources pointing you in the direction of books and websites that provide further information about common problems with the platform program.

Windows Vista Information

Overview of Windows Vista

What do you really need to know about Windows Vista? The main idea behind Windows Vista, it seems, was to provide Windows users with a more convenient system that integrated a heck of a lot of multimedia elements. After all, in the last five years, the Internet has come a long way and now most regular computer users, during their online stints, like to make some use of media, whether it's by creating a video for YouTube or just tuning in to their favorite radio station streaming online. Of course, there's also digital photography. Who hasn't got a digital camera? Windows Vista makes it easy for the average computer user to make use of these various types of media with relatively little hassle. It also provides a range of other program upgrades for standard features like word processing and database management, reducing the extent to which the lack of Microsoft Office, no longer preinstalled on the Windows systems, is felt.

Purchasing Windows Vista

Believe it or not, one of the most frequently asked general questions about Windows Vista is "What do I have to buy?" It seems many people are confused about how they get their hands on Windows Vista and what precisely it means to have this operating system installed on a computer. Other common questions we're going to answer in this section, "purchasing Windows Vista", include questions about editions of Windows Vista, comparing features, and what disks you need (or don't need, as the case may be) to prepare yourself in case of a system failure.

Computers that come with Windows Vista operating systems preinstalled will generally have what is called the Windows Vista Home Basic edition. Many people wonder about upgrades and yes, like most systems, it is possible to upgrade your edition of Windows Vista. If you have Home Basic, you can upgrade to either the Windows Vista Home Premier Edition or the Windows Vista Ultimate. With Windows Vista Business, and you generally have to select this operating system over the Home Basic when you buy your computer system, then you can also upgrade to the Windows Vista Ultimate edition if you prefer.

Your best bet, if you're considering an upgrade is to head on over to the Windows Vista website where you can compare the features of the various editions and make a determination as to whether an upgrade is going to be worth your while. The website address is https://na.windowsanytimeupgradestore.com/WAU_DIRECT/Home.aspx and you simply follow the link to compare editions; pricing information for the upgrades is provided there as well.

Since Windows Vista does not always come along with a set of recovery discs, another common question with regard to purchasing is whether or not you need to pay for or otherwise secure a Windows Vista disc. If you decide to secure an upgrade for your Vista system then you are likely to receive a disc in the mail as part of your order. In this case, you are paying for the disc as part of your upgrade. Otherwise, you may have to make your own recovery discs using blank rewritable CDs. Generally you will receive a prompt about this close to the time that you start up your computer for the first time (if it's a new computer) or periodically when you are going about using your computer.

Minimum System Requirements

The minimum system requirements for Vista capability are as follows: Processor speed of 800MHz, memory of 512MB RAM, DirectX 9 capable graphics card, 20GB hard drive and at least 15GB of free space plus a CD-ROM drive..

The minimum system requirements for the Vista Premier are stated as follows: Processor speed of 1.0GHz, 1GB RAM, DirectX 9 capable GPU with Hardware Pixel Shader v.2.0, 128MB RAM, 40GB of hard drive, at least 15 GB, and a DVD-ROM drive.

Windows Vista Installation and Activation Problems

Believe it or not, installation and activation problems are one of the biggest issues for Windows Vista users. In this section, we'll run through the top issues pertaining to installation and activation problems.

Installation Problems:

1. What should I do before installing Windows?

Before you install Windows Vista, there are a number of things you can do to prepare your computer if it has previously been running with a different version of Windows, for example. The first thing you should do is ensure that your antivirus program is up to date and running properly. Once you're sure that it's working properly, you should disable it to prepare for installation. Having installed Windows you should be able to reactivate your antivirus program.

You should also be sure to back up your existing computer files on an external hard drive or, if you don't have one, on a rewritable CD or DVD. If you don't have either of these to hand, you may need to establish a network folder in which to save your files. If you need additional help to back up your files, you should go to the Help and Support section on your computer to find out how to back up files on your existing system.

Connect to the Internet before you install Windows Vista to ensure that the connection is working and that you are going to be able to check for relevant updates, such as security and hardware driver updates.

Your final preparation step is to check that your hardware is going to be compatible with the version of Windows Vista you have ready to install.

2. What do I need to install Windows?

Before you begin the installation process for Windows, you should check that you have the correct installation disc, a valid product key to hand, and your computer's name to hand.

To find the name of your computer you should click on the *Start* menu, right-click on *My Computer* and the *Properties* tab. You should then have the option to click on a tab entitled *Computer Name*. Write down the given name of your computer and keep it to hand.

3. How do I upgrade an edition of Windows Vista?

If you want to have your old files, settings, and programs available but you want to have additional capacities, then you might want to consider upgrading your Windows Vista edition. Generally, to perform an upgrade, you will need to purchase the necessary program and run the installation as prompted.

4. How do I perform a clean installation?

You should perform a clean installation if you are looking to replace information on a particular drive or partition or if you want to set up a multiboot system on your computer. To perform a clean installation, you will generally purchase a new full edition of Windows Vista for the purpose of installation. The new installation, following the specific prompts, will generally lead to the removal of old files and settings on the drive.

5. How can I uninstall Windows Vista?

It is not possible to uninstall Windows Vista as such. Instead, it is possible to reinstall a previous operating system that can then be replaced. To reinstall an old operating system, you will need to original installation disk. It is important that you back up programs and files before you insert the installation disc in your computer. To regain hard disc space using Windows Vista, you should reformat the disc during the reinstallation process.

6. What about program compatibility issues; will my existing programs work with Windows Vista?

Windows Vista is compatible with most of the programs that also run on Windows XP. That said, in some instances, older programs will not run properly (they may not run at all) on Windows Vista. To check compatibility, you should run the program compatibility Wizard by clicking *Start*, going to the *Control Panel*, click on *Programs*, and then click on *Use and older program with this version of Windows*.

You can also change the compatibility settings of Windows Vista manually for a specific program by clicking on the program's icon, selecting *Properties*, and then going to the *Compatibility* tab.

Activation Problems:

1. Where is the product key to activate Windows Vista?

Most of the time you will find your Windows Vista product key on your computer if the computer came with Windows Vista preinstalled. If you can't find your product key on your computer, then you will probably find it on the installation disc holder you received along with your Windows package. A product key is generally a sticker with a series of numbers separated by dashes.

If you can't find a key either on your computer or on your disc holder, you're going to need to get in contact with the company who provided your computer or your Windows package. There is a chance you may have to actually buy a product key (you can do this online) but you should certainly check first. If you do have to buy a new product key, go to <http://www.microsoft.com/windows/products/windowsvista/buyorupgrade/addlicense/default.aspx> to find out more.

2. What happens if the product key is said to be invalid?

If you receive a message that the product key you entered is invalid, keep an open mind and don't panic. There are several reasons that a product key might be invalid but there are two things that you should check first. You need to first of all check that you didn't mistype the product key in the first place. The second thing to check is whether the key you entered actually matches the key assigned to your copy of Windows. You need to ensure that all of the numbers are correct and entered in the correct order.

If you're certain that the product key has been entered correctly, you may need to buy a new product key. Check in with whoever provided your computer or your copy of Windows Vista to ensure that they didn't make a mistake. If you do need to purchase a new product key, simply go to <http://www.microsoft.com/windows/products/windowsvista/buyorupgrade/addlicense/default.aspx> and select the appropriate key for your edition of Windows Vista.

3. What if I don't have a product key?

You are going to need to buy a product key if you don't have one because the key is required to activate the full edition of Windows Vista. Without a valid product key, your edition of Windows Vista will stop working 30-days after installation. You won't be able to create new files or save changes to existing files if you don't activate your edition of Windows.

Always check in with the company who provided your computer or your edition of Windows Vista to ensure that they haven't made a mistake with regard to the product key (it's always a possibility). Once you've ascertained that you do need to get a new product key, got to the Microsoft website to buy the new key: <http://www.microsoft.com/windows/products/windowsvista/buyorupgrade/addlicense/default.msp>.

4. "Your activation period has expired": What should I do now?

If you receive a message on your computer that says your activation period has expired, you have several options to restore the full functionality to your account. Generally, your options for activation will be specified on your computer.

One way or another you are going to need to enter a product key. Before you go ahead and buy a new product key, it is important to check that the key you have (assuming you have one) has been entered correctly. Mistyping product keys is one of the most common causes of activation problems so let double checking this be your first step to problem resolution.

Once you've determined that you don't have a key to hand that is valid, one of your options is to activate windows online with a new product key. If you did not activate Windows within the 30-day activation period or if you simply ignored previous activation notifications, you should be able to activate your edition online with a key you have to hand already. If you don't have a product key, you should be able to purchase a new one.

You should be able to access your computer even when your activation has expired but you will find that your computer has reduced functionality. You may need to buy another product key if you are running a version of windows that has been detected as non-genuine.

Go to the Microsoft website

(<http://www.microsoft.com/windows/products/windowsvista/buyorupgrade/addlicense/default.msp>) and secure a new product key.

5. Changing computer hardware, what happens if Windows is no longer activated?

If you make significant changes to the hardware on your computer, you may have to reactivate Windows. If you upgrade your hardware, for example, you may find that your version of Windows Vista will not work.

You may need to reactivate your version of Windows on your computer by going to the *Start* menu, clicking on *Computer* and then *Properties*. You should receive the option to *Click here to activate Windows Now*. You will be asked to type in your administrator password or provide confirmation. The activation should occur automatically once you have authorized it as the administrator. If the automatic activation fails, you should have the option to activate the program over the phone. Generally, after changing your hardware, you will have three days to activate.

Common Troubleshooting Issues for Windows Vista

Aside from activation problems, Windows Vista users sometimes experience a range of general problems with relation to the operating system. Fortunately, most of the problems are fairly common, which means that there's plenty of information about them and no shortage of advice about how to solve them. The purpose of this section is to take you through the basics of general troubleshooting for Windows Vista, offering up the most common questions and answers with regards to troubleshooting problems.

Common Problem #1: "Site Advisor Has Stopped Working"

Interestingly, one of the most common problems with Windows Vista is the receipt of the following error message: "Site Advisor has stopped working". This error message tends to show up randomly, interrupting the use of Windows. The full message generally reads as follows: "Site Advisor Has Stopped Working! A problem caused the program to stop working correctly. Windows will close the program and notify you if a solution is available."

Generally speaking, this error message is a result of inadequate virus protection on your Windows Vista system. You will either have to repair the program or uninstall and reinstall the program to fix the issue. You will also have to establish better firewall protection to ensure that the problem doesn't affect your system again.

Installing either the AVG Free Anti-Virus system or the AdAware SE system has been very effective at reducing the recurrence of this problem.

Common Problem #2: System Restore Error

Vista users who have experienced general errors often report problems pertaining to the general functionality of one or more of the programs they are running. Some users have reported problems with system restore features, the component of Windows that allow you to return your hard drive to a previous setting. The good news, of course, is that it's relatively easy to resolve these problems too.

If you're having trouble returning to a restore point, the problem may be that there's a broken chain of information. If there's a problem with one aspect of your system restore, then all of the restore points created after the problem was experienced will be affected too. Generally, the way to solve this is to use Disk Clean up. This process wipes out all of the system restore points and means that restore points have to be created all over again.

To run a Disk Clean, on Windows Vista, you go to Start, select All Programs, Accessories, System Tools, and Disk Clean Up. You will generally have to locate and

click on the More tab and select the option to "Delete all but the most recent restore points on the disk". Generally you can start saving restore point after doing this and you should find that the problem you had going back to an earlier setting is now resolved.

Common Problem #3: Restoring the Hibernation Option

Some users, generally after running a disk clean up, find that their Hibernate option is no longer listed when they go to shut down their computer. The reason for this is generally that the disk clean up has deleted the Hibernation File Cleaner.

To restore the Hibernation feature, you need to run the Powercfg command line tool by going to Start and in the Search field, typing "command prompt". You should then be able to right-click on the Command Prompt entry and select "Run As Administrator". When you see the command prompt, you then need to type "powercfg/hibernate on", press enter, and the problem should be resolved; the option to hibernate will be restored.

Under other circumstances, if you have not run disk clean, the problem may be that the computer simply does not support hibernation, hibernation has just been disabled, or Hybrid Sleep has been disabled.

Common Problem #4: DVD Problems

In some cases, there can be a general problem running DVDs or CDs automatically. Under most circumstances, Windows Vista will autorun Windows Media Player or another program depending on preferences you have previously established. Generally speaking, however, if you have a problem running your DVDs or CDs, you first of all need to confirm that you don't have Windows Media Player already running. Once you have confirmed this, if you have to reenable your audio device, you will need to go to Start, Control Panel, and double-click on the Sound Entry option. Selecting the Playback tab you can right click below the entry titled "Select a playback device below to modify its settings". You will need to select the "Show Disabled Devices" and then Right-click on the disabled device entry, selecting "Enable", to reverse the problem.

Common Problem #5: Hardware Device Problems

If you have trouble with one or other of your hardware devices while operating the Windows Vista system on your computer, provided you can rule out any issues with the hard drive, the first thing you need to do is ensure that the specific device you're struggling with is compatible with the system in the first place, with your computer and

with the version of Windows you are using. You need to check the compatibility of both of these elements as compatibility with your computer does not guarantee compatibility with your version of Windows and vice versa.

If the device appears to be incompatible, finding the correct driver is your next step. You will need to check the information that came with your device and, if the information doesn't get you anywhere, you can also try an online search. You can look up your device on the Windows Vista Hardware Compatibility List (HCL) website. This site offers a fairly comprehensive list of computers and devices that have been tested to work with Windows Vista.

Some devices need special drivers to work properly. If you haven't already, you need to install any software discs that came with the device. The software package may include the specific driver you need; the issue you're running the device may be the result of not having installed the appropriate files on your computer.

Once you've installed any new software, you should restart your computer. It might be necessary to reboot the system either because the driver requires it or because, if the driver was not installed correctly, the system may need to opportunity to make this determination.

If the device you're trying to operate is attached to your computer with a UBS cable, if it is a universal serial bus (USB) device, you should first disconnect the device from the UBS port you're using and then plug it in to a different port. If Windows is able to recognize the device, if your ports are working properly, Windows should detect the device automatically. It may also automatically install the drivers, and will notify you if the device drivers did not install properly.

As a last resort before calling your technician, if the device is still not functioning and you have determined that the software is appropriately installed and the device properly connected to your computer, you may need to determine whether an updated drivers is required and available through Windows Update. You run a Windows Update check and then click to View available updates. You will be able to see whether an updated driver is available for your device.

Nine times out of ten, one or other of the steps described here will resolve your hardware device problems.

Common Problem #6: Windows Update Problems

As a general rule, your Windows system should be set to download and install updates automatically. One of the commonly reported problems with Windows Updates, however, is that even on an automatic setting, your Windows system might not be set to install updated drivers for your hardware. In the default setting, your computer may not automatically update the drivers required to run your hardware.

To get all driver updates, you may have to turn on recommended updates. Generally, you can do this by first opening up Windows Update. Click on the Start button and then All Programs. You should have the option to then click on Windows Update. Once the relevant window opens, you can click Change Settings and then Install updates automatically (recommended). Under Recommended Updates, you can then select the box, Include Recommended Updates when Downloading, Installing, or Notifying Me About Updates. By then clicking OK you should receive a prompt for your administrator password or confirmation. Once this information is entered, the changes should be confirmed and the problem resolved.

Common Problem #7: Internet Connectivity Issues for Driver Updates

If you are struggling to connect to the Internet to update your drivers, there are a number of steps you can take to try to resolve the problem. The first thing to note is that you cannot make substantial changes to your system unless you are logged in to an account with administrator privileges. Once you have verified that you are logged into an appropriate account, you should check whether you have a connection to the Internet. If your connection to the Internet is down, you might need to update your network adapter driver manually. If you have a disc that came with the device, you should insert it in the CD drive and follow the steps to manually update the driver.

If you are unable to find a disc, you may have to try connecting to the Internet from another computer to download the device driver from the device manufacturer's website. When you have the device driver files, you need to copy them to the computer that is having the problem.

To manually update the driver, first open the Device Manager. Click the Start button, click the Control Panel, click System and Maintenance, and then click Device Manager. If you may be asked for an administrator password or confirmation; type the password or provide confirmation as required.

Once you are in the Device Manager window, locate the particular device you need to update. If it is your Network adapter you are looking to update, you should find the

relevant file under the Network adapter section. You should then double-click the device name. In the next window, click the Driver tab, and then click Update Driver. The Update Driver Software wizard should open and provide you with the option to Browse My Computer For Driver Software. Click the Browse button and go to the location on your computer where you saved the new driver files. Click OK, and then click Next to install the driver.

Common Problem #8: Installation Problems for AMB's Cool & Quiet Drivers

Many computers techs site problems encountered when people have tried to install AMD's Cool & Quiet drivers on Windows Vista. This particular driver offers a power saving effect and appears quite popular among regular PC users. Unfortunately, the AMD's driver Web pages are reported to contain C&Q drivers for only Windows XP, not for Windows Vista.

On the other hand, the thing about the Vista driver for C&Q features is that it's built in to the system. Windows Vista contains full support for C&Q. To check up on this information, you need to go to Control Panel, click System, and click Power Options. You are then prompted to pick a power option plan and click Change Plan Settings.

If you click Change Advanced Power Settings, a dialog box will appear. You need to scroll down in the list box to find Processor Power Management. You can then click the + button next to it and set the minimum and maximum power states for the CPU for battery and power outlet settings.

Common Problem #9: Adobe Reader Problems

Many people find Adobe Reader indispensable to their Windows experience. Unfortunately, Windows Vista has several problems with this program. If you disable User Account Control or if you log onto the default administrator account, Adobe Reader 8 may not install after download.

There are two ways to resolve this problem. If the User Account Control is disabled, you may be able to resolve the problem with Adobe by enabling the feature. To enable the UAC feature, you need to go to Control Panel, click User Accounts, and click Turn User Account Control on. Once you have enabled this feature, you will need to restart your computer. You should be able to install Adobe Reader. When the installation is complete, you can turn UAC off again if you prefer.

If it appears that the Abode Reader will not install even while the User Account Control is enabled, you may need to run the Abode Reader installer system on your Vista system in Windows XP compatibility mode. To enter the XP compatible mode you need to go to the folder in which the Abode Reader installer is saved. By making a right-click on the folder icon you should be able to access the Compatibility tab. Under Compatibility Mode you should be able to opt to Run This Program in Compatibility Mode. From the list of compatibility systems you should be able to choose Windows XP. Checking this option you should then find that the Abode Reader will install without issue.

Common Problem #10: DRIVER_POWER_STATE_FAILURE

A handful of people have experienced few problems with Windows Vista prior to receiving, out of the blue, a blue screen error message referencing a DRIVER_POWER_STATE_FAILURE.

Generally, this error is triggered by the installation of a device with IEEE 1392 (FireWire). It may be a digital video camera you installed or an external hard drive. The point is that if you have left a device like this turned on and connected to Windows Vista, if Windows Vista goes into sleep mode, then it is generally when you go to take the system out of sleep mode that this error message DRIVER_POWER_STATE_FAILURE is received.

The cause of the problem is a driver called Sbp2Port.sys. This is a mass storage driver that has a problem with computers when they go into sleep or standby mode. To prevent the DRIVER_POWER_STATE_FAILURE problem from recurring, you need an update from the Microsoft web site.

The Top-Three Windows Vista Improvements for Troubleshooting

Overall, Windows Vista is designed to be more reliable and to have better performance features than previous versions of Windows operating systems, including Windows XP. For the most part, Windows Vista is indeed a much more reliable system than its predecessors.

Now that we've considered some of the most common problems with Windows Vista systems – the most common problems listed by Windows Vista users looking for online assistance – we can now take a look at the various general improvements that have been made to the Windows Vista system.

- **Boot and Resume:**

The Windows Vista operating system is designed to process login scripts, startup applications, and services in the background to help users to get to work quickly on their computer. Among the new system features is the advanced Sleep state that combines the speed used in the Standby mode to allow for the data protection with the low power consumption of the Hibernate. The result is that the startup process from the Windows Vista Sleep state takes seconds to start up.

As a Windows Vista operating system starts up, many functions can be processed in the background, affording the user control over their activities much sooner than in previous versions of Windows. Instead of shutting down the computer to save power, Windows Vista users can now use the new Sleep state as their default state for turning off their computers. .

Going into the Sleep state, Windows Vista records the contents of memory to the hard disk while it also maintains the memory. Windows Vista also enters and recovers from the Sleep mode in a matter of seconds.

- **Built-In Diagnostics:**

Windows Vista comes complete with in-built hardware diagnostics, the purpose of which is to establish when errors are present. The built-in diagnostics of the system are used to automatically repair the problems and assist with the guiding of the user through a recovery process. Ultimately, the system serves to eradicate the problem, whatever it may be.

Although the diagnostic program does not necessarily have the capacity to diagnose all problems, common problems are at least resolvable with a functioning built-in diagnostic program. Such problems generally include impending disk failures, memory problems, and networking issues. Data back-up,

disk replacement, and data restoration are all features that the diagnostics system allows.

- **Automatic Recovery:**

When a computer problem is beyond repair, when a failure of the Windows system is deemed unpreventable, Windows Vista also offers a reasonable solution. Specifically, the operating system will automatically diagnose and recover an unbootable system, turning it into a system that is functional using what is known as the Startup Repair Tool or SRT. The SRT offers a troubleshooter system to take the user through the recovery process for no-boot situations step-by-step, minimizing the need for professional intervention or even major system overall. The general principle of both the automatic recovery system and indeed the built-in diagnostic systems is to minimize the extent to which Windows Vista users are vulnerable to lose data should any element of the operating system fail or otherwise become corrupt.

Since start-up problems are generally recognized as some of the most difficult to resolve, at least for system administrators, the SRT system is designed to facilitate troubleshooting even in the event of a start-up problem; when a system boot fails, the system reverts to the SRT, which performs extensive diagnostics, reviewing the start-up log files to determine the nature of the problem. This entire process mirrors the general diagnostic process used to detect problems when the operating system may otherwise be fully functional.

As with the built-in diagnostics and troubleshooter systems of the main operating system, the SRT also offers automatic resolutions or system recovery information to facilitate the speedy resolution to any systems errors.

Further Resources

Below is a list of Recommended Windows Vista Books, useful for anyone who wants to get their head around this system. Many of them also contain troubleshooting information. All are available on Amazon.com.

Windows Vista For Dummies by Andy Rathbone

Windows Vista All-in-One Desk Reference by Woody Leonhard

Windows Vista: The Missing Manual by David Pogue

Microsoft Office 2007: Introductory Concept and Techniques by Gary B. Shelly

Windows Vista Inside Out by Ed Bott

Windows Vista Annoyances: Tips, Secrets, and Hacks by David A. Karp

MCTS Self-Paced Training Kit (Exam 70-620) by I. McLean

Switching to the Mac: The Missing Manual by David Pogue

Windows Vista(TM) Plain & Simple by Jerry Joyce

Teach Yourself VISUALLY Windows Vista by Paul McFedries

Microsoft Windows Vista Step by Step by Joan Preppernau

Windows Vista(TM) Administrator's Pocket Consultant by William R. Stanek

Windows Vista For Dummies, Special DVD Bund... by Andy Rathbone

Windows Vista: Top 100 Simplified Tips & Tricks by Paul McFedries

Windows Vista(TM) Resource Kit by Mitch Tulloch

Windows Vista Secrets by Brian Livingston