What do you do when your squeaky new Microsoft operating system doesn't work? You moan and complain and get personal about Bill Gates's haircut while you wait for Microsoft to figure it out and issue a fix in a hefty service pack in a year or so. Or you could take the smart way out and use this definitive troubleshooting book that will cure your illin' Vista PC in no time flat.

This book exposes the flaws and nuances of Vista and teaches you how to work with its quirky personality and fix the problems you have with it so you can get back to your regularly scheduled life. *Microsoft Windows Vista Help Desk* digs deep inside the operating system to unveil expert-level tools and techniques. It offers a step-by-step, head-patting, hand-holding experience on how to use Vista as if you are a trained professional.

This book covers hiccups, coughs, crashes, blue screens, reboots, system failures, malware infections, and other forehead-aching issues that make happy users clench their fists and profane the good name of the sweet and kind geeks in Redmond, Washington.

Microsoft®

Windows Vista™
Help Desk

Andy Walker is one of North America's top technology journalists and is the author of Que's *Absolute Beginner's Guide to Security, Spam, Spyware & Viruses*. Since 1995, he has written about personal computer technology for dozens of newspapers, magazines, and web-sites. His personal technology advice column was syndicated across the Southam Newspaper chain and today the body of work is published at Cyberwalker.com, where more than 5 million visitors read the advice annually. Andy has appeared as a tech expert on hundreds of TV and radio broadcasts and now co-hosts the internationally syndicated TV show *Call for Help* with Leo Laporte. Andy was born in the UK, educated and raised in Canada, and now lives in Toronto with a cat and a really secure personal computer.

- Troubleshoot your Vista PC every inch of the way—including Internet problems, printing problems, network problems, and user interface problems

- Use the troubleshooting flowcharts to step your way through a problem to find the right solution

- Designed for home users, cubicle dwellers, and students everywhere

- Quickly sort through complex problems to determine whether Vista, your hardware, or a random piece of software is the culprit

- Track down and eradicate viruses, spyware, and other Internet nasties

- Deal with annoying networking issues that have brought your wireless network to its knees

- Set up and troubleshoot multiple user accounts so that you, your spouse, your kids, and even the family pooch can share the same PC

Cover image: Siegmar Mnnk, SIS/Veer.com

Category	Microsoft Operating System
Covers	Microsoft Windows Vista
User Level	Beginning—Intermediate

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ISBN-10:   0-7897-3587-3

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- **Take control of a Windows installation gone bad**

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