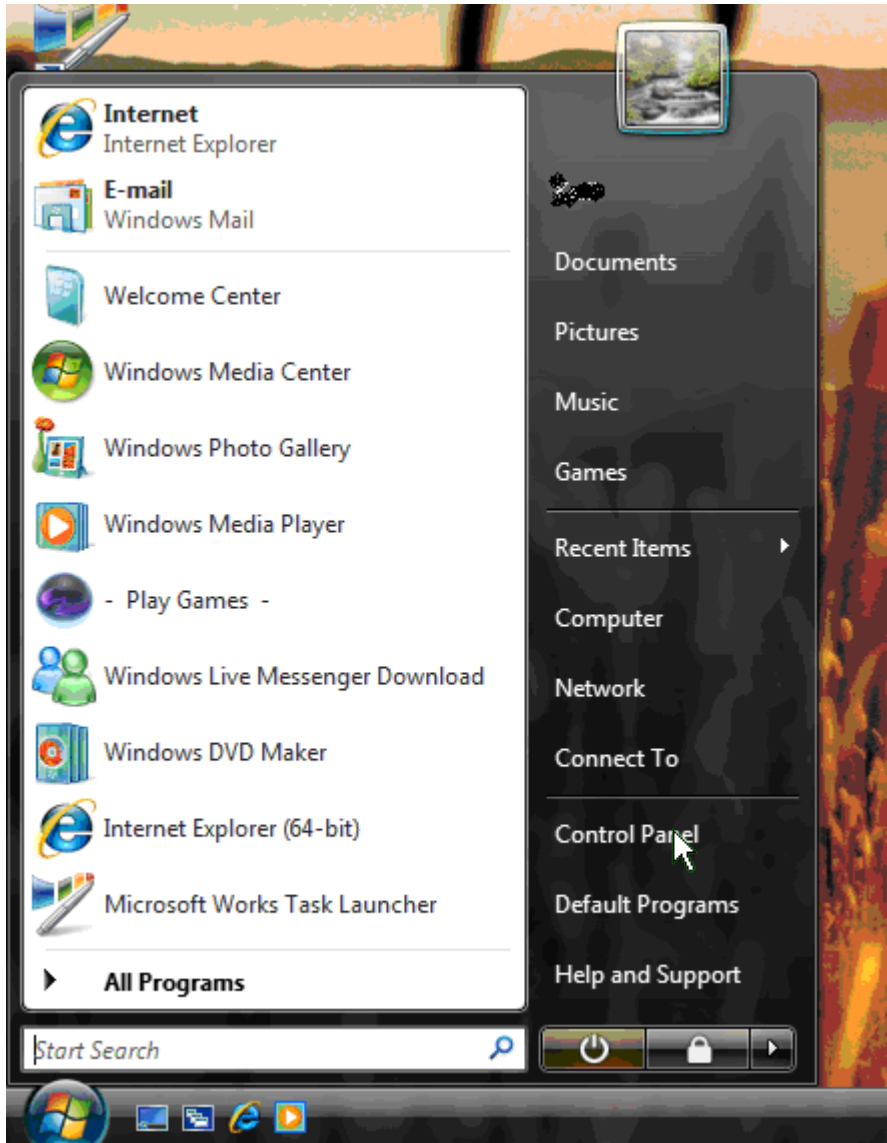
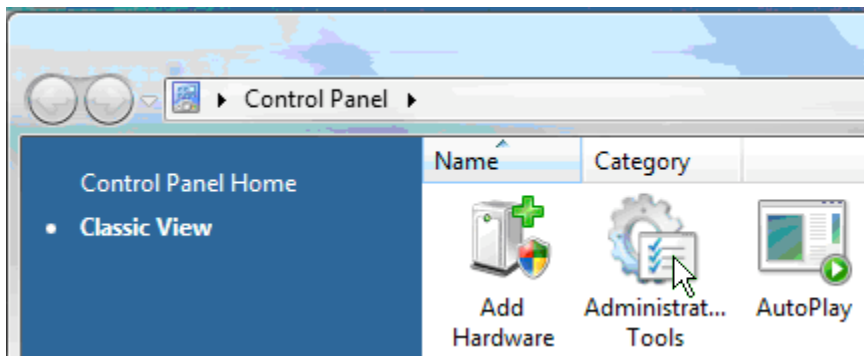


# Vista 64-bit Internet Connection Issue

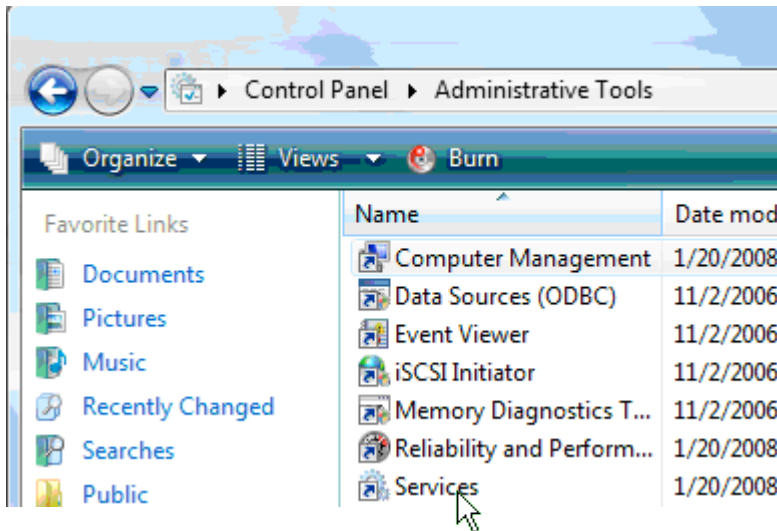
Per Dell Case #632949896



Click the **Start** button, and Select **Control Panel**



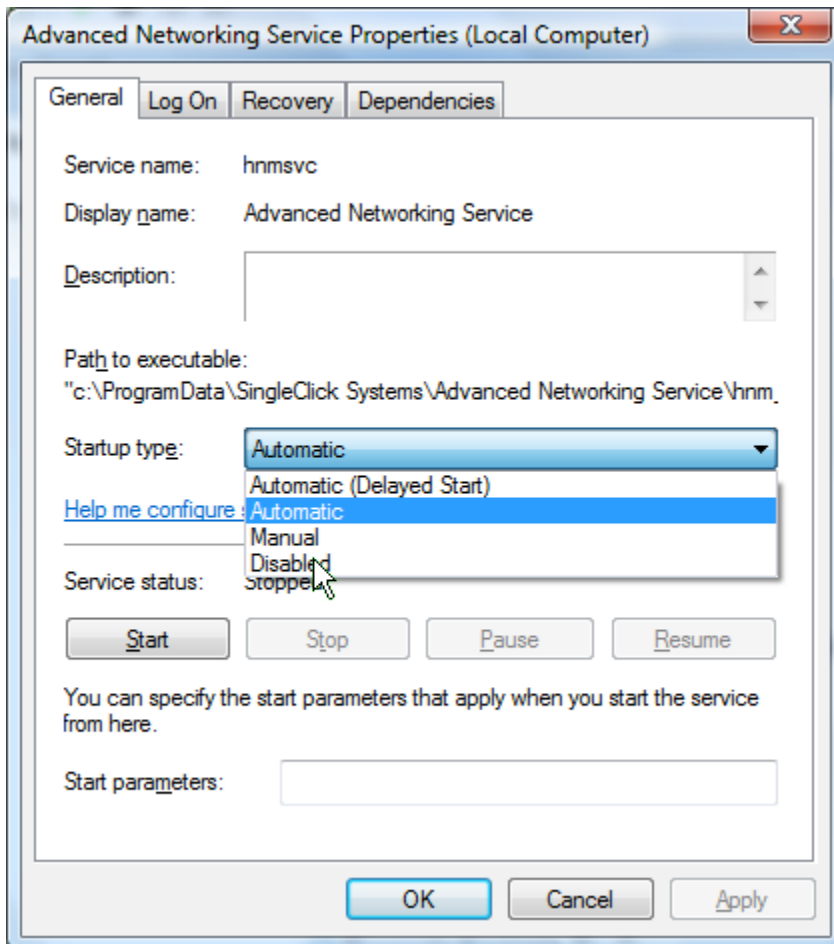
Double click **Administrative Tools**



Double click **Services**

A Vista Security Window will display, click **Continue**

Find the Service "Advanced Networking Services" and Double click



Click **Stop** and then select **Disable**

Click **Apply** and then **OK**

**NOTE:**

If the computer is a Dell and you are continuing to have problems, please contact Dell (800-624-9896) inform the technical representative of the issue you are having and that you have a case number (632949896) from a customer that had similar problems. They should be able to provide you with additional support.