

# Troubleshooting Guide

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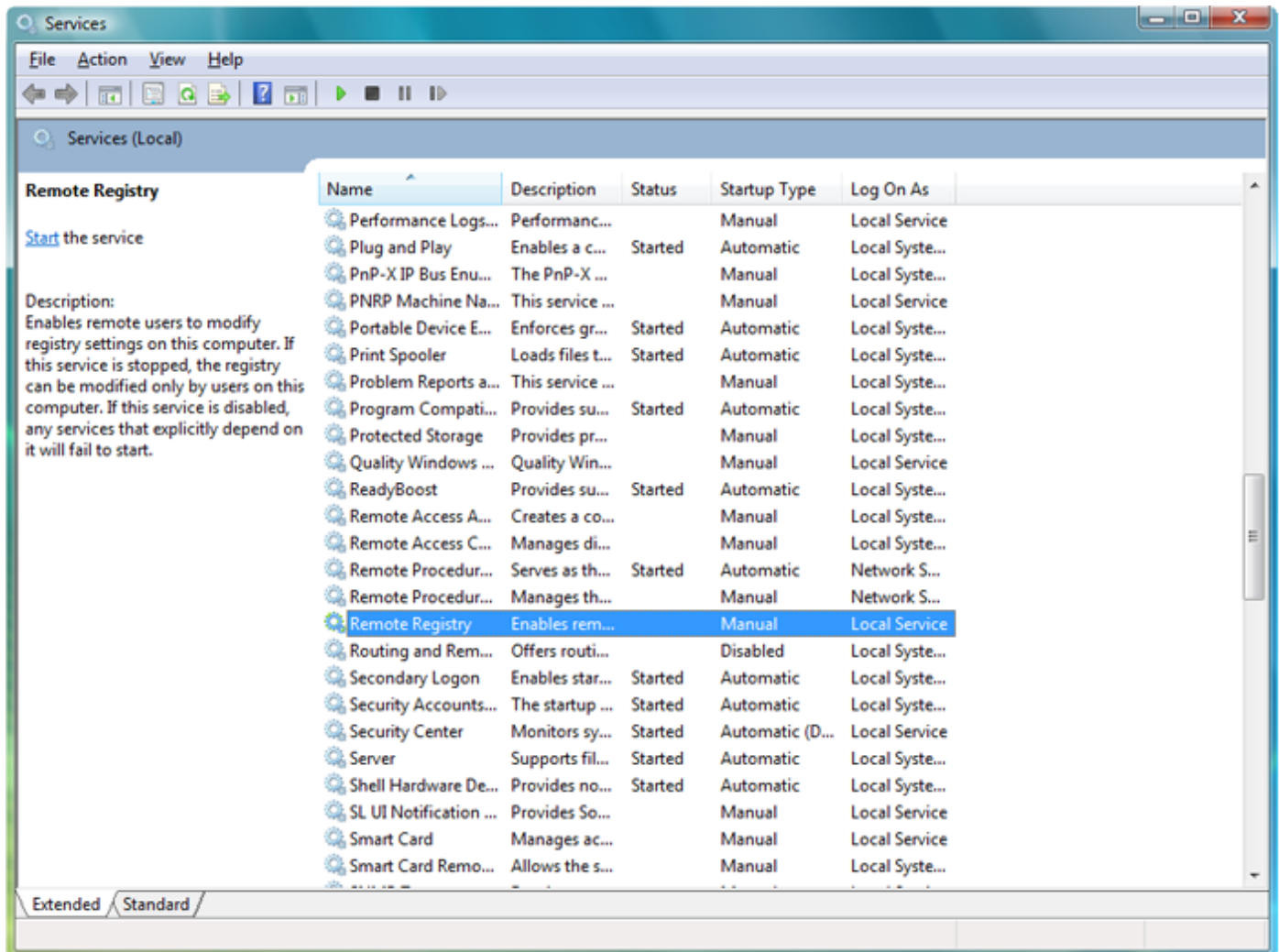
## Cannot Connect to Computer running VISTA OS

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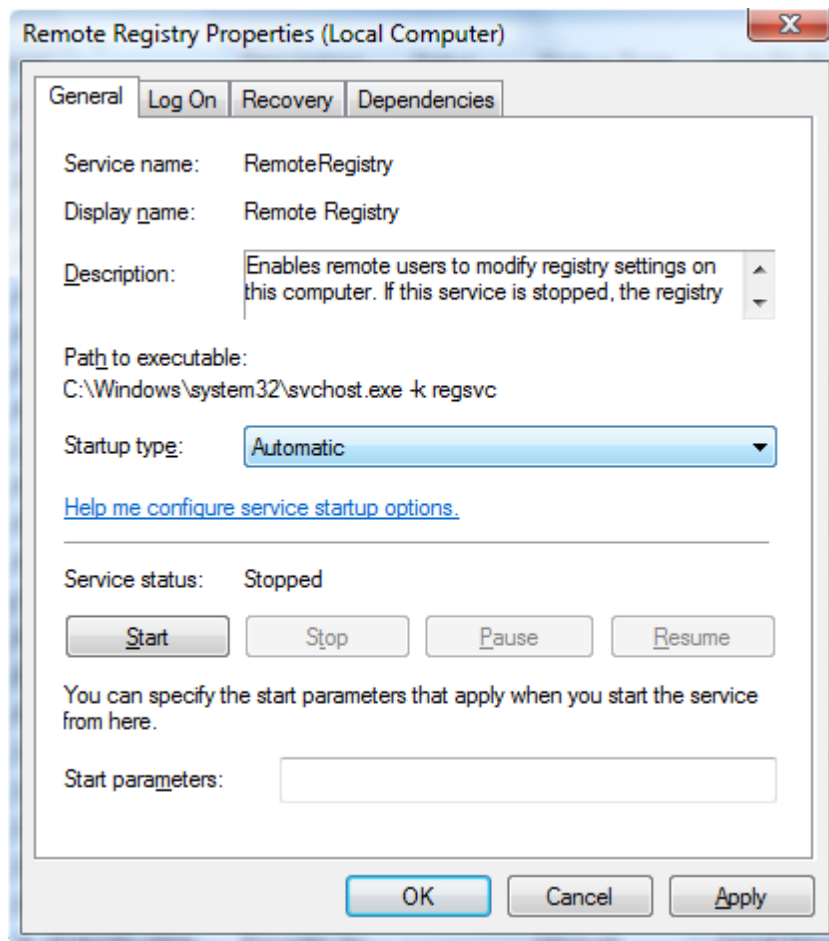
## Cannot connect to remote pc running VISTA operating system

In VISTA operating system the Remote Registry service is default set to Manual and the service is set to STOP state. To enable remote registry service on VISTA, you can do the following task.

1. Go to VISTA machine.
2. Open Control Panel and click "Administrative Tools" -> "Services"



- Double click "Remote Registry" item and set "Startup Type" to "Automatic" and start the service. Then next click OK.



Now you should be able to access remote registry on VISTA. If this does not work properly please check VISTA firewall, and privileges via User Accounts.