



It's Never Done That Before: A Guide to Troubleshooting Windows XP

John Ross

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When Windows works properly, it's relatively easy to ignore; you can concentrate on the work you're trying to do and forget about the plumbing inside your computer. But when something goes wrong, it often requires an experienced guide to solve the problem and restore the computer to working condition. Everybody who uses Microsoft Windows eventually has to deal with cryptic error messages, frozen screens, and other more or less dramatic problems. Windows troubleshooting is the set of tools and techniques that can identify the source of a problem and find a solution.

It's Never Done That Before is a guide to Windows XP troubleshooting for people who don't spend their lives fixing computer problems. It includes basic troubleshooting techniques, specific instructions for solving the most common problems in Windows XP, and more general information for finding and fixing more obscure ones. It also provides pointers to explanations of BIOS beep codes and blue screen errors, instructions for using the troubleshooting tools supplied with Windows XP such as Safe Mode and the Recovery Console, and advice for dealing with device drivers, the ROM BIOS, and the Windows Registry. Viruses, spyware, and Internet connection problems are all included, along with advice for getting the most out of the Microsoft Knowledge base and other online information resources, and dealing with help desks and technical support centers.

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