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Nota di contenuto	Preliminaries -- Contents -- Acknowledgments -- Introduction -- Chapter 1: Troubleshooting Methods and Tools -- Chapter 2: Types of Windows Problems and Failures -- Chapter 3: What to Do When Windows Won't Start -- Chapter 4: Black Screens and Blue Screens -- Chapter 5: Solving Device Driver Problems -- Chapter 6: Using the Microsoft Knowledge Base and Other Online Resources -- Chapter 7: Using System Restore and Other Rollback Techniques -- Chapter 8: Underneath It All: The BIOS -- Chapter 9: The Windows Registry: Here Be Demons -- Chapter 10: Dealing with Individual Programs and Files -- Chapter 11: Service Packs, Patches, and Other Updates -- Chapter 12: Viruses, Spyware, and Other Nasties -- Chapter 13: Internet Connection Problems -- Chapter 14: Local Network Problems -- Chapter 15: Dealing with Hardware Problems -- Chapter 16: Troubleshooting and Replacing Hard Drives -- Chapter 17: Troubleshooting and Replacing Other Hardware -- Chapter 18: If All Else Fails . . . Call Tech Support -- Chapter 19: Cutting Your Losses: What to Do When Nothing Else Works -- Chapter 20: Things to Do Now, Before Your Computer Crashes -- Appendix A: Device Manager Error Codes and BIOS POST Beep Codes -- Appendix B: Free and Inexpensive Security Programs for Windows XP -- Index.
Sommario/riassunto	It's Never Done That Before is a guide to troubleshooting Windows XP for people who use computers but don't necessarily feel comfortable poking around "under the hood" to make fixes. It includes basic troubleshooting techniques, specific instructions for solving the most

common problems in Windows XP, and general information for finding and fixing the more obscure ones. It also provides 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 discussed, along with tips for getting the most out of the Microsoft Knowledge Base and navigating help desks and technical support centers.