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**BOOK GIVES READERS UPPER HAND IN FIXING VEXING WINDOWS XP ERRORS**

*Troubleshooting guide helps XP users solve those surprising Windows problems*

**May 3, 2006, San Francisco**—Windows XP has been known to do some funky things. After a while, many of us figure out how to respond to common snafus, but there are still times when we're left scratching our heads in bafflement. For those who know enough about Windows to use it but not always to fix it, **It's Never Done That Before: A Guide to Troubleshooting Windows XP** (No Starch Press, May 2006, http://www.nostarch.com/indtb.htm) is the perfect resource.

**It's Never Done That Before** is a new guide to Windows XP that includes basic troubleshooting techniques, specific instructions for solving the most common XP problems, and general information for finding and fixing some 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 help with device drivers, the BIOS, and the Windows Registry.

Written by the author of several Windows guides, **It's Never Done That Before** is perfect for home users who want to save time and money by fixing their own computers; small businesses; and the neighborhood computer guru. Advice for coping with viruses, spyware, and Internet connection problems are all covered, along with tips for getting the most out of the Microsoft Knowledge base and other online information resources, and guidance for dealing with help desks and technical support centers.

"This is the book to give to that friend or neighbor who's constantly peppering you with Windows support problems," said Bill Pollock, founder of No Starch Press. "Not a week passes without Windows surprising me. Here's the book to help you make it through those frequent 'it's never done that before!' moments."

With 90 percent of the market running Microsoft Windows (until they shift to Mac OS or Linux anyway), legions of users are confronting strange, unfamiliar Windows situations at any time. For those users, **It's Never Done That Before** is a welcome lifeline.

**Additional Resources:**
Table of contents: http://www.nostarch.com/indtb_toc.htm
Sample chapter: http://www.nostarch.com/download/indtb_ch3.pdf

**ABOUT THE AUTHOR**: John Ross has been using and writing about Windows since the first version was introduced more than 20 years ago. He has written about Windows for Microsoft Press and Sybex, and about networking and the Internet for several major publishers. His most recent book for No Starch Press was *The Book of Wi-Fi*. He has been a consultant for major

technology manufacturers, including Motorola and AT&T. When not chained to a computer, Ross spends much of his time making apple cider and restoring his 100-year-old house in Seattle.

**It's Never Done That Before: A Guide to Troubleshooting Windows XP**
**by John Ross**
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Available at fine bookstores everywhere, from www.oreilly.com/nostarch, or directly from No Starch Press (www.nostarch.com, orders@nostarch.com, 800.420.7240).

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