contents

get ready

During the setup process you will be asked for some information. Be sure to have the following:

✓ **Microsoft® Windows® XP Home Edition CD**   The CD is inside the Windows XP folder.

✓ **Product Key**   You can find the Product Key on the back of the Windows XP folder.

✓ **Pen or pencil**   You may want to write down settings and other important information.

✓ **Internet information**   If you plan to connect to the Internet, you may need to provide some more information. You can configure your settings during the setup process or you can postpone this until after Windows XP is set up.

If you received an offer for a new Internet account when you purchased your computer, or if you already have an Internet account, you should contact your Internet service provider (ISP) for this information.

✓ **Home network information**   If you plan to use your computer on a home network, you may need to provide some more information. You can configure your settings during the setup process or you can postpone this until after Windows XP is set up.

Product Key

a unique number assigned to your copy of Windows XP

Internet service provider (ISP)

a company that provides access to the Internet

get ready

install it

Now you're ready to install Windows XP!

Quick upgrade

1. Turn on your computer.

2. Insert the Windows XP CD into your computer's CD-ROM drive.

3. When your computer automatically launches the CD, click **Install Windows**.

4. When you're asked to choose the type of installation you want, select **Upgrade**, and then click **Next**.

   You can upgrade to Windows XP if *all* of the following are true:

   - You're already using a previous version of Windows that supports upgrading:

     Windows 98 (including Second Edition) or Windows Millennium (Me).

   - You want to replace your previous operating system with Windows XP Home Edition.

   - You want to keep your existing files and personalized settings.

   If none—or only some—of these are true for you, perform a new installation. For more information, see "New installation."

5. Review the license agreement and, if you agree, accept it.

6. Enter the Product Key from the Windows XP folder.

install it

Dynamic Update

a new feature of Windows XP Setup, which downloads important updates and required drivers from the Windows Update Web site during Setup

⚠ **Important**

You must have an active Internet connection to perform Dynamic Update.

⚠ **Important**

A new installation deletes all programs or system files from a previous installation.

7. Review the text for performing Dynamic Update. If you wish to perform Dynamic Update, select **Yes**, and then click **Next**.

   Windows installation starts.

8. When the "Welcome to Windows" screen appears, follow the instructions to complete your upgrade.

9. Go to the "Explore Windows XP Home Edition" card (in the Windows XP folder) for information on using and setting up your computer.

New installation

There are three reasons why you may need to install a new copy of Windows XP:

- Your current operating system doesn't support an upgrade to Windows XP Home Edition.

- Your current operating system supports an upgrade to Windows XP Home Edition, but you don't want to keep your existing files and personalized settings.

- Your computer does not have an operating system.

The setup process is similar for new installations and upgrades with a few additional options. For example, during a new installation, you are able to configure Special Options, convert your file system, and create a new partition for the Windows XP installation.

file system

the system that determines how files are organized, named, and stored on a disk

terabyte

A measurement used for high-capacity data storage; one terabyte equals one thousand gigabytes **or** one million megabytes

Special Options

Under Special Options, you have the choice to change Language, Advanced, and Accessibility settings during the setup process.

Select	If you want to…
Language	▪ Choose the primary language and regions for Windows XP, which affects the default settings for date, time, currency, numbers, character sets, and keyboard layout. ▪ Choose additional language groups and character sets to use with the programs you are running on Windows XP.
Advanced Options	▪ Change the default location of the Setup files. ▪ Store system files in a folder other than the default (Windows) folder. ▪ Copy the installation files from the CD to the hard disk.
Accessibility	▪ Use Narrator or Magnifier during Setup.

Choosing a file system

During a new installation, you may have to choose which *file system* your computer should use:

▪ **FAT32**—An enhanced version of the file allocation table (FAT) system that is standard on all Windows operating systems starting with later (32-bit) versions of Windows 95. The FAT32 system can be used on large hard disks, from 512 megabytes (MB) to 32 gigabytes (GB).

▪ **NTFS**—The NT file system (NTFS) is used with the Windows NT, Windows 2000, and Windows XP operating systems. NTFS provides enhanced reliability, stability, and security, and supports large hard disks of up to 2 terabytes (TB).

If you're not sure which file system to use, keep the one your computer defaults to during Setup. If you want to change your file system, here are a few recommendations:

- Use FAT32 if your hard disk is smaller than 32 GB.
- Use FAT32 if you want to install more than one operating system on your computer.
- Use NTFS if:

  Your hard drive is larger than 32 GB **and** you are running only one operating system on your computer.

  You want enhanced file security.

  You need better disk compression.

Questions and answers about Setup

The questions and answers that follow may help you resolve common issues you have with Setup.

I want to keep files and settings from another computer. Can I move them over to Windows XP?

Yes! Windows XP includes a new tool—the Files and Settings Transfer Wizard—that will help you. You can start the wizard by clicking **Start > All Programs > Accessories > System Tools > Files and Settings Transfer Wizard**. The wizard will help you create a Wizard Disk to collect your files and settings from your other computer.

Do I have to add a printer during Setup?

No, in fact we recommend that you wait to install your printer until after you set up Windows XP. Many printers and other hardware devices need drivers that may interrupt the Windows XP Setup process. Windows XP automatically detects many printers as soon as you connect them to your computer.

If your printer is not automatically detected, you can add the driver for it after Setup is complete by clicking **Start > Control Panel > Printers and Other Hardware > Add Printer**.

During Setup I was prompted to "activate" Windows XP. What is activation and why do I need to do it?

To help reduce software piracy, Windows XP uses the product activation system, which allows your copy of Windows XP to be installed on only one computer.

You can activate your copy of Windows either:

- During Setup.

  –or–

- By clicking **Start > All Programs > Activate Windows**.

If you wait to activate your software, you can still use Windows for 30 days. During this time, you'll be reminded periodically to activate Windows.

Is activating the same as registering?

No. Activation is required; registration is optional.

Why should I register?

If you register online with Microsoft, we can notify you of new products, product updates, events, promotions, and special offers you may find interesting.

During Setup, I created accounts for my family and me. All of these accounts are computer administrator accounts. Why is everyone a computer administrator?

All user accounts are initially created with computer administrator access, which means they have complete control over a computer and can gain access to and modify all user accounts on a computer.

If you are concerned about security, you can change certain accounts to limited accounts. To change the access level for one of your user accounts, click **Start > Control Panel > User Accounts**.

For more information about user accounts, click **Start > Help and Support** and type "user accounts" in the Search box.

Administrator account
a user account that:

- has full permissions and control over a computer
- can gain access to and modify all user accounts on a computer
- can only be accessed from safe mode

⚠ **Important**

If you do decide to create a password for the Administrator account, make sure that you write down the password and store it in a safe place.

⚠ **Important**

If your hardware isn't on the Hardware Compatibility List (HCL), contact the hardware manufacturer to see if there is a Windows XP driver for it.

How can I make my computer more secure?

Another way to make your computer more secure is to assign a password to the Administrator account, which is blank by default.

▶ **To create a password for the Administrator account**

1. Restart your computer in safe mode:

   a. Click **Start > Turn Off Computer > Restart**.

   b. After your computer restarts, look for "Please select the operating system to start." When this text appears, press **F8**.

   c. Use the arrow keys to highlight the Safe Mode option, and then press ENTER.

2. When the "Windows Welcome" screen appears, click **Administrator** to log on.

3. Click **Start > Control Panel**, double-click **User Accounts**, and then click **Change an Account**. Under "Pick an account to change," click **Administrator > Create a password**.

To learn more about safe mode, click **Start > Help and Support** and type "safe mode" in the Search box.

During Setup, my computer stops working. What causes this, and what can I do about it?

When a computer stops responding during Setup, it is often because some of your hardware is incompatible with Windows XP. Hardware troubleshooting usually solves these problems. Start by reading "Troubleshooting Stop errors," later in this book.

Will all of my software and hardware work on Windows XP?

The Windows XP Setup program will automatically check the hardware and software already installed on your computer for potential conflicts.

You can check the compatibility of your software after you install Windows XP in several ways:

- Click **Start > Help and Support > Find compatible hardware and software for Windows XP** (under "Pick a task").

- Click **Start > Help and Support** and type "Program Compatibility Wizard" in the Search box.

- Visit the Microsoft Compatibility Web site at:
  http://www.microsoft.com/windowsxp/upgrade/compatible/

I was running a personal web server before I installed Windows XP Home Edition. I can't find it now. Where is it?

Windows XP Home Edition does not include Internet Information Server (IIS), and IIS cannot run on this version of Windows. To run a personal web server, you must use Windows XP Professional as your operating system.

Can I install more than one operating system on my computer?

Yes. You can install and run more than one operating system on your computer. However, be aware that there are several limitations. For specific information about installing more than one operating system on your computer, see:
http://www.microsoft.com/windowsxp/multiboot.htm

Note

Personal web servers are not necessary to create or host an Internet site.

troubleshoot it

If you have problems installing or using Windows XP, the following tips and instructions can help.

Troubleshooting Windows XP Setup

The following table lists solutions for problems you may encounter during installation of Windows XP Home Edition.

Problem	Solution
Setup can't find the CD-ROM drive.	▪ Verify that your hardware is listed on the Hardware Compatibility List (HCL) by visiting the Microsoft Web site at: http://www.microsoft.com/hcl ▪ Use the startup disk that came with your CD-ROM to reload the drivers for the CD-ROM. Updated drivers are also available from the manufacturer.
Setup can't read the CD.	▪ Verify that the CD-ROM or DVD drive is working. ▪ Clean the CD. ▪ Use a different CD. To request a replacement CD, contact Microsoft or your computer manufacturer.
You see a blue screen (also called a Stop error).	▪ Follow the instructions that appear on the screen. See "Troubleshooting Stop errors," later in this section.
Windows XP Home Edition won't install or won't start.	▪ Verify that your hardware is listed on the Hardware Compatibility List (HCL) by visiting the Microsoft Web site at: http://www.microsoft.com/hcl

Note

If your computer has only the minimum required memory, the setup process may take longer.

troubleshoot

partition

an isolated portion of a hard disk, which functions as a separate disk drive

⚠ **Caution**

Removing or reformatting a partition will delete all of the data that exists on that partition.

💡 **Tips**

For this procedure, you should:
- Complete each step before going on to the next step.
- Stop when the error message no longer appears.

Problem	Possible Solutions
An error screen indicates there is insufficient disk space.	■ Delete files or programs that you no longer need, and empty your Recycle Bin. ■ If you have more than one drive or partition try the following: 　■ Move files to the other partition or drive. 　■ Remove existing partitions and create a new partition large enough (+1.5 GB) for installation. ■ Format an existing partition to remove all existing files and create more space. For more information, go to Help and Support Center and type "partitions" in the Search box.

Troubleshooting Stop errors

A Stop error occurs when Windows XP Home Edition stops responding. Stop error messages can be caused by hardware or software malfunctions. The error messages appear on a blue or black background.

▶ **To troubleshoot Stop errors**

1. Restart your computer.

2. Make sure any new hardware or software is properly installed. Unplug each new hardware device, one at a time, to see if this resolves the error. If it does, go to step 3.

   Replace any hardware that proves faulty by this test. Also, try running any hardware diagnostic software supplied by your computer manufacturer.

   If this is a new installation of hardware or software, contact the manufacturer for any Windows XP Home Edition updates or drivers you might need.

3. Click **Start > Help and Support > Get help from Microsoft** (under "Ask for assistance") for a list of Help options.

4. Click **Start > Help and Support > Fixing a problem** (under "Pick a Help topic") for a list of Troubleshooters.

5. Check the Microsoft Hardware Compatibility List (HCL) in the Support folder on the Windows XP Home Edition CD to

verify that all your hardware and drivers are compatible with Windows XP Home Edition. To see the most recent version of the HCL, visit the Microsoft Web site at: http://www.microsoft.com/hcl/

6. If you have access to the Internet, visit the Microsoft Support site at: http://www.microsoft.com/support/

   Search the Microsoft Knowledge Base for "Windows XP" and the number associated with the Stop error you received. For example, if the message "Stop: 0x0000000A" appears, search for "0x0000000A."

7. Use a current version of your antivirus software to check for viruses on your computer. If you find a virus, perform the steps required to eliminate it from your computer. See your antivirus software instructions for these steps.

8. Verify that your hardware device drivers and your system BIOS (basic input/output system) are the latest available.

   For more information, visit: http://www.microsoft.com/windowsxp/upgrade/ and search for "BIOS issues."

   You may also want to visit your computer manufacturer's Web site for information on your computer's current BIOS and how to obtain BIOS upgrades.

9. Run system diagnostic software supplied by your computer manufacturer.

10. Call Microsoft Support to get help from a Support Professional.

    In the US: (425) 635-7222

    In Canada: (905) 568-4494

Still getting errors?

⚠️ **Important**

You cannot uninstall Windows XP Home Edition if you changed your hard disk configuration; for example, if you have converted from FAT to NTFS or have created new partitions.

Under rare circumstances, you may need to uninstall Windows XP Home Edition and return to your original operating system.

To uninstall Windows XP, click **Start > Control Panel > Add or Remove Programs > Windows XP Home Edition > Remove** and then follow the instructions on your screen.

make it accessible

Do you have trouble reading the screen, hearing the sound themes, using the keyboard, or moving the mouse? Microsoft Windows XP includes features that make Windows XP accessible and easy to use by everyone.

To learn more about Microsoft products available for people with disabilities:

- Click **Start > Help and Support > Accessibility.**

  –or–

- Press the Windows Logo key ⊞ + F1, use the TAB key to highlight Accessibility, and then press ENTER.

To learn more about Microsoft products available for people with disabilities, visit the Microsoft Accessibility Web site at: http://www.microsoft.com/enable

accessible

Accessibility Wizard

The Accessibility Wizard asks questions about your accessibility needs and then automatically configures text size, and settings for display, sound, and pointer. To start the Accessibility Wizard:

- Click **Start > All Programs > Accessories > Accessibility > Accessibility Wizard.**

  –or–

- Press the Windows Logo key , press **P** to open All Programs, and then press ENTER. Press **A** to open Accessories, press ENTER to open Accessibility, and then press ENTER again to start Accessibility Wizard.

Accessibility Options

Accessibility Options allow you to customize keyboard, display, and mouse functions. To open Accessibility Options:

- Click **Start > Control Panel > Accessibility Options.**

  –or–

- Press the Windows Logo key , use the arrow keys to highlight Control Panel, and then press ENTER. Use the TAB key to highlight Accessibility Options, and then press ENTER.

✓ **Note**

Utility Manager lets you start, stop, and check the status of the accessibility programs you select from the Accessibility Wizard.

To open the Utility Manager:

- Click **Start > All Programs > Accessories > Accessibility > Utility Manager**.

  –or–

- Press the Windows Logo key , press **P** to open All Programs, and then press ENTER. Press **A** to open Accessories, press ENTER to open Accessibility. Use the arrow keys to highlight Utility Manager, and then press ENTER.

get support

Microsoft Product Support Services for Windows XP include:

Telephone Support	In the US: (425) 635-7222 In Canada: (905) 568-4494
Online Support	For the latest support details on this product, please visit: http://support.microsoft.com/directory/productsupportoption.asp In Canada, visit: http://www.microsoft.ca/support

Improved help and support

Your first stop for getting support is Help and Support Center, which is built into Windows XP. Just click **Start > Help and Support** for a variety of integrated self-help and online-assisted support features.

- Windows XP Help and Support Center serves as the central point of assistance for your help needs.
- Windows Update and Automatic Update provide convenient system updates.
- Microsoft Assisted Support connects you online to a Microsoft Support Professional who can access your computer to solve a problem.
- Remote Assistance lets you get help from friends, colleagues, or a support professional.
- Improved troubleshooting and diagnostic tools guide you through the problem-solving process.
- Error-message extensions link you to online solutions for instant help when you need it most—at the time a problem occurs.

support

- System Restore automatically monitors and records system changes, so you can restore your computer to a previous state if a problem develops.

Online self-help options

Get solutions to problems while connected to the Web. Try our Frequently Asked Questions (FAQs) and WebCasts or search our Knowledge Base for articles targeted to your problem or area of interest at: http://support.microsoft.com/directory

Additional support options

We also offer support options for experts and businesses using Microsoft products. You can find out more about these options at:
http://support.microsoft.com/directory/overview.asp