

## Troubleshooting - Quicktax 2002

### 1. Printing: Stand alone computer

Quicktax 2002 works with no problems when installed on a stand-alone computer. If you encounter printing problems in a stand-alone computer, try “going into file, then print, then print form, then choose which form, then you should be able to print.”

### 2. Program Installation

At home, make sure you have administrator rights for installation. If you are in a school, talk to your local computer technician or ask the office for help.

Windows XP Instructions:

- Insert the CD in the tray & close it.
- If an error shows up or if the CD doesn't load up automatically:
  - Double click “My computer Icon” on main screen.
  - Double click on D: “QuickTax”.
  - Double click on “setup.exe”.\*
- Click through normal set up using the defaults.
- When prompted enter the installation key code, **182 0724 248 2028**
- When is says “No quick books installed” click OK.
- Quick Tax Registration – click on Cancel.
- You should be ready to go.

\* Please note – If “setup.exe” doesn't appear on your screen it may be hidden on your computer desktop. The following instructions are for a Windows XP. Other operating systems will be similar.

- Go to My Computer
- Go to Tools
- Click on Folder Options
- Go to the View tab
- Below “Hidden files and folders”, click on “Show hidden files and folders”
- Then click on OK

### 3. Program Installation with a Network Set Up.

Installing Quicktax on a network server or shared folder is not recommended as the key code may not work. If the computer is connected to a network, talk to your local computer technician for installation on the local drive.

### 4. Entering valid SIN #'s

Numbers given in the course may not work, please try these numbers.

000 000 000  
222 222 226  
999 999 998

111 111 118  
333 333 334