



Frequently Asked Questions and Troubleshooting

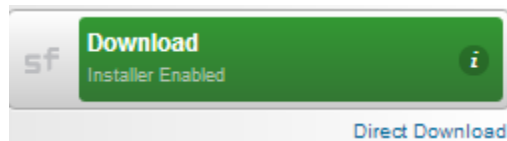
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FTP Client Download Warning

Many popular download sites, including SouceForge and Cnet (download.com) have a very large green download button. Many times clicking this button results in a clean download of the desired software. Sometimes if this button is used to download software it will also download “adware”. This adware typically resets the home page and

default search engines to locations that are used to generate revenue for advertisers but are not useful for the user. This adware is typically not directly harmful to the system. However, it does create access from the internet to the machine that can be used by more harmful software and consequently this adware should be treated as malware on a system used for Tax-Aide purposes. As of the date this paragraph was written the FileZilla download button on SourceForge is shown below.



The way to obtain FileZilla without the adware is to click on the “Direct Download” link above and NOT the “Download Installer Enabled” button. As of the date this paragraph was written a very similar looking large green download button on www.download.com gave a clean download for FileZilla. Experience suggests that these tactics change with time and different deals that these websites have with advertisers so there is no substitute for reading the webpage carefully before downloading software.

As an additional precaution it is recommended that a “System Restore” point is set before software installation is done so that if there is any problem the complete installation including any malware can be undone. The link to instruction for setting a restore point is [Create a Restore Point](#).

How do I ensure that the downloaded file is correct?

These image files are very large files. There have been instances where the downloaded file was corrupt. The first step in case of any problems is to ensure that the downloaded file is correct.

1. Download the Verify Checksum.exe program and the ..._checksum.txt text file containing the image name from the same directory that contains the system image files. Put these in the same directory as the downloaded image on the local machine.
2. Run the Verify Checksum program to verify the downloaded image.

Bootable USB Flash Drive Issues

During testing of this image update process there have been instances of issues with flash drives. Large flash drives generally are the preferred device for doing this imaging process amongst people who have built and tested the process because it is much faster than using DVD's. However it has been found that some of the very inexpensive

large capacity flash drives advertised on the Internet are frequently defective. They are usually advertised as USB 2.0 compatible but in fact perform extremely slowly and make dealing with these multi-gigabyte files impossible. Very low price and/or unknown brand names are an indicator of a potential issue.

Another issue that has been found is that a percentage of USB flash drives cannot be made bootable. Either the USB Flash Drive does not show up when using the partitioning process described in the [USB Flash Drive Install Instructions](#) or when the instructions are carried out the drive simply will not boot in the machine even when the preparing the drive process was carried out correctly. All that can be done in this situation is to try another flash drive, and if the flash drive is new enough exchange it. This problem occurs even with well-known brands.

Still another issue is that some USB-3.0-capable flash drives will not work to install the Tax-Aide Windows 7 image on some USB 3.0 ports, but will work on the same computer if used in a USB 2.0 port. In other cases, there may be a BIOS setting that controls how a USB-3.0-capable port works – either as USB 2.0 or USB 3.0. The image installation process may not work when the port is running in 3.0 mode, but may work when the same port is running in USB 2.0 mode.

Where do I find the default passwords?

All of the images are set up with 3 users; a Volunteer Windows user, an Installer Windows user, and an Administrator Windows user with default passwords. The default password for the Administrator user is no longer the one that was used on all AARP Foundation systems for many years. The Administrator user password is now changed every year and is not generally disclosed. The Volunteer password is the same as the password on the most recent year IRS loaner systems. The password will be changed to the most recent year with the Image update in the August time-frame each year. If a District does not get IRS loaner systems, districts should ask the State TCS for the password. The Installer user password is the same as the Volunteer user password.

Generic Windows 7 System Image - Upgrading from a non-Windows 7 system

The Generic Windows 7 image does not have a Windows Product Key entered into the image. If this system is eligible for the AARP Tax-Aide Windows 7 National License Key, then the system should be re-imaged while connected to the Internet via a wired network connection. If this is done then the product key will be automatically installed. Otherwise, if no Product Key is entered to activate Windows when requested during the setup process, then the screen background will turn black and the message "This copy

of Windows is not genuine" will be displayed. Windows will very shortly become unavailable for use until a valid Product Key is entered.

1. Obtain a valid Windows 7 Professional Product Key - usually from your State TCS, or possibly from someone else in your State who has TechSoup Licenses.
2. Either enter the Product Key during Windows setup, or
3. Once the Generic Windows 7 image is installed on a computer enter the Product Key by doing the following
4. Go to Start -> Control Panel -> System. Information about the system such as the memory installed and the computer name will appear. Scroll down to the bottom of this page
5. Click on "Change Product Key"
6. Enter the new Product Key and click on Next to continue the process of Windows activation

Generic Windows 7 System Image - Reimaging an existing Windows 7 system

The installation of Windows 7 using the AARP Foundation Tax-Aide Windows 7 image requires that a Product Key be entered. If the Windows 7 system being re-imaged has a Windows 7 edition other than the "Professional Edition" (eg "Home Premium" or "Starter") then a Windows 7 Professional edition Product Key must be obtained before re-imaging takes place. If an existing Windows 7 Professional edition is being reimaged the existing Product Key must be obtained before reimaging takes place. If the system was provided by an organization such as Tax-Aide, or was previously upgraded with a TechSoup Windows license then the Product Key must be obtained from the organization or person who holds the licenses. The Product Key cannot be obtained from the system itself.

If the system was shipped from an OEM with Windows 7 installed the Product Key should be on the Windows certificate on the bottom, or in the battery compartment of the computer. If that certificate cannot be read (often the case) or if the system has been upgraded with a retail or OEM license Product Key and if the Tax-Aide Inventory Data Collection program was run on the system as a part of the Equipment Inventory Reporting process then the Product Key will be listed in the inventory spreadsheet. If the Windows Product Key appears as sequence of letters that are all the same (e.g. BBBB-BBBBB-.....-BBBB) then this is a Volume License Key and the Key cannot be obtained directly from the system. It must be obtained from the person or organization who owns the license.

If the system is re-imaged while connected to the Internet via a wired network connection then the Product Key that was previously used by the system will be automatically installed during re-imaging. If the Product Key is listed as BBBB's then the user will be offered the opportunity to enter the Product Key for future automated installation.

Availability of a 64 bit Windows 7 Image

The 32 bit version of the Windows 7 operating system will run perfectly well on a system which is identified by the Manufacturer as having 64 bit hardware. The 32 bit version of Windows simply does not take advantage of the addressing range allowed by the 64 bit hardware. Usage of the extended addressing allowed by 64 bit hardware is not needed by any software used in the AARP Foundation Tax-Aide program, nor is there any performance advantage gained by the usage of 64 bit hardware within the program. Therefore the National Technology Committee has decided to provide only the 32 bit image for Windows 7 operating systems to simplify support and maintenance.

How do I know if the image I downloaded is corrupt?

Follow the instructions found at [How do I ensure that the downloaded file is correct?](#) That topic explains how to use the Verify Checksum.exe program to calculate and compare the checksum of the downloaded file with the published checksum of the image file.

Cannot boot to the burned Image DVD after changing the BIOS and pressing the appropriate Boot order Key for the model you are trying to image?

The DVDROM drive may be bad. Check with another CD or DVD or replace the drive.

When I try to image from the DVD that I burned, the image starts but then I get the error message: Status: 0xc0000e9 Info: An Unexpected I/O error has occurred.

This error means that the data transfer has stopped for some reason...either a bad DVD burn, bad quality DVD, bad DVDROM drive or other hardware problem. Some volunteers have acquired an external DVD Burner to burn the DVDs and to apply the image. This has resolved the issue; other resolutions may include checking the quality of the DVDs being purchased and ensuring a major brand name is used.

**After applying the image to a laptop you get the message:
“Hardware has changed significantly and Windows will need to be activated within 3 days**

If you can connect to an Internet connection via Ethernet cable during the image application, the activation will occur automatically. Many times the wireless network adapter is not yet setup on the first boot after applying the image. Having the laptop plugged into a working Internet connection will allow Windows activation. If necessary, you can access the Windows 7 Professional Product Key by turning the laptop upside down, possibly looking in the battery compartment. Knowing this key, you can follow the directions to telephone Microsoft and manually activate Windows.

Links to Printer Drivers for AARP Foundation Tax-Aide Systems

Use the links below for downloading the current driver for the printers listed.

1. Select Control and Click to open the link
2. Select the specific printer model (1022 vs.1022n) *not always required*
3. Select your operating system
4. Select and download the driver.

HP

- [HP Laserjet 1022](#)
- [HP Laserjet 1100](#)
- [HP Laserjet 1320](#)
- [HP Laserjet P1006](#)
- [HP Laserjet P1505](#)
- [HP Laserjet P2015](#)
- [H P Laserjet Pro P1102w](#)

Brother

- [Brother HL-2140](#)
- [Brother HL-5240](#)
- [Brother HL-5250DN](#)
- [Brother HL-5340D](#)
- [Brother HL-5370DW](#)

Samsung

NOTE: Links to download center, Click on DRIVER, then select driver for your OS.

- [ML-1710](#)
- [ML-1740](#)
- [ML-2010](#)
- [ML-2510](#)
- [ML-2510](#)

LexMark

- [Optra E310](#)
- [Optra E312](#)
- [E360](#)

Contents List for the System Images

- This is a summary list: see the image Release Notes for more detail.
- Windows 7 Professional SP1 or Windows 8.1 Professional Update, up to date with all Windows Updates as of the date of the image
- 7-Zip
- Adobe Reader XI with the latest updates
 - "Display PDF in browser" is checked, as required for TaxWise Online
- Cute PDF Writer
- Internet Explorer 11
 - Advanced Security setting checked: "Empty Temporary Internet Files folder when browser is closed"
 - Home Page is www.irs.gov
 - A selection of relevant Tax-Aide and TaxWise websites in Internet Explorer Favorites
- Microsoft .NET Framework 4.5.2 or latest
- For Windows 7, Microsoft Security Essentials, Version 2 or later
- SkyFex Remote Desktop

Settings List for System Images

- This is an abbreviated list. See the Release notes for the full listing
- Automatic Updates on and checked every day
- Screen Saver after 30min with password protect on resume
- Never go into standby when plugged in

- Files and folders
 - UNCHECK Hide extensions for known file types>
- Workgroup = Volgroup
- Administrator password set to the AARP Foundation Tax-Aide unpublished value for the tax year
- Volunteer and Installer user passwords set to the IRS depot volunteer user password for the tax year