

Common

Setup file doesn't run on Windows XP or Vista?

For **Windows Vista SP2** user, please read this link

<https://support.microsoft.com/en-us/kb/2763674>

You need to install the Windows update mentioned in the **Resolution** section, then myTaxExpress software setup file can be run.

If there is still problem in running myTaxExpress software. Please do the following:

- 1) right click on taxexp16.exe after you download/unzip it from website, then choose "property"
- 2) select "run as administrator" and "windows xp sp3 compatibility mode"
- 3) click OK to apply the settings,
- 4) run taxexp16.exe again

Contact us if there is any issue.

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