



Australian Government



Using AUSKey on a USB stick post 24/7/17

Display error requires USB to be reformatted

Please follow the troubleshooting steps below to resolve the screen display issue you're currently experiencing.



Before continuing the troubleshooting step process, please backup all other important files (or Non-AUSKey related files) from the USB stick to a secure location on your computer. These files may be deleted from the USB as part of the reformatting process.

Step 1 - BACK UP AUSKEY

1. Open the AUSKey folder in the USB key drive.
2. Locate keystore.xml and keystore.xml.bak files and copy files to a secure location on your computer.



If AUSKey has not yet been installed to the USB there will **NOT** be any keystore files yet.

If the keystore file is not valid (is corrupted and/or inactive more than 2 years old) then moving it to another location will not work. The Guide below assumes that you have access to a working keystore file.

If the keystore file is invalid, please contact the Technical Helpdesk on 1300 139 373 (as outlined on page 3).



For further information, go to My Aged Care
1800 836 799 | www.agedcare.health.gov.au/myagedcare



Formatting will erase all data on the USB drive.

Step 2 - REFORMAT USB

1. Ensure you haven't got anything else saved on USB
2. Format USB - Connect the USB drive, go to > Computer or > My Computer, right-click the drive and select > Format
3. Ensure that the File system is set to FAT32, and quick Format is selected then click Start
4. Click Ok

Step 3 - DOWNLOAD AUSKEY SOFTWARE FOR USB

1. Download the AUSKey software onto your computer
 - a. [Download](https://abr.gov.au/AUSkey/Setting-up-your-AUSkey/Set-up-AUSkey-on-a-USB-stick/) the 'AUSKey software for USB stick' file (Windows version 1.7.0.0) to your computer. We recommend you save it to your desktop so it is easy to find later (<https://abr.gov.au/AUSkey/Setting-up-your-AUSkey/Set-up-AUSkey-on-a-USB-stick/>).



It is important that you do not change the name of the file when saving the software.

2. Install the AUSKey software
 - a. Plug your USB stick into your computer.
 - b. Double-click on the file you have just downloaded and follow the prompts to install the software on your USB stick.

Step 4 - REPLACE KEYSTORE FILES

1. Copy keystore.xml and keystore.xml.bak files back to their original location in the AUSKey folder on your USB stick.



This step is only required if you previously Backed Up the keystore files in 'Back-Up AUSKey'.

Step 5 - REBOOT THE PC

IMPORTANT - Reboot the PC with the USB stick inserted and try again.





If you are still experiencing technical issues and would like further investigation please do not hesitate to contact the Technical Helpdesk on 1300 139 373 between Monday to Friday 7:00am to Midnight, (AEST/AEDT) and Saturday 10.00am to 4.00pm (AEST/AEDT).

Alternatively you may send your request via email to
Technical.Help@ato.gov.au

A wide range of information, help and advice is also available online at the following Internet sites:

Australian Taxation Office: www.ato.gov.au

ATO Technical Helpdesk Web Self Service Portal:
www.technicalhelpdesk.com.au

