W-2 CD ROM FAQ

How do I obtain my password?
1. For 2011, please visit: https://www.document-storageonline.com/2011cespw/
2. For 2010, please visit: https://www.document-storageonline.com/2010cespw/
3. For 2009, please visit: https://www.document-storageonline.com/2009cespw/
4. For 2008, please visit: https://www.document-storageonline.com/2008cespw/

For all websites you will need your PIN # and CD Identification # located on the label of the CDROM.

How do I obtain my PIN #?
1. Please contact D2Xchange, LLC customer support via email: CDROM@D2Xchange.com or by phone at 720-257-6937 and provide your CD Identification #. After they have confirmed that you are an authorized contact, you will receive an email with your PIN #.

Why am I having alignment issues with the Form?
1. Alignment issues are caused from user personal settings. To correct the alignment issue on a Windows 7 PC please follow steps a thru e below:
    a. Right click on the desktop
    b. Select Screen Resolution
    c. Click on "Make text and other items larger or smaller"
    d. Verify that "Smaller – 100% (default)" is selected
    e. You will then need to log off your PC and log back in for these changes to take effect.
2. If you are experiencing alignment issues on a Windows XP PC please follow steps a thru below:
    a. Right click on the desktop
    b. Select Properties
    c. Click on the Settings tab
    d. Select Advanced
    e. On the General Tab under DPI setting: select Normal size (96 DPI)

Why is my 2008 and/or 2009 CD not responding – why does the CD look blank?
1. In 2008 and 2009 the CD ROMs were encrypted using SecureDisc client encryption software. The client was not included on the CD ROM and must be downloaded from the following website: www.ceridian.com/securedisc

Why do my CDs no longer work on my 64 Bit Operating System (Windows 7)?
1. All CD ROMs must be run in 32 Bit mode. Please follow the steps below for the year range you are trying to access:

1998 thru 2008: (also applicable to replacement 2009 CDs)
    a. After inserting the CD ROM into the Computer, browse out to your CD ROM drive.
    b. Double click on the search32 folder on the root of the CD ROM.
    c. Next, double click on the ALSRCH32.EXE application.
    d. If you are automatically prompted for a password, click on cancel, then select File open database.

    e. Within the "Open Database" window click on the My Computer button on the left side.
    f. Double click on your CD ROM/DVD drive
    g. Double click on the CDID#.ald (Ex: ABC123.ald)
    h. Enter in the appropriate password and select OK.

2009:
   a. Please run this application in 32 Bit Compatibility mode by right clicking on the applications and selecting compatibility mode, run in Windows XP version, or install a Virtual 32 Bit Machine to run the CD ROM from.

2010:
   a. Please contact D2Xchange, LLC customer support via email: CDROM@D2Xchange.com or by phone at 720-257-6937 for the 32 Bit mode executable to be sent via email.

How do I export my 2010 W2 data to Excel?
1. Once you are logged into the 2010 W2 Viewer, click in the box to the left of the PSID(s) you wish to export, please note that if you select more than one, all PSIDs selected will export into the same spreadsheet.
2. A check mark will appear in the box next to the PSID.
3. Click on Export W2 Data from the tool bar.
4. In the new window, select the fields you wish to export.
5. Click on the Export Button,
6. Name the file and select the location where you want to save the file.
7. Click on Save

How do I open my CD ROM?
1998 thru 2008:
Insert the CD into your CD reader. After a short pause the "Ceridian Report Viewer" viewing software will open.
The first screen you see is the "Open Database" screen:
1. Check the "Look In" field to ensure that your CD-ROM drive is listed. – If it is not, select the "My Computer" icon on the left hand side and then select your CD-ROM drive.
2. Double click on the last file (with the file extension ". ald")
3. Enter your password and select ok.
2009:
1. To open the W-2 database double click on the **W2Viewer.exe** application located on the root of the CD ROM.
2010:
1. To open the W-2 database double click on the **W2Viewer2010.exe** application located on the root of the CD ROM.
2011:
1. To open the W-2 database double click on the W2 Viewer 2011.exe application located on the root of the CD ROM.

Why does my 2010-2011 CD ask me if I want to Repair or Remove?
1. The 2010 W2 CD ROM is set to download to your workstation. If you have used the 2010 W2 CD ROM previously the computer recognizes that the software has already been installed. After the initial use of the W2 CD ROM, you no longer need to insert the CD into your PC to access these W2s. You can simply double click on the Shortcut to W2 Viewer 2010.exe located on your desktop. If you get the repair or remove message, simply click on the Cancel button.