ATS and Production Issues Encountered November 2010 thru April 2011

Item#	Issue/Question	Date Opened	Resolution	Status
1	**Schema Releases** Are there plans for future schema releases for Form 1120?	11/01/2010	11/01/2010: Yes, there will be one more release of schemas; however, the date of the Form 1120 schema release has not yet been determined.	Closed 11/01/2010
2	**Business Rule Reject** Getting rejects for BR F1040-051-01, standard deduction amount incorrect.	11/01/2010	11/01/2010: IRS is aware of this issue. We are in the process of disabling the rule until it is corrected. We will inform you of both. 11/04/2010: Business Rule F1040-051-01 has been disabled in ATS. This Business Rule will be corrected for Production.	Closed 11/04/2010
3	**4868 Business Rule** Form 4868-004 Business Rule Error Reported	11/01/2010	11/03/2010: Version 2.1 of Form 4868 is the first version available in ATS, and it will not be implemented until 12/06/2010. Therefore no one can test 4868s in ATS for TY 2010 (PY2011) until December 6.	Closed 11/03/2010
4	**4868** Do software developers and transmitters need to wait until version 2.1 is implemented in ATS before testing 4868s?	11/01/2010	11/03/2010: Yes. See answer to item #3 above.	Closed 11/03/2010
5	**1040 Test Scenarios** The Change Page indicates 1040 scenario tests 1 and 5 will be removed from the test package because of the AMT. However, test scenario #3 also involves the AMT. Will that test scenario be removed as well?	11/01/2010	11/01/2010: No. 1040 MeF Test Scenario 3 will be revised/corrected and is scheduled to be available in ATS on Monday November 8, 2010. Notification will be sent out when 1040 MeF Test Scenario 3 becomes available. 11/08/2010: Test Scenario 3 was revised and posted to IRS.gov.	Closed 11/10/2010

6	**1040 Test Scenarios** If we only have two scenarios to test for 1040s will we still be able to get approved for testing.	11/01/2010	11/01/2010: There will be three test scenarios because we are keeping test scenario 3. Software packages that pass all three scenarios will be approved for production.	Closed 11/01/2010
7	**Software ID Issuance** Some companies are reporting that they have not gotten their software ID.	11/01/2010	11/02/2010: It was reported that the e-Help Desk is having e-mail problems with their eCase software and they continue to work on this issue. Software Identification numbers (SWIDs) were provided to Liberty Tax and CCH as requested. 11/03/2010: As requested, SWIDs were provided to Online Taxes and Taxworks. Any software company that continues to have problems securing a SWID should send an email to the 1040 MeF Mailbox.	Closed 11/03/2010
8	**Questionnaires** Questionnaire received for Form 1065 but not for Form 1120. Is there only one questionnaire used this year?	11/01/2010	11/4/2010: The ERMS mailbox issue has been resolved and the questionnaires have been provided to Online Taxes for Forms 990 and 1120. Testing for Form 720 will begin in December and the questionnaire will go out at that time.	Closed 11/10/2010
9	**1040 Test Scenario 4** ATS test scenario #4 has an 8-digit routing number that should be 9 digits.	11/01/2010	11/01/2010: Agreed. All RTNs (Routing Transit Numbers) are 9 digits. This is a test case error, not a MeF error. The test case has been corrected and reposted to IRS.gov.	Closed 11/02/2010
10	**Get New Submissions** A Number of states are reporting that they do not receive submissions in ATS when they use GetNewSubmissions service request, but the submissions are there.	11/02/2010	11/02/2010: Verified the submissions are available, but there is no indication the states have attempted to retrieve the submissions. 11/03/2010: Upon further analysis we have identified a problem with the ATS system – the process that creates the submission files for each state is not running. States will have to use GetSubmissions to retrieve submissions until this is fixed. 11/03/2010: The process is now running and state submission files are being generated.	Closed 11/03/2010

11	**1040 Business Rule** 1040 MeF Returns are rejecting due to Business Rules F1040-163-01 and F8863-009-01.	11/04/2010	11/04/2010: 1040 MeF is aware of this issue and the Business Rules are in the process of being disabled. Notification will go out when the Business Rules have been disabled. 11/05/10: The Business Rules F1040-163-01 and F8863-009-01 have been disabled in ATS.	Closed 11/05/2010
12	**Soap Fault (Content Expected)** Two users have received SOAP faults with the fault string "Content Expected." Users are getting an error message with Micro/Macro second time stamp.	11/04/2010	11/04/2010: Both users experiencing the problem are MTOM users. However, that may just be coincidence. We do not yet know if the problem has anything to do with MTOM. Both users have been asked to use la2.alt.www4.irs.gov where we have turned debug on. However, the new alt certificates must be distributed to access la2.alt. We hope to distribute those certificates and the new WSDLs on Friday, November 5, 2010. 11/07/2010: The alt certificates and the new WSDLs were distributed. The WSDLs should be available in ATS on December 6, 2010. 11/10/2010: Users were advised to correct the time span and try again. A notification will be sent out when this issue is resolved. 12/15/2010: Two SWAes (App009 and 010 were shut off and the problem was eliminated. Evidently there was a configuration problem with those two SWASes – different from the others.	Closed 12/17/2010
13	**990 Business Rule** 990 returns are rejecting due to Business Rule R0000-931.	11/04/2010	11/04/2010: Information regarding this reject should be submitted to the 1040 MeF Mailbox. This issue will be forwarded to the 990 team for review and resolution. 11/05/2010: Business Rule R0000-931 has been disabled.	Closed 11/05/2010
14	**1065 Business Rule** 1065 returns are being rejected due to Business Rule F1065-042 and F1065-044.	11/04/2010	11/04/2010: Information regarding these rejects should be submitted to the 1040 MeF Mailbox. These issues will be forwarded to the 1065 team for review and resolution. 12/06/2010: Business Rule F1065-044 has been disabled. 12/08/2010: Business Rule F1065-042 has been disabled.	Closed 12/08/2010

15	**1120F Test Scenario** The 1120F Test Scenario 7 in Publication 4162 has a typo.	11/05/2010	11/05/2010: The help desk assistors are aware of the problem. The amount listed on line 4 of the 1120F test scenario 7 should be 6268370. Currently, it shows 6248370. Both numbers will be accepted.	Closed 11/05/2010
16	**Business Rule Reject** An error was discovered with BR R0000-087 when performing an internal review.	11/08/2010	11/05/2010: The business rule is in the process of being disabled in ATS. It will be corrected and then re-enabled at a later date. 12/06/2010: Business Rule R0000-087 has been disabled.	Closed 12/06/2010
17	**Business Rule Reject** Returns were being rejected for BR R0000-689 due to the processing year.	11/08/2010	11/8/2010: Business Rule R0000-689 was disabled on 11/10/10 in ATS.	Closed 11/10/2010
18	**ETIN Retrieval Errors** Some users are having issues with intermittent ETIN retrieval errors.	11/10/2010	11/10/2010: IRS is aware of this issue. While we work to resolve this issue externals should succeed if they keep trying. A notification will be sent out when this issue is resolved. 11/12/2010: Problem addressed and fixed	Closed 11/12/2010
19	**ATS 1040 Test Scenario 2** There was a question regarding Line 12b with the $2,000 (Non-taxable) amount on the test scenario.	11/10/2010	11/15/2010: Information regarding the 1040 test scenarios should be submitted to the 1040 MeF Mailbox for review and resolution. IRS is reviewing and researching this issue, we will provide a resolution as soon as possible. 11/16/2010: This issue turned out to be an isolated issue for a particular software company and a workaround was developed.	Closed 11/15/2010
20	**Submission ID (Production Issues)** Some Users were not able to get new acks or get acks.	11/10/2010:	11/10/2010: Users were requested to capture issue and forward to the 1040 MeF Mailbox for review and resolution. IRS is reviewing and researching this issue, we will provide a resolution as soon as possible. 11/16/2010: Still working on these issues. 12/20/2010: Nothing new. The ones Xan has checked received their acks. 01/03/2011: Need to close since no one is getting this error.	Closed 01/03/2011

21	**1065 Schemas 2010v1.0** Now that version 1.1 is implemented those still using version 1.0 are receiving a return version error and the return is rejecting.		11/22/2010: 1065 2010v1.0 is no longer operational and cannot be used now that version 1.1 has been implemented. This is a problem that will not be repeated. All software developers will have to upgrade to version 1.1 or wait until 1065 version 2.0 is implemented on December 6, 2010. This problem did not affect other return types or other years. A Quick Alert will be issued and the status page will be updated to reflect the situation.	Closed 11/22/2010
22	**990 Business Rule** Returns are being rejected due to BR F990-172 (If Form 990, Part IV, Line 35a, checkbox "Yes" is checked, then Schedule R must be present in the return.	12/13/2010	The Business Rule will be corrected 12/20/2010.	Closed 12/20/2010
23	**1040 Test Scenario 4** There was a problem with the Schedule R that needed to be attached to the return.	12/13/2010	12/14/2010: 1040 MeF Test Scenario 4 has been updated.	Closed 12/14/2010
24	**1040 Test Scenario 5** There was an issue with the 1040 worksheets for the Form 8812 and Child Tax Credit not being included in the scenario.	12/13/2010	12/14/2010: Test Scenario 5 has been revised and posted to IRS.gov. Developers should contact assistors if they have an E-case open for assistance.	Closed 12/14/2010
25	**4868 Test Scenario 7** Returns are being rejected due to BR R0000-681-01.	12/13/2010	12/14/2010: Business Rule R0000-681-01 is in schema version 3.0, which will be available 12/20/2010 and the current version out there is 2.1. 12/20/2010: This issue has been resolved with schema version 3.0 and has been posted to IRS.gov.	Closed 12/20/2010

26	**State Submissions** Some States were receiving erroneous virus errors when attempting to retrieve certain large submissions.	12/05/2010	12/17/2010: We have made certain changes in the portal. The problem should not occur again.	Closed 12/17/2010
27	**1120 Schemas** The 1120 Schemas (version 2010v2.2) is not active in ATS as shown on IRS.gov.	12/20/2010	12/20/2010: The 1120 Schemas version 2010v2.2 will not be available in ATS until 12/27/2010. The dates on IRS.gov will be corrected from 12/20/2010 to 12/27/2010. 12/21/2010: The dates have been corrected on IRS.gov.	Closed 12/21/2010
28	**ATS Return Submissions** Acks are not coming back since returns are not being validated.	12/27/2010	12/27/2010: We are aware of this issue and a notification will be sent out when this issue is resolved. 01/03/2011: A business rule was causing a problem from most 1040s transmitted. The problem was fixed and there is no longer this problem.	Closed 01/03/2011
29	**Business rule F1040-187 (Schedule A)** This business rule is causing software developers to reject.	01/03/2011	01/03/2011: Because of extender legislation, this rule needs to be turned off in ATS. Also, those itemizing deductions will not be able to file until systems are updated. More on this later. 01/04/2011: Business Rule F1040-187 was disabled. 01/21/2011: Beginning Feb. 14, 2011 the IRS will start processing both paper and e-filed returns claiming itemized deductions on Schedule A.	Closed 01/21/2011
30	**Business Rule F1040-025-02** This business rule is rejecting returns incorrectly. Also, the wording is confusing.	01/03/2011	01/03/2011: This rule needs to be turned off in ATS until fixed. 01/06/2011: Business Rule F1040-025-02 has been disabled.	Closed 01/06/2011
31	**Business Rule F8283-02** Business Rule is rejecting.	01/03/2011	01/03/2011: This rule, along with 03, 05, and 10 were rejecting; however, this has since been fixed and the rule executes correctly now.	Closed 01/03/2011

32	**Business Rule F1120-339** This business rule is rejecting returns even when the appropriate attachments are references are present.	01/03/2011:	01/03/2011: The rule was rejecting in error (schema element/BR mismatch). The rule has since been corrected.	Closed 01/03/2011
33	**Change Password Error** A Number of users were getting errors when attempting to change their passwords.	12/17/2011	01/03/2011: We continue to research the cause of this problem. In the mean time we encourage every password user who is encountering the problem to contact the 1040 mailbox with the error message they are getting. 01/05/2011: The error message stated that the login id (AppSysId) could not be located (I'm paraphrasing). The root cause was found in the user tree and has been fixed.	Closed 01/05/2011
34	**2441 Business Rule** Returns were rejecting due to BR F2441-006-02.	01/07/2011	01/10/2011: This business rule was disabled in ATS and Production.	Closed 01/10/2011

| 35 | **1040 Business Rule**

(Self Select PIN Error Trend for Online Filers)

Returns are rejecting due to BR F1040-679-01. | 01/11/2011 | 01/14/2011: Two Quick Alerts have been issued and posted to the MeF Status page.

During the TY 2009 filing season, online filers who could not recall their Prior Year AGI or Prior Year PIN, were allowed to use a one-time use only Electronic Filing PIN. Since the TY09 schemas did not have an Electronic Filing PIN element, the information had to be entered into Prior Year PIN element.

The Electronic Filing PIN element was added to the TY 2010 schemas, so the online filer can enter the PY AGI, the PY PIN if they remember it, or their new EF PIN. Only one of these 3 elements must match for the return to pass the Self-Select PIN validation.

What we noticed during the initial IMF testing is that the online filers are erroneously entering their TY 2010EF PIN in the PY PIN field. They will get the F1040-0679-01 error message. Once the return is retransmitted with the EF PIN moved to the appropriate element name, the return passes validation. Please caution your clients to enter the EF PIN in the correct field.

We also want to note that the Signature PIN used on the TY 2009 tax return can be used as the PY PIN on the TY 2010 return - there's no need to secure a new EF PIN if they know the Signature PIN used in the past. | Closed 01/14/2011 |
| 36 | **1040 Business Rule**

Returns are rejecting due to BR F1040-184. (This rule is setting incorrect due to the fact that the Form 8888 was massively changed and is now used for more reasons then just multiple deposits. We can not isolate the direct deposit information.) | 01/18/2011 | 01/18/2011: Business rule will be disabled in ATS and Production and will be deleted in the future as it is no longer needed.

01/23/2011: Business rule has been disabled in ATS and Production. | Closed 01/24/2011 |

38	**ETIN Retrieval Errors** Several users have been reporting ETIN Retrieval Errors	01/20/2011	01/20/2011: The ETIN check request times out before the response is returned. The error occurs in spurts. It is not preventing filing, but it is causing problems for some when it does occur. A trouble ticket has been opened. No further information is available at this time. 01/21/2011: We continue to research the root cause. The error occurs infrequently at the moment. 01/31/2011: A patch is currently being tested. A notification will be sent out when this issue is resolved. 02/06/2011: The fix for the ETIN Retrieval Errors was put into Production on Feb. 6th and confirmed it has been fixed. Any Users encountering this problem after Feb. 6th should contact the 1040 mailbox with the error message they are getting.	Closed 02/07/2010
39	**MeF System Performance** One user reported a possible degradation in Send Submissions performance.	01/20/2011	01/21/2011: After performing research on the Send Submissions in question and after additional conversations with the user, it has been determined there are not Send Submissions performance issues. All Send Submissions were responded to within seconds.	Closed 01/21/2011
40	**IRS Received Date Timestamp** MeF is recording the submission receive date, but not the receive time.	01/20/2011	01/21/2011: The IRS will be implementing a fix at the end of the month. No transmitter, state, or software developer is being adversely impacted. 01/03/2011: The fix for the timestamp was deployed on Sunday Jan. 30th and confirmed it's working ok.	Closed 01/03/2011
41	**1040 Business Rule** Returns were rejecting due to BR F1040-089.	01/27/2011	01/30/2011: Business rule F1040-089 has been disabled in ATS and Production.	Closed 01/30/2011

42	**Certificate Authentication** One user has reported problems.	01/31/2011	01/31/2011: We continue to research the cause of this problem. In the mean time we encourage all users who are encountering this problem to contact the 1040 mailbox with the error message they are getting. A notification will be sent out when this issue is resolved. 02/24/2011: We continue to research the root cause. The error occurs infrequently at the moment. 03/02/2011: This turned out to be an issue with the Backend AMDAS Error and has been resolved.	Closed 03/02/2011
43	**4868 Schemas 2010v4.0** Now that version 4.0 is implemented some are getting an X0000-005 schema error because the PINTypeCode is not present and it is required in this version.	01/31/2011	02/14/2011: Several software Developers have pointed out that the PINTypeCode should only be required when there is a payment. After researching the issue, we have determined that the PINTypeCode should not be a required element in the schema. We are still determining when the change will be implemented and what schema version we will use.	Closed 02/14/2011
44	**1040 Business rule** Returns are rejecting due to BR F1040-068 when the taxpayer turns 25 on January 1, 2011, has no qualifying children and meets all other EIC criteria and is entitled to the credit.	02/22/2011	02/23/2011: We continue to research the cause of this problem. In the mean time we encourage all users who are encountering this problem to contact the 1040 mailbox with the error message they are getting. A notification will be sent out when this issue is resolved. 03/01/2011: The business rule has been revised and is currently being tested. A notification will be sent out when this issue is resolved. 03/04/2011: The fix for BR F1040-068 will be deployed as soon as possible. 03/16/2011: The fix will be deployed on the March 27th patch. 03/31/2011: The business rule was revised and deployed March 31, 2011.	Closed 04/05/2011
45	**System Error** One User reported getting Error 401 "Unauthorized Access".	02/23/2011	02/24/2011: This issue turned out to be an isolated issue for a particular software company and has been resolved.	Closed 02/24/2011

46	**Get New Acks** Two users have reported experiencing problems getting Acks when they use "GetNewAcks" service request in ATS.	02/24/2011	02/24/2011: We continue to research the cause of this problem. In the mean time users can use the "GetAcks" service request while this issue is resolved. We also encourage any user who is encountering this problem to contact the 1040 mailbox with the error message they are getting. 03/02/2011: There were some hung transmissions which have been cleared. This issue has been resolved and Users should be able to use the "GetNewAcks" service request.	Closed 03/02/2011
47	**System Error** Some users were receiving the error message "Backend AMDAS Error System".	02/24/2011	02/24/2011: A server was taken out of rotation and resolved this issue. Any user who is still encountering this problem should contact the 1040 mailbox with the error message they are getting.	Closed 02/24/2011
48	**Send Acknowledgements & SOAP Fault** One transmitter reported having problems with Sending Acknowledgements and getting a SOAP Fault error.	02/24/2011	02/24/2011: This turned out to be an isolated issue with this transmitter and has been resolved.	Closed 02/24/2011
49	**ETIN Retrieval Errors** Several users have reported receiving ETIN Retrieval Errors.	03/02/2011	03/02/2011: We continue to research the cause of this problem. We also encourage any user who is encountering this problem to contact the 1040 mailbox with the error message they are getting. 03/04/2011: We continue to research the root cause. The error occurs infrequently at the moment. 03/16/2011: We continue to research the root cause. A notification will be sent out when this issue is resolved. 04/07/2011: This intermittent issue has not been reported in several weeks. After resolving the initial errors, the Service has been working to identify the root cause in order to prevent this from happening in error again in the future.	Closed 04/07/2011

| 50 | **Get New Submissions**

One State reported receiving the error "File not found from backend" in ATS while using the "GetNewSubmissions" service request. | 03/07/2011 | 03/07/2011: We expect this to be an isolated situation. We encourage any user who is experiencing this problem to contact the 1040 mailbox with the error message they are getting.

04/07/2011: This intermittent issue has not been reported in several weeks. The impacted users were provided information about when to appropriately use this service request, and that cleared the issue. The Service continues to analyze the performance and effectiveness of this particular service request. | Closed 04/07/2011 |