

General Information

ATS Issues Encountered November thru December 2010

Item#	Issue/Question	Date Opened	Resolution	Status
1	<p style="text-align: center;">Schema Releases</p> <p>Are there plans for future schema releases for Form 1120?</p>	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	<p style="text-align: center;">Business Rule Reject</p> <p>Getting rejects for BR F1040-051-01, standard deduction amount incorrect.</p>	11/01/2010	<p>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.</p> <p>11/04/2010: Business Rule F1040-051-01 has been disabled in ATS. This Business Rule will be corrected for Production.</p>	Closed 11/04/2010
3	<p style="text-align: center;">4868 Business Rule</p> <p>Form 4868-004 Business Rule Error Reported</p>	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	<p style="text-align: center;">4868</p> <p>Do software developers and transmitters need to wait until version 2.1 is implemented in ATS before testing 4868s?</p>	11/01/2010	11/03/2010: Yes. See answer to item #3 above.	Closed 11/03/2010
5	<p style="text-align: center;">1040 Test Scenarios</p> <p>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?</p>	11/01/2010	<p>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.</p> <p>11/08/2010: Test Scenario 3 was revised and posted to IRS.gov.</p>	Closed 11/10/2010

6	<p>1040 Test Scenarios</p> <p>If we only have two scenarios to test for 1040s will we still be able to get approved for testing.</p>	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	<p>Software ID Issuance</p> <p>Some companies are reporting that they have not gotten their software ID.</p>	11/01/2010	<p>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.</p> <p>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.</p>	Closed 11/03/2010
8	<p>Questionnaires</p> <p>Questionnaire received for Form 1065 but not for Form 1120. Is there only one questionnaire used this year?</p>	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	<p>1040 Test Scenario 4</p> <p>ATS test scenario #4 has an 8-digit routing number that should be 9 digits.</p>	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	<p>Get New Submissions</p> <p>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.</p>	11/02/2010	<p>11/02/2010: Verified the submissions are available, but there is no indication the states have attempted to retrieve the submissions.</p> <p>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.</p> <p>11/03/2010: The process is now running and state submission files are being generated.</p>	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	<p>1065 Schemas 2010v1.0</p> <p>Now that version 1.1 is implemented those still using version 1.0 are receiving a return version error and the return is rejecting.</p>		<p>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.</p> <p>A Quick Alert will be issued and the status page will be updated to reflect the situation.</p>	Closed 11/22/10
22	<p>990 Business Rule</p> <p>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.</p>	12/13/2010	The Business Rule will be corrected 12/20/2010.	Closed 12/20/10
23	<p>1040 Test Scenario 4</p> <p>There was a problem with the Schedule R that needed to be attached to the return.</p>	12/13/2010	12/14/2010: 1040 MeF Test Scenario 4 has been updated.	Closed 12/14/10
24	<p>1040 Test Scenario 5</p> <p>There was an issue with the 1040 worksheets for the Form 8812 and Child Tax Credit not being included in the scenario.</p>	12/13/2010	12/14/2010: Test Scenario 5 has been revised and posted to IRS.gov. Developers should contact assistants if they have an E-case open for assistance.	Closed 12/14/10
25	<p>4868 Test Scenario 7</p> <p>Returns are being rejected due to BR R0000-681-01.</p>	12/13/2010	<p>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.</p> <p>12/20/2010: This issue has been resolved with schema version 3.0 and has been posted to IRS.gov.</p>	Closed 12/20/10

26	State Submissions Some States were receiving erroneous virus errors when attempting to retrieve certain large submissions.	12/05/2010	12/17/10: We have made certain changes in the portal. The problem should not occur again.	Closed
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 12/27/10. The dates on IRS.gov will be corrected from 12/20/10 to 12/27/10. 12/21/2010: The dates have been corrected on IRS.gov.	Closed 12/21/10
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: Pending
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.	Pending
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.	Pending
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 Several password users have been receiving errors when attempting to change their password.	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.	Pending
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