ATS and Production Issues

(Beginning November 2013 through April 2014)

November 5, 2013

Item#	Issue/Question	Date Opened	Resolution	Environment (ATS/Production)	Status
1	Multiple companies are reporting that they are receiving errors when testing the 1040 series of forms in ATS. The transmission error states that the transmitter must use a valid IP address.	11/4/2013	IRS will research these issues and provide a response as soon as possible. (11/4/13) This issue is affecting all transmitters. The IRS has opened an internal request with programmers to disable the following 1040 rules: IND-062, IND-063, IND-064, and IND-065. All of these rules are designed to allow the IRS to automatically capture the IP address in the return header, but the programming code is incorrect. The IRS hopes to have the applicable business rules disabled by tomorrow (November 6). (11/5/13) The applicable business rules have been disabled as of November 6, 2013. (11/6/13)	ATS	**Closed 11/6/2013**
2	FileYourTaxes.com (Timur) – Has the list of new WSDLs for use in ATS testing been distributed to the software providers?	11/4/2013	If you would like to receive the new WSDLs, please send an e-mail to the MeF Mailbox (MeFmailbox@irs.gov). The e-mail request must include your company name and ETIN/EFIN number. The required WSDLs will be sent to you as soon as it is verified that you are a valid software developer, transmitter or State user. (11/4/13)	ATS	Closed 11/4/2013
3	NY State – We sent an issue to the MeF mailbox last week and received a solution that is not working for us. Can someone at the IRS provide assistance?	11/4/2013	The IRS will research the response sent to NY State via the MeF mailbox and provide a response as soon as possible. (11/4/13) MeF has submitted the solution to a subject matter expert to review and provide an answer on how to program the WSDLs properly for the state. (11/5/13)	ATS	**Open 11/4/2013**
4	Urban Institute – Is the "la.alt" URL for ATS (https://la.alt.www4.irs.gov/a2a/mef) load balanced so that transmitters can test their cookie code? Will the ATS system generate an error message if the code is not correct?	11/4/2013	The ATS system will not generate an error message, but the IRS has a process to test the la.alt URL for providers. The IRS can provide more assistance if a specific query is sent via the MeF mailbox. (11/4/13)	ATS	Closed 11/4/2013

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5	Online Taxes – We have sent a question into the MeF mailbox. We have tried different combinations to try to get past the SOAP error message, but have not succeeded. Can the IRS provide a solution?	11/4/2013	The IRS will research this issue and provide a response as soon as possible. (11/4/13) Same issue as item # 1. (11/5/13)	ATS	**Closed 11/5/2013**
6	Corp Tax – Tried submitting 1065 files in ATS and got 4 different error messages. We have submitted the list of error messages to MeF via the e-Help Desk (e-case).	11/4/2013	MeF is working with our programmers to see why the applicable business rules that are causing the 1065 file rejects have not been disabled in ATS for Tax Year 2013. We will provide a resolution to this issue as soon as possible. (11/4/13).	ATS	**Open 11/4/2013**
7	Taxware Systems - Will there be a Quick Alert issued by the IRS when the IP address issue (item # 1) is resolved?	11/5/2013	MeF will update this call log with the information but will not issue a Quick Alert. MeF does not want to send out them out for non-critical issues during this first week of ATS testing. (11/5/13)	ATS	**Closed 11/5/2013**
8	Taxware Systems – Most IP addresses used in by providers are private. Will this cause an issue?	11/5/2013	The business rules involving the transmitter IP address are designed to automatically populate the IP addresses based on the HTTP traffic MeF receives. Thus, transmitting a private IP address is not possible. (11/5/13)	ATS	**Closed 11/5/2013**
9	Ultratax – Will the business rules prevent private IP addresses from being used during testing?	11/5/2013	No. (11/5/13)	ATS	**Closed 11/5/2013**
10	FileYourTaxes.com (Timur) – Are you asking software providers to populate the transmitter IP address in the return header?	11/5/2013	No. The system is set up to do that automatically for the software providers. (11/5/13)	ATS	**Closed 11/5/2013**

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11	Online Taxes – Isn't the software provider's system sending a private IP address to the IRS?	11/5/2013	The business rules involving the transmitter IP address are designed to automatically populate the IP addresses based on the HTTP traffic MeF receives. Thus, transmitting a private IP address is not possible. (11/5/13)	ATS	**Closed 11/5/2013**
12	Taxwise – Can software providers assume that the IP address in the 1040 header is correct?	11/5/2013	Yes. (11/5/13)	ATS	**Closed 11/5/2013**
13	Vertex – We have issues with inconsistent logins. We sometimes receive error messages or an obscure HTML response page when logging in. We sent a more detailed explanation to the MeF mailbox.	11/5/2013	Troubleshooting is being performed between the subject matter experts to resolve the issue. The system logs have been sent to the MeF Mailbox and they will provide feedback. (11/5/13)	ATS	**Closed 11/5/2013**
14	Taxware – We received the A2A Toolkit v4. We noticed a new URL in one of the config files. Should we use that new URL?	11/5/2013	No. That address was used to test the toolkit prior to the IEP Cutover in August. Vendors should follow the instruction in the "User Guide" included on the toolkit and change the URL in the config files to https://la.www4.irs.gov/a2a/mef before using it in Production. MeF will send a clear message to the vendors who received the toolkits on this issue. (11/5/13)	ATS	**Closed 11/5/2013**
15	Ultratax – For a couple of tax forms, Schema version 2.1 posted to IRS.gov shows business rules, but no schemas. We were wondering if the applicable schemas will be posted by the IRS.	11/5/2013	Yes, we are in the process of posting the schemas. (11/5/13)	ATS	**Closed 11/5/2013**
The next meeting will be on November 6, 2013 – Time: 4:00 pm EST					

2 issues remain open – 3 & 6.

The latest updates are highlighted in blue.