

ATS and Production Issues

(Beginning November 2012 through April 2013)

November 6, 2012

Item#	Issue/Question	Date Opened	Resolution	Environment (ATS/Production)	Status
1	Some companies are reporting that they have not received their Software ID.	11/5/2012	The e-Help Desk is looking into this and will continue to issue SWID as soon as possible. Software Companies that are experiencing problems securing a SWID can contact the e-Help Desk for assistance.	ATS	Closed 11/6/2012
2	Form 1040, Scenarios 2, 3, 5, 6, 7, 8, 9, and 10 - The W-2 Social Security Tax Rate of 6.2% is incorrect.	11/5/2012	The correct Social Security Tax of 4.2% should be used. This has been added to the ATS Known Issues and Solutions.	ATS	Closed 11/5/2012
3	Form 1040, Scenario 3 – The Year of Birth for Child 1 (1999) is incorrect.	11/5/2012	The Year of Birth for Child 1 should be 1991 and all boxes should be checked in this instance. This has been added to the ATS Known Issues and Solutions.	ATS	Closed 11/5/2012
4	When will the 1065 and 1120 scenarios be issued?	11/5/2012	The scenarios have been provided to the e-Help Desk for distribution. SWD should contact e-Help Desk assistor.	ATS	Closed 11/6/2012
5	When will the 990 scenarios and Publications be issued?	11/5/2012	The TE/GE Owner will look into this and provide a date when the test package will be issued.	ATS	Open
6	When will the 1041 scenarios and Publication be issued?	11/5/2012	Publications 1437 and 1438 are expected to post to irs.gov on November 13 th .	ATS	Closed 11/6/2012
7	Form 1120S, Scenarios 4, 5, and 6 has a misplaced entry.	11/6/2012	The entry for Return Allowances should be reported in Gross Receipts or Sales.	ATS	Closed 11/6/2012
8	Maryland and Oregon believe the duplicate error message is incorrect – in wrong place.	11/5/2012	We are still researching this issue; and will provide a resolution as soon as possible.	ATS	Open

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9	Users are reporting MTOM service responses are being return in MIME when there is no attachment	11/5/2012	This is not the case. However, what may be confusing is the boundary can be named MIMEboundary. Look for the "Attachment" field further down in the response. Note that it is set to application/opt-xml.	ATS	Closed 11/7/2012
10	Users are reporting ETIN retrieval response does not match the WSDL format	11/5/2012	IRS is aware of this issue. We are generating and returning incorrect format. A change is being made and will be tested. We will let you know when the change will be placed in production ATS.	ATS	Open
11	User reporting receiving Java Class error when attempting to access new features of the Get Submissions Reconciliation List.	11/5/2012	User was accessing "la" when they should have been accessing "la.alt". The new WSDLs and the new Reconciliation list are available in ATS only at this time. To access new features, use new WSDLs with "la.alt"	ATS	Closed 11/7/2012
12	New York and at least one other user reporting "Unable to Get Server Configuration" error when attempting Get New Submissions.	11/5/2012	This was caused by a bad gateway. The gateway was rebooted yesterday. Please email the MeF mailbox if you are still experiencing this error.	ATS	Open
13	Transmitter is receiving Internal System error when attempting to connect with MeF	11/5/2012	We are still researching this issue; and will provide a resolution as soon as possible.	ATS	Open
14	Transmitter reported an issue with Form 1040 Scenario 1 with the Physical Presence Test and recommended that the date be changed from 1/1/2012 to 1/1/2011.	11/6/2012	The year for the Physical Presence Test in Form 2555, Part III line 16 should be changed to 2011.	ATS	Closed 11/7/2012
15	At least two users are reporting "Session or Service Limit Exceeded" error in ATS.	11/5/2012	We are still researching this issue; and will provide a resolution as soon as possible.	ATS	Open

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16	Ohio is reporting Connection reset/closed errors.	11/5/2012	These occur in the portal on the gateways. We are still researching this issue.	ATS/Production	Open
17	Some Users are having problems building proxies.	11/5/2012	Please remember to read the documentation that came with the new WSDL package in its entirety. For example, file names have changed.	ATS	Open
18	Users are reporting the following error when attempting to retrieve submissions: “An error occurred during application execution: The request failed with HTTP stat”	11/6/2012	We are still researching this issue; and will provide a resolution as soon as possible.	ATS	Open
19	Some Users have reported errors/misnaming in the error construct of the WSDL response.	11/5/2012	<p>This exception response is perfectly acceptable.</p> <p>The hostname element inside ns1:MeFException is optional, so therefore it does not have to be present under namespace “http://www.irs.gov/a2a/mef/MeFHeader.xsd”</p> <p>The definition of the soapenv:Fault.detail allows any element to be present, so the ns2:hostname under namespace “http://xml.apache.org/axis” inside soapenv:Fault.detail is acceptable. They are 2 ENTIRELY different definitions of hostname in 2 entirely different namespaces.</p>	ATS	Closed 11/7/2012

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20	Maryland is reporting the following SendAcks Response: 1. The ListOfSubmissionErrors is always null 2. If I resend the same acks multiple times no error occurs.	11/5/2012	We are still researching this issue; and will provide a resolution as soon as possible.	ATS	Open
18	IRS is noticing an increase in Get Ack Service Requests errors.	11/6/2012	We recommend transmitters look over the Service Request SLA.	ATS	Closed 11/6/2012
The next meeting will be on November 7, 2012 – Time: 4:00 pm EST					