

ATS and Production Issues

(Beginning November 2012 through April 2013)

November 9, 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 1999 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			
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 have reported Login problems.	11/5/2012	This is a problem with coding on the IRS side. IRS is researching on how to fix the coding, but there is no ETA on a resolution. (11/8/12)	ATS	Open 11/5/2012

ATS and Production Issues

(Beginning November 2012 through April 2013)

November 9, 2012

9	Maryland and Oregon have reported .net MTOM failure when no attachment is received in response.	11/5/2012	Users were pointed to a code patch to fix their client.	ATS	Closed 11/6/2012
10	Taxworks has reported authentication issues.	11/5/2012	Our research indicates that this problem is caused by an issue on the IRS side. IRS is researching on how to fix the coding, but there is no ETA on a resolution. Xan believe this has been fixed, but has not touched base with the Vendor to confirm. (11/9/12)	ATS	Open 11/5/2012
11	Some states have reported issues with <u>Get New Acks</u> and <u>Get Reconciliation List</u> .	11/5/2012	The Get New Acks Response problem (<i>showing null because the wrong element is returned</i>) is being fixed by IRS. We will let you know when the fix will be implemented in production. There is no Reconciliation List problem. (11/8/12)	ATS	Open 11/5/2012
12	New York reporting unable to get Server Configuration error	11/6/2012	IRS is reviewing and researching this issue, we will provide a resolution as soon as possible. Caused by a bad gateway. Gateway was rebooted, which Xan feels has fixed this configuration error.	ATS	Closed 11/7/2012
13	Thomson-Reuters is reporting Internal System Error.	11/6/2012	IRS is reviewing and researching this issue, we will provide a resolution as soon as possible. Xan suggested that the stakeholder continue to check on this issue. Xan thinks that it may be a line feed error that can be corrected by changing the input to a different line. Stakeholder will attempt the fix and send an e-mail to Xan and the MeF mailbox with the results. Thomson-Reuters confirms that this issue has been resolved. (11/8/12)	ATS	Closed 11/8/2012

ATS and Production Issues

(Beginning November 2012 through April 2013)

November 9, 2012

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. Form 2555-020 error message.	11/6/2012	ATS indicated that the solution is that for Test 1 Form 2555, Part III, line 16, transmitters should use the year 2011 with the date, not 2012. This rule has been disabled in ATS. (11/8/12)	ATS	Closed 11/7/2012
15	Some transmitters are reporting Session/Server limit errors.	11/6/2012	Xan stated the errors he has looked over are legitimate and requested if they are still receiving these errors to submit examples to the MeF mailbox. Xan suggested 2 solutions on the 11/7 call: Transmitters can set the Session indicator set to null, or log in, do a single service request, or don't do more than 5, and log out. No ETA on a resolution.	ATS	Closed 11/6/2012
16	Some transmitters are reporting Login Response Certificate errors.	11/6/2012	IRS is reviewing and researching this issue, and will provide a resolution as soon as possible. Xan states that this is a problem with coding on the IRS side. IRS is researching on how to fix the coding, but there is no ETA on a resolution. (11/8) Fix will be run this weekend. (11/9/12)	ATS	Open 11/6/2012
17	Some transmitters are reporting host name not in MeFException node (WSDL 8 testing).	11/6/2012	IRS is reviewing and researching this issue, and will provide a resolution as soon as possible. IRS is still working on this issue as of 11/8.	ATS	Open 11/6/2012
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
19	Java Class error message	11/7/12	Stakeholders need to check to make sure they are using the correct WSDLs on the port. There is additional functionality that is causing this error message. Software vendors need to use the new WSDLs on the la.alt URL for ATS transmissions. Vendors will need to use the old WSDLs for production. (11/8/12)	ATS	Closed 11/8/2012

ATS and Production Issues

(Beginning November 2012 through April 2013)

November 9, 2012

20	Vertex reported that they get the session timeout even with one entry.	11/7/12	Duplicate issue to item # 15. Xan stated the errors he has looked over are legitimate and requested if they are still receiving these errors to submit examples to the MeF mailbox. Xan suggested 2 solutions on the 11/7 call: Transmitters can set the Session indicator set to null, or log in, do a single service request, or don't do more than 5, and log out. No ETA on a resolution.	ATS	Closed 11/6/2012
21	Issue for the individual apps. If you have a Schedule SE or Schedule C, it's rejecting because the software is looking for version 4.0 instead of 3.0. Business Rule 1040-180-01.	11/7/2012	The business rule that is causing this issue has been disabled in ATS. See listing of disabled rules in item 26 below. (11/9/12)	ATS	Closed 11/9/12
22	F 1040 – 112 – 01 error message.	11/7/2012	The business rule that is causing this issue has been disabled in ATS. See listing of disabled rules in item 26 below. (11/9/12)	ATS	Closed 11/9/2012.
23	1120 issue. Version 1.2 is currently listed as a minor version change. Vendor feels that Version 1.2 had many changes that would seem to indicate a major version change. Does it need to be corrected?	11/7/2012	BMF reports that the major version change is slated to be issued on December 17 th . BMF looked at its' testing scenarios to ensure that the minor version change does not affect any software approvals. (11/8/12)	ATS	Closed 11/8/2012

ATS and Production Issues

(Beginning November 2012 through April 2013)

November 9, 2012

24	R000-932 error message. Message notes that Amended or Superseded return box is not checked, so it's rejecting the transmission because the system assumes a return has already been submitted.	11/7/2012	IRS (BMF) is reviewing and researching this issue, and will provide a resolution as soon as possible. BMF has identified the problem, but no resolution yet. (11/9/12)	ATS	Open 11/7/2012
----	--	-----------	--	-----	---------------------------

ATS and Production Issues

(Beginning November 2012 through April 2013)

November 9, 2012

25	Urban institute. New submissions giving a R8-MeF error indicating that there is a conflict in submissions.	11/8/2012	<p>The specific error encountered is:</p> <p>“<faultstring xml:lang="en-US">IDP Rule 'R8-MeF Invalid WSDL IDP Rule' aborted processing. The root element {http://www.irs.gov/a2a/mef/MeFStateServiceMTOM.xsd}GetNewSubmissionsRequest' found within the SOAP body does not match the name and namespace of any message defined in the WSDL file.</faultstring>”</p> <p><u>IRS Resolution:</u></p> <p>Urban's request contained two parts and typical ones for this type contain one. The URL's local part was /a2a/mef/mtom/GetSubmissions, while the action ended with GetNewSubmissions matching the request. They must match. In other words your message body type isn't valid for the URL you sent it to.</p> <p>Perhaps a better worded error message would have said something like:</p> <p>"The root element ... found within the SOAP body does not match the name and namespace of the operation defined for the request's URL in the WSDL file".</p> <p>The current wording is misleading since that element is proper for a message in the WSDL file - just not the one for that URL. (11/8/12)</p>	ATS	Closed 11/8/12
26	F 1040-SS-PR-007. Error message states that Dependent SSN is invalid even though it's a test SSN.	11/8/2012	The business rule that is causing this issue has been disabled in ATS. See the list of disabled ATS rules in item 26 below. (11/8/12)	ATS	Closed 11/8/12

ATS and Production Issues

(Beginning November 2012 through April 2013)

November 9, 2012

27	Disabled Business Rules	11/9/2012	<p>The following rules have been disabled in ATS:</p> <p>F1040-180-01 F1040-020 SD-F1065-063 F1040-112-01 F1040SSPR-007 F2555-020</p> <p>F499R2W2PR-004 (This rule will also be disabled in x-Domain (PROD) environments)</p>	ATS	Closed 11/9/12
28	Oregon – Get New Acks returns a blank submission error message.	11/9/2012	IRS is working on a resolution for this issue (reopened – 11/9/12).	ATS	Open 11/9/12
29	Vendor is having a problem getting a response from Get New Submissions using the WSE 2.0 application. They are trying to trace what's causing the problem.		Solution: Software developers / transmitters should not use WSE version 2.0 because WSE 2.0 does not support MTOM. Vendors must use the WSE 3.0 or WCS versions.	ATS	Closed 11/9/12
The next meeting will be on November 13, 2012 – Time: 4:00 pm EST					

7 issues remain open.

**The latest updates are highlighted in blue.*

Note: We deleted item # 22 from the 11/7/12 log titled “IRS 1041 business rule issue” after determining that the entry was added to the log in error.