

## ATS and Production Issues

(Beginning November 2012 through April 2013)

**November 14, 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<br>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<br>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<br>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<br>11/6/2012 |
| 5     | When will the 990 scenarios and Publications be issued?   | 11/5/2012   | See Item # 31. IRS Publication 4205 will be sent via e-mail to MeF stakeholders during the week of November 12 <sup>th</sup> and posted to the MeF Publications page on IRS.gov.                        | ATS                          | Closed<br>11/6/2012 |
| 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 <sup>th</sup> .   | ATS                          | Closed<br>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<br>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) Weekend fix has resolved this issue. (11/13/12)              | ATS                          | Closed<br>11/13/12  |

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| 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<br>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). Vendor has verified that issue has been corrected - Closed. (11/13/12)  | ATS | Closed<br>11/13/12                                 |
| 11 | Some states have reported issues with <u>Send New Acks</u> and <u>Get Reconciliation List</u> . | 11/5/2012 | The Send 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. <a href="#">Fix has been implemented. (11/14/12)</a><br><br>There is no Reconciliation List problem. (11/8/12)  | ATS | <a href="#">Closed</a><br><a href="#">11/14/12</a> |
| 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<br>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<br>11/8/2012                                |

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| 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<br>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<br>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). Fix has resolved this issue. (11/13/12)                        | ATS | Closed<br>11/13/12              |
| 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 | <b>Open</b><br><b>11/6/2012</b> |
| 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<br>11/6/2012             |

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| 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<br>11/8/2012  |
| 20 | Vertex reported that they get the session timeout even with one entry.  | 11/7/12   | <b><u>Duplicate issue to item # 15.</u></b> 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<br>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<br>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<br>11/9/2012. |

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| 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 <sup>th</sup> . BMF looked at its' testing scenarios to ensure that the minor version change does not affect any software approvals. (11/8/12)        | ATS / <b>BMF</b> | Closed<br>11/8/2012             |
| 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) <b>Still working on getting this rule disabled. (11/13/12)</b> | ATS / <b>BMF</b> | <b>Open</b><br><b>11/7/2012</b> |

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| 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>“&lt;faultstring xml:lang="en-US"&gt;IDP Rule 'R8-MeF Invalid WSDL IDP Rule' aborted processing.<br/>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.&lt;/faultstring&gt;”</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 <u>/a2a/mef/mtom/GetSubmissions</u>, while the action ended with <u>GetNewSubmissions</u> 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><b>"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".</b></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<br>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<br>11/8/12 |

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| 27 | Disabled Business Rules  | 11/9/2012 | <p>The following rules have been disabled in ATS:</p> <p>F1040-180-01<br/>F1040-020<br/>SD-F1065-063<br/>F1040-112-01<br/>F1040SSPR-007<br/>F2555-020</p> <p>F499R2W2PR-004 (This rule will also be disabled in x-Domain (PROD) environments)</p>   | ATS | Closed<br>11/9/12                   |
| 28 | Oregon – Send New Acks returns a blank submission error message.   | 11/9/2012 | IRS is working on a resolution for this issue (reopened – 11/9/12). Have not verified that this has been fixed. (11/13/12). <a href="#">This issue has been resolved (11/14/12)</a>   | ATS | <a href="#">Closed<br/>11/14/12</a> |
| 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. |           | <b><u>Solution:</u></b> Software developers / transmitters should <b><u>not</u></b> 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<br>11/9/12                   |
| 30 | New Publications   | 11/13/12  | <p>This week, the IRS will be posting the following e-file testing packages to IRS.gov:</p> <p>Pub. 4162 – for Forms 1120<br/>Pub. 4505 – for Forms 1065<br/>Pub. 1436 – for the 1040 Series<br/>Pub. 1437 – for Forms 1041 (procedures)<br/>Pub. 1438 – for Forms 1041 (file specifications)</p> | ATS | Closed<br>11/13/12                  |

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| 31 | New Publication  | 11/13/12 | Publication <b>4205</b> has been sent out via e-mail to E-file stakeholders. The publication will be posted on the MeF Publications page on IRS.gov later this week ( <a href="http://www.irs.gov/uac/Modernized-e-File-(MeF)-User-Guides-&amp;-Publications">http://www.irs.gov/uac/Modernized-e-File-(MeF)-User-Guides-&amp;-Publications</a> ). | ATS | Closed<br>11/13/12                                 |
| 32 | Scenario Update  | 11/13/12 | IRS will post an update in regards to missing forms in scenarios 4 and 6. Information will be posted in both the cover letter for Publication for 1436 as well as in the ATS Known Issues and Solutions file on the IRS.gov website.   | ATS | Closed<br>11/13/12                                 |
| 32 | Kentucky reports Invalid SOAP message when submission response comes back to them.   | 11/13/12 | Xan advised the state to capture the message and submission ID and submit the information to him (or the IRS MeF mailbox) via e-mail.  | ATS | <b>Open</b><br><b>11/13/12</b>                     |
| 33 | Oregon – getting errors when attempting to open the zip files if there is an attachment. The un-zip utility loops eternally. | 11/13/12 | Xan advises Oregon to send him the submission Zip file for him to research the error message. <a href="#">State needs to work this issue with the software developer. This is not an IRS issue. (11/14/12)</a>   | ATS | <a href="#">Closed</a><br><a href="#">11/14/12</a> |
| 34 | Vendor wants to know an update on the WSDL and the Send New Acks conflict issue.   | 11/13/12 | Xan notes that the WSDL is correct, but what is getting sent back from the IRS is incorrect. Still working on a resolution to this issue. <a href="#">Fix has been implemented. This is either a duplicate to item # 28 or may be the Multipart label response error in the Acks portal (response should be Tech.html). (11/14/12)</a>             | ATS | <a href="#">Closed</a><br><a href="#">11/14/12</a> |



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| 35 | CCH Small Firm Services and Tax Technologies - no word on developer questionnaires and software IDs for 1120 and 1065 forms. No response from E-Help desk assistants to vendor inquiries. | 11/13/12 | The IRS E-help desk will research the issues and get back to the vendors as soon as possible. E-help desk is working on resolving this issue with the vendors. | ATS / <b>E-Help</b> | <b>Open</b><br>11/13/12 |
| 36 | Vendor has been asking the E-Help desk about questionnaires and IDs for Forms 720 and 8849.   | 11/13/12 | The IRS E-help desk will research the issues and get back to the vendors as soon as possible.  | ATS / <b>E-Help</b> | <b>Open</b><br>11/13/12 |
| 37 | Schema issue with IP address and the large TP indicator types.  | 11/13/12 | Still internal discussions going on. Still a requirement in the schema, but IRS will be going back out with new information at a later date.                   | ATS                 | Closed<br>11/13/12      |
| 38 | Correction to ATS Test 3 - for Schedule C, lines 22 and 44a.  | 11/14/12 | Will be updated on the ATS Known Issues and Solutions Log later this week. (11/14/12)  | ATS                 | Closed<br>11/14/12      |
| 39 | Urban Institute is reporting a conflict in the change password function. Sent an e-mail to the MeF mailbox.   | 11/14/12 | IRS will retrieve this issue and research for a resolution (11/14/12)  | ATS                 | <b>Open</b><br>11/14/12 |
| 40 | Urban Institute also reports e-mailing a problem with a state return in one of the test scenarios.  | 11/14/12 | IRS acknowledges receiving the e-mail from Urban institute. We will research the issue and provide a resolution as soon as possible. (11/14/12)                | ATS                 | <b>Open</b><br>11/14/12 |

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| 41   | Ultra Tax asks if answer keys are being developed for ATS Test # 3 and Test # 11.   | 11/14/12 | The answer keys for these tests have been forwarded to the e-help group. Please contact the e-help group for assistance in obtaining the answer keys (11/14/12)   | ATS | Closed<br>11/14/12             |
| 42   | New York AG office reports having trouble creating the proxy in regards to New WSDL file. Sent an e-mail to the MeF mailbox.                            | 11/14/12 | IRS acknowledges receiving the e-mail from the NY AG office. We will research the issue and provide a resolution as soon as possible. (11/14/12)  | ATS | <b>Open</b><br><b>11/14/12</b> |
| 43   | RSI asks if State rule - 015 broken or turned off? Rule checks the manifest for the current or previous tax year. Sent to the mailbox, no response yet. | 11/14/12 | If an est. payment, it's the processing year, if it's a regular return, it's the return or prior year. Xan confirms that there is a separate place for estimated payments. Xan said it should have been in the most recent schema placement. IRS reports that the schema placement will post on Dec 17 <sup>th</sup> . (11/14/12) | ATS | Closed<br>11/14/12             |
| 44   | RSI has a related question: 2014 manifest went thru, and should not have gone thru.   | 11/14/12 | Xan or the IMF team will check to see if the rule has been disabled.  | ATS | <b>Open</b><br><b>11/14/12</b> |
| <b>The next meeting will be on November 15, 2012 – Time: 4:00 pm EST</b> |   |          |   |     |                                |

***9 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.*