

ATS and Production Issues

(Beginning November 2012 through April 2013)

November 28, 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	See Item # 31. IRS Publication 4205 will be sent via e-mail to MeF stakeholders during the week of November 12 th and posted to the MeF Publications page on IRS.gov.	ATS	Closed 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 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) Weekend fix has resolved this issue. (11/13/12)	ATS	Closed 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 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 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. Fix has been implemented. (11/14/12) There is no Reconciliation List problem. (11/8/12)	ATS	Closed 11/14/12
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

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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 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). Fix has resolved this issue. (11/13/12)	ATS	Closed 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. Xan is still researching this issue. (11/15/12)	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

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

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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 th . BMF looked at its' testing scenarios to ensure that the minor version change does not affect any software approvals. (11/8/12)	ATS / BMF	Closed 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) Still working on getting this rule disabled. (11/13/12). Rule has been disabled and returns should not be getting the R000-932 error message anymore. (11/15/12)	ATS / BMF	Closed 11/15/12

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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	The specific error encountered is: “<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>” <u>IRS Resolution:</u> 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. Perhaps a better worded error message would have said something like: "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". 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)	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

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27	Disabled Business Rules	11/9/2012	The following rules have been disabled in ATS: F1040-180-01 F1040-020 SD-F1065-063 F1040-112-01 F1040SSPR-007 F2555-020 F499R2W2PR-004 (This rule will also be disabled in x-Domain (PROD) environments)	ATS	Closed 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). This issue has been resolved (11/14/12)	ATS	Closed 11/14/12
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.		<u>Solution:</u> Software developers / transmitters should <u>not</u> 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
30	New Publications	11/13/12	This week, the IRS will be posting the following e-file testing packages to IRS.gov: Pub. 4162 – for Forms 1120 Pub. 4505 – for Forms 1065 Pub. 1436 – for the 1040 Series Pub. 1437 – for Forms 1041 (procedures) Pub. 1438 – for Forms 1041 (file specifications)	ATS	Closed 11/13/12

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31	New Publication	11/13/12	Publication 4205 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 (http://www.irs.gov/uac/Modernized-e-File-(MeF)-User-Guides-&-Publications).	ATS	Closed 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 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. Kentucky reports that this issue has been resolved and this item can be closed. (11/19/12)	ATS	Closed 11/19/12
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. State needs to work this issue with the software developer. This is not an IRS issue. (11/14/12)	ATS	Closed 11/14/12
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. This is either a duplicate to item # 28 or may be the <u>Multi-part</u> label response error in the Acks portal (response should be <u>Tech.html</u>). Fix has been implemented. (11/14/12)	ATS	Closed 11/14/12

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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. The E-help desk reported that they have resolved this issue. (11/16/12)	ATS / E-Help	Closed 11/16/12
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. The E-help desk reported that they have resolved this issue. (11/16/12)	ATS / E-Help	Closed 11/16/12
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 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 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). A fix for this problem has been identified. However, the fix will not be implemented until <u>Sunday, Nov. 25th</u> . (11/15/12)	ATS	Closed 11/15/12
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) Xan is still researching this issue. (11/15/12) Xan confirms that this issue has been resolved. (11/16/12)	ATS	Closed 11/16/12

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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 11/14/12
42	New York <u>AG</u> 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) Xan is still researching this issue. (11/15/12) The AG office has confirmed to the IRS that this issue has been resolved and the item can be closed. (11/19/12)	ATS	Closed 11/19/12
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 year 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 th . (11/14/12)	ATS	Closed 11/14/12
44	RSI has a related question: 2014 manifest went thru, but it should <u>not</u> have gone thru.	11/14/12	Xan or the IMF team will check to see if the rule has been disabled. Still researching this issue. (11/14/12) The IMF team is making a request to activate or correct the applicable business rule so that it triggers to prevent Tax Year 2014 submissions. (11/15/12) <u>Per Xan, the business rule trigger will not be activated in ATS this year, but the business rule trigger will be activated in production.</u> (11/28/12)	ATS / Production	Closed 11/28/12
45	State of Virginia. Having problems with sending / receiving receipts as an attachment.	11/15/12	Xan asked that Virginia send the log information to him via the MeF mail box. (11/15/12) Xan has confirmed with the State of Virginia that this issue has been resolved, so this issue can be closed. (11/16/12)	ATS	Closed 11/16/12
46	NY State Tax	11/16/12	Xan confirms that the issue of validating the response on the new WSDLs reported by the New York State Tax Authority has been fixed.	ATS	Closed 11/16/12

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47	Taxslayer.	11/16/12	Some 44 rejects error messages appear to be caused by Schedule 8812 and Form 8867. New to PATS this year. IRS recommended that the vendor report the issues to the E-Help desk.	ATS	Closed 11/16/12
48	ATS Scenario Updates	11/19/12	IRS has an update for scenario # 4: Testers should use Identity Pin # 876543. Also, scenario # 5 is being corrected to show scenario # 4. Both of these solutions will be posted to the ATS known issues and solutions spreadsheet on the ATS webpage. (11/19/12)	ATS	Closed 11/19/12
49	PATS issues	11/19/12	There are 2 issues to report for Scenario # 9 – there is an issue with reject code 0010 setting incorrectly for Form 8863 and there is an issue with reject code 0044 setting incorrectly for Form 8867. IRS is working to resolve both issues. When they become available, the solutions will be posted to the PATS known issues and solutions spreadsheet on the IRS.gov website. (11/19/12) Jackson-Hewitt requested additional information on this issue, so it's being re-opened. IRS. The PATS known issues spreadsheet on the IRS.gov website indicates that a workaround has been implemented for Form 8867, but there is not additional information to clarify, and there is no information on the reject code issue for Form 8863. IRS will research these issues and provide a response as soon as possible. (11/28/12)	PATS	Re-Opened 11/28/12
50	Oregon. Will the new tool kit use the old web services framework or WSE?	11/19/12	IRS will research this issue and provide an answer as soon as possible (11/19/12). IRS research indicates that the framework will be WSE 3.0. (11/20/12)	ATS	Closed 11/20/12
51	Vertex. No response to 4 issues submitted to the E-help desk in regards to business return test submissions.	11/19/12	E-help desk support personnel will follow-up on this issue. (11/19/12) Per the E-Help Desk, both SWDs have been contacted by the e-help Desk assistants and feedback of their testing has been sent to them. This issue has thus been resolved. (11/26/12)	ATS / E-help	Closed 11/26/12

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52	New York. Wanted to know if the Dec. 17 th date for rolling out the 64 bit utility could be moved up. NY is implementing a Java upgrade and wants to test the utility as soon as possible.	11/20/12	Xan will check into the possibility, but it's unlikely. Xan advised NY that a better solution may be to send NY a zip file with the utility. NY stated that they would e-mail a request to Xan accordingly. (11/20/12)	ATS	Closed 11/20/12
53	Kim from Virginia. Problem with the Send Acks function. Could not read the response back from the IRS and e-mail sent to MeF mailbox bounced.	11/20/12	Xan advised Virginia to send him an e-mail without the attachment and a separate e-mail with the attachment and he will research. (11/20/12) Xan researched the issue and states that this issue has been resolved. (11/21/12)	ATS	Closed 11/21/12
54	Urban Institute. Problem with the Get New Submissions function. It doesn't appear on the e-file client services application.	11/21/12	Xan states that he thinks this issue can be fixed by adding a service request role to the external's account. Xan will research and provide a definitive resolution next week. (11/21/12)	ATS	Open 11/21/12
55	State of Indiana. Getting an error message of File Not Supported when transmitting Send Acks file.	11/21/12	Xan asked Indiana to e-mail him the error message and the message ID # and he will research the issue. (11/21/12) Per Indiana, this issue has been resolved. (11/28/12)	ATS	Closed 11/28/12

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56	State of NY. Having a problem with the reconciliation function. Sent an e-mail to the MeF mailbox indicating a problem with the Send Receipt, No Acks response.	11/28/12	Xan will research the issue and provide a solution as soon as possible. (11/28/12)	ATS	Open 11/28/12
57	Taxwise. Had questions / clarifications about items 3, 23, and 24 in the ATS known issues and solutions sheet.	11/28/12	IRS will research these issues and provide a response as soon as possible. (11/28/12). Item 3 will be removed since item 23 have corrected this issue. Item 24 Identity Theft PIN addresses Test Scenario 4. (11/29/12)	ATS	Closed 11/29/12
58	Ultratax. On a production conference call yesterday (11-27), the IRS indicated that a new schema version will be coming out on Dec. 11 th . Ultratax wanted to know what schema version it will be and when will it be put in ATS & production.	11/28/12	IRS will research the issue and provide a response as soon as possible. (11/28/12) The new schema version is Schema Version 4.1 and it will be operational in <u>ATS</u> on 12-31-2012. IRS will research in regards to a production date. (11/29/12)	ATS / Production	Open 11/28/12

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59	RSI. Transformer sheets with specific name spaces and functions have been posted. Want to know if <u>standard</u> transformer functions could be used in production as that would be easier for state tax return filing.	11/28/12	IRS will research these issues and provide a response as soon as possible. (11/28/12).	ATS	Open 11/28/12
The next meeting will be on November 30, 2012 – Time: 4:00 pm EST					

7 issues remain open - 17, 49, 54, 56, 57, 58 & 59.

**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.