

PROBLEM SOLVING

**General Advice & Answers to the most
frequently asked questions**

**Please read this for easy solutions before
calling and keep close at hand for frequent
referral & assistance.**

Changing The IRS Password:

Question: How do I change the IRS password?

Answer: First, delete the previous IRS transmission file. At the main menu select **File** and **Delete Transmit File**. Answer **Yes** to delete this file, if it exists. Go to **Setup, Transmitter**.

NOTE: Do not change the Password field (your old password). It will be changed for you after a successful password change at the IRS.

At the **New Password** field enter your new password using the follow rules:

- Passwords must be 8 characters long.
- Password **must** contain at least one upper case alpha character, one lower case alpha character and at least one numeric or special character.
- Passwords **must not** contain the log-in ID (your ETIN), the reverse shift of the ID, the circular shift of the ID or upper/lower case of log-in ID.
- New passwords must differ from the current password by at least 3 characters.
- Password must not match any of the last five passwords assigned.

Go to **File, Receive Acks Only**. This will login and change your password. Create a new transmission file and send.

ACANET.EXE and Firewalls:

ACANET.EXE needs full access the internet and require port 992 and 80.

Transmitter Set-Up:

Question: I am setting up my transmitter screen. Are there important rules/restrictions that I should be careful to follow?

Answer: Yes. Here are 4 important set-up steps:

- ① No punctuation is allowed in the firm set-up. That means NO commas (,), hyphens (-), slashes (/ or \), numbers (#), dashes (-) or ampersands (&). For example:

If your firm is: J. B. Smith, Jr. & Associates
123 Main St., Suite #4
Anytown, OH 44240

Enter as: J B SMITH JR AND ASSOCIATES
123 MAIN ST SUITE 4
ANYTOWN OH 44240

- ② Do **NOT** change the data returns path **unless** the program is installed on a drive other than “C”. If a different drive is necessary, simply change from “C” to the appropriate drive.
- ③ Be extremely careful when entering your EFIN (6 digits), ETIN (5 digits), Password and Phone Number. If you do not have an EIN, use your SSN.
- ④ Remember to select the correct processing site. Simply click on the down arrow, highlight the correct site and press enter.

Setting Up State Program:

Question: How & where do I set-up my state?

Answer: After installing your state program disk (by going to Utilities on the main menu and selecting install state file), go to Set-up and select state.

- ① At the state code, click on ↓ and select your state.

- ② All states will use the Internet except for California. The modem number and password are provided by the state. Illinois allows for using either the Internet or Dial-Up. The modem number and password are provided by the state. Ohio also allows for using either the Internet or Dial-Up. The modem number and password are provided by AKSYS. Enter all information.
- ③ If you are doing multiple states, check (✓) the Multiple State Acks box and follow steps ① and ②.

Direct Alliance Program Features:

Client Selection:

Question: I can't highlight one of my clients for transmission. What's wrong?

Answer: Look at the status column. If a code exists other than "X" (return complete) or "S" (return complete with state return), we are alerting you to a problem. Simply press the "F1 Key" for assistance on your client's status. Page down until you find the denoted code. Return to Lacerte or Softax to make the appropriate corrections and reprocess your client.

Incorrect Log-in:

Question: Every time I try to send a file, I get incorrect log-in to the IRS. What's wrong?

Answer: In your set-up, double check your ETIN, password (reminder: it is case sensitive) and processing site. If these are correct, call the appropriate service center. Your ETIN may not be active in their system.

Resending a File / Restore Function:

Question: I need to resend an unacknowledged file or an entire transmission that was rejected with the error code “T”. Do I need to start all over again? How do I reset my clients?

Answer: No. You do not need to “start all over”. Select **Utilities** on the main menu, then **Restore Batched Files**. You can then select specific clients or click Select All. You can now return to **File**, then **Select for Transmission** and your clients are listed. Select and continue.

The same procedure applies to Bank Files also. Select **RAL** on main menu, followed by **Restore Bank File**, then continue.

IRS / State Error Codes:

Question: I can’t find my IRS book – can you tell me what code 455 means?

Answer: All error codes available at the time of program release are available to you in Direct Alliance. Simply select **Ackfile**, then **Review Acks**. Click on the Error Code box. Enter the error code and press enter (If state error code, “X” the state box). Shazam! The code information is there for you.

And

You can also use **Review Ack Files** to look up codes. Find the return in the listing and highlight the error (5th Line). Now press F1 to view the error explanation.

Status of a Return:

Question: I’ve lost track of one of my client’s –can you help?

Answer: Yes. Select **Utilities**, followed by **Database**. Look up the client and the most current information on that client will be available for you.

Updating Direct Alliance:

Question: I just downloaded/installed an update but the version of Direct Alliance is the same---what's wrong?

Answer: Always remember that after installation you must exit the program in order to process the update. Confirmation of receipt of the update is verified with the version number having changed when you re-enter the program.

Program Version Status:

Question: Do I have the most current version of Direct Alliance?

Answer: The version you are using always appears on the screen when entering the program. We suggest that once a week you check to obtain any updates available. Select **Utilities**, followed by **Get Updates/Bulletins**. (Note that you can set the reminder system here to bi-weekly, weekly, monthly or never.) Click on **Get Updates**. If you have the most current version, you will be advised as such. If not, you will be prompted to continue. If you want to use dial-up, click on the Update Via Internet box to remove the checkmark and exit. Now re-enter and click on **Dial**.

Printing 9325

Question: Where do I access the 9325 for printing?

Answer: When you process the ack file, click on the Print 9325 box and printing will follow. If you need to reprint a 9325, go to **Review Ack File** and find the client you want. Highlight the SSN and you will be prompted to print.

Reprinting RAL Application

Question: Can I reprint a RAL application; if so, how?

Answer: At the main menu, select **RAL**, followed by **RAL Application**. Click on the Re-Print box. The previously sent Rals will be displayed. Highlight the desired client and the application will reprint for you.