

# Taxprep® Forms

## Troubleshooting

### 2015 Versions

#### Client filter and customized diagnostic templates now offered with the Troubleshooting Memos

To assist you in identifying clients that could be affected by the described problems, a downloadable client filter and customized diagnostic template is now associated with most *Troubleshooting Memos*. These templates allow you to display a diagnostic in the returns that have tax situations that were the subject of a *Troubleshooting Memo* and provide access to a list of clients affected by the problems described.

#### Installing the client filter and diagnostic template

To find the predefined folder for customized client filters or diagnostics, proceed as follows:

1. Launch *Taxprep*.
2. On the **Tools** menu, click **Options and Settings**.
3. Under **Options**, click **File Locations**.
4. Verify the predefined location for the filters and diagnostics. After the installation, the default location is usually the following: **My Documents\CCH\ Taxprep Forms 2015\Filter and Diagnostics\**.
5. Copy the downloaded file to this location.  
The client filter will be available in the Client Manager, while the diagnostic will display in the relevant returns.

**Note:** The table below lists all of the client filter templates and diagnostics, which allows you to download them separately, depending on the troubleshooting memos and FAQs that relate to you. To download all templates in a single operation, click the **Download all templates** button, then copy all zipped files into the folder **My Documents\CCH\ Taxprep Forms 2015\Filter and Diagnostics\**.

[Download all templates](#)

| Publication              | Problem                                                                        | Affected Version | Corrected Version | Identifier<br>(to download the client filter and diagnostic template, if applicable) |
|--------------------------|--------------------------------------------------------------------------------|------------------|-------------------|--------------------------------------------------------------------------------------|
| Week of January 10, 2016 | <a href="#">Problem accessing the CRA Web page for electronic transmission</a> | Version 2015 1.0 | Version 2015 1.1  | TF2015-001                                                                           |

## Electronic Transmission

### Troubleshooting TF2015-001

#### Problem accessing the CRA Web page for electronic transmission

**Problem:**

When the user requests the transmission of slips (via the **Transmission/Transmit Slips** command) or the transmission of the T5013 return or slips (via the **Transmission/T5013** command) to the CRA, several error messages display, with respect to the CRA's electronic transmission Web page.

This problem arises because of certain technological changes recently made to the CRA Web site.

**Note:**

Note that the transmission of Québec slips is not affected by this problem.

**Solution:**

To remedy this problem, follow the instructions below for the users of each affected workstation:

1. Make sure that *Taxprep Forms 2015* is closed and you possess Windows Admin privileges before continuing.
2. Download the following file: <http://tc.cch.ca/cchservices/download/files/utilities/forms/vX-2015/FormsTxp2015.reg>.
3. Browse to the folder where you saved the file downloaded at the previous step.
4. Double-click the downloaded file. A security warning might display.
5. Launch *Taxprep Forms 2015* and verify that the CRA transmission Web page displays correctly (using the **Transmission/Transmit Slips** or the **Transmission/T5013** command). If the problem persists, contact our Support Centre at 1-800-567-6173.

This problem will be corrected in *Taxprep Forms 2015* v.1.1, which will be available in mid-February 2016.