

Cantax FormMaster

Troubleshooting

2018 Versions

Publication	Problem	Affected Version	Corrected Version
Solution updated on February 4, 2019 Week of December 16, 2018	Transmission to Revenu Québec - The “Provenance” tag is missing when creating XML files.	Version 2018 1.0	Version 2018 2.0

Electronic transmission

Note that the solution to the following problem was modified on February 4, 2019.

(Note published on December 20, 2018)

Transmission to Revenu Québec - The “Provenance” tag is missing when creating XML files.

Problem:

When the user electronically transmits to *Revenu Québec*, the XML file is incomplete. The following information for the source of RL slips is missing from the XML file:

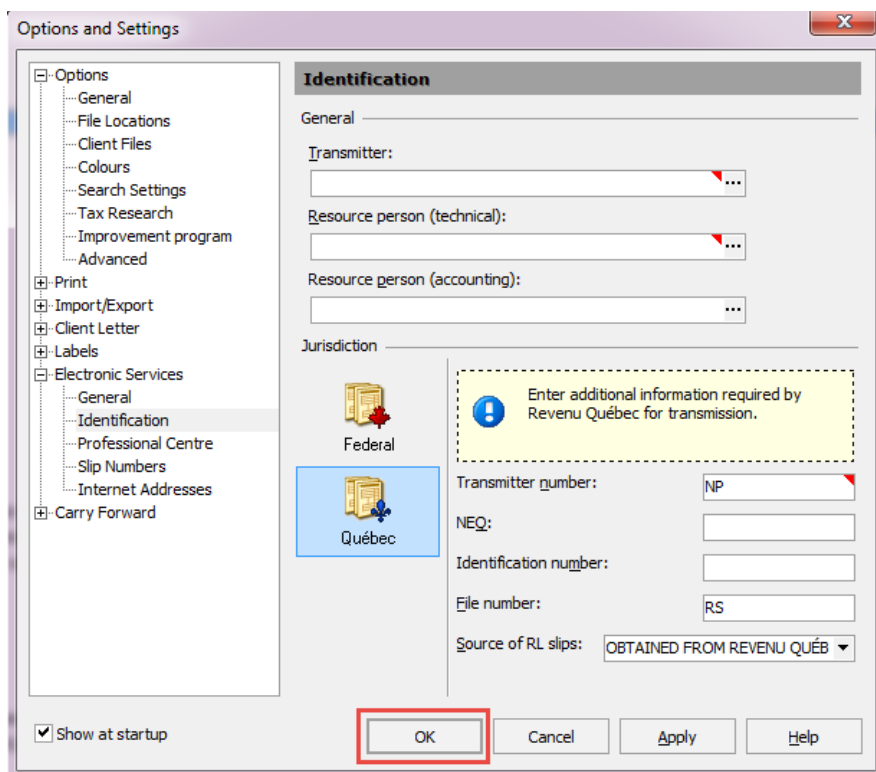
- The “Provenance” tag

No warning displays in *Cantax* or on the *Revenu Québec* portal to inform you that the XML file is incomplete. The file is uploaded normally and the incomplete XML file is sent to *Revenu Québec*. After having validated data in the XML file, *Revenu Québec* contacts you to ask you to retransmit the XML files. Note that the problem occurs with all transmissions for Québec.

Solution:

To solve the problem, proceed as follows:

1. In the **Tools** menu, select **Options and Settings**.
2. Under **Electronic Services**, click **Identification**.
3. Click the **Québec** button.
4. Modify the value in the **Source of RL slips** drop-down list.
5. Click the **Apply** button.
6. Select the desired value from the drop-down list.
7. Click the **Apply** button.
8. Click **OK** in the **Options and Settings** dialog box.



These steps allow the program to correctly use the information relating to the source of RL slips and include it in the XML file to transmit.

Additional notes:

If you have already transmitted XML files, you can contact *Revenu Québec* to confirm that your XML file is complete. Otherwise, ask *Revenu Québec* to cancel the transmission. Then recreate and retransmit your XML files. The confirmation number for the initial transmission will be required when you call *Revenu Québec*.

The problem will be corrected in *Cantax FormMaster 2018 v.2.0*.