

SYMPTOM:

Technical Problems getting the Aatrix software updates.

CAUSE:

Various issues with firewalls and antivirus definitions and settings

RESOLUTION:

Updating tax forms

In order to successfully update your software, there are a few types of files that must be allowed to be downloaded to the machine you are attempting to update. We will provide you with a test for each type of file below. If a file downloads successfully, you will be able to locate it in the default download location. Please note that you will NOT be able to open the file as it is packaged in the file format required by Aatrix updates. If any of the files are blocked, the browser may give you some guidance as to what is blocking the file from downloading.

Try downloading each of the file types below to ensure you can update without errors.

1. XML – Test downloading the file [Test1.XML](#)
2. AFM.ZIP – Test downloading the file [Test2.AFM.ZIP](#)
3. EXE.ZIP – Test downloading the file [Test3.EXE.ZIP](#)
4. XML.ZIP – Test downloading the file [Test4.XML.ZIP](#)
5. DLL.ZIP – Test downloading the file [Test5.DLL.ZIP](#)
6. DAT.ZIP – Test downloading the file [Test6.DAT.ZIP](#)

If you are now able to download all of the above files, please retry the update process.

If you are able to download all of the above files, but still cannot successfully update, [click here](#) for more information regarding update errors or see section below on Firewalls and Proxy Servers.

Getting the Updates within the product

Aatrix® software contains an automatic update feature which will determine if new updates are necessary. This feature is triggered when the tax related menu items are accessed within the software (i.e. Produce Vendor 1099s in Accounting or Activities>Tax Reporting>Tax Reporting and eFiling by Aatrix® in Payroll).

Upon accessing one of these menu items, the Aatrix® software will attempt to connect to the update servers to determine if an update is available. In this case, an update button will become available in the upper right-hand corner of the form as shown below:



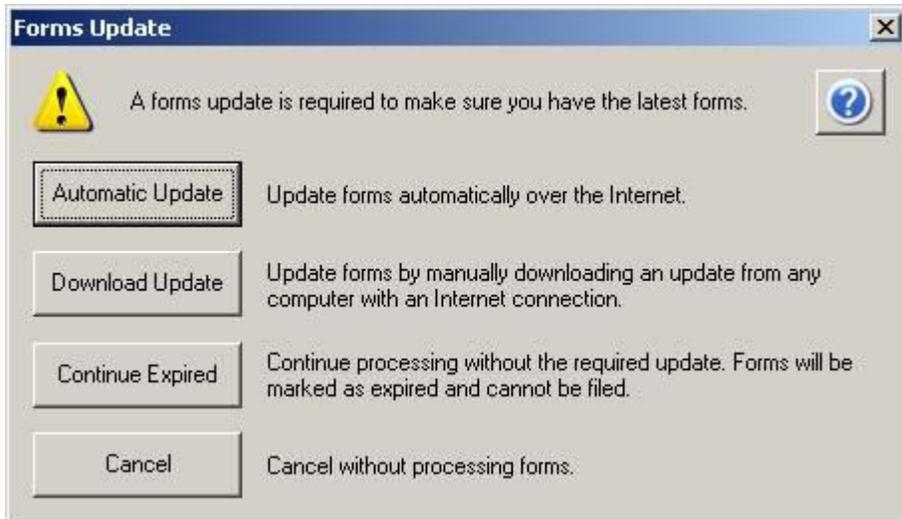
NOTE:

If you do not see the form update button available it is either because you have already installed the updates or your connection to the update is blocked. Exit out and get back into the program. If the current year forms are not available then it means you have a security issue that your IT will need to resolve (see info on [firewalls and proxy servers](#)).

To obtain the latest update automatically, use follow the steps:

Note: The WINDOWS userid that is currently in use MUST be a local administrator on this workstation.

- 1) Select the 'Forms Update' button.
- 2) Select the option 'Automatic Update'.

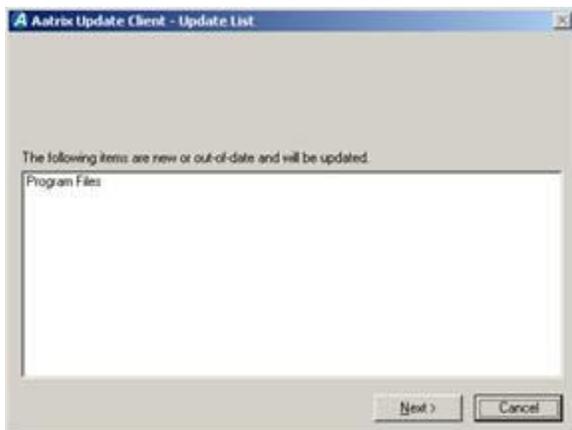


The automatic update will download and install the necessary updates without the need for user intervention. Network security applications such as firewalls and proxies can commonly interfere with the automatic update process and e-filing process. See the section below on firewalls and proxy servers for configuration information. Additionally, to process automatic update, the Windows user will need to be able to write the updated files to a specific location on the local computer. By default, the Aatrix® program files and all updates are stored in the location(s) below depending on the host operating system:

Windows Vista/Server 2008/Windows 7/Windows 8	C:\ProgramData\Aatrix Software\
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Members of the local Administrators and/or Power Users group should be able to write content to the above locations. Granting members of the 'Users' group or individual users 'Modify' access to the 'Aatrix® Software' directory in the above location(s) should also provide the end user with enough Windows file permissions to process the automatic update without interference.

3) The automatic update will determine the necessary files to update and display what will be updated. Select the 'Next' button to proceed with the download.



4) Allow the update to process until a confirmation dialog is displayed.



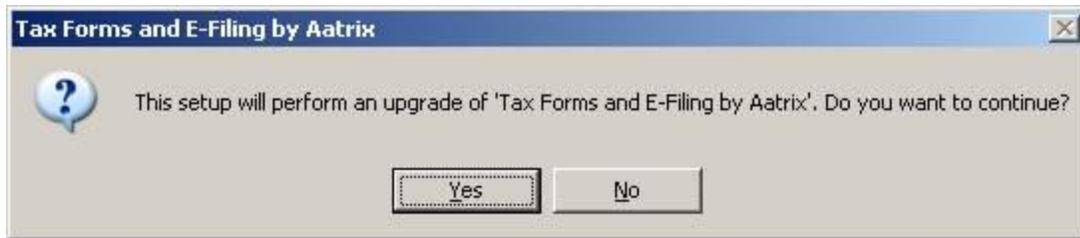
5) The tax forms window does not automatically refresh. In order to display any updated forms, close out of the 1099 or W2 window and select the menu item again.

Manual Update

NOTE: If you were unable to get the automatic update to run and you need to e-file you will need to resolve that issue. If you cannot connect to the update server you will likely not be able to efile.

The manual update can be used if there are connectivity issues encountered when attempting to process the automatic update. To obtain the manual update, follow the steps below:

- 1) Direct a web browser to <http://www.aatrix.com/abilamip/>
- 2) Select the 'Download Update' link from the site.
- 3) When prompted, save the file to a location on the PC.
- 4) When the download has completed, locate the file labeled MIP.exe and execute.
- 5) Select 'Yes' when prompted to update.



6) Click the 'Next' button.



7) Allow the update process to complete and click the 'Finish' button.



In order to process the manual update successfully, the Windows user must have rights to install software on the local computer.

Note: The Aatrix® forms and program files are installed on each client workstation. This requires updates to each client machine that will process tax forms using the Aatrix® software.

Firewalls

Note: The most up to date information on this topic can be found at

<http://aatrix.com/updateshome/techinfo/>

Firewall Information

Many programs can be mistakenly identified as an intrusion threat by many firewall and anti-virus programs. If not addressed properly, this may cause installation to fail or the program to not run properly.

Firewalls often need to have access allowed through specific ports. The Updater (Updater.exe) uses standard HTTP port 80 to access the site <http://updates.aatrix.com>. The eFiling & web service components use secure HTTP on port 443 to access the following sites <https://efile.aatrix.com>, <https://efileserver.aatrix.com>, <https://efilereceiver.aatrix.com>, and <https://w2status.aatrix.com>. Sometimes firewalls have a tighter restriction and only allow access on these ports to specific domains. By allowing access to aatrix.com you will allow updates, eFiling, and the web service to connect. Occasionally the restrictions are even tighter and only allow access to these ports by specific programs.

Before Installing your Program

It is critical that you do the following before installing your program:

1. Turn ON your firewall software.
2. Turn ON firewall alerts.
3. If prompted by your firewall read dialog carefully and “Allow” or “Unblock” safe files.

Some firewalls may prompt you to allow additional files. You must allow these additional files as well.

Already Installed Programs

If you have already installed the particular program and are unable to run it, you need to set your firewall to allow the following files to run using http on port 80 to <http://updates.aatrix.com>

- AATRIXFORMS.EXE
- UPDATER.EXE
- UPDATER2.EXE

For eFiling & web service connections, allow the following files to run using secure http on port 443 and 80

to <https://efile.aatrix.com>, <https://efilesystem.aatrix.com>, <https://efilereceiver.aatrix.com>, and <https://w2status.aatrix.com>.

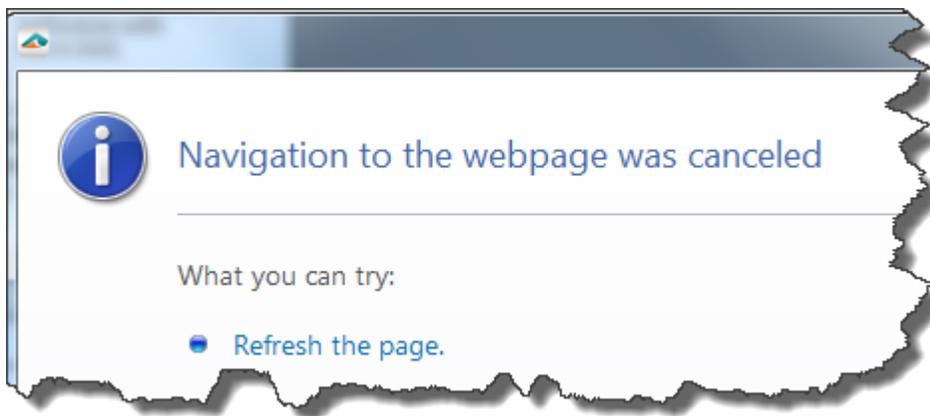
- BUILDER.EXE
- VIEWER.EXE
- SECUREEFILECLIENT.EXE

TLS Settings in IE

TLS 1.0, TLS 1.1, and TLS 1.2 in Advanced settings of Internet Explorer must be enabled to eFile.

In addition to the new files TLS 1.0, TLS 1.1, and TLS 1.2 in Advanced settings of Internet Explorer must be enabled to eFile.

If a customer has TLS 1.0, TLS 1.1, and TLS 1.2 in Advanced settings of Internet Explorer disabled they will see the following error after selecting to eFile:



When Refresh the page is clicked it will display:

This page can't be displayed

Turn on TLS 1.0, TLS 1.1, and TLS 1.2 in Advanced settings and try connecting to <https://efilesystem.aatrix.com> again. If this error persists, contact your site administrator.

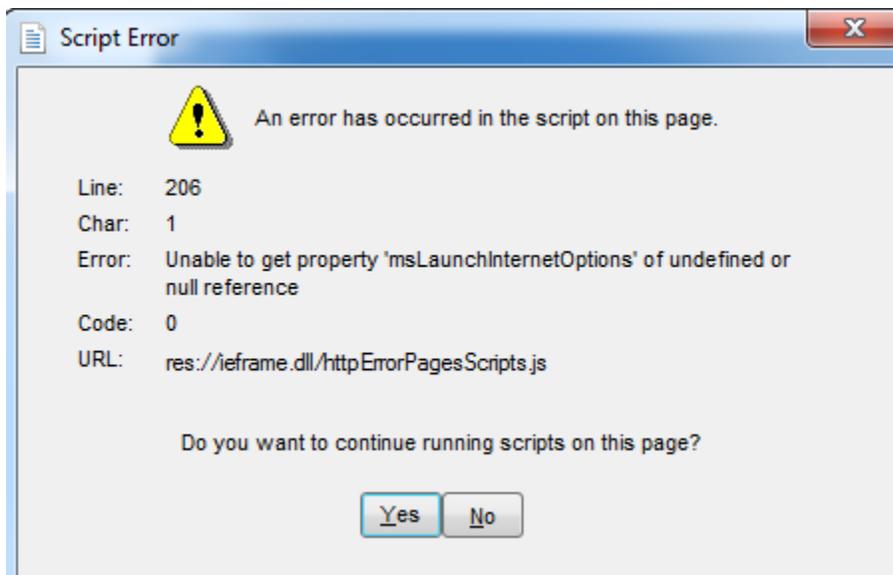
This page can't be displayed

Turn on TLS 1.0, TLS 1.1, and TLS 1.2 in Advanced settings and visit <https://efileserver.aatrix.com> again. If this error persists, click the Change settings button.

Change settings

Please note that Change settings button is clicked, a script error will appear, regardless if of the option clicked on the script error, it doesn't really do anything.

Screenshot of Script Error:



Updates.aatrix.com has been updated to indicate that TLS 1.0, TLS 1.1, and TLS 1.2 in Advanced settings of Internet Explorer must be enabled to eFile.

Instructions provided by Internet Explorer:

1. Open Internet Explorer
2. Open Internet Options from under Settings

3. Click the Advanced tab in Internet Options, under Security find the following 3 items and click the check boxes to enable.

Use TLS 1.0

Use TLS 1.1

Use TLS 1.2

4. Click Apply

Screenshot of Internet Explorer Advanced Security Settings Dialog with all 3 TLS options DISABLED (unchecked):

Once all 3 of the items have been enabled (by checking the boxes and clicking Apply) eFiling will now be enabled.

Screenshot of Internet Explorer Advanced Security Settings Dialog with all 3 TLS options ENABLED (checked):

Which Firewall am I using?

If you are not sure which firewall program you are using you can quickly get your answer by doing one of the following:

1) Select Start

2) Select All Programs and look for Internet Security or Firewall Software.

Or

1) Select Start

2) Select Settings

3) Select Control Panel

4) Select Add/Remove Programs and then look for Internet Security or Firewall Software.

Or

- 1) Select Start
- 2) Select Run and type "services.msc" in the Open field
- 3) Select OK-The services list will open.
- 4) Look for Internet Security or Firewall Software in the services list.

Proxy Server Information

If you have a proxy server you will be required to configure applications to allow access to the internet. During the update process, when an internet connection problem occurs, a Settings button is available on the error dialog that allows the user to configure the proxy server settings. These settings are saved and will be used during subsequent internet connections.

Note: Your payroll or accounting application may have also required proxy server settings to allow internet connections. If the proxy settings are not passed when starting the Aatrix process you will also need to configure the proxy server settings in Aatrix.

When you click Settings in the Internet Problem dialog you will have an opportunity to enter your proxy server settings.

You can select the checkbox for either proxy server or firewall and then enter all criteria below each check box. Each item is described below.

Criteria	Description
Proxy Server	Specify the server address for the proxy
Proxy Port	Specify the port for the proxy
Proxy Username	Specify the username for the proxy
Proxy Password	Specify the password for the proxy
Firewall Host	Specify the host address for the firewall
Firewall Port	Specify the port for the firewall
Firewall Type	Specify the type of firewall 0 = no firewall (default) 1 = connect through a tunneling proxy using firewall port 80 2 = connect through a SOCKS4 proxy using firewall port 1080 3 = connect through a SOCKS5 proxy using firewall port 1080

Firewall Username	Specify the username for the firewall
Firewall Password	Specify the password for the firewall

Permission Information

Permission Information

If you do not have adequate permission to certain file directories you may encounter issues updating and saving files such as drafts, histories, and other important files. Below is a list of directories, for each operating system, that need adequate read/write/modify permissions to properly run Aatrix. It is recommended that the person using Aatrix be listed as an administrator on the local operating system. All of the following directories must not be set as a hidden.

Company Folder

This location varies depending on the payroll or accounting application and may be unique to the user's network configuration.

AppData

Windows Vista / Windows 7 / Windows 8	C:\Users\%UserName%\AppData\Roaming\Aatrix Software\Aatrix Forms
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CommonAppData

Windows Vista / Windows 7 / Windows 8	C:\ProgramData\Aatrix Software\Aatrix Forms
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LocalAppData

Windows Vista / Windows 7 / Windows 8	C:\Users\%UserName%\AppData\Local\Aatrix Software\Aatrix Forms
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TempFolder

Windows Vista / Windows 7 / Windows 8	C:\Users\%UserName%\AppData\Local\Temp\Aatrix Software\Aatrix Forms
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Related Information

For Troubleshooting "**A problem occurred copying configuration information. Program exiting.**" See [KB 5721 Installation Issues with Aatrix Software During Update](#)

For Troubleshooting Timeouts during the efile process see [KB 5726 Timeout Error During Aatrix eFile Process](#).

KEYWORDS:

aatrix update error forms 1099 w2 300201 1336