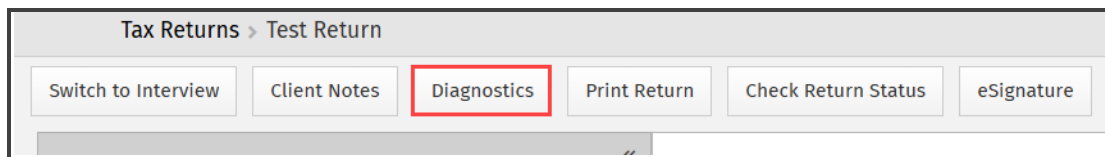


# Understanding Diagnostics

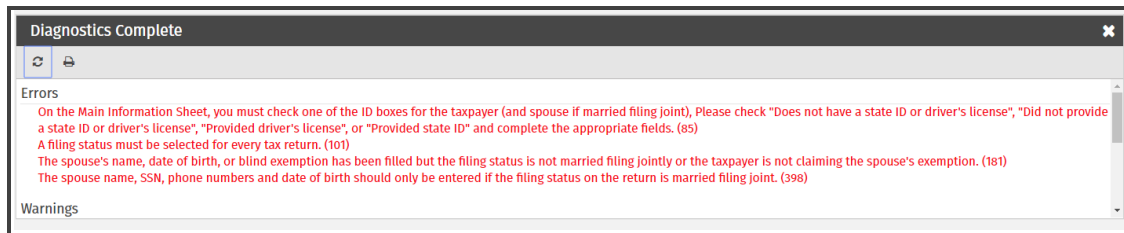
After you enter all of the data in a tax return and review all the forms to ensure that each is complete, run Diagnostics. Diagnostics looks for electronic filing errors and business rule validation errors in both Federal and state returns. TaxWise Online also runs an additional check on the return to verify the correct *schema*, or e-file format. If there is an error with the schema, TaxWise Online displays a validation error(s) along with a message stating that we *Failed to create the e-file due to MEF Validation errors*.

To run diagnostics:

On the toolbar, click the **Diagnostics** button.



1. TaxWise Online displays any errors in a pane along the top of the return.



2. Review the information.

TaxWise Online divides Diagnostics into four sections:

- Diagnostic Errors
- Warnings
- Overridden Entries
- Estimated Entries

Category	Description
Diagnostic errors	Electronic filing errors appear in red and link to the form and entry where the error occurs.
Warnings	Warnings identify omissions and inconsistencies in the tax data in the return. If you receive a warning, you should verify that the information in the return is correct. Warnings do not disqualify a return from being electronically filed.
Overridden entries	This list allows you to review any calculated fields that have been overridden.
Estimated entries	This list displays any entries that are estimated by pressing <b>F3</b> in the return. These entries can be un-estimated by pressing <b>F3</b> or <b>CTRL+Spacebar</b> on the entry.

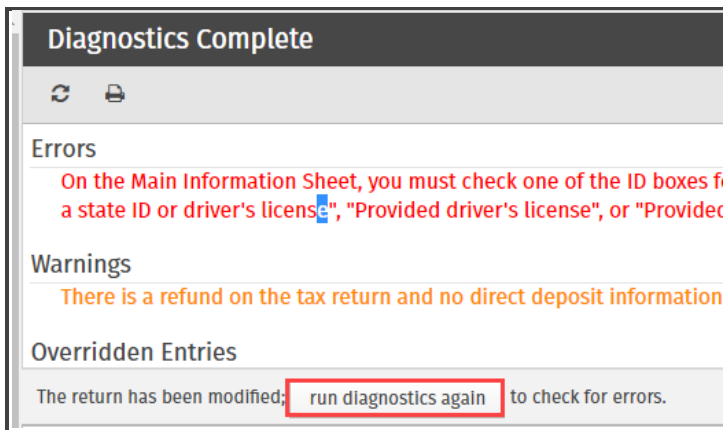
**i** Only Diagnostic or Validation Errors prevent creation of the e-file.

## Correcting Electronic Filing Errors

Correct electronic filing errors first. TaxWise displays the electronic filing errors in red text in the Diagnostics Report.

Click the red text.

3. TaxWise Online takes you to the top of the form where the error is located. Correct the error and repeat the process to correct all errors.
4. Click **run diagnostics again** to refresh diagnostics and ensure that you have corrected all electronic filing errors.



5. TaxWise Online displays the updated Diagnostic pane. All errors have been cleared.

