Validation/Lodgment – ERROR_TAXONOMY_LOAD

The Problem

Users may encounter the following error when validating or lodging a return.

Validation Report For PRIYA, PRIYA				
Edit: //tns:ERROR_TAXONOMY_LOAD : An error occurred while loading taxonomy "file:///C:/Program Files (x86)/Software				
Assistant/Assistant/SBR2/Taxonomy/schema/sbr_au/sbr_au_reports/ato/iitr/iitr_0007/ato.iitr.0007.2020.lodge.01.00.n Error: EXTRA-ERR-CODE - ERROR_TAXONOMY_LOAD : An error occurred while loading taxonomy "file:///C:/Program Files (x86)/Software				
Assistant/Assistant/SBR2/Taxonomy/schema/sbr_au/sbr_au_reports/ato/litr/litr_0007/ato.iitr.0007.2020.lodge.01.00.r				
ERROR_TAXONOMY_LOAD : An error occurred while loading taxonomy "file:///C:/Program Files (x86)/Software Assistant/Assistant/SBR2/Taxonomy/schema/sbr_au/sbr_au_reports/ato/iitr/iitr_0007/ato.iitr.0007.2020.lodge.01.00.report:				
Could not find file 'C:\Program Files (x86)\Software				
Assistant\Assistant\SBR2\Taxonomy\schema\sbr_au\sbr_au_reports\ato\iitr\iitr_0007\ato.iitr.0007.2020.lodge.01.00.report:				
Internal stack trace: at System.IOError.WinIOError(Int32 errorCode, String maybeFullPath) at System IO FileStream Init(String path_FileMode mode_FileAccess access_Int32 rights_Boolean useBights_FileShare				
share, Int32 bufferSize, FileOptions options, SECURITY_ATTRIBUTES secAttrs, String msgPath, Boolean bFromProxy,				
Boolean useLongPath, Boolean checkHost)				

This is due to missing Taxonomy files from various folders in the directory '**Program Files (x86)\Software** Assistant\Assistant\SBR2\Taxonomy\schema\sbr_au\sbr_au_reports\ato'

Cause

The cause of this error is due to **McAfee Total Protection** security software flagging one of Assistant's shortcut in the Windows Start Menu. The flagged file is then placed in Quarantine and some of the Taxonomy files in the directory above will be deleted. The result of this is a disruption to validations, lodgments and prefills.

Note: Prefill attempts will return the generic error 'No data is available. Please try again later'.

Solution

Reinstalling the update is a temporary fix and there is a high chance that the issue will occur again after a lodgment attempt.

To properly fix this, we need to restore the quarantined file and add an exception for McAfee to ignore the file in the future. Please follow the steps below to resolve this:

1. Open **McAfee Total Protection** by double clicking on the icon in the bottom right corner next to your system clock



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2. Then in McAfee, click on the Settings cog in the top right and select Quarantined items

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			0	Vulnerability Scanner	On	>
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			4	QuickClean	On	>
What we're prote	acting now		C D	orformanco		

3. Expand **Quarantined items** and then look for '**Company tax return.lnk**'. There may be multiple copies of this file, just pick the most recent one and then click **Restore.** Click '**Yes**' if it asks you to overwite the existing file.



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Com hy tax return.ink	1120	8/2020 8:44 PM	
Company tax return.lnk	7/29	9/2020 3:54 PM	
Full Path:			
Full Path: C:\ProgramData\Micros Assistant\Help\Instructio	oft\Windows\Start Menu\Pro ons 2020	grams\Software	

4. Then go back to the Settings cog and click on Real-Time Scanning

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5. Click on Excluded Files and then click Add file



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Anti-Virus and Anti-Spyware		- ×
Real-Time Scanning: On		
Real-Time Scanning continuously protects your PC against virus checking files any time you or your PC uses them.	ses, spyware, and oth	ner threats by instantly
Learn more		Turn Off
Excluded Files		^
Exclude an item if you don't want McAfee to scan it for th doesn't check excluded items for viruses or spyware and PC. If an excluded file is changed, we'll remove it from the are sure it's safe.	reats. Remember, th these threats can se e exclusion list. Add i	nough, McAfee riously harm your it back only if you
Excluded Files		
Learn more	Add file	Remove

- 6. You then need to browse to the following location: C:\ProgramData\Microsoft\Windows\Start Menu\Programs\Software Assistant\Help\Instructions 2020
- 7. Then select the Company tax return shortcut and click Open

Irganize 👻 New fold	er				
This PC	Name	Date modified	Туре	Size	
3D Objects	😵 Company tax return	29/07/2020 11:16 PM	Shortcut	2 KB	
Desktop	😵 Forms and schedules 2020	29/07/2020 11:16 PM	Shortcut	2 KB	
Documents	🞲 Fund tax return	29/07/2020 11:16 PM	Shortcut	2 KB	
Doumloads	😭 Individual tax return	29/07/2020 11:16 PM	Shortcut	2 KB	
- Downloads	😵 Partnership tax return	29/07/2020 11:16 PM	Shortcut	2 KB	
J Music	😭 SMSF annual return	29/07/2020 11:16 PM	Shortcut	2 KB	
Pictures	😭 Trust tax return	29/07/2020 11:16 PM	Shortcut	2 KB	
Videos					
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MX500 (F:)					
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8. This should restore all the missing files. Verify that everything is fine by attempting to validate and if possible, lodge a return. If lodging a return, please attempt to lodge **only 1 return at a time** to verify that the issue does not reappear after the first lodgment.

