The Problem

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

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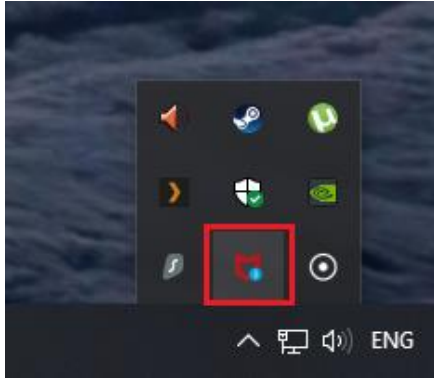
To properly fix this, we need to restore the quarantined file and add an exception for McAfee to ignore the file in the future. Please follow the steps below to resolve this:

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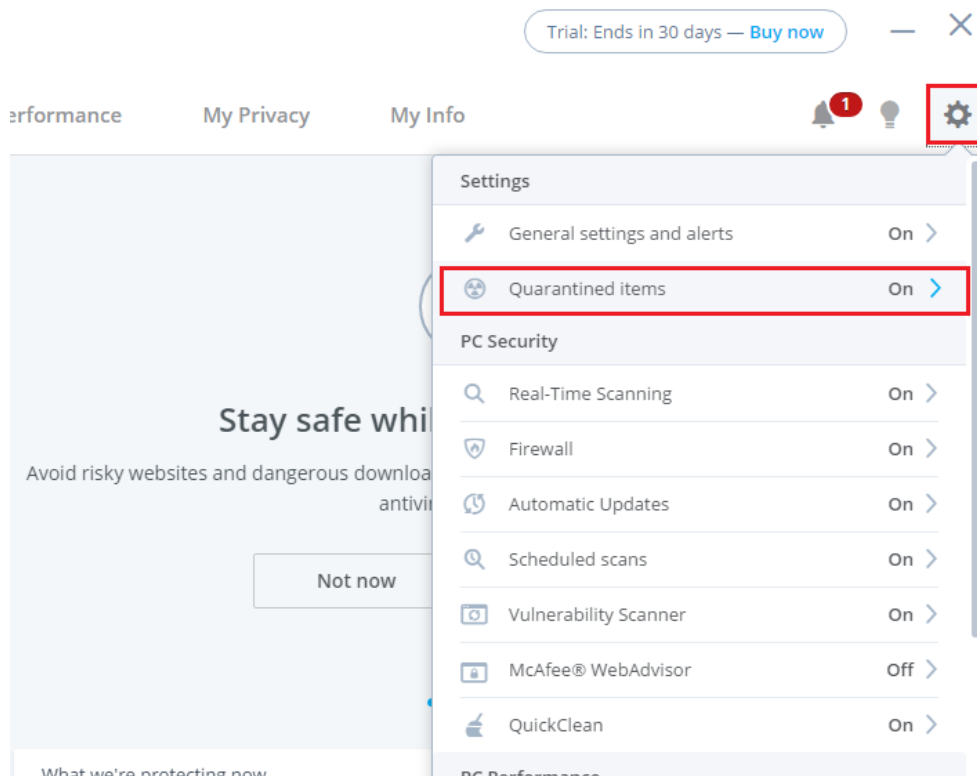
SOFTWAREASSISTANT

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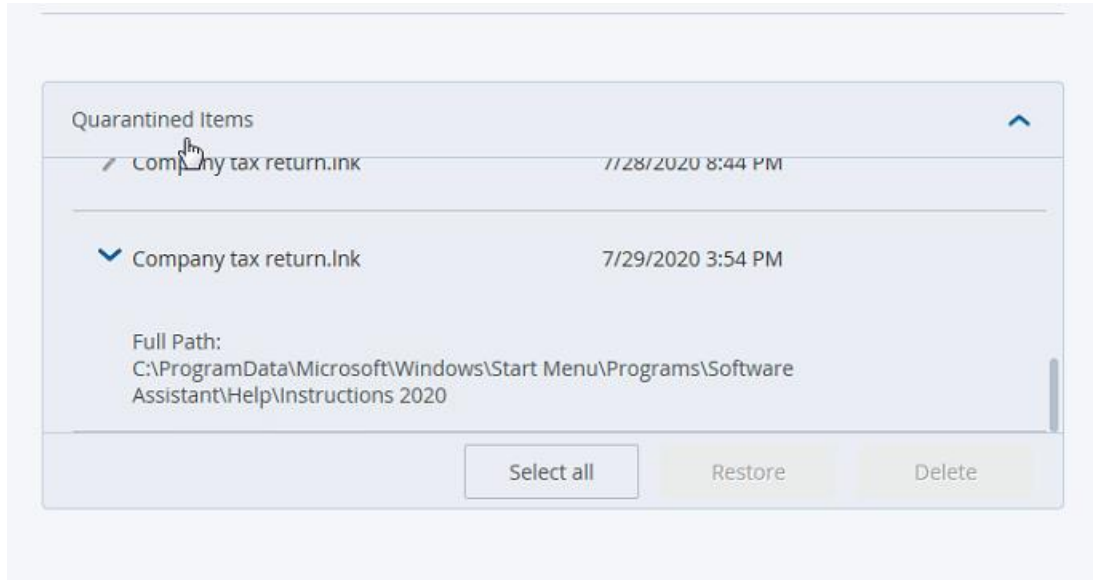
Validation/Lodgment – ERROR_TAXONOMY_LOAD

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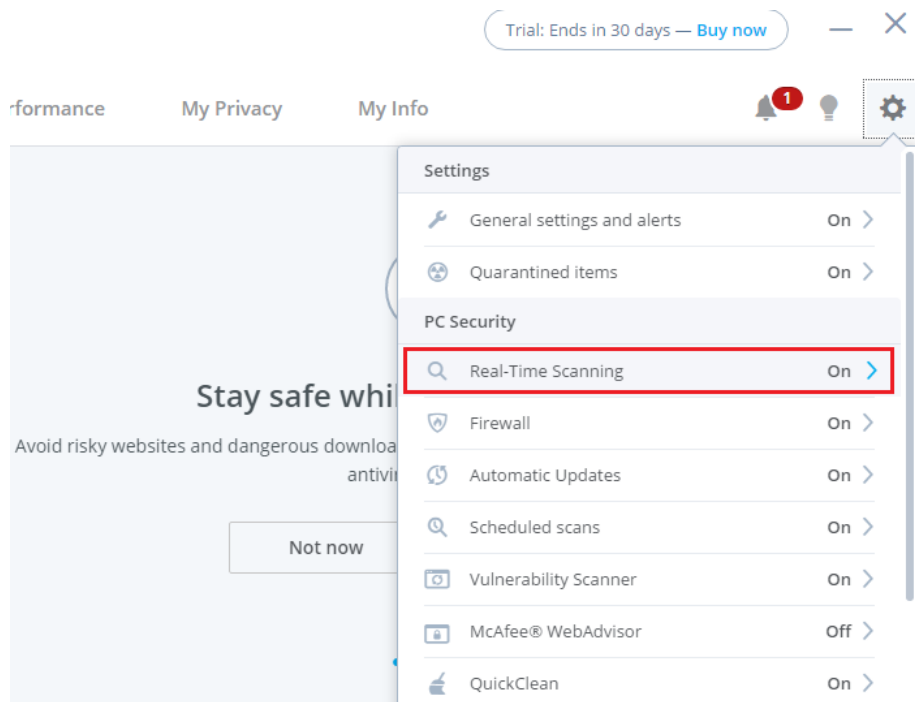

3. Expand **Quarantined items** and then look for '**Company tax return.lnk**'. There may be multiple copies of this file, just pick the most recent one and then click **Restore.** Click '**Yes**' if it asks you to overwrite the existing file.

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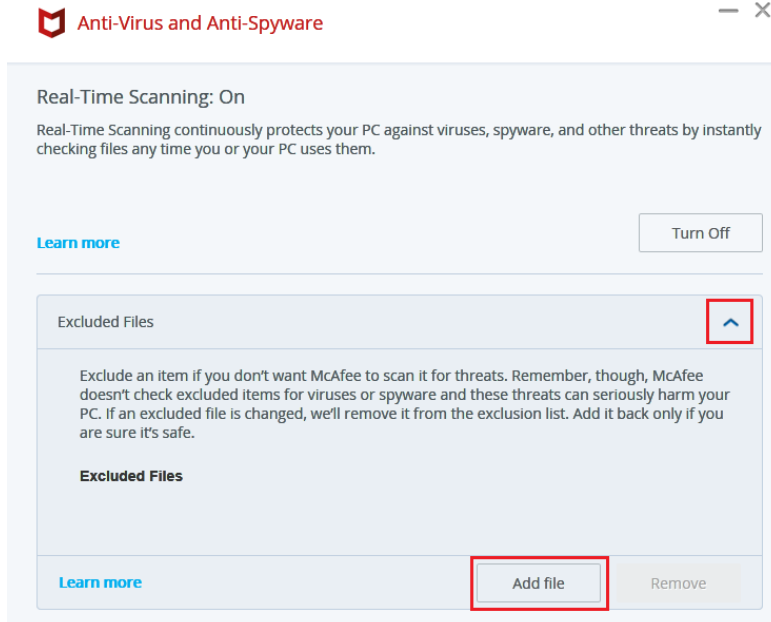
TAX & ACCOUNTING

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

5. Click on **Excluded Files** and then click **Add file**

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**
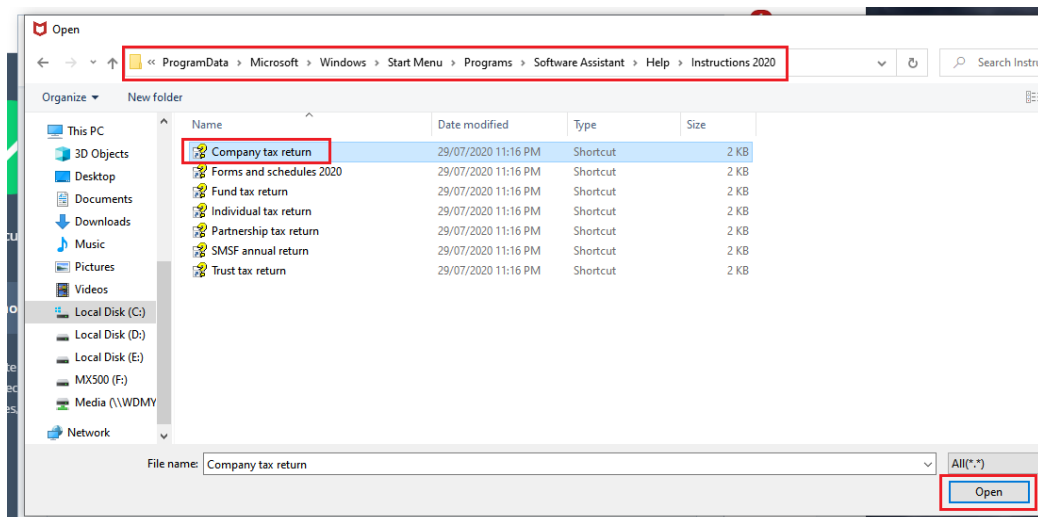
8. This should restore all the missing files. Verify that everything is fine by attempting to validate and if possible, lodge a return. If lodging a return, please attempt to lodge **only 1 return at a time** to verify that the issue does not reappear after the first lodgment.