



Troubleshooting common errors and issues

Check what you can do to troubleshoot common errors and issues you may experience when accessing our online services.

Technical errors – all audiences

How to resolve common errors and issues affecting all audiences when accessing ATO online services.

Technical errors – business and tax professionals

How to resolve common errors and issues affecting business and tax professionals accessing ATO online services.

How to confirm your Windows version or MAC operating system

Step by step instructions for confirming your Windows version or Mac operating system.

How to confirm your web browser version

Step by step instructions for confirming your web browser version.

How to reset your web browser



Step by step instructions on resetting your web browser, by browser type.

How to export your bookmarks



Step by step instructions on exporting your bookmarks.

How to clear the cache and cookies in your web browser



Step by step instructions on how to clear your browser cache and cookies, by operating system and web browser type.

QC 72791

Technical errors – all audiences

How to resolve common errors and issues affecting all audiences when accessing ATO online services.

Last updated 13 November 2024

On this page

[A system error has occurred](#)

[Browser crashes, closes or page hangs](#)

[Site under maintenance / Under construction](#)

[Unexpected error / Process error / Internal error](#)

[Error: Function unavailable / Unknown Error](#)

[Cert Validation Failed \(A911.03 / A919.05 / A927.30 / A927.31 / A927.32 / A927.34\)](#)

[Error: A918.26](#)

[\(ATO Online\) A system error \(A927.06/ Unknown error/ unexpected error / Session error etc\)](#)

[Error: Session timeout \(A927.42 / A927.39\)](#)

[Error opening file for writing / autorun.inf](#)

[This connection is untrusted / Your connection is not secure](#)

[Access denied / Existing or new session detected](#)

[Session Expired](#)

[404 File or directory not found](#)

[HTTP 403 Forbidden](#)

[Unable or failed to print](#)

[Online services system requirements check tool returns compatibility issues](#)

[Server not found](#)

[System has timed out](#)

[Your connection is not private](#)

[myID login timeout](#)

[Error downloading PDF files](#)

[ATO Online URL check and Network Test](#)

[MC005](#)

[ATOBE.PKG can't be opened](#)

[Security certificate not valid](#)

[Publisher could not be verified](#)

[Firefox or Chrome is running](#)

[This publisher has been blocked](#)

[Buttons missing within ATO Online Services](#)

[Slow download or download dropping out](#)

[Page or website blocked](#)

[Connection to server was reset](#)

[Mozapps error: the add-on downloaded from this site could not be installed because it appears to be corrupt](#)

[Display issues \(Graphics\)](#)

[Browser blocking download](#)

[This site can't be found or reached / Website or service temporarily unavailable / Problem accessing the site /](#)

[Application server error / Connection timed out](#)

A system error has occurred

Possible cause and solution

Possible cause	What you can do
ATO online services outage or error	<p>Refresh the web page (Windows: 'Ctrl + F5'; Mac: 'Command + R').</p> <p>Clear the cache and cookies in your web browser and try again.</p> <p>Try an alternative supported web browser such as Firefox or Chrome.</p> <p>Restart your computer.</p>

Browser crashes, closes or page hangs

Possible cause and solution

Possible cause	What you can do
Server has timed out or internet connection issues	<p>Clear the cache and cookies in your web browser and try again.</p> <p>Restart your computer and try again.</p> <p>Try an alternative supported web browser such as Firefox or Chrome.</p> <p>Check if there is an issue with your network settings by logging in from a mobile or laptop connected over cellular 4G/5G (not to an office or corporate Wi-Fi).</p>

	<p>If you are using a business security solution, such as VPN, contact your internal IT support.</p> <p>If none of the above have worked, and you are using Chrome, contact your internal IT support to create a new Chrome profile.</p>
--	--

Site under maintenance / Under construction

Possible cause and solution

Possible cause	What you can do
Website is being updated	<p>Check our system maintenance page for outage notifications.</p> <p>Refresh the web page (Windows: 'Ctrl + F5'; Mac: 'Command + R').</p> <p>Clear the cache and cookies in your web browser and try again.</p>

Unexpected error / Process error / Internal error

Possible cause and solution

Possible cause	What you can do
ATO online services outage or software issue	<p>Check our system maintenance page for outage notifications.</p> <p>Clear the cache and cookies in your web browser and try again.</p> <p>If you are using Firefox, make sure you enable 'Remember history'. To do this:</p> <ul style="list-style-type: none"> select the menu button (3 horizontal lines near top right) and

	<p>select 'Settings'</p> <ul style="list-style-type: none"> • select the 'Privacy and Security' panel and go to the 'History' section • select the drop down and change to 'Remember history' • close and re-open Firefox. <p>Try an alternative supported web browser such as Firefox or Chrome.</p>
--	--

Error: Function unavailable / Unknown Error

Possible cause and solution

Possible cause	What you can do
ATO online services outage or error	<p>Refresh the web page (Windows: 'Ctrl + F5'; Mac: 'Command + R').</p> <p>Clear the cache and cookies in your web browser and try again.</p> <p>Try an alternative supported web browser such as Firefox or Chrome.</p> <p>Restart your computer.</p>

Cert Validation Failed (A911.03 / A919.05 / A927.30 / A927.31 / A927.32 / A927.34)

Possible cause and solution

Possible cause	What you can do
ATO online services outage or software issue	<p>Check our system maintenance page for outage notifications.</p> <p>Clear the cache and cookies in your web browser and try again.</p>

	<p>If you are using Firefox, make sure you enable 'Remembering history'. To do this:</p> <ul style="list-style-type: none"> • select the menu button and select 'Settings' • select the 'Privacy and Security' panel and go to the 'History' section • select the drop down and change to 'Remember history' • close and re-open Firefox. <p>Try an alternative supported web browser such as Firefox or Chrome.</p>
--	--

Error: A918.26

Possible cause and solution

Possible cause	What you can do
Server is not connecting	<p>Refresh the web page (Windows: 'Ctrl + F5' or Mac: 'Command + R').</p> <p>Clear the cache and cookies in your web browser and try again.</p> <p>If you are a:</p> <ul style="list-style-type: none"> • Business user, phone the ABR on 13 92 26 to verify your ABN • Tax agent, phone the Tax Agent line on 13 72 86 FKC 33 to verify your TAN or RAN.

(ATO Online) A system error (A927.06/ Unknown error/ unexpected error / Session error etc)

Possible cause and solution

Possible cause	What you can do
Platform issues	<p>Check our system maintenance page for outage notifications.</p> <p>Close and reopen the browser and try again.</p> <p>Clear the cache and cookies in your web browser and try again.</p> <p>Check your system compatibility by selecting 'Online services system requirements check'.</p> <p>Try an alternative supported web browser such as Firefox or Chrome.</p> <p>Try using a different device.</p> <p>Try again later.</p>

Error: Session timeout (A927.42 / A927.39)

Possible cause and solution

Possible cause	What you can do
Session timed out	<p>Clear the cache and cookies in your web browser and try again.</p> <p>Try an alternative supported web browser such as Firefox or Chrome.</p> <p>If you are using a third-party software to generate reports, try generating reports directly through ATO online services.</p> <p>Restart your computer and try again.</p>

Error opening file for writing / autorun.inf

Possible causes and solutions

Possible cause	What you can do
Firewalls	Start the installation again and select 'Ignore' when the error appears.

This connection is untrusted / Your connection is not secure

Possible cause and solution

Possible cause	What you can do
A Firefox error or the ATO's Security Certificate has expired / is not yet valid	<ol style="list-style-type: none"> 1. Select 'I understand the risks' and/or 'Advanced'. 2. Select 'Add Exception'. 3. Pause and select 'Confirm Security Exception' (this setting only applies to the Government Authentication Service). 4. If you are unable to select 'Confirm Security Exception' then clear the cache and cookies in your web browser and try again.

Access denied / Existing or new session detected

Possible cause and solution

Possible cause	What you can do
Multiple sessions running or bad connection	Clear the cache and cookies in your web browser and try again.

Try an alternative supported web browser such as Firefox or Chrome.

Try using a different device.

Session Expired

Possible cause and solution

Possible cause	What you can do
Session has timed out	<p>Clear the cache and cookies in your web browser and try again.</p> <p>Try an alternative supported web browser such as Firefox or Chrome.</p> <p>Make sure the date, time, and time zone are set to Australia.</p> <ul style="list-style-type: none">• Windows: select date/time in the bottom right corner of your screen.• Mac: select date/time in the top right corner of your screen. <p>Restart your computer.</p>

404 File or directory not found

Possible cause and solution

Possible cause	What you can do
The resource has been removed, changed name or is temporarily unavailable	<p>Check your computer is connected to the internet. If you are unable to connect to the internet, contact your internet service provider.</p> <p>Refresh the web page (Windows: 'Ctrl + F5' or MAC: 'Command + R').</p>

	<p>Clear the cache and cookies in your web browser and try again.</p> <p>Try an alternative supported web browser such as Firefox or Chrome.</p> <p>If your computer is connected to a business network, contact your internal IT support.</p>
--	--

HTTP 403 Forbidden

Possible cause and solution

Possible cause	What you can do
The URL requested is denied due to security configuration	<p>Check your computer is connected to the internet. If you are unable to connect, contact your internet service provider.</p> <p>If your computer is connected to a business network, speak with your internal IT support to check if the website is blocked.</p> <p>Clear the cache and cookies in your web browser and try again.</p> <p>Try an alternative supported web browser such as Firefox or Chrome.</p> <p>Check if there is a firewall.</p>

Unable or failed to print

Possible cause and solution

Possible cause	What you can do
Adobe reader is incorrectly set, has known issues with	<ol style="list-style-type: none"> 1. Make sure the printer is turned on and run a test by

<p>printing or is using an incorrect print process</p>	<p>printing from another software program such as Word.</p> <ol style="list-style-type: none"> 2. Make sure the correct printer is selected in print settings. 3. Print using the Microsoft XPS writer by <ul style="list-style-type: none"> • changing the printer to 'Microsoft XPS Document Writer' in print settings, this should prompt to 'Save' the document on PC • opening the saved XPS file separately and printing from the XPS document viewer instead – the XPS document must be opened with Internet Explorer or XPS viewer – if Internet Explorer is not the default browser and you are using a computer mouse, you can right click on the XPS document, left click 'Open with' and select XPS viewer or Internet Explorer.
--	---

Online services system requirements check tool returns compatibility issues

Possible cause and solution

Possible cause	What you can do
<p>Device is not compatible</p>	<ol style="list-style-type: none"> 1. Make sure your browser meets the minimum requirements. If you are using a mobile device, the browser will need to be updated to meet minimum requirements via the App Store (iOS) or Play Store (android).

2. Enable JavaScript:

- [How to enable Javascript – desktop browsers using Chrome](#)
- [How to enable Javascript – desktop browsers using Firefox](#)
- [How to enable Javascript – desktop browsers using Internet Explorer](#)
- [How to enable Javascript – desktop browsers using Edge](#)
- [How to enable Javascript – desktop browsers using Safari](#)
- [How to enable Javascript – mobile browsers using Safari for iOS](#)
- [How to enable Javascript – mobile browsers using Chrome for Android.](#)

3. Accept Cookies:

- [How to accept Cookies – desktop browsers using Chrome](#)
- [How to accept Cookies – desktop browsers using Firefox](#)
- [How to accept Cookies – desktop browsers using Internet Explorer](#)
- [How to accept cookies – desktop browsers using Edge](#)
- [How to accept Cookies – desktop browsers using Safari](#)
- [How to accept Cookies – mobile browsers using Safari for iOS](#)
- [How to accept Cookies – mobile browsers using Chrome for Android.](#)

4. Check your computer is connected to the internet. If you are unable to connect to the internet, contact your internet service

	provider or use another network (if applicable).
--	--

Enable JavaScript

How to enable JavaScript – desktop browsers using Chrome

To enable JavaScript – desktop browsers using Chrome:

1. On your computer, open Chrome.
2. At the top right, select the 3 vertical dots.
3. Select 'Settings'.
4. At the bottom, select 'Advanced.'
5. Under 'Privacy and security', select 'Content settings'.
6. Select JavaScript.
7. Turn on 'Allowed (recommended)'.

How to enable JavaScript – desktop browsers using Firefox

To enable JavaScript – desktop browsers using Firefox:

1. Select the 3 horizontal lines in the top right corner.
2. Select 'Help'.
3. Select 'Troubleshooting Information'.
4. Select 'Refresh Firefox' in the top right corner.

How to enable JavaScript – desktop browsers using Internet Explorer

To enable JavaScript – desktop browsers using Internet Explorer:

1. Select the cog in the top right corner.
2. Select 'Internet Options'.
3. Select the 'Security' tab.
4. Select 'Custom level'.

5. Scroll down to Scripting. Under 'Active Scripting', set it to 'Enable'.

How to enable JavaScript – desktop browsers using Edge

JavaScript cannot be disabled in Edge.

How to enable JavaScript – desktop browsers using Safari

To enable JavaScript – desktop browsers using Safari:

1. Select 'Safari' along the top menu bar.
2. Select 'Preferences'.
3. Select 'Security'.
4. Select the 'Enable JavaScript' checkbox to enable it and try again.

How to enable JavaScript – mobile browsers using Safari for iOS

How to enable JavaScript – mobile browsers using Safari for iOS:

1. Navigate to the 'Settings' app.
2. On the left-hand bar, select 'Safari'.
3. Scroll to the bottom and select 'Advanced'.
4. Enable 'Javascript'.

How to enable JavaScript – mobile browsers using Chrome for Android

How to enable JavaScript – mobile browsers using Chrome for Android:

1. Open Chrome.
2. Select the 3 vertical dots in the top right corner.
3. Select 'Settings'.
4. Select 'Content Settings'.
5. Enable 'Enable Javascript'.

Accept cookies

How to accept Cookies – desktop browsers using Chrome

How to accept Cookies – desktop browsers using Chrome:

1. On your computer, open Chrome.
2. At the top right, select the 3 vertical dots.
3. Select 'Settings'
4. At the bottom, select 'Advanced'.
5. Under 'Privacy and security', select 'Content settings'.
6. Select 'Cookies'.
7. Turn on 'Allow sites to save and read cookie data'.

How to accept Cookies – desktop browsers using Firefox

How to accept Cookies – desktop browsers using Firefox:

1. At the top right, select the 3 horizontal lines.
2. Select 'Settings' or 'Options'.
3. Select 'Privacy & Security'.
4. In the drop-down menu in the History section choose 'Remember history'.

NOTE: If this is set to 'Use Custom Settings', an additional menu will expand, and you can select 'Accept cookies from websites'.

How to accept Cookies – desktop browsers using Internet Explorer

How to accept Cookies – desktop browsers using Internet Explorer:

1. Select the gear in the top right corner.
2. Select 'Internet Options'.
3. Select the 'Privacy' tab.
4. Select 'Advanced'.
5. Set 'First-party Cookies' to 'Allow', set 'Third-party cookies' to 'Block'.
6. Check the box for 'Always allow session cookies'.

How to accept cookies – desktop browsers using Edge

How to accept cookies – desktop browsers using Edge:

1. Select the 3 horizontal dots in the top right corner.
2. Select 'Settings'.
3. Select 'View advanced settings'.
4. Under the Cookies section, select to either 'Don't block cookies' (default) or 'Block only third-party cookies'.
5. Restart Edge and try again.

How to accept Cookies – desktop browsers using Safari

How to accept Cookies – desktop browsers using Safari:

1. Select 'Safari' along the top menu bar.
2. Select 'Preferences'.
3. Select 'Privacy'.
4. Uncheck the box that says 'Block all cookies' under Cookies and website data.

How to accept Cookies – mobile browsers using Safari for iOS

How to accept Cookies – mobile browsers using Safari for iOS:

1. Navigate to the 'Settings' app.
2. On the left-hand bar, select 'Safari'.
3. Ensure 'Block All Cookies' is disabled.

How to accept Cookies – mobile browsers using Chrome for Android

How to accept Cookies – mobile browsers using Chrome for Android:

1. Open Chrome.
2. Select the 3 vertical dots in the top right corner.
3. Select 'Settings'.
4. Select 'Content Settings'.
5. Enable 'Accept Cookies'.

Server not found

Possible cause and solution

Possible cause	What you can do
ATO online services outage or error	<p>Refresh the web page (Windows: 'Ctrl + F5'; Mac: 'Command + R').</p> <p>Clear the cache and cookies in your web browser and try again.</p> <p>If you are using Internet Explorer add trusted zones for ato.gov.au, (as well as abr.gov.au ↗ and business.gov.au ↗ if you are a business user), then close all browsers and try again.</p> <p>Check your computer is connected to the internet. If you are unable to connect, contact your internet service provider.</p> <p>Restart your computer.</p> <p>Try an alternative supported web browser such as Firefox or Chrome.</p>

System has timed out

Possible cause and solution

Possible cause	What you can do
Website has been idle for too long	<p>Refresh the web page (Windows: 'Ctrl + F5'; Mac: 'Command + R').</p> <p>Clear the cache and cookies in your web browser and try again.</p>

Your connection is not private

Possible cause and solution

Possible cause	What you can do
Your browser cannot verify if a website is safe to visit	<p>Select 'Advanced' to proceed.</p> <p>Select 'Proceed to [website] (unsafe)' link at the bottom of the message if it appears.</p> <p>If issue persists, clear the cache and cookies in your web browser and try again.</p>

myID login timeout

Possible cause and solution

Possible cause	What you can do
Session has expired	<p>Clear the cache and cookies in your web browser, close the browser and try to login again.</p> <p>If you are using Firefox, login with another supported browser such as Chrome, and then attempt to login with Firefox again.</p>

Error downloading PDF files

Possible cause and solution

Possible cause	What you can do
Restricted browser settings or firewalls	<p>If you use a computer mouse, right click on the PDF download link.</p> <p>Select the 'Save link as' or 'Save target as'.</p> <p>Choose a location on your PC where you will download to, give the file a name and click the Save button.</p>

When the download completes you will be able to open the PDF file with a suitable PDF viewer.

ATO Online URL check and Network Test

Possible cause and solution

Possible cause	What you can do
Software or network settings may be blocking a page from loading	<p>Perform the ATO online URL check:</p> <ol style="list-style-type: none">1. Select this link https://atoonlinecdnstream.azureedge.net/cdntest. or copy and paste it into the address bar of your browser and press 'Enter'.2. If you cannot access this page, add the URL 'atoonlinecdnstream.azureedge.net' to the whitelist within your proxy or firewall.3. If the URL check returns the message 'ATO CDN Working' then go back to ATO online services and try to reload the screen that was not working. <p>Perform a network test:</p> <ol style="list-style-type: none">1. Disconnect your device from the current network and connect it to an alternative internet source such as another network or mobile hotspot.2. Try to reload the screen within ATO online services which was not loading. If the screen loads properly and you were previously connected to a business network, contact your internal IT support.

MC005

Possible cause and solution

Possible cause	What you can do
An old session is used when attempting to authenticate	Refresh the web page (Windows: 'Ctrl + F5' or Mac:

	<p>'Command + R').</p> <p>Close all sessions of the browser and open a new browser window.</p> <p>Clear the cache and cookies in your web browser and try again.</p>
--	--

ATOBE.PKG can't be opened

Possible cause and solution

Possible cause	What you can do
Restricted browser settings or server issues	<ol style="list-style-type: none"> 1. Check if the error message has an 'Open' button. 2. If there is no 'open' button and you have a computer mouse, right click on 'ATOBEinstaller.pkg' and click 'Open'. You should now see an 'Open' button on the error message. 3. After clicking 'Open', the program should install successfully. <p>Note: This error only occurs in Mac operating systems.</p>

Security certificate not valid

Possible cause and solution

Possible cause	What you can do
The ATO's Security Certificate has expired or is not yet valid	Select 'Continue to this website' if the prompt shows up on the page.

Publisher could not be verified

Possible cause and solution

Possible cause	What you can do
Running an executable file on Windows XP or higher a security warning will be displayed	Confirm that you wish to run the program. If so, select 'Run' on the security warning pop up message.

Firefox or Chrome is running

Possible cause and solution

Possible cause	What you can do
Firefox or Chrome is running and needs to be closed	<p>Firefox:</p> <ol style="list-style-type: none">1. Close all active Firefox browser windows and re-open Firefox again.2. Open the Windows Task Manager (Ctrl+Shift+Esc) <p>85. Restart your computer and try again.</p> <p>Chrome:</p> <ol style="list-style-type: none">1. Close all active Chrome browser windows and re-open Chrome again.2. Open the Windows Task Manager (Ctrl+Shift+Esc)<ul style="list-style-type: none">• Select the 'Processes' tab• Select any chrome.exe*32 processes and select 'End task'• Once the list is clear of all Chrome processes, close the Windows Task Manager and try the browser again. <p>3. Restart your computer and try again.</p>

This publisher has been blocked

Possible cause and solution

Possible cause	What you can do
Windows blocks the installation of the ATOBE extension software	<ol style="list-style-type: none"><li data-bbox="730 416 1267 488">1. Close the 'Windows protected your PC' warning box if it is still open.<li data-bbox="730 510 1267 768">2. Locate the file you downloaded. If you cannot find the file, go back to the ATO Browser Extension page and download the 'Windows' extension again. Make sure you save this file to your downloads folder or desktop.<li data-bbox="730 790 1267 902">3. If you use a computer mouse, right click on the file, then select 'Properties'.<li data-bbox="730 925 1267 1037">4. Select the 'General' tab, check the 'Unblock' box at the bottom, then select OK.<li data-bbox="730 1059 1267 1193">5. If prompted, select 'Continue', and select 'Yes' (you are the administrator) or enter password of administrator.<li data-bbox="730 1216 1267 1440">6. When you have completed the above steps, if you use a computer mouse double click on the downloaded file (atobeInstaller.exe) to attempt the installation again.<li data-bbox="730 1462 1267 1619">7. If the above steps fail, or if the 'Unblock' option does not appear, clear the cache and cookies in your web browser and try again.

Buttons missing within ATO Online Services

Possible cause and solution

Possible cause	What you can do
Device may not be compatible	<p>Check your device is compatible using the ATO online services system requirements check.</p> <p>Try an alternative supported web browser such as Firefox or Chrome.</p> <p>If you are using Internet Explorer, select the cog icon and select 'Settings'. Make sure that no ato.gov.au page is under the compatibility view list. If it is, select it, then select remove. If the error persists, unselect 'Use Microsoft compatibility lists'.</p>

Slow download or download dropping out

Possible cause and solution

Possible cause	What you can do
Slow download speed	<p>Windows:</p> <ul style="list-style-type: none"> • Delete setup file, clear the cache and cookies in your web browser and try again. • Try an alternative supported web browser such as Chrome or Firefox. • Try saving to file to another location on your hard drive or a USB stick. <p>Mac:</p> <ul style="list-style-type: none"> • Try to download the file again later. • Try an alternative supported web browser such as Chrome or Firefox.

Page or website blocked

Possible cause and solution

Possible cause	What you can do
Browser settings or Firewalls	<p>Refresh the web page (Windows: 'Ctrl + F5'; Mac: 'Command + R').</p> <p>Try an alternative supported web browser such as Firefox or Chrome.</p> <p>Clear the cache and cookies in your web browser and try again.</p> <p>Add ato.gov.au as a trusted site in Internet Explorer.</p>

Connection to server was reset

Possible cause and solution

Possible cause	What you can do
Internet connection lost or disrupted	<p>Refresh the web page.</p> <p>Clear the cache and cookies in your web browser and try again.</p> <p>Restart your computer.</p>

Mozapps error: the add-on downloaded from this site could not be installed because it appears to be corrupt

Possible cause and solution

Possible cause	What you can do
Occurs when trying to install ATOBE add-on to Firefox from file instead of running ATOBEinstaller.exe	<ol style="list-style-type: none">Download and reinstall  the ATOBE software.

	<ol style="list-style-type: none"> 2. Run the ATOBE installer from your computer. If the error persists, use an alternative supported web browser such as Chrome or Edge.
--	--

Display issues (Graphics)

Possible cause and solution

Possible cause	What you can do
Various	<ol style="list-style-type: none"> 1. Ensure the browser meets supported requirements for the ABR system. 2. Make sure that your screen resolution is set to a minimum of 1024 × 768. 3. Refresh the web page (Windows: 'Ctrl + F5' or MAC: 'Command + R'). 4. Close and reopen your web browser.

Browser blocking download

Possible cause and solution

Possible cause	What you can do
Your computer security setting blocked the file	<ol style="list-style-type: none"> 1. If you use a computer mouse, right click on the link and select 'Save as' or 'Save target as'. 2. Select 'Desktop' and select 'Save'.

This site can't be found or reached / Website or service temporarily unavailable / Problem accessing the site /

Possible cause and solution

Possible cause	What you can do
Unable to locate the requested URL	<p>Check your computer is connected to the internet. If you are unable to connect, contact your internet service provider.</p> <p>Clear the cache and cookies in your web browser and try again.</p> <p>Check our system maintenance page for outage notifications.</p> <p>If your computer is connected to a business network, contact your internal IT support.</p>

Application server error / Connection timed out

Possible cause and solution

Possible cause	What you can do
Unable to locate the requested URL	<p>Check your computer is connected to the internet. If you are unable to connect, contact your internet service provider.</p> <p>Clear the cache and cookies in your web browser and try again.</p> <p>Check our system maintenance page for outage notifications.</p> <p>If your computer is connected to a business network, contact your internal IT support.</p>

Technical errors – business and tax professionals

How to resolve common errors and issues affecting business and tax professionals accessing ATO online services.

Last updated 9 June 2023

On this page

[Software required \(machine credential\)](#)

[The system is temporarily unavailable \(Error number a918.27\)](#)

[Incorrect Password \(machine credential\)](#)

[Invalid ABN](#)

[The business name is not a link or unable to click business link \(machine credential\)](#)

Software required (machine credential)

Possible cause and solution

Possible cause	What you can do
ATO browser enabler software is not installed or not enabled correctly	<p>Make sure the ATO browser extension is on. Follow these instructions depending on whether you have Chrome or Firefox.</p> <p>Chrome:</p> <ul style="list-style-type: none">Select the Google menu (3 vertical dots in the top right corner) and select 'More tools' then 'Extensions'

(or type 'chrome://extensions' in the address bar and press Enter)

- Locate ATOBE Browser Enabler and enable the slide bar – it should be blue.

Firefox:

- Select the Firefox menu (3 horizontal lines on the top right corner) and select 'Add-ons'. Alternatively, type 'about: addons' in the address bar, or use the keyboard shortcut (Ctrl + Shift + A)
- Select 'Extensions' on the left and locate 'ATO browser enabler' in the extensions list
- If ATO browser enabler has disabled (in brackets) then Enable it. Select 3 dots and select 'Enable' or select the **Enable** button on the right-hand side if the 3 dots menu does not appear.

After you have done that. ensure the ATOBE extension is installed in Programs, Apps and Features.

For windows, if it does not appear, install it from inside Relationship Authorisation Manager (RAM). See [How to install a machine credential](#)  for guidance.

For Mac/LINUX, if it does not appear, reinstall ATOBE extension software. See [How to install a machine credential](#)  for guidance.

If you are using Chrome as your web browser and the ATOBE extension has installed correctly but its missing from Chrome, [Manually add the extension from the store](#) .

Finally, try an alternative supported web browser such as Firefox or Chrome.

The system is temporarily unavailable (Error number a918.27)

Possible cause and solution

Possible cause	What you can do
Restricted access	<ol style="list-style-type: none">1. Check your device meets our minimum system requirements.2. Check your RAM  authorisation and Access Manager permissions are correct. If they need to be updated, contact your principal authority or authorisation administrator.

Incorrect Password (machine credential)

Possible cause and solution

Possible cause	What you can do
Installing an additional machine credential using the same keystore path	<p>Make sure the password is correct, and meets the minimum requirements of at least 10 characters with at least one:</p> <ul style="list-style-type: none">• uppercase letter• lowercase letter• number OR symbol. <p>Make sure the CAPS LOCK is not enabled.</p> <p>Try the password with upper and lower case letters reversed.</p> <p>If you cannot remember your password, rename your old Machine Credential ATOMAS folder and create a new machine credential.</p> <p>Windows:</p>

- Open the 'Run program or file' window (Windows key + R) and type %appdata% in the text box.
- Locate the ATOMAS folder and rename it to ATOMAS-OLD.
- Install a new Machine Credential, see [How to install a machine credential](#)  for guidance.

Mac:

- Locate the ATOMAS folder for keystore.xml
 - Option 1: Open finder, select the 'Go' menu, select 'Go to folder' and type '~/library/Application Support' and look for the ATOMAS folder.
 - Option 2: Hold down the 'Option' key whilst on the 'Go' menu to show the 'Library' option. Select 'Library', then navigate to 'Application Support' and 'ATOMAS'.
 - Option 3: Hold down CMD+Shift+G to bring up the 'Go to Folder' box; type '~/library/Application Support' and look for the 'ATOMAS' folder.

After locating the ATOMAS folder, if you use a computer mouse right-click on it and rename it to ATOMAS-OLD.

Install a new Machine Credential, see [How to install a machine credential](#)  for guidance.

Note: If you need machine credentials for multiple ABNs, you will need to get a new machine credential for each ABN and use the same password for each ABN on one computer.

Invalid ABN

Possible cause and solution

Possible cause	What you can do
An invalid ABN has been provided	<p>Check the ABN on ABN Lookup . If the ABN is not active, contact the ABR on 13 92 26.</p> <p>If ABN field is blank, clear the cache and cookies in your web browser and try again.</p>

The business name is not a link or unable to click business link (machine credential)

Possible cause and solution

Possible cause	What you can do
You do not have permission to act on behalf of the business	<p>If the business name is greyed out or not a link, you will not be able to manage the credentials and act on behalf of the business.</p> <p>See Machine credentials  for more information.</p>

QC 72801

How to confirm your Windows version or MAC operating system

Step by step instructions for confirming your Windows version or Mac operating system.

Last updated 9 June 2023

On this page

[Confirm Windows 11 version](#)

[Confirm Windows 8 / 10 version](#)

[Confirm Windows 7 and lower version](#)

[Confirm MAC \(all versions\) operating system](#)

Confirm Windows 11 version

Option 1 – press WINDOWS key + Pause/Break key and a pop-up window will appear displaying the Windows version.

Option 2 – press Windows key + R and Type 'winver', then press enter (Winver can also be entered into the 'search all programs' in the start menu).

Confirm Windows 8 / 10 version

If you use a computer mouse, right Click on the Windows 'Start' menu.

Select 'System' in the pop-up Menu box.

Confirm Windows 7 and lower version

1. Select the 'Start' menu.
2. If you use a computer mouse, right click on 'Computer' or 'My computer'.
3. Select 'Properties'.
4. The windows version will be displayed in the window that pops up.

Confirm MAC (all versions) operating system

1. Select the 'Apple' icon on the desktop.
2. Select 'About this Mac'.

3. The operating system version (OSX) is displayed in the window that pops up.

QC 72802

How to confirm your web browser version

Step by step instructions for confirming your web browser version.

Last updated 9 June 2023

On this page

[Confirm Google Chrome version \(Windows and Mac\)](#)

[Confirm Google Chrome version \(Mac only\)](#)

[Confirm Mozilla Firefox version \(Windows\)](#)

[Confirm Mozilla Firefox version \(MAC\)](#)

[Confirm Safari version](#)

[Confirm Microsoft Edge version](#)

[Confirm Internet Explorer version](#)

Confirm Google Chrome version (Windows and Mac)

Option 1:

1. Select the 3 dots or horizontal bars near the top right corner. This is the 'Customize and 'Control Google Chrome' button.
2. Select 'Help' and then Select 'About Google Chrome' (If you can't see 'Help' then look for 'About Google Chrome' instead).
3. A new tab will open with the version number displayed.

Option 2:

1. Type 'about:' or 'chrome://help' into the address bar.
2. The browser version number will be displayed.

Confirm Google Chrome version (Mac only)

1. Select the 'Google Chrome' menu in the top left corner.
2. Select 'About Google Chrome'.
3. Version number is displayed in the window that will pop up.

Confirm Mozilla Firefox version (Windows)

Option 1:

1. Select 3 horizontal lines in top right.
2. Select the question mark(?) or 'Help' at the bottom.
3. Select 'About Firefox'.

Option 2:

1. Press Alt + H to drop down the Help menu.
2. Select 'About Firefox'.
3. Version number is displayed in the window that will pop up.

Option 3:

1. Type 'about: support' into the address bar.
2. The browser version number will be displayed.

Option 4:

1. Go to 'Control panel' and select 'Programs and features' list.
2. Look for Mozilla Firefox in the list.
3. Version number will be displayed with the name.

Confirm Mozilla Firefox version (MAC)

1. Select the 'Firefox' menu in the top left corner.
2. Select 'About Firefox'.
3. The version number will be displayed in the window that appears.

Confirm Safari version

1. Select the 'Safari' menu in the top left corner.
2. Select 'About Safari'.
3. Version number is displayed in the window that will pop up.

Confirm Microsoft Edge version

Option 1:

1. Select the 3 dots near the top right corner. This is the 'Settings and more' button.
2. 'Select Help and feedback' and then select 'About Microsoft Edge'.
3. A new tab will open with the version number displayed.

Option 2:

1. Select the 3 dots near the top right corner. This is the 'Settings and more' button'.
2. Select Settings and select 'About Microsoft Edge' on the left-hand panel. It will display the version of Edge.

Option 3 (version 10 or older):

1. Select the 3 dots near the top right corner.
2. Select 'Settings' and scroll to the bottom. It will list the version of Edge.

Confirm Internet Explorer version

Option 1:

1. Press 'Alt + H' to drop down the help menu.
2. Select 'About Internet Explorer'.

3. Version number is displayed in the window that pops up.

Option 2:

1. Select the question mark in the top right.

2. Select 'About Internet Explorer'.

3. Version number is displayed in the window that pops up.

Option 3:

1. Press Alt + H + A.

2. Version number is displayed in the window that pops up.

Option 4:

1. Select the cog icon in top right corner.

2. Select 'About Internet Explorer'.

3. Version number is displayed in the window that pops up.

QC 72803

How to reset your web browser

Step by step instructions on resetting your web browser, by browser type.

Last updated 9 June 2023

On this page

[Resetting Chrome](#)

[Resetting Firefox](#)

[Resetting Internet Explorer](#)

[Resetting Safari 6 and 7](#)

[Resetting Safari 8 and 9](#)

Resetting Chrome

Warning: Resetting Chrome will reset your homepage, new tab page and search engine, disable your extensions, unpin all tabs, clear other temporary and cached data, such as cookies, content, and site data.

1. Select the Chrome menu (3 vertical dots or bars on the top right corner).
2. Select 'Settings' or type 'about: settings' in the address bar to open the Settings tab.
3. At the bottom of the page select 'Advanced'.
4. Go down to the 'Reset'/'Reset and Clean Up' section.
5. Select 'Reset'/'Restore settings to their original defaults'. A box will appear, select 'Reset settings' to confirm.
6. Close and reopen the browser to ensure the changes take effect.

Resetting Firefox

Warning: Resetting Firefox will save your bookmarks, browsing history, open tabs, windows, passwords, cookies, and web form auto-fill information. However, your extensions and themes will be removed, and your preferences will be reset.

1. Press 'Alt + H' on your keyboard to drop down the help menu, or in the browser address bar type in 'about: support'.
2. Select 'Troubleshooting Information'; to open a new tab called Troubleshooting Information
3. Select 'Refresh Firefox...' in the right-hand corner. Select 'Refresh Firefox'. Firefox will automatically close and reopen when this task is complete.

Resetting Internet Explorer

Warning: Resetting Internet Explorer will impact your stored history, cookies and cache, passwords, add-ons etc. It does not delete you

favourites or bookmarks.

1. Press 'Alt + T' on your keyboard to bring up the 'Tools' menu.
2. Select 'Internet options'.
3. Select the 'Advanced' tab.
4. Select the 'Reset' option under 'Reset Internet Explorer settings'.
5. Make sure all windows are closed. A prompt will advise of this.
Cannot proceed until all IE tabs are closed.
6. Ensure check box for 'Delete personal settings' is ticked.
7. Select 'Reset'.
8. Select 'Close' when you see '4 green ticks'.
9. Restart your computer.

Resetting Safari 6 and 7

1. Select the 'Safari' menu.
2. Select 'Reset Safari'.
3. Ensure **all** check boxes are ticked.
4. Select 'Reset'.
5. Safari will now close and reopen automatically.

Resetting Safari 8 and 9

The reset function is unavailable, and the following is the closest process available:

1. Select the 'Safari' menu.
2. Select 'Preferences'.
3. Select 'Privacy'.
4. Select 'Remove all website data'.
5. Select 'Remove now'.
6. Close browser and reopen to ensure changes take effect.

Resetting Safari 10 and onwards

Follow the instructions on how to clear the cache and cookies in your web browser specific to Safari.

QC 72804

How to export your bookmarks

Step by step instructions on exporting your bookmarks.

Last updated 9 June 2023

On this page

[Exporting bookmarks with Chrome](#)

[Exporting bookmarks with Firefox](#)

Exporting bookmarks with Chrome

1. Select the Chrome menu (3 vertical dots or bars on the top right corner).
2. Select 'Bookmarks', then 'Bookmark manager'.
3. In the manager, select the 'Organise' menu.
4. Select 'Export bookmarks'.

Chrome will export your bookmarks as an HTML file, which you can then import into another browser.

Exporting bookmarks with Firefox

1. Hold down 'Ctrl + Shift + B' on your keyboard to bring up 'Library'.
2. Select 'Import and backup' from the top and choose 'Export bookmarks to HTML'.

3. In the 'Export bookmarks file' window that opens, choose a location to save the file, which is named bookmarks.html by default. The desktop is usually a good location, but any place that is easy to remember will work.

4. Select the 'Save' button.

Your bookmarks are now successfully exported from Firefox. The bookmarks HTML file you saved is now ready to be imported into another web browser.

QC 72805

How to clear the cache and cookies in your web browser

Step by step instructions on how to clear your browser cache and cookies, by operating system and web browser type.

Last updated 9 June 2023

On this page

[Windows – clear the cache and cookies on Internet Explorer](#)

[Windows – clear the cache and cookies on Mozilla Firefox](#)

[Windows – clear the cache and cookies on Google Chrome](#)

[Windows – clear the cache and cookies on Edge](#)

[Mac – clear the cache and cookies on Safari 9 and above](#)

[Mac – clear the cache and cookies on Safari 8](#)

[Mac – clear the cache and cookies on Safari 7 and older](#)

[Mac – clear the cache and cookies on Mozilla Firefox](#)

[Mac – clear the cache and cookies on Google Chrome](#)

Windows – clear the cache and cookies on Internet Explorer

Option 1:

1. Hold down 'Ctrl + Shift + Delete' on your keyboard to bring up 'Delete browsing history'.
2. De-select 'Preserve favourites website data' and ensure the next 3 options are selected – Temporary internet files, cookies, and history.
3. Select 'Delete'. Once the process has completed, close all Internet Explorer windows, and reopen it to ensure the changes take effect.

Option 2:

1. If you use a keyboard, hold down 'Alt + T' to bring down the Tools menu.
2. Select 'Delete browsing history'.
3. De-select 'Preserve favourites website data' and ensure the next 3 options are selected - Temporary internet files, cookies, and history.
4. Select 'Delete'. Once the process has completed, close all Internet Explorer windows, and reopen it to ensure the changes take effect.

Windows – clear the cache and cookies on Mozilla Firefox

Option 1:

1. Hold down 'Ctrl + Shift + Delete' on your keyboard to bring up 'Clear recent/all history'.
2. Change the 'Time range to clear' to 'Everything'.
3. Only select 'Cookies and cache', then select 'Clear now' at the bottom.
4. Close and reopen the browser to ensure the changes take effect.

Option 2:

1. Hold down 'Alt + S' on your keyboard to bring down the 'History' menu.
2. Select 'Clear recent history'.

3. Change the 'Time range' to 'Clear to everything'.
4. Only select 'Cookies and cache', then select 'Clear now' at the bottom.
5. Close and reopen the browser to ensure the changes take effect.

Option 3:

1. Press the 3 lines on the top right-hand side (menu option).
2. Then select 'Library', then select 'History', then select 'Clear recent history'.
3. Change the 'Time range' to 'Clear to everything'.
4. Only select 'Cookies and cache', then select 'Clear now' at the bottom.
5. Close and reopen the browser to ensure the changes take effect.

Option 4:

1. Press the 3 lines on the top right-hand side (menu option).
2. Then select 'Content blocking', scroll down to 'History', then select 'Clear History'.
3. Change the 'Time range' to 'Clear to everything'.
4. Only select 'Cookies and cache', then select 'Clear now' at the bottom.
5. Close and reopen the browser to ensure the changes take effect.

Windows – clear the cache and cookies on Google Chrome

Option 1:

1. Hold down 'Ctrl + Shift +Delete' on your keyboard to bring up 'Clear browsing data'.
2. Change the drop-down menu 'Obliterate', 'Clear the following items' and 'Time range' to 'The beginning of time' or 'all time'.
3. Only select 'Cookies and other site data' and 'Cached images and files' in the options below.

4. Select 'Clear browsing data', 'Clear data'.
5. Close and reopen the browser to ensure the changes take effect.

Option 2:

1. Select the 3 vertical dots on the top right-hand corner, then select 'More tools' and then 'Clear browsing data'.
2. Change the drop-down menu 'Obliterate', 'Clear the following items' and 'Time range' to 'The beginning of time' or 'All time'.
3. Only select 'Cookies and other site data' and 'Cached images and files' in the options below.
4. Select 'Clear browsing data' or 'Clear data'.
5. Close and reopen the browser to ensure the changes take effect.

Windows – clear the cache and cookies on Edge

Option 1:

1. Hold down 'Ctrl + Shift +Delete' on your keyboard to bring up 'Clear browsing data'.
2. Only select 'Cookies and saved website data' and 'Cached data and files'.
3. Select 'Clear'.
4. Close and reopen the browser to ensure the changes take effect.

Option 2:

1. Select the 3 horizontal dots on the top right-hand corner, then select 'History'.
2. Inside 'History', select 'Clear browsing data'.
3. Only select 'Cookies and saved website data' and 'Cached data and files'.
4. Select 'Clear'.
5. Close and reopen the browser to ensure the changes take effect.

Mac – clear the cache and cookies on Safari 9 and above

1. Select the 'Safari' menu.
2. Select 'Clear history'.
3. Ensure that 'All history' is selected in the clear field.
4. Select 'Clear history'.
5. Close and reopen the browser to ensure the changes take effect.

Mac – clear the cache and cookies on Safari 8

1. Select the 'Safari' menu.
2. Select 'Clear history and website data'.
3. Ensure that 'All history' is selected in the clear field.
4. Select 'Clear history'.
5. Close and reopen the browser to ensure the changes take effect.

Mac – clear the cache and cookies on Safari 7 and older

1. Select the 'Safari' menu.
2. Select 'Reset Safari'.
3. Select 'All options'.
4. Select 'Reset'.
5. The browser will automatically close and reopen.

Mac – clear the cache and cookies on Mozilla Firefox

Option 1:

1. Select the 'History' menu.

2. Select 'Clear recent history'.
3. Ensure the time range to clear is set to 'Everything'.
4. Select the top 4 options – Browsing and download history, form and search history, cookies, and cache.
5. Select 'Clear now'.
6. Close and reopen the browser to ensure the changes take effect.

Option 2:

1. Press the 3 lines on the top right-hand side (menu option).
2. Then select 'Content blocking', scroll down to 'History', then select 'Clear History'.
3. Change the **Time range** to 'Clear to everything'.
4. Only select 'Cookies and cache', then select 'Clear now' at the bottom.
5. Close and reopen the browser to ensure the changes take effect.

Mac – clear the cache and cookies on Google Chrome

Option 1:

1. Hold down 'Command + Shift + Delete' on your keyboard to bring up 'Clear browsing data'.
2. Change the drop-down menu 'Obliterate', 'Clear the following items' and 'Time range' to 'The beginning of time' or 'All time'.
3. Only select 'Cookies and other site data' and 'Cached images and files' in the options below.
4. Select 'Clear browsing data' or 'Clear data'.
5. Close and reopen the browser to ensure the changes take effect.

Option 2:

1. Select the 3 vertical dots on the top right-hand corner, then select 'More Tools' and then 'Clear browsing data'.

2. Change the drop-down menu 'Obliterate', 'Clear the following items' and 'Time range' to 'The beginning of time' or 'All time'.
3. Only select 'Cookies and other site data' and 'Cached images and files' in the options below.
4. Select 'Clear browsing data' or 'Clear data'.
5. Close and reopen the browser to ensure the changes take effect.

QC 72806

Our commitment to you

We are committed to providing you with accurate, consistent and clear information to help you understand your rights and entitlements and meet your obligations.

If you follow our information and it turns out to be incorrect, or it is misleading and you make a mistake as a result, we will take that into account when determining what action, if any, we should take.

Some of the information on this website applies to a specific financial year. This is clearly marked. Make sure you have the information for the right year before making decisions based on that information.

If you feel that our information does not fully cover your circumstances, or you are unsure how it applies to you, contact us or seek professional advice.

Copyright notice

© Australian Taxation Office for the Commonwealth of Australia

You are free to copy, adapt, modify, transmit and distribute this material as you wish (but not in any way that suggests the ATO or the Commonwealth endorses you or any of your services or products).