

Trouble Shooting for
IRD IR56B Software Version 3.5 and 4.1

Frequently Encountered Problems in using the IRD IR56B Software. The question numbers starts from 37 as to be consistent with that on the IRD Website.

- 37 Our company keeps computerized accounts. Can I use diskettes, CDs or DVDs to file the employer's returns?

Yes. To relieve the manual efforts of employers in preparing form IR56Bs, IRD encourages employers to prepare and submit employer's returns in computerized format in diskettes, CDs or DVDs. Employers may either develop their own software or use the IR56B Software provided by IRD. Details are described below. However, the employer must submit a signed Form BIR56A and a signed control list generated by IR56B Software provided by IRD or self-developed software approved by IRD. The control list must be signed by the same authorized signatory as the one on Form BIR56A and please state his/her designation.

Method (1) Employer's Self-developed Software

The data format and layout of the Form IR56B of the self-developed software must be forwarded to IRD for approval before use. Please contact the Computer Section of the Department at 183 5310 for details.

Method (2) IR56B Software provided by IRD

You may use the IR56B Software operating under MS Windows Traditional Chinese or English provided by IRD, free of charge, for installation to your computer.

The software can be obtained by the following means :-

- (a) Downloading from Internet

Internet user can obtain a copy of software, the operation guide and other relevant information from the IRD website at <http://www.ird.gov.hk/eng/ese/erc.htm> (English)

(b) In person

User can obtain a CD-ROM containing the IRD IR56B Software at the Receipt & Despatch Counter of the IRD on 1/F of the Revenue Tower during office hours (8:15 am to 5:30 pm from Monday to Friday).

For enquiries on the installation and operations of the software, please call 183 5311.

Using the software application in filing the Employer's Returns, the employers can dispense with the filing of paper copies of IR56Bs. However, you have to print and file a duly signed control list containing the name, Hong Kong Identity Card number and total income of each employee in addition to the submission of a diskette, CD or DVD.

There is a further alternative by Electronic Filing of Employer's Return.

38 Why my computer reboots repeatedly during the installation of the IRD IR56B Software (Version 3.5) to the computer operating under MS Windows 2000 ?

The support to MS Windows 2000 Professional (Service Pack 1 or above) ends on 13 July 2010. You may require to upgrade your operation system before installing the IRD IR56B Software.

39 Dialogue box pops up alerting versions conflict with some system files of my computer during the installation of IRD IR56B Software. What should I do?

Whenever you are advised of the versions conflict of system files during the installation of the IRD IR56B Software, please select to retain your own system files version (i.e. click the <Yes> button in the dialogue box to retain your system files version).

40 Can the IRD IR56B Software work under a network system?

The IRD IR56B Software is developed for the use in a stand-alone PC for its simple installation and ease in operations. Operating in a network environment may induce the problems of rights of access and control, data contentions and various Chinese coding standards. Employers are required to install the IRD IR56B Software in a stand-alone PC.

- 41 What is the password for access to the data? Can I change the password?

The default password is 'ird' in small letters and it is case-sensitive. Please refer to Section 6 of the Installation and Operation Guide for change of password. Please note that if you forget your new password, you will no longer be able to operate the software using the same data file. There is no way for the IRD to offer any assistance in retrieving your new password. As a last resort to use the software, you have to delete the old database 'ir56b.mdb' in your computer (the default location of the database is found in Section 4.1 of the Installation and Operation Guide). Then invoke the IRD IR56B Software again and log in with the default password. A new database will be created. All the IR56B records have to be re-input afresh.

- 42 What are the reasons for displaying only the input fields but not the buttons like <Create New Record>, <Print> etc. as shown in paragraph 5 of the Installation and Operation Guide ?

The buttons are hidden under the Task Bar. Please perform the following: -

- (a) Click the <Start> button on the Task Bar
- (b) Select 'Setting', then 'Task List'
- (c) Deselect (i.e. unclick) the 'Auto Hide'
- (d) Click the <OK> button

- 43 The IR56B hard copy was printed on two separate pages. Can they be printed on one page only?

The IR56B is designed to be printed in graphic mode. You have to re-configure your printer settings and to select either: -

- (a) Print true type as graphics, or
- (b) Print true type as bitmap or the like as is appropriate for the case.

- 44 I have completed the input of IR56B records and successfully printed a Control List. However, it is found that the total number of employees per the Control List does not match with the number of employees of my company for whom IR56B records are prepared. Thus IR56B hard copies for some employees are missing. What should I do?

The irregularity may be due to inputting some of the IR56B records as Additional / Replacement / Supplementary records. The <Print-All> function only prints all original records of IR56Bs in the Control List. Start the program again to check each and every IR56B record ensuring original IR56B records were updated for the appropriate employees.

- 45 Where are my IR56B records stored and what is the name of the database file?

For IRD IR56B Software (Version 3.5), the name of the database is 'ir56b.mdb' which is stored in the same default folder (C:\IR56BE or C:\IR56BC) of the IRD Software program.

For IRD IR56B Software (Version 4.1), the database is normally stored under C:\ProgramData\HKSARG\IR56B\1.0.0.0\ir56b.mdb. But it may be stored in some other folder depending on your system settings. You can always check it out with reference to the Note of 'Common data for IR56B records' which is prompted up after inputting the password. The Common data screen is shown in Section 7.3 of the Installation and Operation Guide.

If you cannot find the C:\ProgramData\HKSARG\IR56B\1.0.0.0\ir56b.mdb in the Windows explorer, the file/folder may be hidden. Please click 'Organize' on the top right corner then choose 'Folder and Search Options'. The 'Folder Options' windows will pop up. Select the 'View' tag, the option for 'Show hidden files and folders' and then <Apply> button.

- 46 I have acquired a new computer. How can I migrate the old database to the new computer?

Take the following steps :

For new computer using MS Windows 2000 / XP:

- (a) Make a copy of the old database 'ir56b.mdb' as a backup.
- (b) Install the IRD IR56B Software Version 3.5 in the new computer.
- (c) Copy the database 'ir56b.mdb' backup in (a) to the folder in which the IRD IR56B Software is installed (default folder is C:\IR56BE or C:\IR56BC).
- (d) Activate the IRD Software to check its correctness. You have to input the password used for the old database.

- (e) Check the correctness of the input screen for common data.
For procedures to upgrade from Version 3.41 to 3.5, you can refer to Appendix E of the Installation and Operation Guide.

For new computer using MS Windows Vista / Windows 7:

- (a) Make a copy of the old database 'ir56b.mdb' as a backup.
- (b) Install the IRD IR56B Software Version 4.1 in the new computer.
- (c) Copy the database 'ir56b.mdb' backup in (a) to the folder storing the database (default folder is C:\ProgramData\HKSARG\IR56B\1.0.0.0).
- (d) Activate the IRD Software to check its correctness. You have to input the password used for the old database.
- (e) Check the correctness of the input screen for common data.
For procedures to upgrade from Version 3.41/3.5 to Version 4.1 or from Version 4.0 to Version 4.1, you can refer to Appendix E and Appendix F of the Installation and Operation Guide respectively.

- 47 I have upgraded my computer system and a new computer is used, but I have erased the database in the old PC. What can I do to recover the old data?

If soft copy of data files was retained in a diskette/CD/DVD created by using the <Export Data> button, you will find a file in the format of 'nnnnnnnn.mdb', where 'nnnnnnnn' is the business registration number of your company. Take the following steps to recover the old data from the diskette: -

For computer system of Windows 2000 / XP, please:

- (a) Install the IRD IR56B Software Version 3.5.
- (b) Copy the file 'nnnnnnnn.mdb' to the folder in which the Software is installed.
- (c) Rename the file 'nnnnnnnn.mdb' to 'ir56b.mdb'.
- (d) Activate the IRD IR56B Software to check the data correctness.

For computer system of Windows Vista / Windows 7, please:

- (a) Copy the file 'nnnnnnnn.mdb' to a temporary folder and rename it as 'ir56b.mdb'.
- (b) Install the IRD IR56B Version 4.1 in the new computer and run the application.
- (c) You will be asked 'Do you have old database?'. Please answer 'Yes'.
- (d) You have to locate the old database 'nnnnnnnn.mdb'. Then click 'Open'.

(e) Activate the IRD IR56B Software to check data correctness.

Please note that the 'nnnnnnnn.mdb' file is not identical to the original 'database ir56b.mdb' because additional / replacement / supplementary IR56B records are not included in the 'nnnnnnnn.mdb' file.

48 I have installed the IRD IR56B Software and is inputting data. Can I use 'copy and paste' technique to copy the data, such as name and address, from other software for inputting to the relevant fields of the IRD IR56B Software?

IRD does not recommend to use the 'copy and paste' technique for inputting the data to the IRD IR56B Software. Using such technique, some invisible keys, such as 'Enter key', will also be copied and pasted in the relevant fields of the IRD IR56B Software which will cause errors in formatting and reading data in the data file.

However, if you use the 'copy and paste' technique, please ensure that invisible keys such as 'Enter keys' are not included in the input fields of the IRD IR56B Software.

49 My company has developed our own computer payroll system and would like to use the IRD IR56B Software. Can I use any means to export the data from our own system to the IRD IR56B Software data file so as to save the manual effort of data input?

Unfortunately, the IRD IR56B Software does not have the 'Import' function. You may develop your own software to prepare the computerized IR56B. Self-developed software must be approved by the Department to ensure that all the specified requirements are met. Written approval for the use will be issued by the Department if it is in order. For more information, please read the Requirement Specifications for submission of Annual Employer's Return s with Computerized IR56B Records Generated by Employer's Self-developed Software or call 183 5310.

50 The operating system of my computer is Windows XP. When I click the <Export Data> button, I cannot perform the function to save the IR56B records to my computer as well as printing of a hard copy of the Control List. What is the reason?

Some restrictions and/or control settings on system access in your network or PC workstation might have been set to block some users from performing the printing and saving functions. Please ask a user with Administrator rights and privileges to perform the tasks.

- 51 I have to prepare the records of IR56B for more than one employers, am I required to install the IRD IR56B Software for each employer in the same computer?

If you install the IRD IR56B Software Version 3.5 several times for different employers in the same computer, the capacity of your computer would be reduced and the program may not function properly.

Installation of the IRD IR56B Software more than once in a computer is prohibited in Version 4.1.

For preparing IR56B for more than one employer in the same computer, you have to relocate the database (i.e. 'ir56b.mdb') to a diskette or other folder before you handle another employer's file.

For ease of identification of the employers, using meaningful name (such as name of company plus the year involved) to create designated folder or label in your diskette is recommended.

Please see Q45 for details to locate whereabouts of the IR56B records.

- 52 When I executed the program, the program showed an error message 'Type mismatch' and I cannot use the program.

After inputting the common data of employer, you must input at least one employee's IR56B record before quitting the application. Otherwise, the above error will occur. If this is the case, delete the database 'ir56b.mdb' and then re-input all data again by inputting the common data of employer and at least one IR56B detail for an employee.

- 53 I am using IR56B Software Version 3.5 on MS Windows Vista / Windows 7, why it does not show some of the Chinese Characters that I input or copied from the

database of previous years?

This is because Microsoft Windows Vista / Windows 7 has adopted new character coding standards, namely 'ISO/IEC 10646:2003' and 'HKSCS-2004', which differ from the standards adopted on MS Windows 2000 / XP for which IRD IR56B Software Version 3.5 are riding on.

A new version of the IRD IR56B Software Version 4.1 has been released in February 2013 to adopt the Chinese coding standard of MS Windows Vista / Windows 7. You can download the IRD IR56B Software Version 4.1 from the IRD website.

54 How can I input Chinese Character in MS Windows Vista / Windows 7?

Please refer to Appendix G of the Installation and Operation Guide of IR56B Software Version 4.1.

55 I am using IRD IR56B software Version 4.1 on MS Windows Vista / Windows 7 and encounter problem of 'Insufficient Access Right'. What should I do?

If you are the System Administrator, you may select the executable file (IR56BE.msi or IR56BC.msi), right click the mouse and choose 'Run as administrator'. Otherwise, please contact your System Administrator to grant you the appropriate Access Right.

Important Note:

- (1) These are suggested solutions only. There is no guarantee that it will perfectly work on all personal computers as the computer environments and software installed are different from one to another. The Department will not accept any loss or damage incurred by its use.
- (2) In case you are not an experienced personal computer user, please consult your computer technician or programmer before making any changes.