# ProviTax - Application Issues and Resolutions

**Case ID: PTX1001**

Date Created: 2024-09-15

Date Resolved: 2024-09-17

Issue: Unable to file tax returns due to server timeout.

Resolution: Increased server capacity and optimized queries for tax return submissions.

More Info: https://provitax.support/PTX1001


**Case ID: PTX1002**

Date Created: 2024-09-18

Date Resolved: 2024-09-19

Issue: Error 500 when accessing the income summary report.

Resolution: Fixed the backend issue causing incorrect database calls during report generation.

More Info: https://provitax.support/PTX1002


**Case ID: PTX1003**

Date Created: 2024-09-20

Date Resolved: 2024-09-21

Issue: Form submission fails when including foreign income details.

Resolution: Updated form validation logic to correctly handle foreign income fields.

More Info: https://provitax.support/PTX1003


**Case ID: PTX1004**

Date Created: 2024-09-22

Date Resolved: 2024-09-23

Issue: Incorrect tax deduction calculations for senior citizens.

Resolution: Patched the tax calculation module to reflect the latest policy updates for senior citizens.

More Info: https://provitax.support/PTX1004