

How to address the submission problem linked to Enhanced security in Adobe Reader and Acrobat 8.2 & Adobe Reader and Acrobat 9.3

These instructions are only aimed at applicants who have version 8.2 or 9.3 of Adobe Reader (or Acrobat). Their purpose is to address a submission problem that can be experienced by users of these versions of Adobe Reader and Acrobat.

The problem – linked to new Enhanced Security settings – results in the submission being blocked and failing (the error messages that are generated during this failure can be seen below on pages 5 and 6).

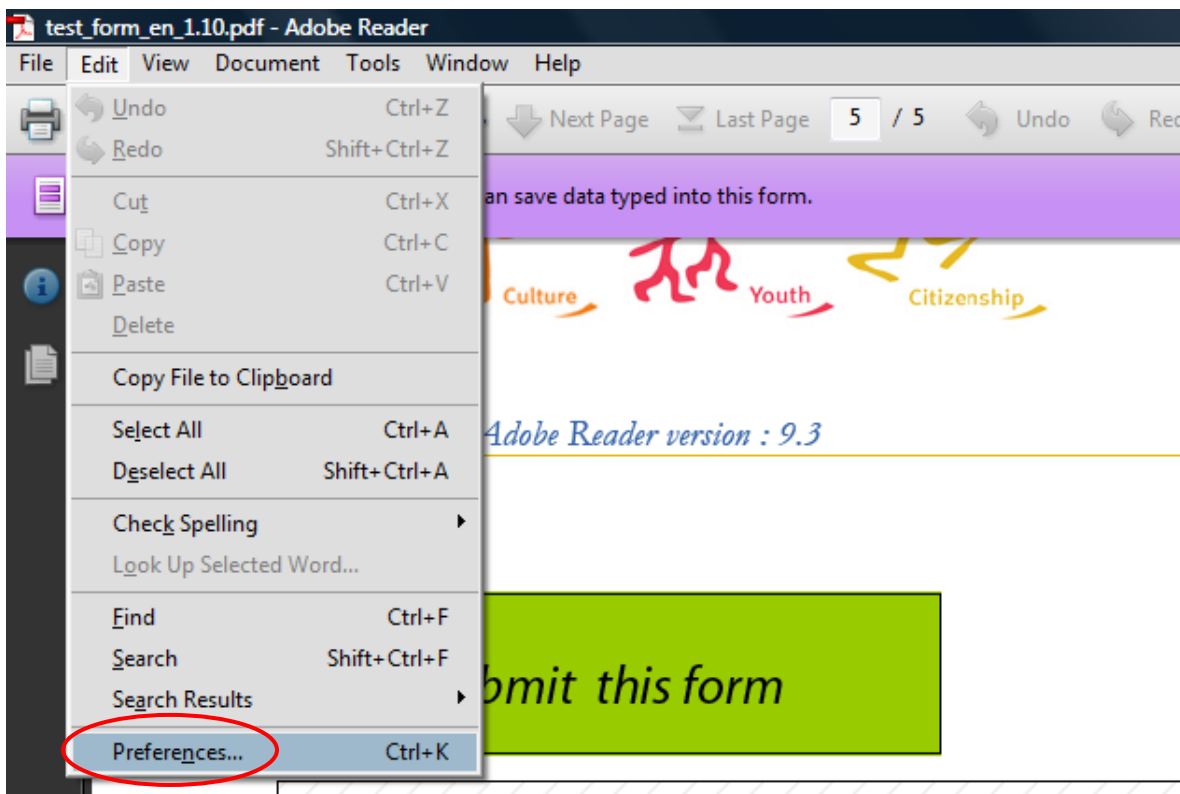
There are 2 scenarios described in this document.

- **Scenario A** - Modify your Adobe Reader security preferences **before attempting submission** so that the Enhanced Security has already been disabled and does not generate the error. Two methods are described below: Method 1 which generally (universally) disables Enhanced Security; and Method 2 which disables it only for your eForm. Please note: if you use Method 1, it is very easy to reactivate the Enhanced Security following the submission of your form.
- **Scenario B** – Override / disable the Enhanced Security **during the submission itself**. For example, if you did not modify your Enhanced Security preferences in advance then these instructions will help you overcome the problem and successfully submit your form.

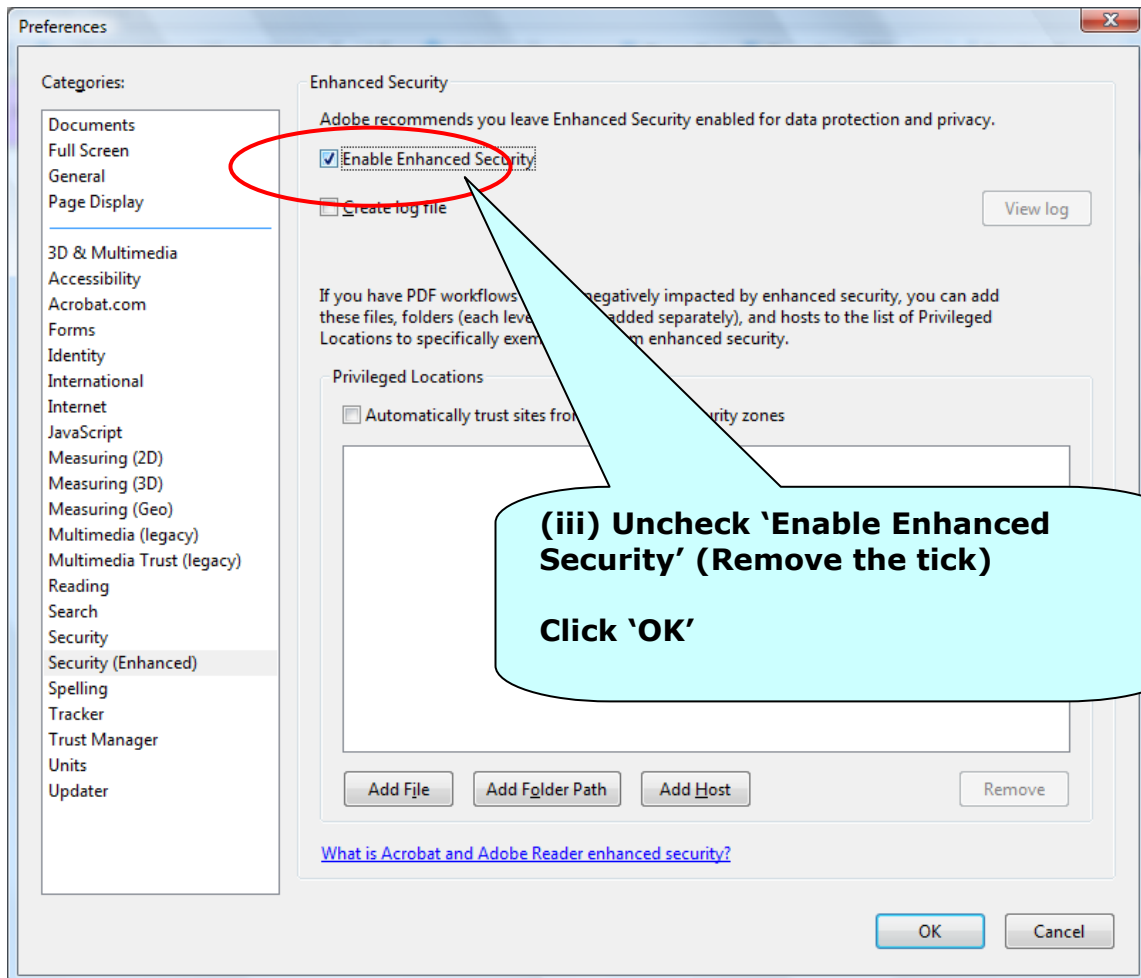
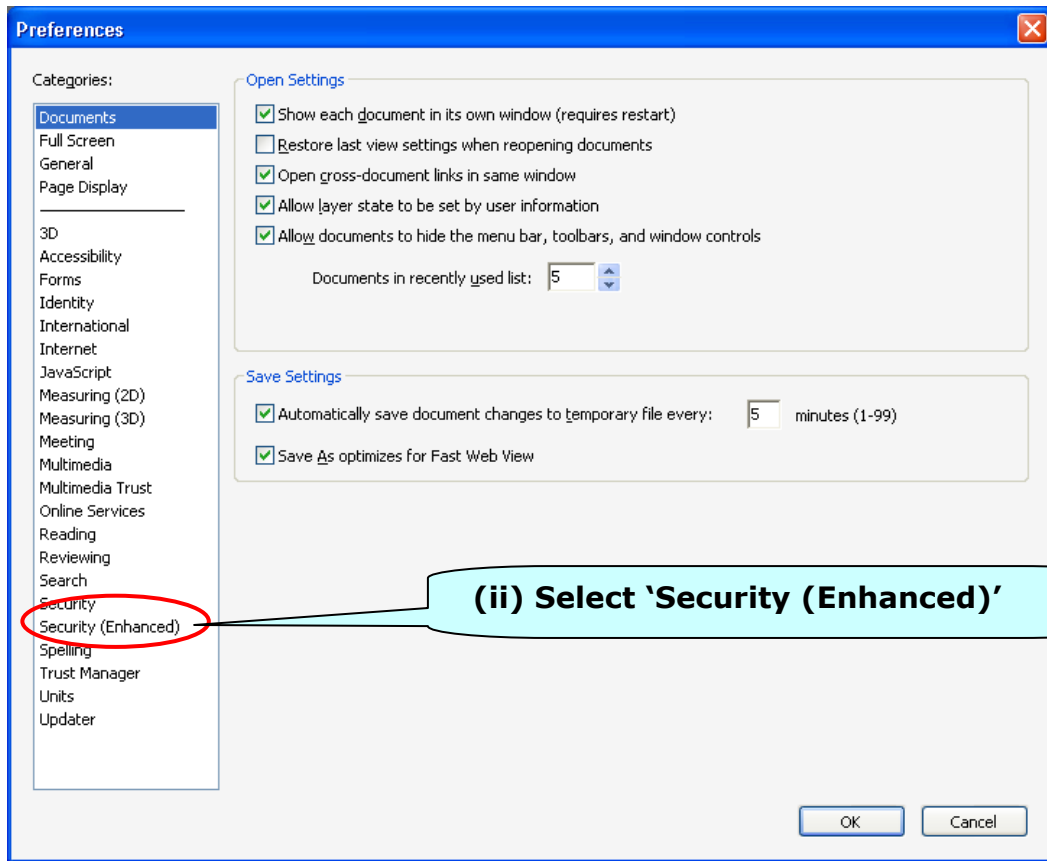
Scenario A Instructions – disable Enhanced Security before submission

METHOD 1

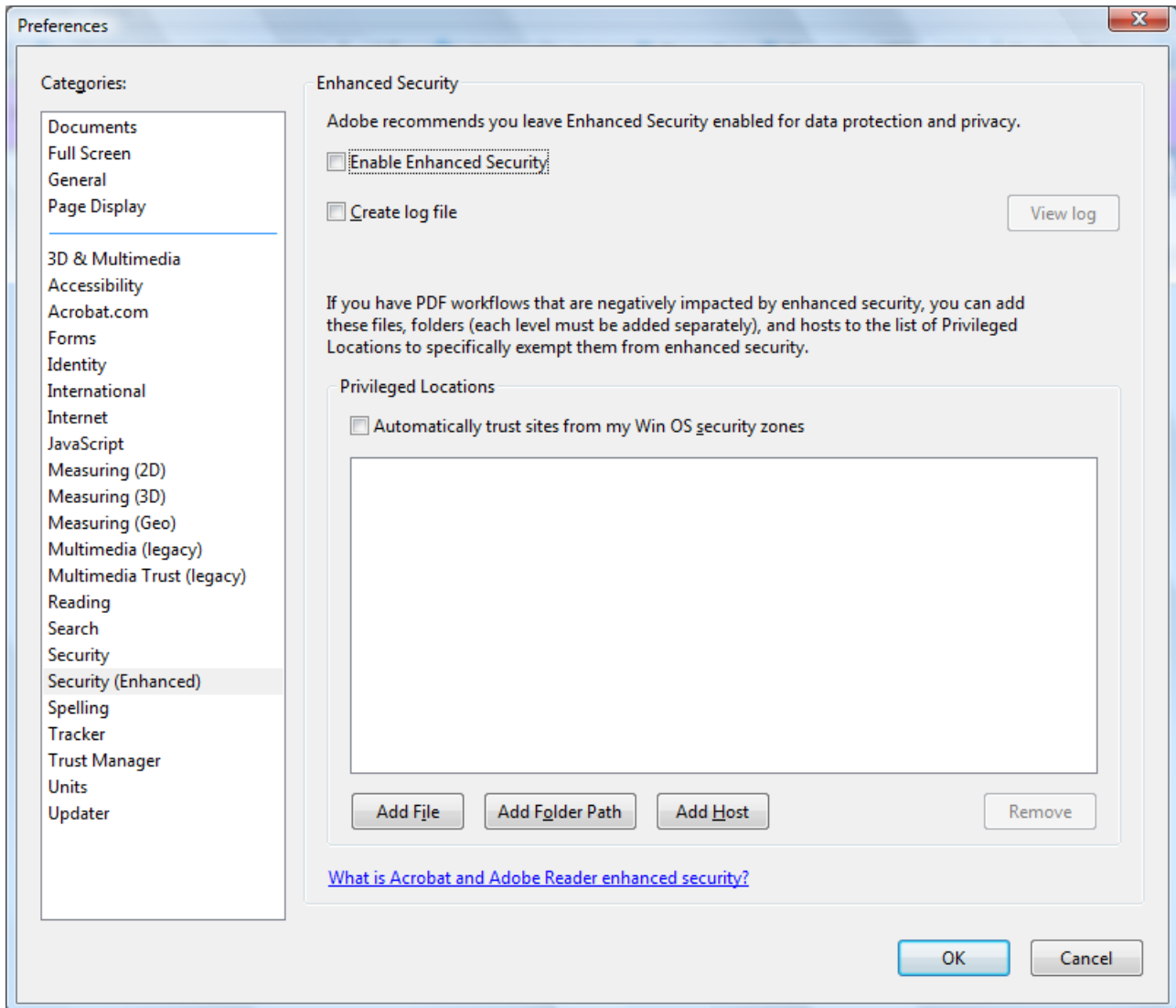
- (i) Select 'Preferences' from the 'Edit' menu:



The following screen will appear (or similar depending on your version of Adobe Reader):



When you revisit the page the setting will now display as follows:

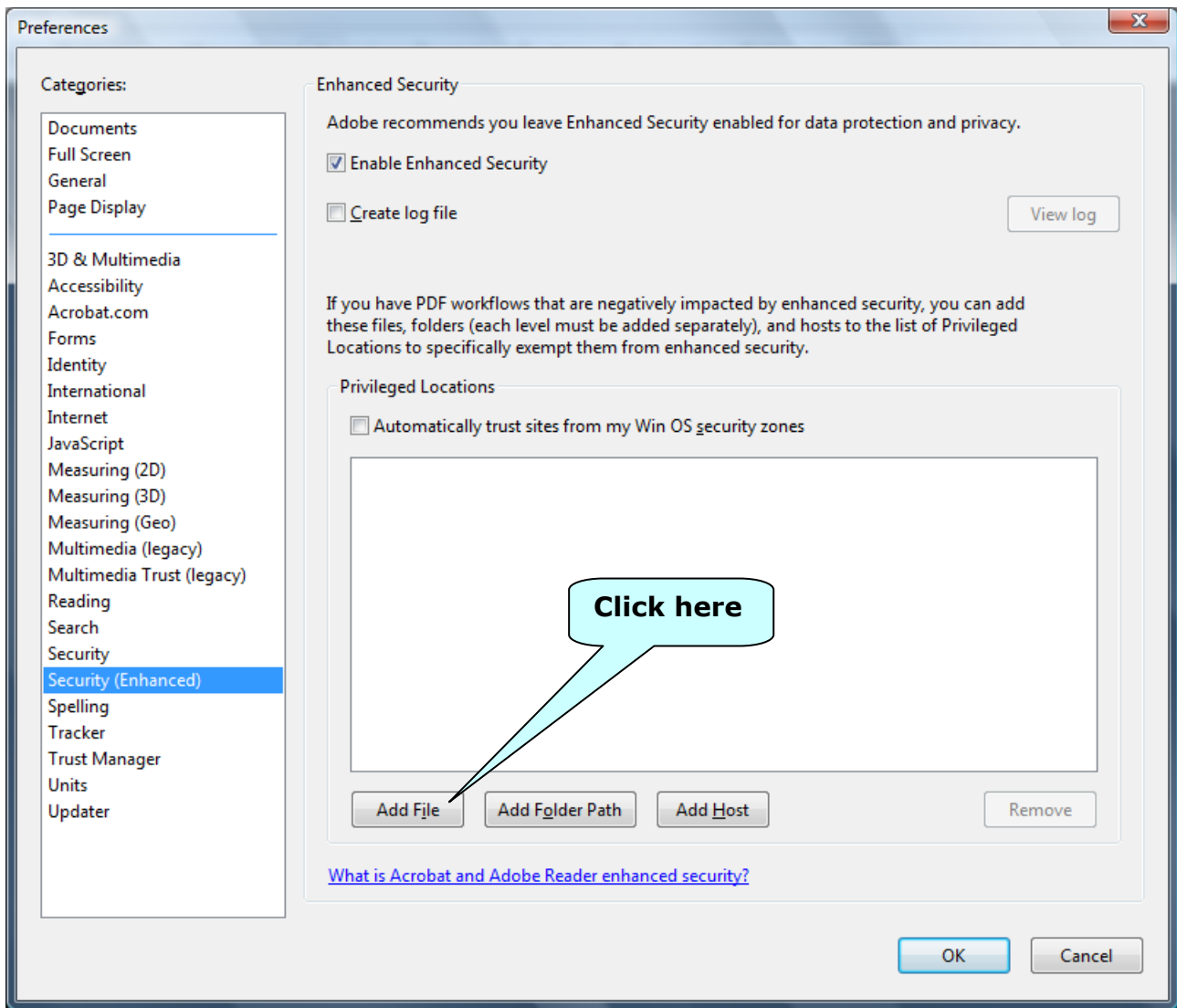


Once you have submitted your eForm, if you wish to reactivate the Enhanced Security option you can re-check the 'Enable Enhanced Security' box and click 'OK' and it will be reactivated.

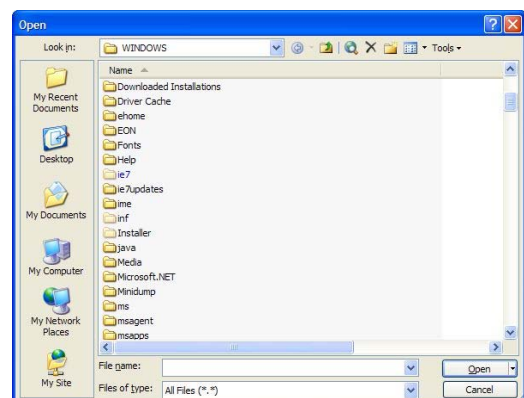
METHOD 2

If you prefer **not** to disable the Enhanced Security, you can add the eForm filename to the list of privileged 'locations'.

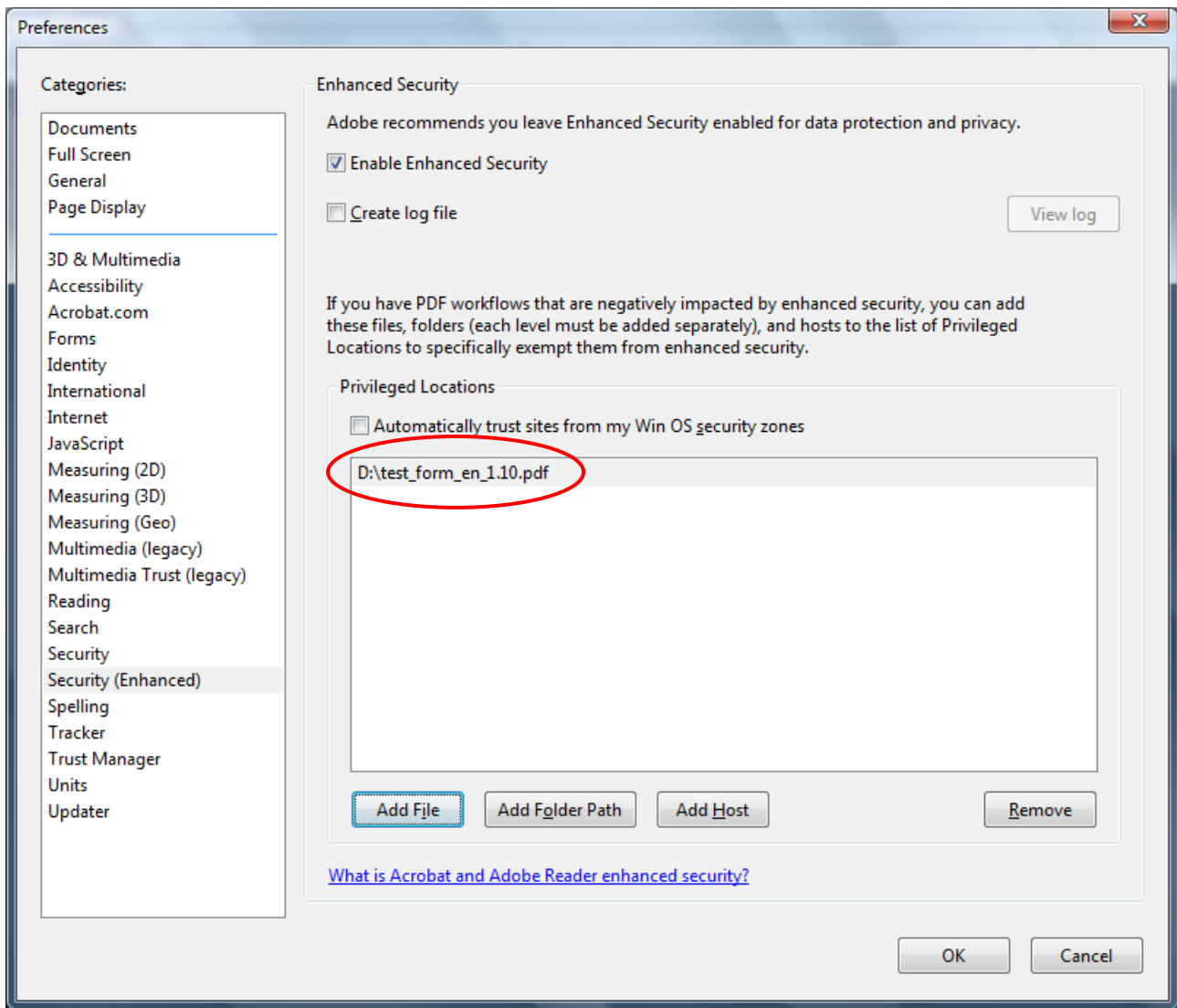
Important! Before you can do this you must have already downloaded the eForm to your local computer or drive **and** you must have given it its FINAL filename i.e. the filename it will have when you perform the submission!



- (i) Click on the button 'Add File'.
- (ii) Browse to the location of your saved file.



- (iii) Select your eForm file (in our example the filename is 'test_form_en1.10.pdf'.
- (iv) Click 'Open' and the filename and path will be added to the list of privileged locations. For example:



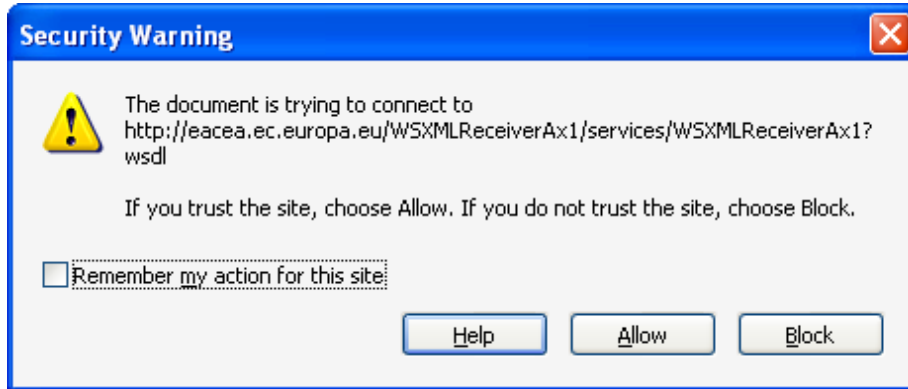
Click 'OK' to close the 'Preferences' menu.

When you try to submit your form your Adobe software will recognise that your form is a trusted PDF and the submission will not be interrupted by the Enhanced Security check.

Please note: if you change the filename and/or location of your eForm you will have to perform these steps again for the renamed/relocated file.

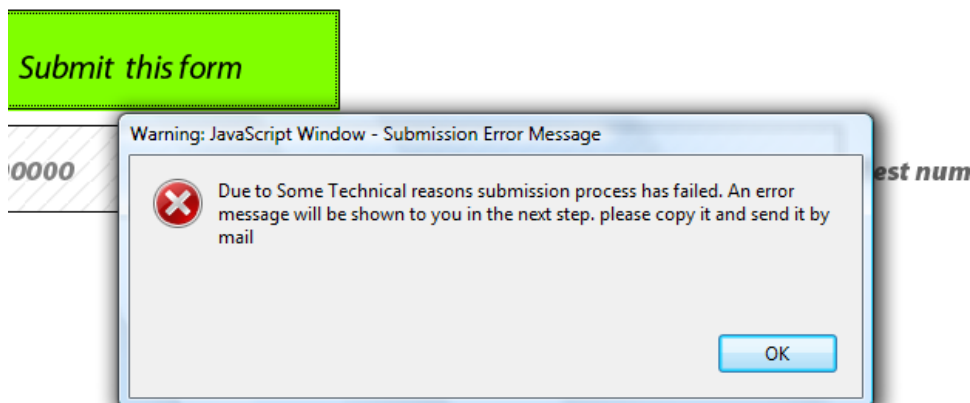
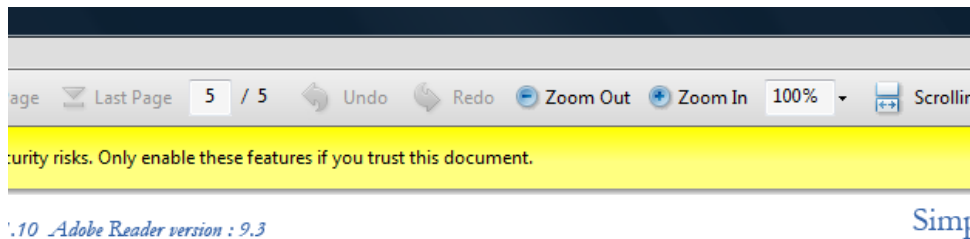
Scenario B Instructions – What to do if you have already tried to submit (and experienced an error linked to security settings)

During submission you may have been prompted to confirm that you trust the Agency's website:



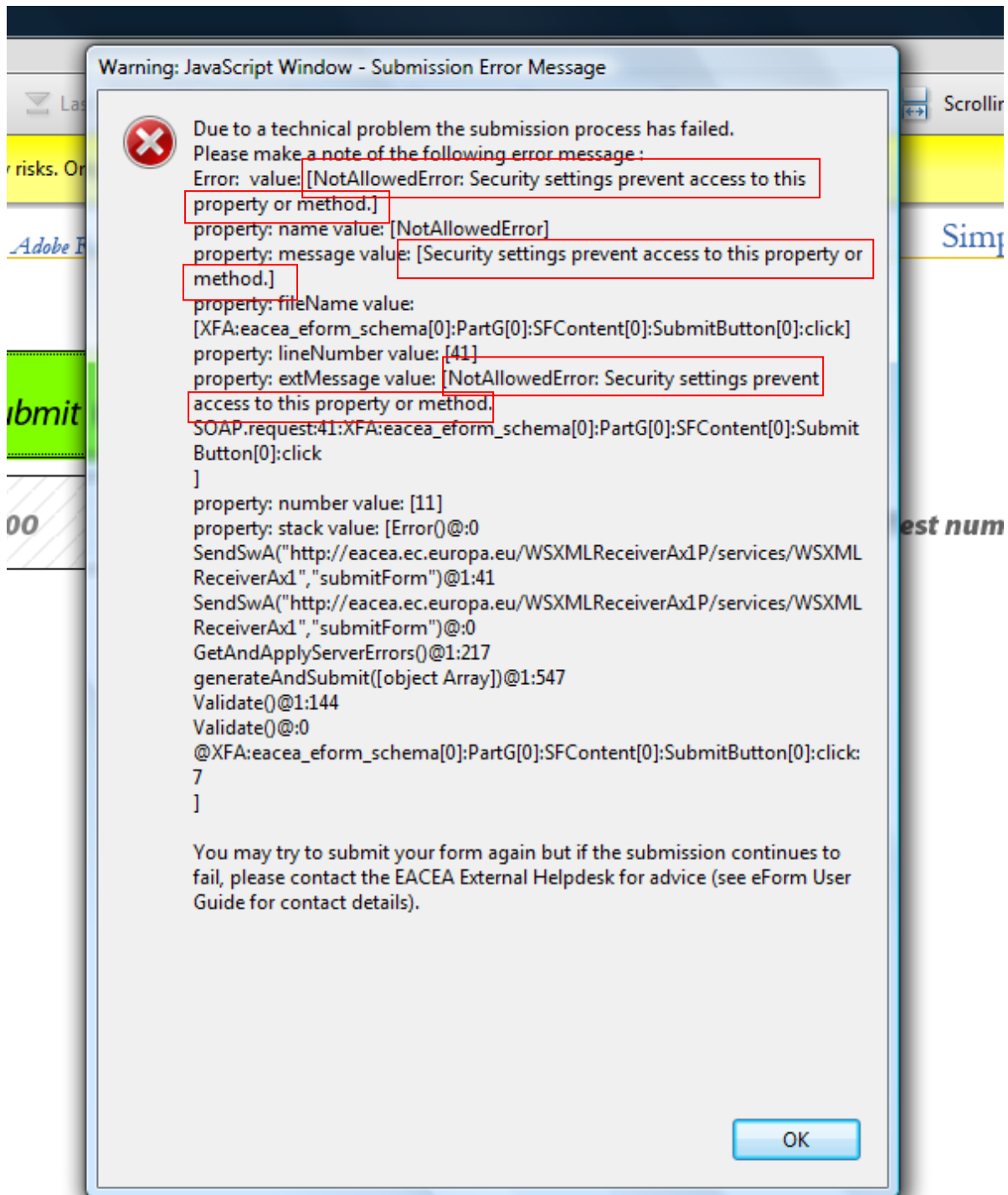
If so, you will have clicked 'Allow', as per the eForm User Guide instructions (section 8.2).

If you did not disable in advance the Enhanced Security option (as per Scenario A above) then you will see the following error:



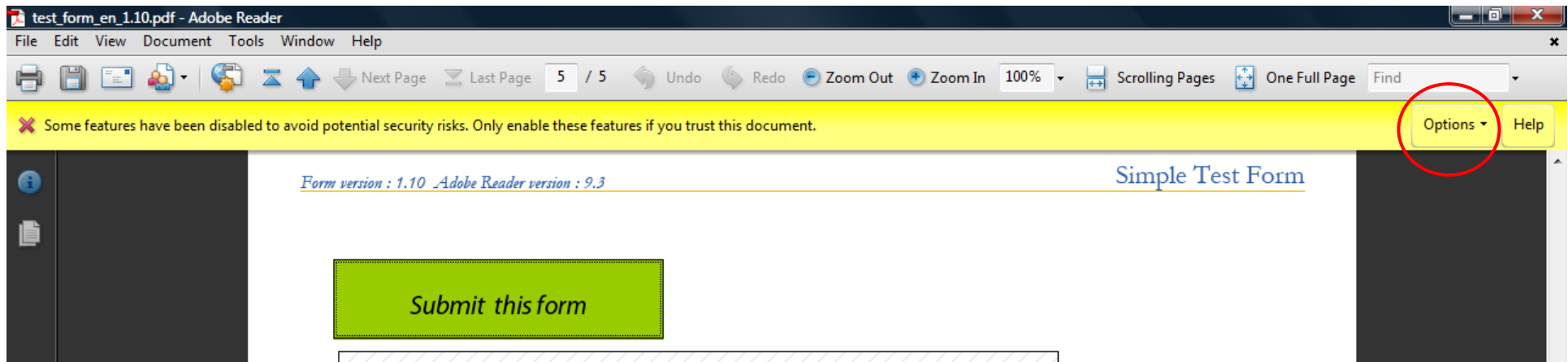
It is not necessary to send a copy of the error message to the Agency by email.

Click on OK and you will see a further error message with explicit references to 'security settings' (boxed in red below):

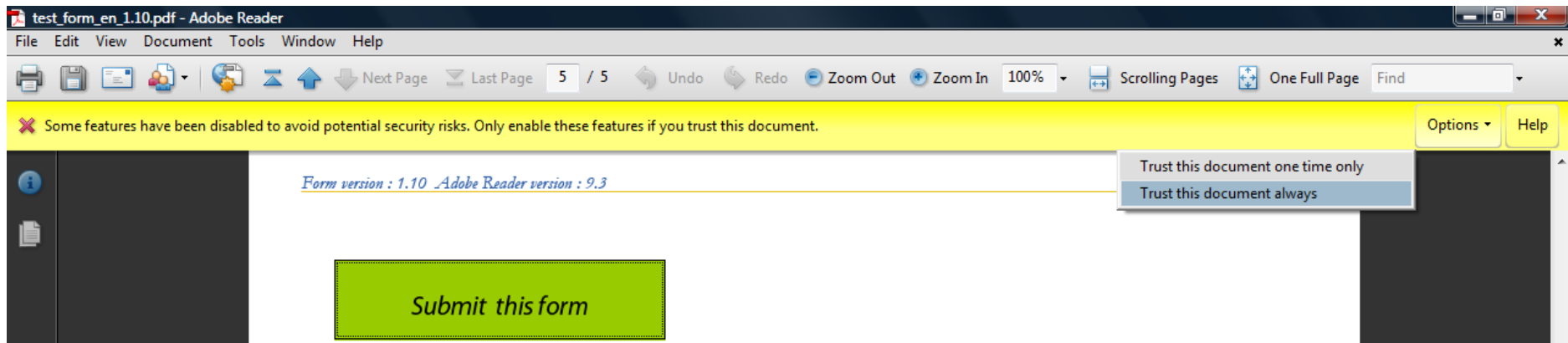


Click on 'OK' and the above error message will disappear.

As per the following screenshot, you will have access to a yellow bar that is concerned with security:

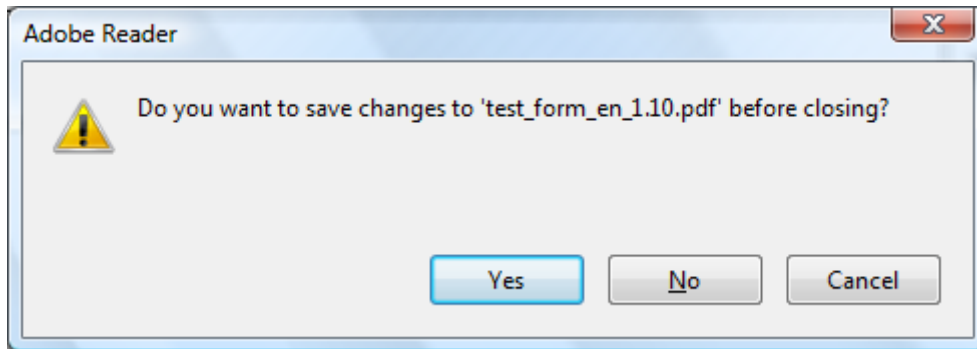


Click on 'Options' to open a menu:



Select 'Trust this document always'.

After you select 'Trust this document always' the document will automatically perform a 'Save' operation:



Click 'Yes' to save the form. It is not necessary to close the form.

You may now click the 'Submit this form' button again and this time the submission should work successfully.

If these instructions do not resolve the issue and you are not able to submit your form, please contact the EACEA External Helpdesk:

eacea-external-helpdesk@ec.europa.eu

Important!

If you are experiencing a Network / Connection error these instructions will not be of any use as they are only for errors linked to security settings for applicants using Adobe Reader 8.2 or 9.3. If you have experienced a Network / Connection error please contact the EACEA External Helpdesk for advice.

It is possible that once you have encountered and resolved the error caused by the Enhanced security option, you may then experience a Network / Connection error. If this happens, please contact the EACEA External Helpdesk for advice.