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DEFENCE BUSINESS SERVICES
National Security Vetting

e-Form Portal Adobe Reader Settings

Introduction

The following document provides instructions of checks that should be completed if you are experiencing problems accessing the e-Forms portal as this could be caused by local settings of the Adobe and/or your web browser. If you are using your own PC, you can perform these checks and make the recommended changes. However, if you are on a network computer in the office, you will need to provide the information contained in this document to your local IT department.

There is a glossary of technical IT terms at the end of this document.

Summary of settings to check

Here is a summary of the settings that you will need to check. Further details on how to check these are provided in the paragraphs that follow.

Ensure that the following settings are correct:

- "Open PDF in browser" is enabled
- "Enable Acrobat JavaScript" is enabled

If that doesn't solve the issue, it's also worth:

- checking that PDF Reader Add-In to Internet Explorer is present and enabled
- verifying what version of Adobe Reader and plug-in is installed
- clearing the browser cache before retrying

PDF in Browser and Acrobat JavaScript Settings

1. Open the Adobe Reader. It should be in the Start menu programs for most users. Failing that, double click on a saved pdf on the desktop (you can create a text file and rename it as a pdf if needs be – it won't show a document but it will open the application), or if needs be find it in the Program Files if the user and support advisor is confident enough.

2. Open the Preferences as below:

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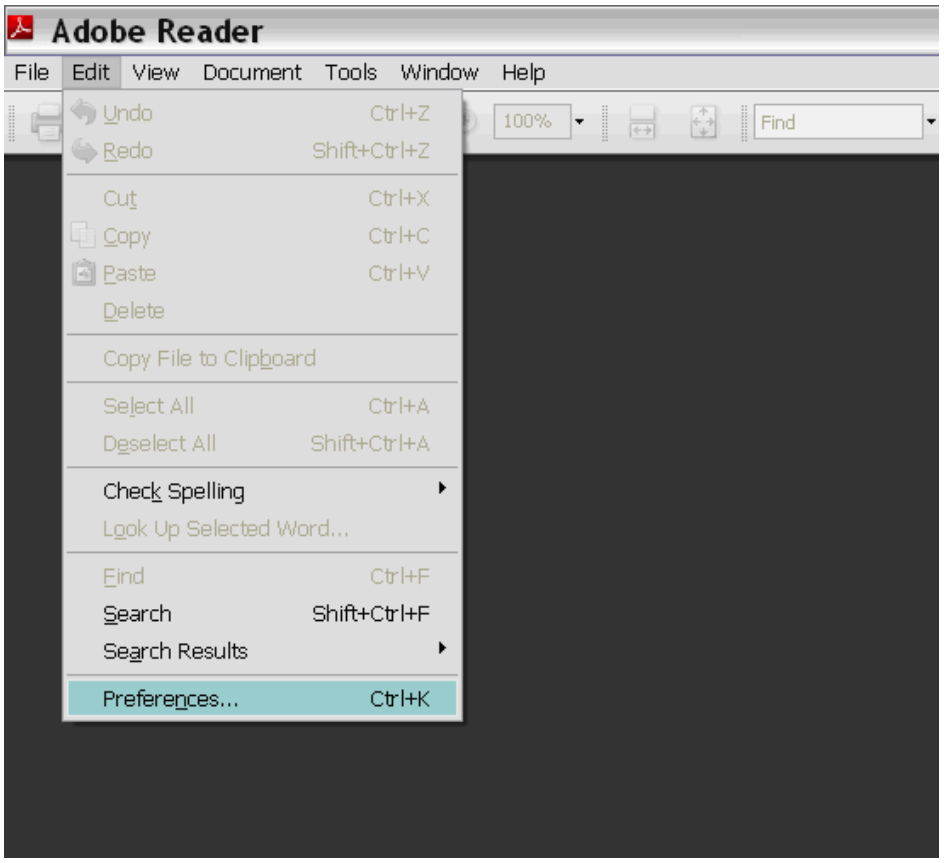

3. Select the Internet category from the list on the left, and ensure “Display PDF in browser” is ticked on the right, as in the two red circled items below:

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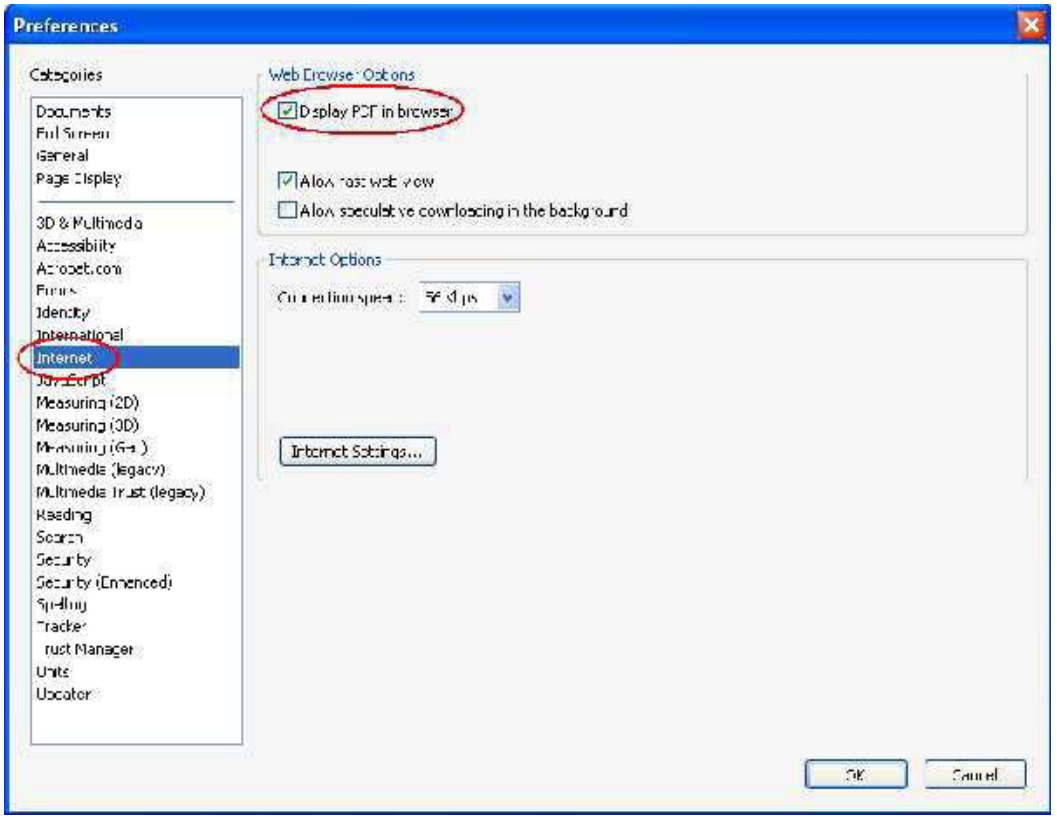

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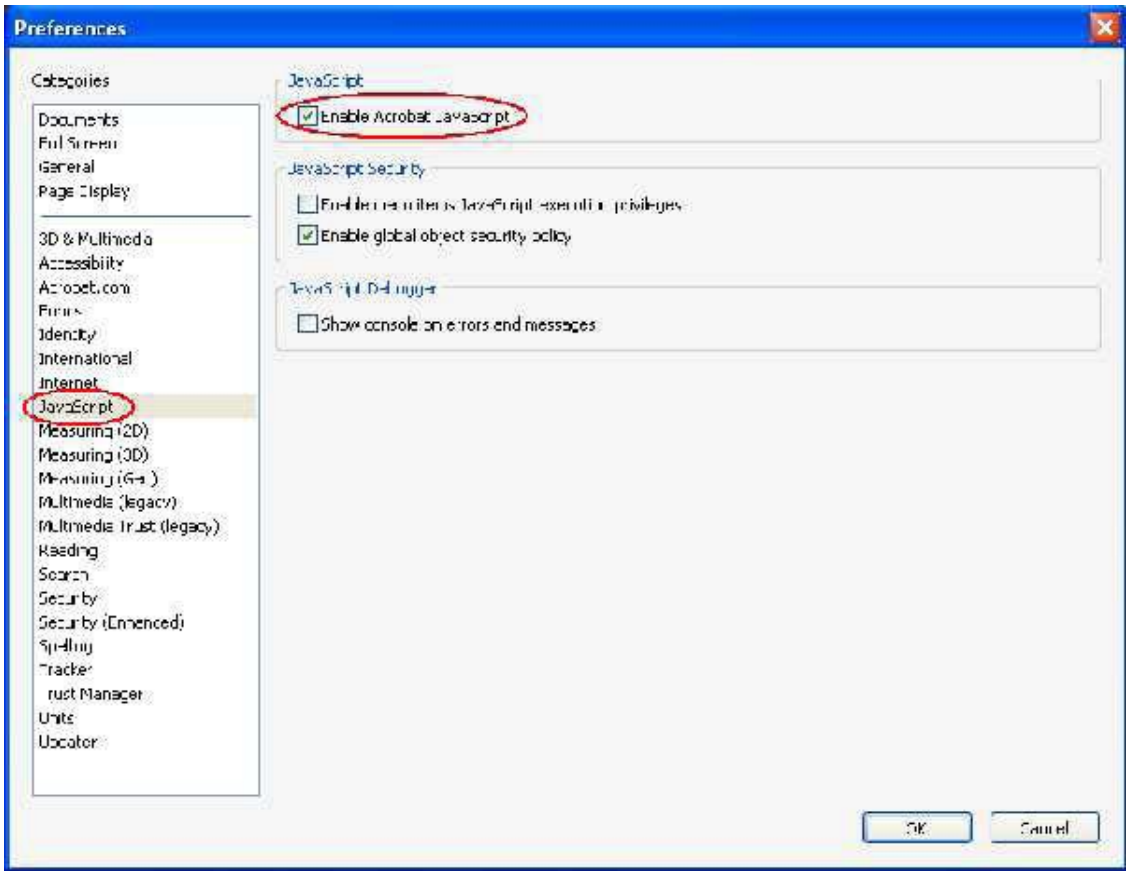
4. Select the JavaScript category on the left, and ensure Enable Acrobat JavaScript is ticked on the right, as in the two red circled items below:



Other Checks

1. Ensure the add-in is present and enabled. Note this is not definitive (e.g. in organisations where lockdowns may be enforced), but the simplest way. Open Internet Explorer and go to Tools, Manage Add-ins, Enable or Disable Add-ins.

2. Ensure that the “Adobe PDF Reader” plug-in below may be found and is under the Enabled category. This is most likely to be found in the “Add-ons that run without requiring permission” section, as below:

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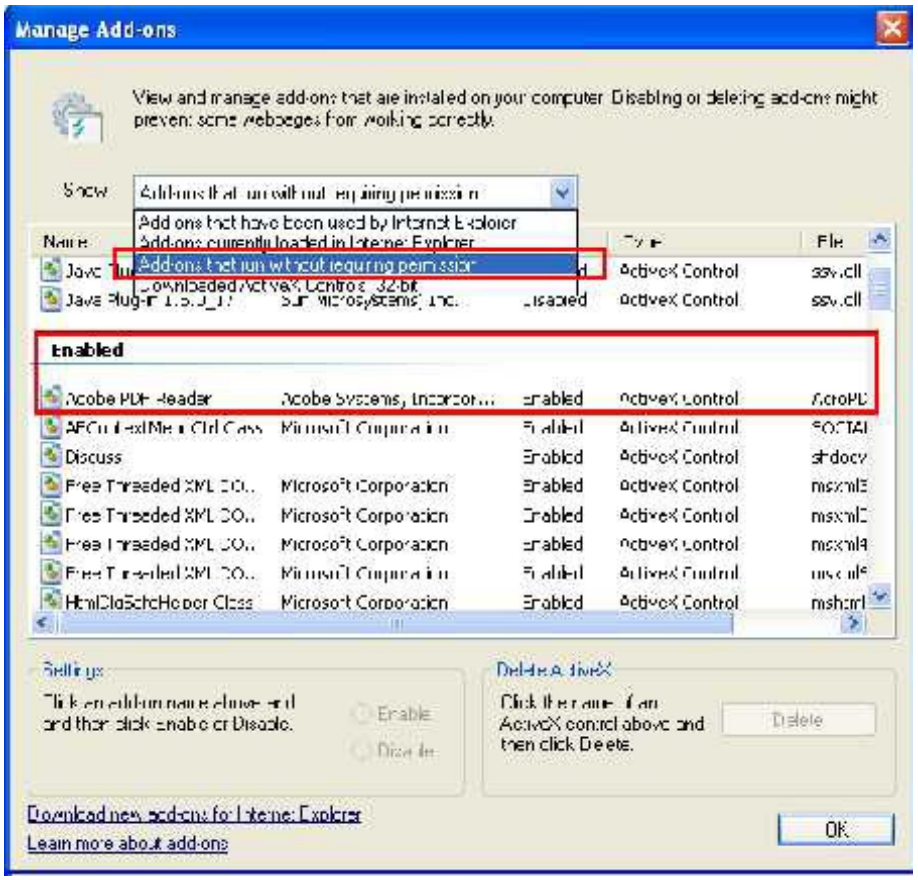

3. Check the version of Adobe Reader by opening Adobe Reader (see top of this document), and selecting “About Adobe Reader” from the help menu.

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GLOSSARY OF TERMS

Adobe - This is a piece of software that allows PDF (Portable Document Format) files to run and this was what was used to design our e-Form. Every user will need access to Adobe in order to use the e-Form, both subjects and sponsors.

Browser - A browser is what the user uses to access the internet. There is normally an icon on the desktop or it can be found in the **start** menu, under **all programs** and then **start up**.The major web browsers are Internet Explorer, Firefox, Google Chrome, Apple Safari, and Opera. Internet Explorer is the preferred option for accessing the e-Forms although other browsers will work as well, but will need local configuration changes to be made so that users can see all parts of the e-Form.

Java Script - Small programs that run inside a web browser, which are used to improve usability.

Operating system - This is the computer system that the user needs to operate their computer, e.g. Windows XP and Windows 7.

Plug-in - This is an additional piece of software that will allow users to configure their computer settings in order to access the e-Form portals. For example, Google Chrome is an unsupported browser as it wasn't available to test when the Cerberus system was being tested by our contactor. However, with a plug-in this web browser can be configured in order to access e-Form portal and complete the security questionnaire on-line.