

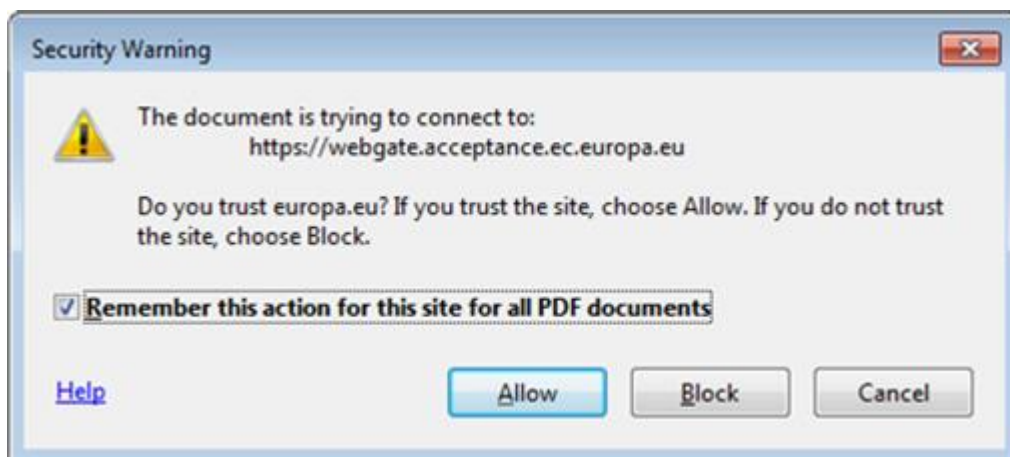
Annex I

Guidance for Applicants on the use of Acrobat Reader DC 15.9

We are pleased to inform you that the first tests we have done with the latest version 15.9 of Acrobat Reader DC published on 13/10/2015 show that it resolves the blocking bugs we encountered with Acrobat Reader DC 15.8 (published on 14/07/2015). Therefore, users can use the latest 15.9 version with PDF eForms. Still the Acrobat Reader DC 15.8 must not be used and it is blocked on the new PDF forms released.

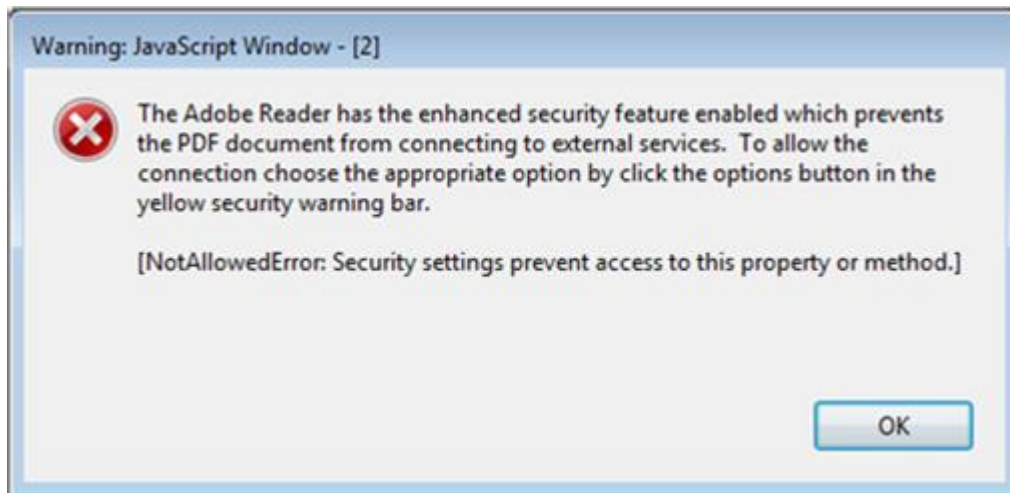
Furthermore, we need to highlight a new security feature introduced in the Acrobat Reader DC 15.9:

When the user will use Acrobat Reader DC 15.9 for the first time with PDF eForms which is not stored in an already trusted folder, Acrobat Reader will prompt a new security question asking if the user trusts the "europa.eu" domain (it could happen on "Check PIC", on "budget change" or on "submission"). It is **mandatory** that the user answers "**Allow**" to trust **europa.eu**, so that the forms can work properly.



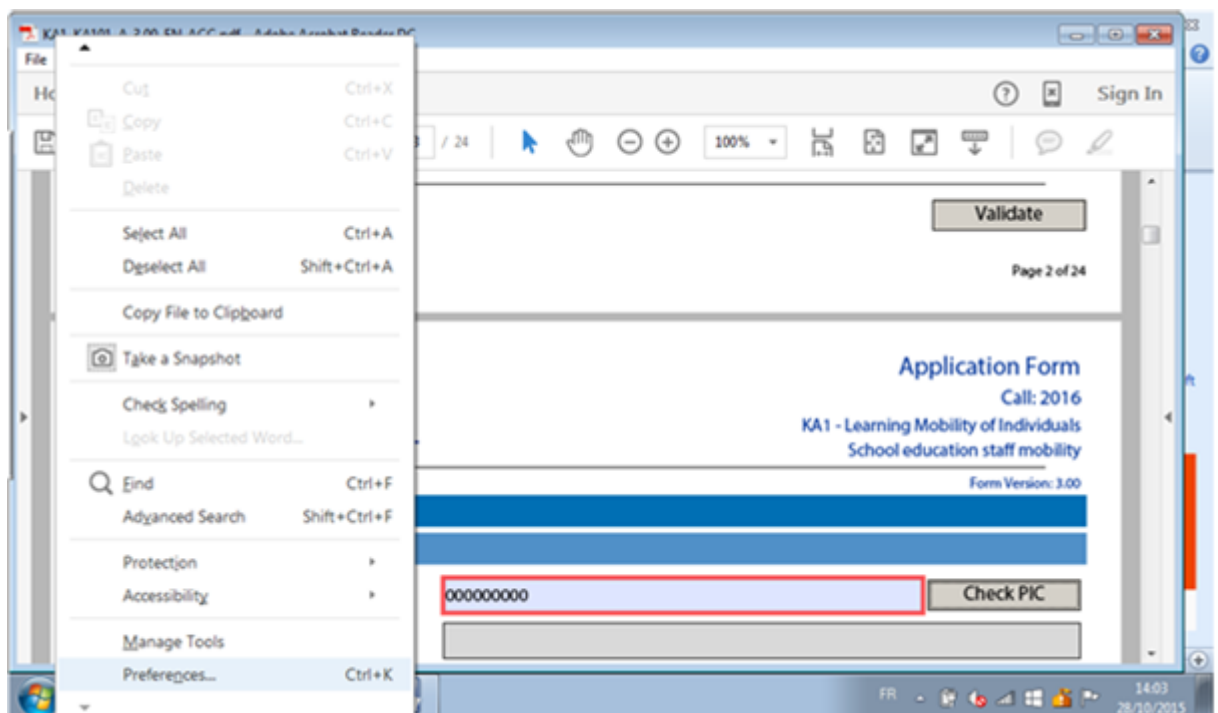
If, by mistake, the user answers "**Block**" to "**europa.eu**", the properties are saved locally inside Acrobat Reader DC and it is applied for all PDF forms.

The first screen the user will receive (without a Yellow security bar) is the following, meaning that one of the many security features is preventing the forms to execute properly.



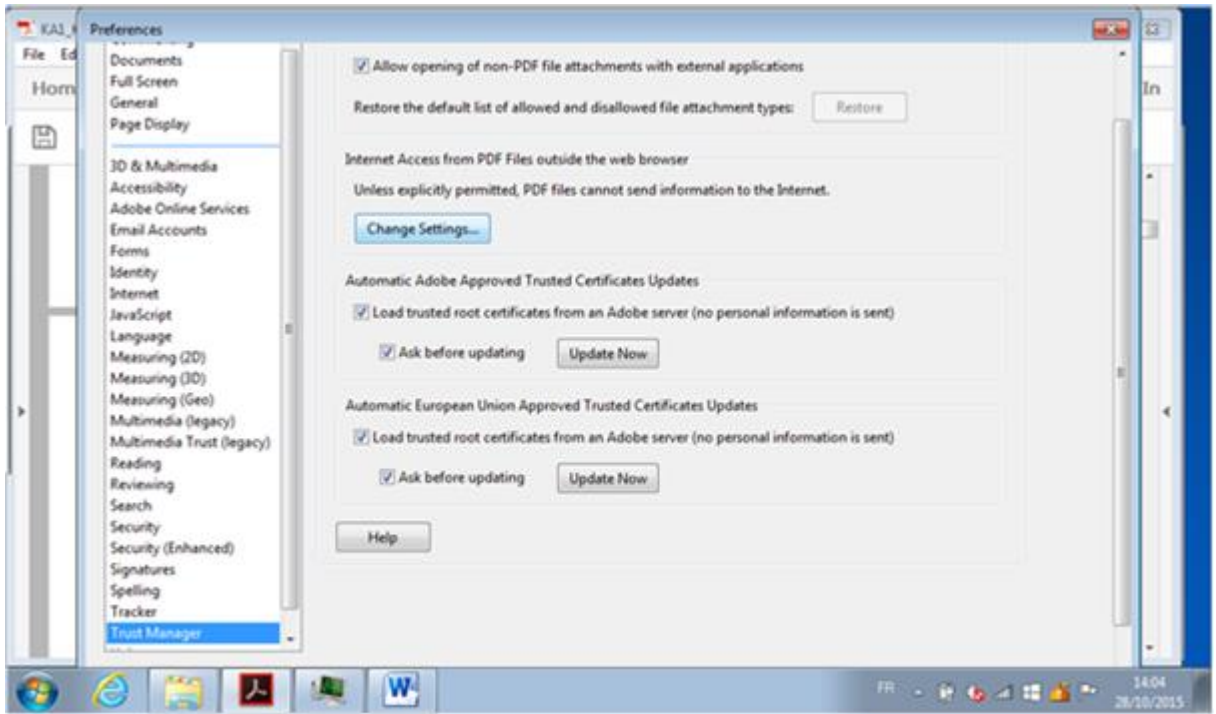
The way to revert this lock is to go to the Acrobat Reader DC properties, and to **allow "europa.eu"**.

Menu "Edit" -> "Preferences..." or Ctrl+K

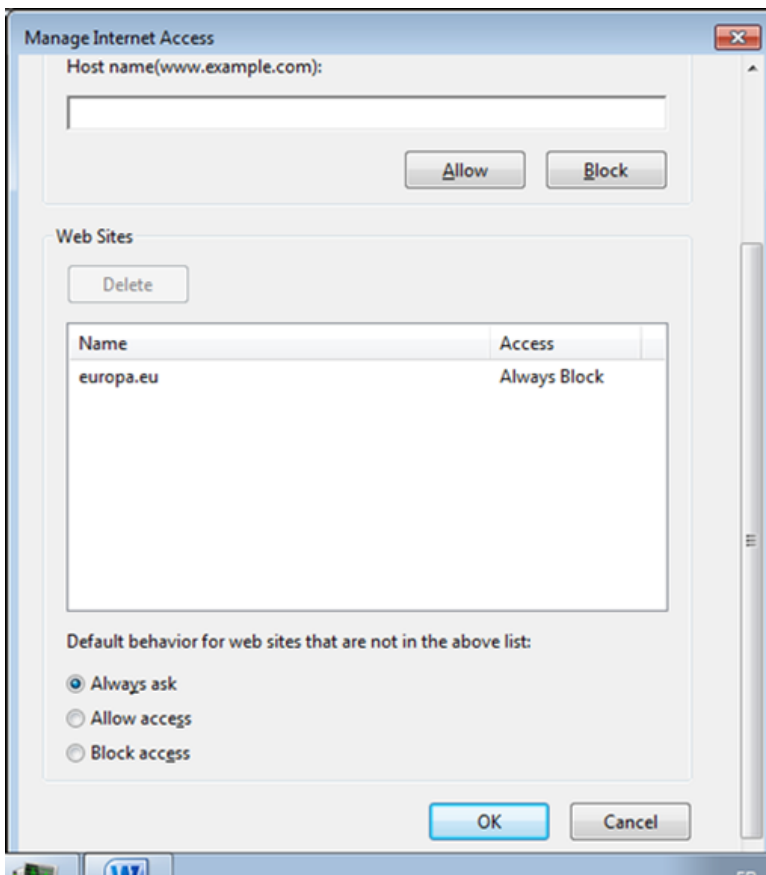


Categories: "Trust Manager" and "change Settings..." button.

Please note that the categories "Internet", "Security" and "Security (Enhanced)" contain some options which could also block the form to access to internet



In the Web site table, select the row "europa.eu" "Always Block" and click on "Delete" button.



Finally click on "OK" buttons to apply the change and close all properties windows.

After that, the user will try again to access to eForms server on "europa.eu", the same "Security Warning" will appear and the user has to answer "Allow".

Another way to unblock the PDF eForms is to use the option to trust a file/folder:
Categories: Security (Enhanced) and buttons "Add File" or "Add Folder Path"

