

Business Application – User help

In this document you will find help regarding:

- [Problems opening the form](#)
- [Problems sending the form](#)

1) Solving problems regarding the opening of the form

If you see the following message and have problems opening the form with your Internet browser, it probably means that the plugins of the web browser you are using need to be updated.

Please wait...

If this message is not eventually replaced by the proper contents of the document, your PDF viewer may not be able to display this type of document.

You can upgrade to the latest version of Adobe Reader for Windows®, Mac, or Linux® by visiting <http://www.adobe.com/products/acrobat/readstep2.html>.

For more assistance with Adobe Reader visit <http://www.adobe.com/support/products/acrreader.html>.

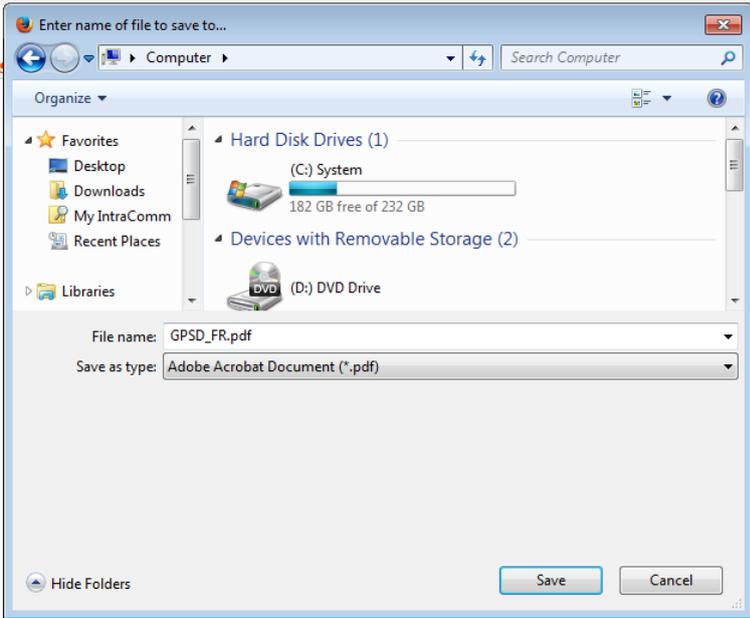
Windows is either a registered trademark or a trademark of Microsoft Corporation in the United States and/or other countries. Mac is a trademark of Apple Inc., registered in the United States and other countries. Linux is the registered trademark of Linus Torvalds in the U.S. and other countries.

In case you want to open the form without updating those plugins, you can follow these steps:

- Right click on the version of the form you want to open and select "Save Link As"



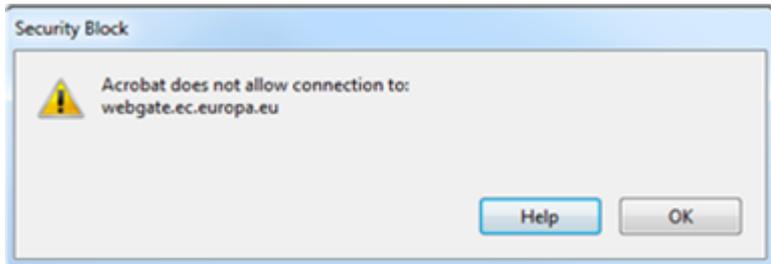
- Save the document on your PC



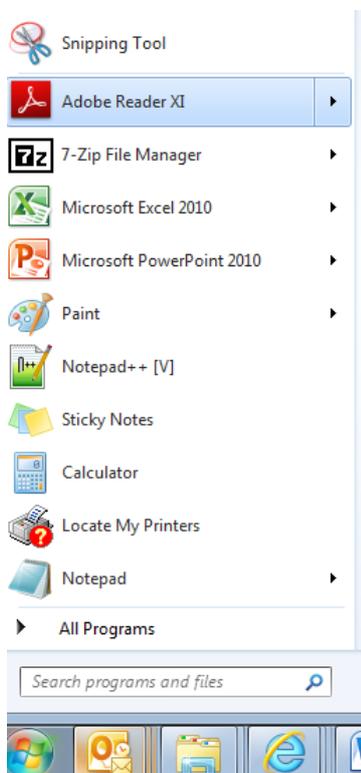
- Open the saved document (it will open directly with Acrobat Reader).

2) Solving problems sending the form

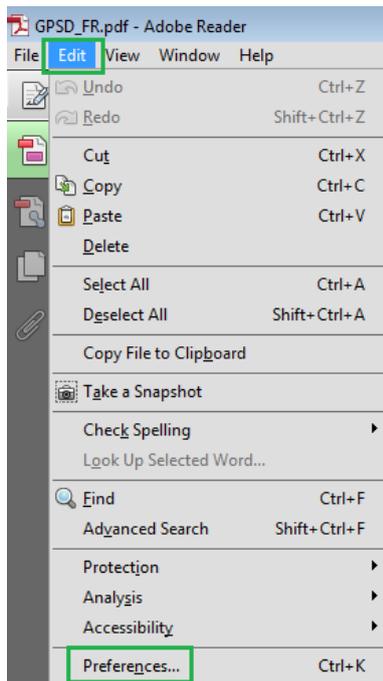
After filling the form and clicking on 'Submit notification', if you receive one of the following messages, it is probably linked to your Acrobat settings.



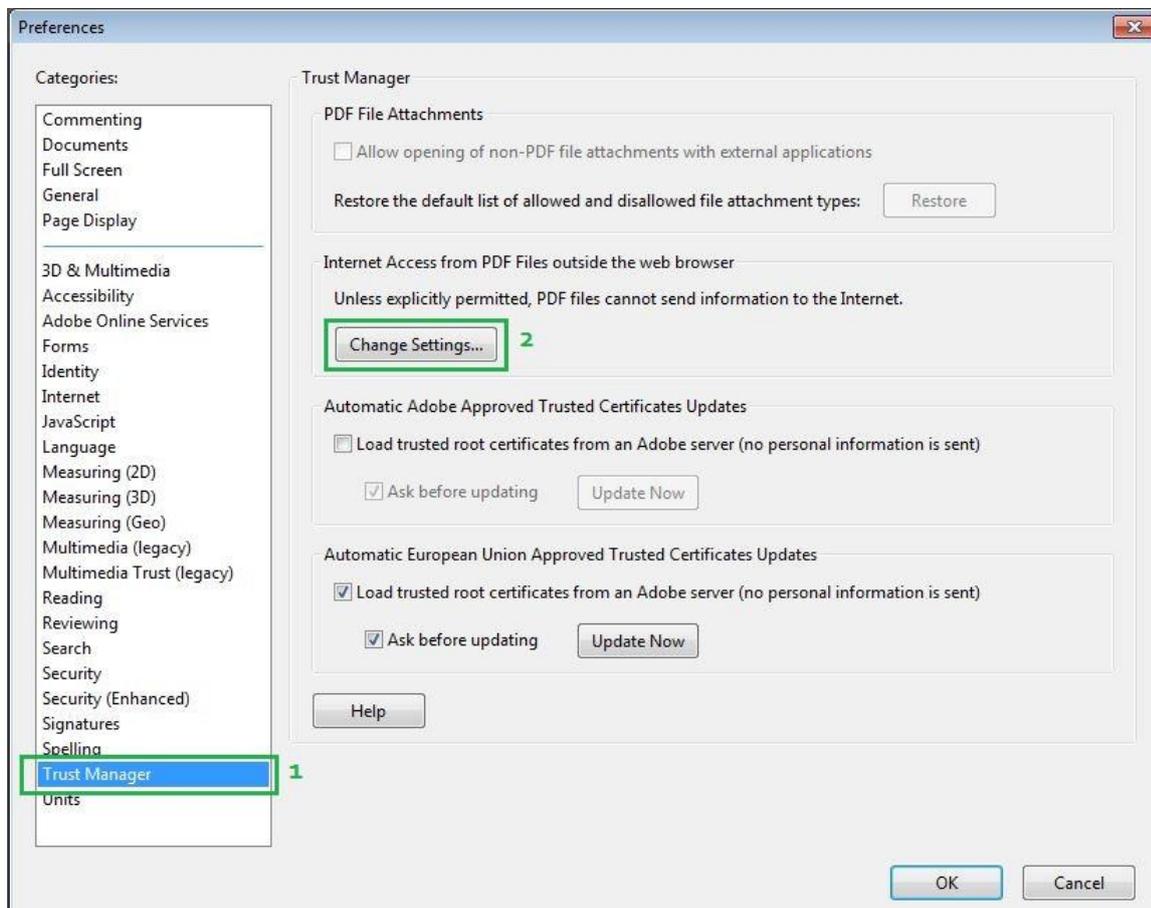
- In order to fix this problem, first open **Adobe Reader**.



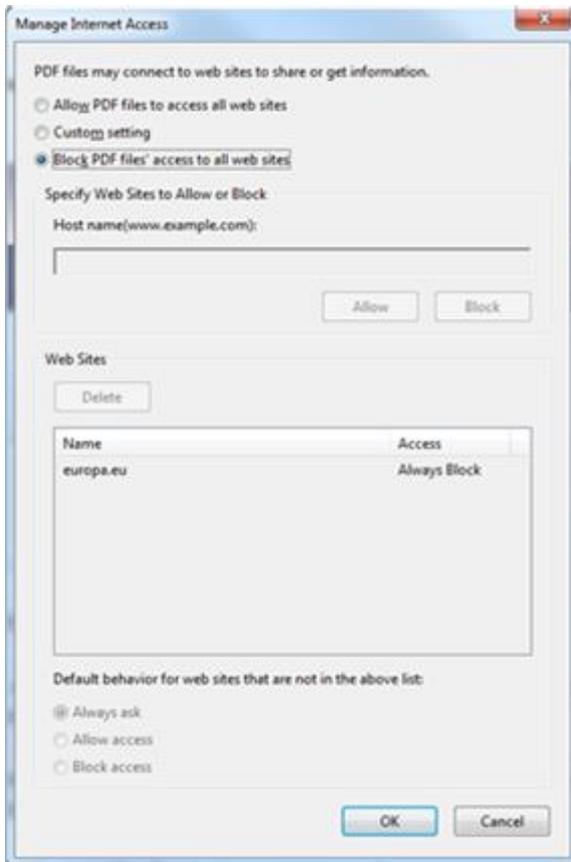
- Then click on 'Edit' and select the 'Preferences' menu:



- In the 'Categories' list on the left, select 'Trust Manager' and then click on the 'Change Settings' button under 'Internet Access from PDF Files outside the web browser'.

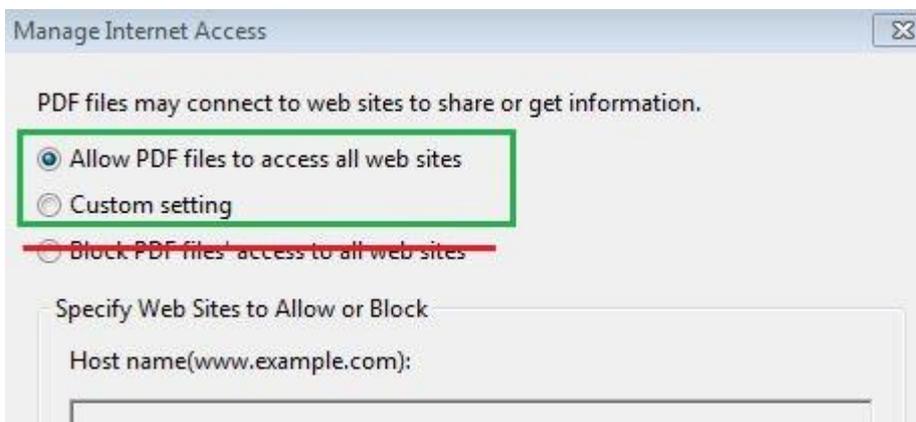


- The following screen should be displayed:

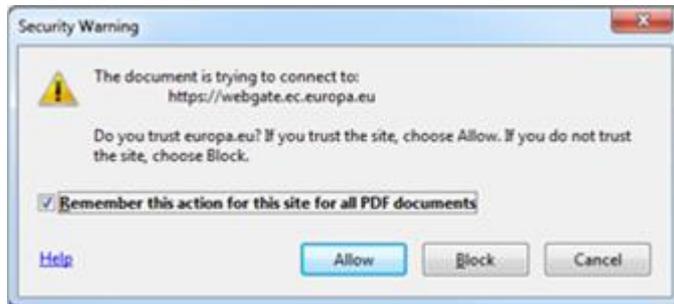


Make sure that the option "Block PDF files' access to all web sites" is unticked, as this prevents the submission of the form.

In order to be able to send the PDF, you must select either 'Allow PDF files to access all web sites' or 'Custom settings'.



If you select 'Customs settings', the following window will appear when you try to submit the PDF:



You should click on 'Allow' to be able to send the PDF.

If you still experience problems, do not hesitate to contact the Business Application support team:

JUST-BusinessApplication@ec.europa.eu