

## Frequently Asked Questions e-Form Filler

### e-Form Filler

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1. What is e-Form Filler?

**e-Form Filler** is a tool for end-users to fill in a Versitech e-Form at their own desktop computer in online or offline mode. In offline mode, end-users can download and save e-Forms together with the data entered anytime at their own computer for temporary storage and record keeping purposes. Attachment of files to the e-Form and e-Form printing are also supported.

(Reference: [http://www.tto.hku.hk/jenesis/servlet/DownloadServlet?e-Form\\_brochure.pdf](http://www.tto.hku.hk/jenesis/servlet/DownloadServlet?e-Form_brochure.pdf))

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2. What are the minimum hardware requirements for running the e-Form Filler?

The minimum hardware requirements for the e-Form Filler are:

- a) Intel Celeron Processor
- b) 256 MB Main Memory

For better performance, the recommended configurations for e-Form Filler are

- a) Intel Pentium 4 Processor or higher
- b) 512 MB Main Memory or more

The e-Form Filler have been tested on the following operating systems

- a) Microsoft Windows running 7/8
- b) Fedora Linux Core 7 or above
- c) Apple Mac OS X 10.5 or above

The e-Form Filler requires the following software component:

Java SE Runtime Environment (JRE) 7 or 8

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3. Do I need to connect to Internet when using the e-Form Filler?

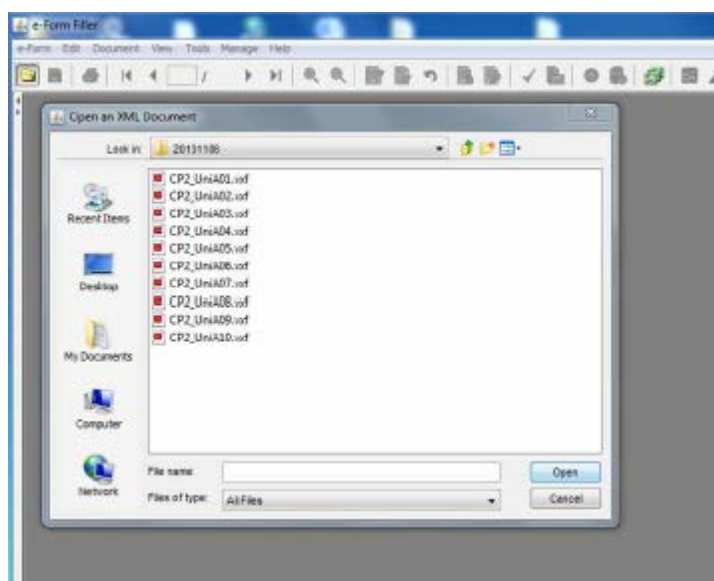
For first time installation, **Java Web Start** requires the computer to be already connected to the Internet in order to download the all necessary files automatically. After the successful first time installation, **whenever the e-Form Filler is invoked** the following will occur:

- a) If Java Web Start detects the computer has NO network connection, it will let the currently installed version run.
- b) If Java Web Start detects the computer has a network connection, it will attempt to communicate with the Research Fund Secretariat (RFS) website to check if there is an updated version of the e-Form Filler.

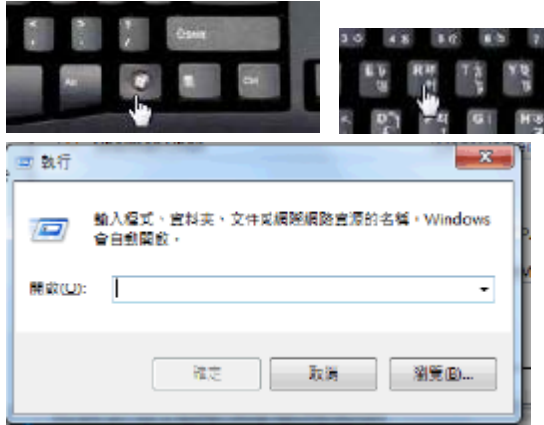
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4. I am not able to open an e-Form using the e-Form Filler. What can I do?

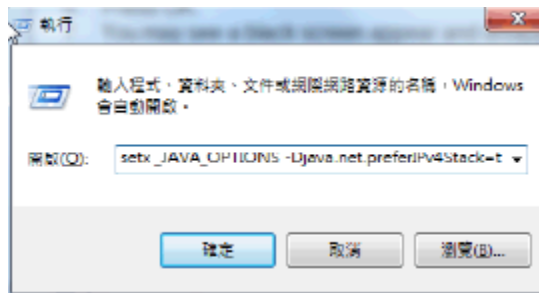
- a) If your computer has a **network connection**, check that it is able to **connect to Internet**. Sometimes the network connection requires a manual entry of user-id and password for an Internet gateway or proxy.
- b) If the **Internet connection is not stable** and if the e-Form Filler has been invoked successfully before, try disconnecting the computer from the network to make it offline and then re-open the e-Form again.
- c) If the e-Form is not opened and error message is displayed after it has been **double clicked**, you may open the e-Form Filler in the Start Menu.



- d) If your system is **Windows 8**, **IPv6** may affect the proper installation of e-Form Filler. You may configure Java with the following steps:
  - i) Close all Java application and Internet browser
  - ii) Press and hold the **windows** key, then press the **R** key, then release (i.e. press **Win + R**)



- iii) Copy and paste the following command to the Run dialog  
`setx _JAVA_OPTIONS -Djava.net.preferIPv4Stack=true`



- iv) Press **Enter** and close the dialog  
v) Reinstall e-Form Filler in FHB website

e) Some **anti-virus** or **personal firewall** software may cause errors when opening of the e-Form.

i) If your computer is protected by **Kaspersky End Point Security**, one of its components, **Web Control**, may affect the proper installation of e-Form Filler. You may disable **Web Control** in the settings.

Example on disabling Web Control in Kaspersky End Point Security:



ii) For other anti-virus or personal firewall software, you may need to disable it temporarily. Nevertheless, you have to take extra precaution of not running any other software that would communicate with Internet whilst without anti-virus protection.

Example on turning off the anti-virus software:

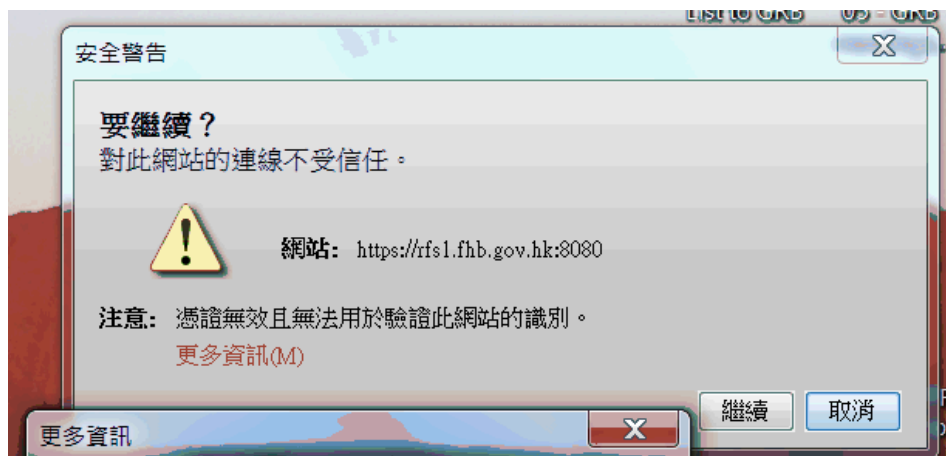


Example on turning off the firewall:

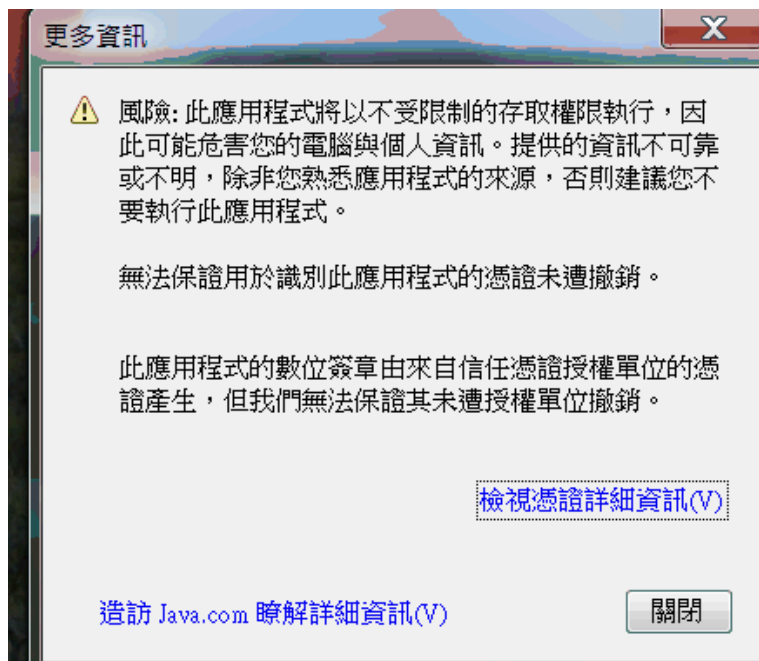




- f) **Some errors** might be due to the bugs in Java 8 (update 31) on certificate verification. If you receive the error message as below:



Please click "Continue" and open the e-Form. (Remark: please use 32-bit browser to open the e-Form.)

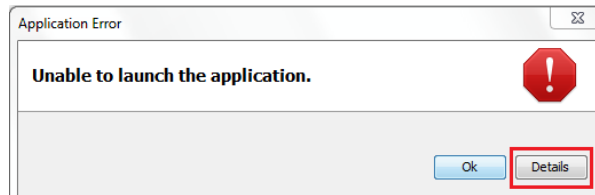


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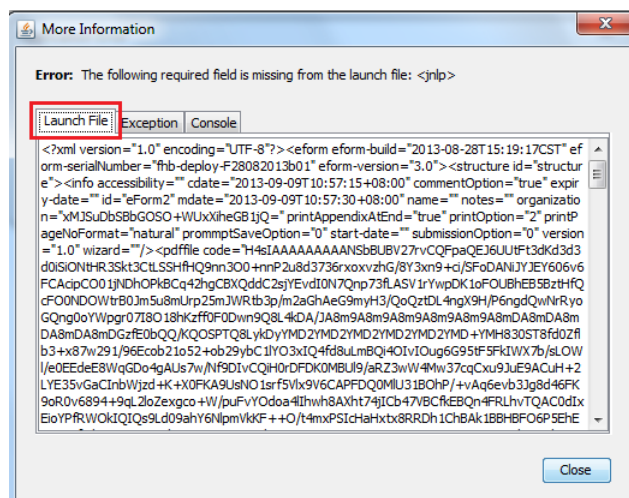
5. What should I do if I still receive error message after trying the above resolution methods?

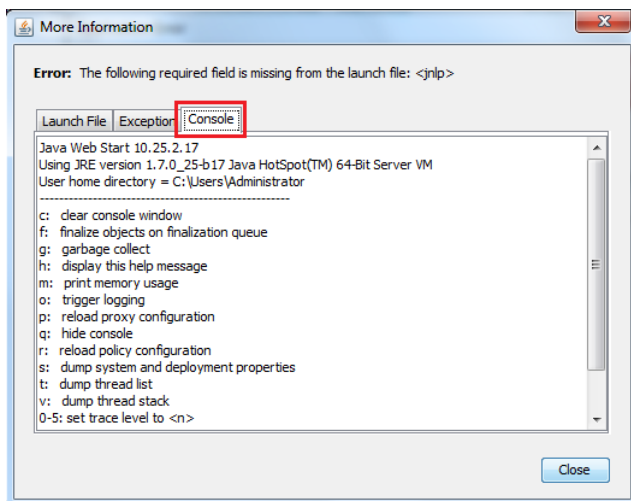
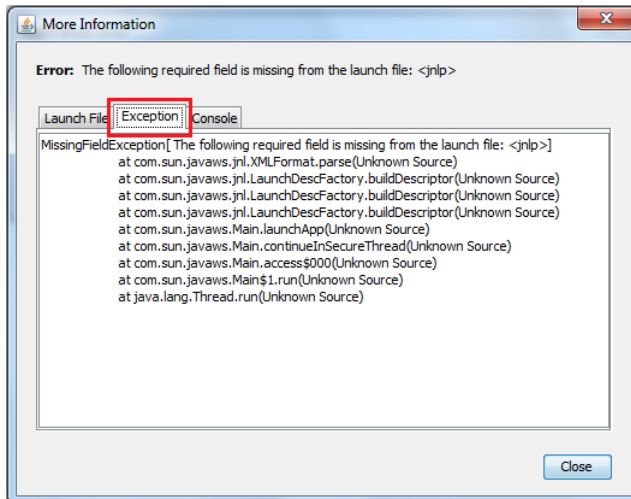
Please report to RFS (email: [rfs@fhb.gov.hk](mailto:rfs@fhb.gov.hk) or [egmsenquiry@fhb.gov.hk](mailto:egmsenquiry@fhb.gov.hk)) with additional information on the error message for further investigation.

- a) Click the “Details” button on the error box to obtain more information about the error message:



- b) Capture the content for each of the following tabs “Launch File”, “Exception” and “Console” (Sometimes called “Wrapped Exception”) as shown in the samples below. A simple way to perform capture is to press the “Prt Sc” key on the keyboard to capture the content being shown on the screen and then paste the image into a MS Word document or an email.





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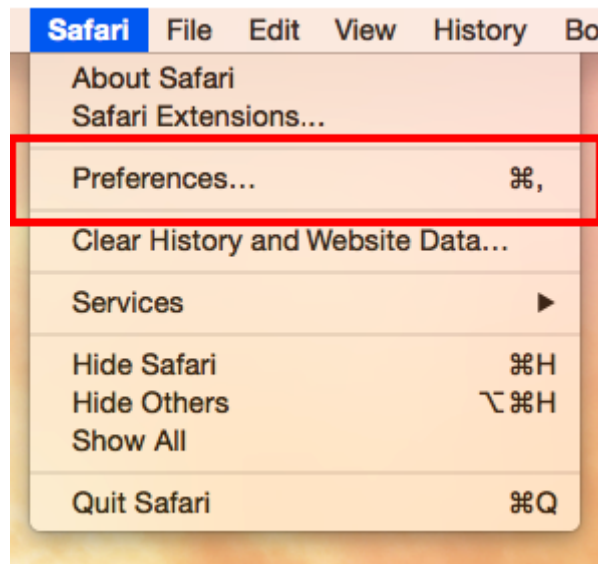
6. Where is the default location when adding a new file under **Mac environment**?

The default location is pointed to the user's home directory, which is the default location of Java file dialog.

The reported blank dialog issue is related to a new Safari setting for Java plugin. Users can choose a Java plugin to run in Safe/Unsafe mode in Safari. If it is under safe mode, the access to local file system by any Java plugin is limited. Users shall update the corresponding setting in Safari or use other web browser such as Chrome.

To run Safari browser in unsafe mode, please follow the steps below:

1. On the Mac OS toolbar, click "Safari" -> "Preferences..."

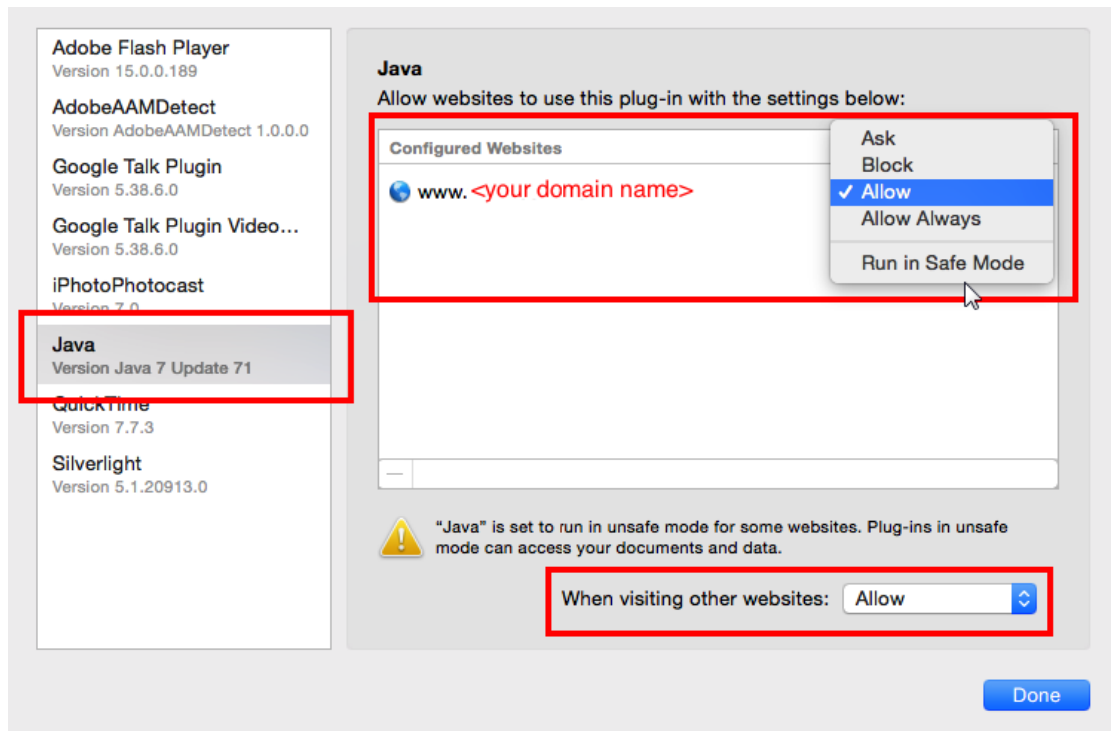


2. Go to the "Security" tab



3. Next to the "Allow Plug-ins" checkbox, click "Website Settings..."
4. Choose "Java" on the list

5. Choose "Run in Unsafe Mode" next to "When visiting other websites"
6. Below "Configured Websites", locate your domain name (i.e. rfs.fhb.gov.hk) running e-Form Filler applet , choose "Run in Unsafe Mode" from the dropdown for a domain specific setting



Please note that even Java plugin is set to run in unsafe mode in Safari, the system is still under the protection of Java Virtual Machine.

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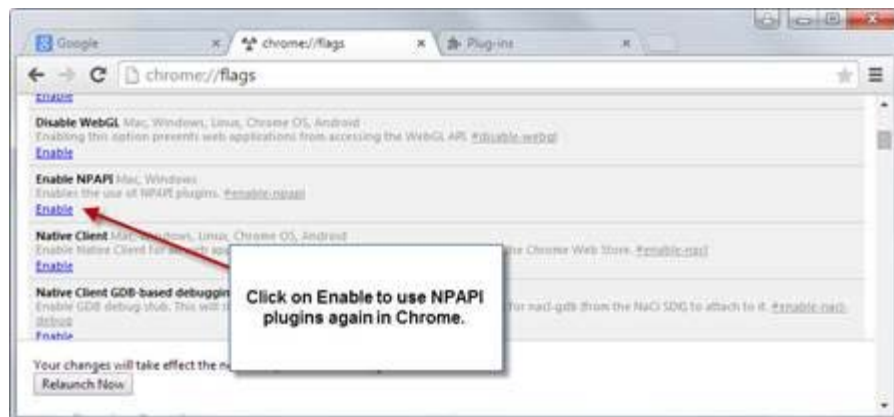
## 7 How to enable JAVA if it has been blocked Chrome?

### Method 1:

1. Type `chrome://flags` at the browser's address bar and press "enter".
2. Search "`chrome://flags/#enable-npapi`" on the page
3. Click "Enable"
4. Restart the browser

### Method 2:

1. Type `chrome://flags/#enable-npapi` at the browser's address bar and press "enter"
2. Click "Enable"
3. Restart the browser



(Reference:

<http://www.ghacks.net/2015/04/15/chrome-42-blocks-java-silverlight-other-plugins-by-default-now/>)

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