



**DEFENCE  
BUSINESS  
SERVICES**  
National Security Vetting

## Cerberus & e-Forms Trouble Shooting

This document provides a list of trouble shooting tips for the most common questions and queries from both Subject and Sponsor.

### Sponsor & Subject

#### 1. Registration Link is not Working

This is predominantly an issue for the Subject but some Sponsors may experience it also. This is when the account activation link is received but when it is clicked on you are taken to a blank screen.

If this occurs please contact the Defence Business Services National Security Vetting (DBS NSV) Helpdesk. We may be able to troubleshoot this problem by confirming your system requirements and configuration settings.

#### 2. Username/Password Reset

Please note: For security reasons a reminder 'prompt' for Passwords is not an available function.

If you have forgotten your Username, click on 'Username Reminder'. You will be required to provide an email address, your first name and your surname – the e-mail provided must be the email address that you registered with and your names must be entered in the same format as when you registered i.e. no middle names, same case, e-mail addresses should also be entered in the same case they were entered at registration. You will then receive an email containing your Username. You can check the format your information was entered by contacting your sponsor as this will show on their copy of your record.

To reset your Password click on the 'Forgotten Password' link and input your Username as requested – it is best to request your username first then copy and paste this into the correct field to ensure it is entered correctly. Following this you will receive an email containing a Password reset link. From this link you will be required to input your five pieces of information which you originally provided when your account was first activated. Once this is done, you will be prompted to create a new Password.

If the Password reset option is not working for a Subject, the Sponsor has the option of sending a Password Recovery email to the Subject, as they would when they unlock a Subjects account.

If you are a Subject and you input your Password incorrectly more than five times, your account will be locked. If this happens you must contact your Sponsor who will be able to unlock the account.

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If all of the above Password reset functions have not worked, the Sponsor must revoke the Subjects account and set up a new one.

### **3. e-Form Completed but Showing 'In Progress'**

This is where both the Sponsor and the Subject have completed the e-Form but it says 'In Progress' rather than 'Complete'. Similarly a Sponsor may ring the DBS NSV Helpdesk for an update on a clearance and DBS NSV do not have the e-Form.

If you are the Subject; you must first ensure that you have correctly completed the e-Form. You can check this by attempting to get back into the form. If you can successfully access the e-Form then it has not been completed correctly. Use the 'Check for Errors' button to identify the incomplete areas.

If you are unable to access the e-Form, this would indicate that the form has been successfully completed. If this is the case, and it is still showing as 'In Progress', you will first need to contact your Sponsor to ensure that they have completed their part before contacting the DBS NSV Helpdesk.

If you are a Sponsor; you need to first confirm with the Subject that they have completed their part of the e-Form, as indicated above. If both you and the Subject are unable to access the e-Form, yet it is stating 'In Progress', please contact the DBS NSV Helpdesk.

If DBS NSV is unable to see this clearance the case ID and both the Sponsor and Subjects information will be required.

### **4. Runtime Error**

Occasionally both Sponsor and/or Subjects may receive a runtime error box when attempting to open the e-Form pdf. This is a server issue and there is currently no workaround for it. However, it normally resolves itself if the individual logs out and logs back in again later. In the rare instances where this does not resolve the issue, we advise that the Sponsor should withdraw and re-create the Subject's account.

## **Subject**

### **1. %PDF Error Message**

This is when the following error message appears when attempting to load the e-Form - "file does not begin with %PDF".

The solution for this requires ascertaining what web browser you are using and what Adobe version you have. This can be done by loading the internet browser on your computer and then click the Help tab. Under 'About Internet Explorer' it will tell you what version you are using.

To determine which Adobe version you have go to the Start Menu - All Programs - Productivity Tools. There you will find Adobe and the version you are using.

On the Cerberus home page, access to the e-Form is in two different ways. Either by using the single link to the SC or by the separate links to the sectioned e-Form (see screen shot below).

**\*\*\*If you are using Adobe 9 or above - you must access the e-Form using the SC link\*\*\***

**\*\*\*If you are using Adobe 7 - you must access the sectioned e-Form via the separate links\*\*\***

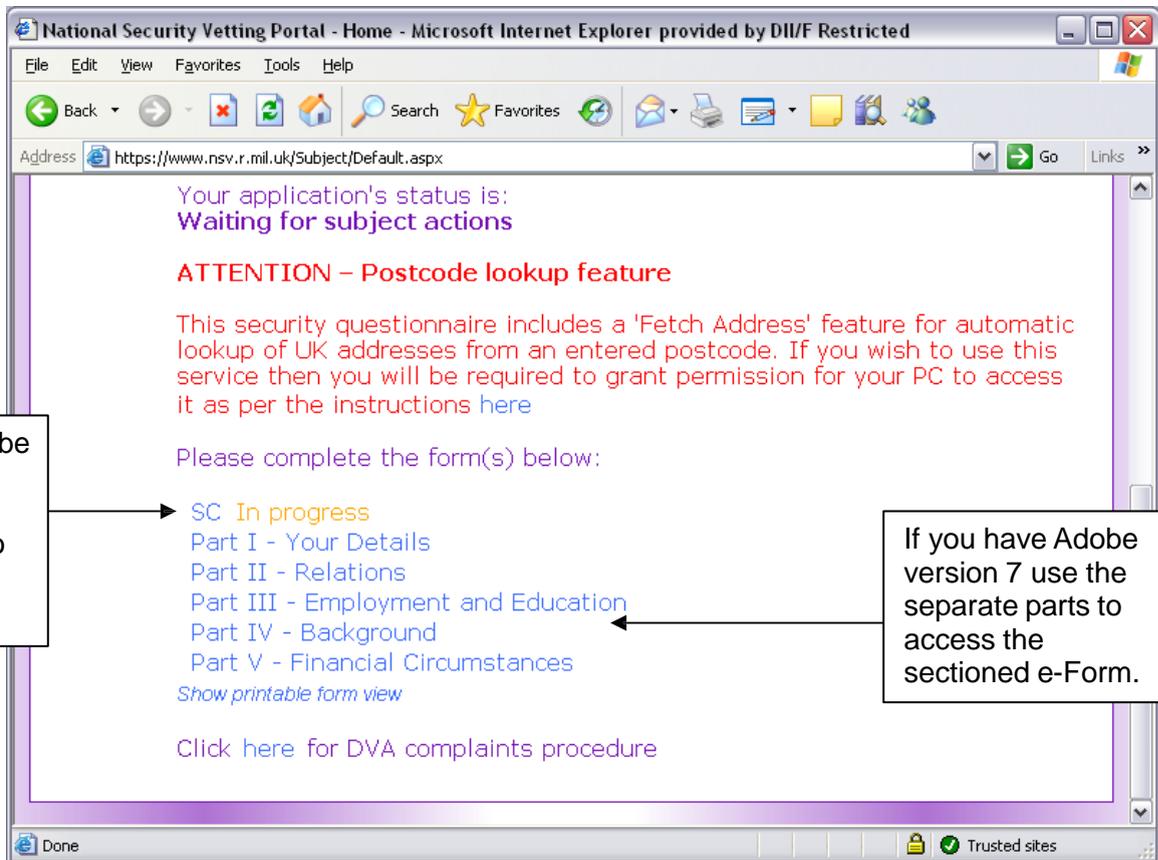
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If the problem persists this would imply a technical error. However, by ascertaining which Adobe version and what web browser you are using normally solves the issue. The DBS NSV Helpdesk is

recommending that users download Internet Explorer if other web browsers are not working. Internet Explorer is available to download for free. Instructions to do this are obtainable by entering 'Download Internet Explorer' into your internet search engine.



## 2. e-Form not Loading/ Red X Error/ Missing Plug In Error

All of the above errors are caused by an incorrectly configured pdf reader.

In all cases, the Adobe Reader plug in must be installed in the browser. The easiest way to ensure this is to download and upgrade to the latest version of Adobe Reader.

If any of the above problems are experienced *after* Adobe Reader has been installed then it is not configured correctly. Follow the steps outlined under "Adobe Reader Configuration".

If you are using Google Chrome and still experiencing problems, follow the steps outlined under "Browser Information" – "Google Chrome"

## 3. Section Complete, but No Green Tick

This is when a Subject believes they have completed a section but the Green Tick does not appear on the left hand navigation bar.

For a Green Tick to appear in the navigation bar all pages of a section must be completed. Some sections in the e-Form are made up of more than one page. A good example of this is the Personal Details section. When a page is completed successfully a Green Tick will appear at the top right hand corner of the screen. If you then move onto the next section and a Green Tick does not

appear in the navigation bar, this would indicate that there are further pages under that section that require completing.

Another indication that there is more than one page to a section is a grey button at the bottom right of the screen which says '>>>>Next'.

If you are still unsure, use the 'Check for Errors' button as this will identify the incomplete areas.

#### **4. e-Form Not Saving/Submitting**

One of the most common reasons for this occurrence is that the user is filling the form in using Firefox. When attempting to save or submit the form the user will receive a message saying "HTTP 400 Bad header request" in the browser window. If this happens, follow the steps outlined under "Browser information" – "Firefox" and this will solve the problem.

DBS NSV are encouraging Subjects to complete the e-Form in full at the moment as some forms are not saving correctly.

There have been some cases where a Subject has accessed the e-Form using the incorrect link for their Adobe version (see section 1 - %PDF Error Message). If you have accessed and been able to complete the sectioned e-Form rather than the complete SC, or visa versa, when you save it and come back to it later sometimes the data is missing. If you access the e-Form as advised, dependent on your Adobe version, you should not experience this problem. However, if the problem still persists please contact the DBS NSV Helpdesk.

#### **5. e-Form Not Ready**

This is when you log into the portal and there is a message on your homepage that reads 'e-Form Not Ready'.

If you have only just activated your account we advise that you wait 20 minutes before trying to access the e-Form. However, if you are still receiving this message a few hours later please contact the DBS NSV Helpdesk.

#### **6. HM Forces and Supervisors**

To complete the e-Form these two subsections are dependent on each other. Some Subjects are finding that they are unable to complete this section because their Supervisor dates do not cover the full five years or there may be some gaps in the dates. For example; a Subject may have joined the forces 3 years ago but prior to that they were travelling for a year and therefore had no Supervisor.

You must ensure that there are no gaps in the dates. If this requires an unsupervised period of time to be input on the e-Form then an explanation can be provided in the free text field.

DBS NSV is aware this is an issue that causes some problem and are therefore working to resolve this.

## **Sponsor**

### **1. Non Receipt of Activation Emails**

This is when you are setting up your Subject users but they do not receive their activation email.

The solution to this is ensuring that the email address the Subject has provided is:

- a) The correct one for the portal - Sponsors using the RLI portal can only set up Subject users using a restricted email i.e. RLI, GSI. If the Subject is completing the form at home or on an unrestricted machine the Sponsor must use the internet portal.

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- b) Compatible - There are some issues surrounding *r.mil.uk* email addresses. If a Subject provides an e-mail such as this: [joe.bloggs@xcompany.r.mil.uk](mailto:joe.bloggs@xcompany.r.mil.uk) it cannot be used on the

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RLI portal. The internet portal must be used with the company email, for example [joe.bloggs@xcompany.co.uk](mailto:joe.bloggs@xcompany.co.uk)

We are encouraging users to check their SMTP (Simple Mail Transfer Protocol) address. There is a presumption that all MOD personnel have @mod email addresses but this is not always the case and only SMTP emails can be used. To find your SMTP email, open a new mail and type your email address into the 'To...' field. Right click on your email address and select Properties. Go to the Email Addresses tab and here you will see a list of SMTP addresses. The type of email required is @mod or @gsi, or something similar. The x.400 emails or r.mil.uk emails cannot be used at the moment.

## **2. Vetting Services Unavailable**

This is when you set up your Subject users and you choose which vetting service the Subject is to complete but it is stating 'non available'.

If this happens please contact the DBS NSV Helpdesk. This could be due to the vetting services not being associated correctly. Or if they have, it could be a technical issue.

## **3. Vetting Status Information (VSI) Requests**

Customers using the VSI tool on the RLI portal are sometimes getting incorrect results back.

When there is a clearance in place for a Subject the report may state 'Contact DBS NSV' or 'Not Found'. It is important to understand that 'Contact DBS NSV' does not necessarily mean there is a fault. This appears for a number of reasons, for example:

- The request is for a common name and therefore could return a number of possible matches.
- The clearance has lapsed therefore the DBS NSV Helpdesk need to ascertain some facts.
- Or if the person works at, or is closely associated with DBS NSV.

If the VSI report states "Not Found" this could mean that a person does not have a valid clearance or the clearance is currently in progress and is therefore an Application Status Information (ASI) check. You can either check this via the portal or by ringing the DBS NSV Helpdesk.

It is only a fault if it says 'Not Found' and there is an existing completed clearance. If you are sure the person has a clearance then contact the DBS NSV Helpdesk for confirmation.

## **4. Full Completion Status Incorrect**

This is where the Subject and/or Sponsor have completed their part of the e-Form but it is still saying 'Awaiting Subject Actions' or 'Awaiting Sponsor Actions'.

As a Sponsor you can confirm directly with the Subject to ascertain whether they have successfully completed their part of the e-Form. When you are sure that they have done this, and you have completed your part, if the status of the e-Form is still not showing as complete then you must contact the DBS NSV Helpdesk.

## **Browser Information**

**Google Chrome** Customers are experiencing difficulty with Google Chrome as it is not a supported browser and therefore will not host the e-Form portals.

There is a Firefox plug in that can be used to enable Google Chrome to load the portal and the e-Form. A 'plug in' is an add on to a users settings which will make their equipment compatible with the portals and the e-Form.

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- Load the internet through your Google Chrome browser icon.

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- Once Chrome is loaded there is a search field where you will need to type in this exact phrase - about:plugins
- A menu will appear which lists things that you can enable or disable.
- You will need to disable Chrome PDF. You can do this by simply clicking 'Disable' under Chrome PDF.
- You must then ensure that Adobe PDF is enabled. Go to the menu as before, find Adobe PDF and click enable.
- Once this has been done you must close down Google Chrome and reload it or the changes will not be saved.

## **Firefox**

If your browser is Firefox, this is also compatible if the following settings are applied.

- Open the Firefox browser, making sure only one browser is open.
- In the address field type this exact phrase - about:config – and then press enter.
- When asked, confirm that you want to open the Configuration Screen.
- In a filter field type in - network.http.sendrefererheader
- Double click on the “network.http.sendrefererheader” item to change the value and change it to zero.
- Confirm by clicking ok.
- Close the browser and open it again to save the changes.

## **Apple Mac**

Apple Mac is not compatible.

Although no support can be offered for Apple Macs a number of users have experienced success after ensuring the latest version of Adobe X is installed with the appropriate browser plug in.