

National Office for Research and Technology (NKTH)
Electronic Form 2008 for the
Transparency of Subsidies Provided from Public Funds

InfoGyIK (FAQ) - Frequently Asked IT Questions and Answers, frequent mistakes

V71.01.12.
01.04.2009 12:00

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1 Question: I have not read the Guide for Filling in and Submitting the Application Form. Is it worth reading?

Answer: YES! *The first 4 pages of the Guide describe general guidelines for managing, filling in and submitting the form.* Contact details of the **helpdesk** follow, then a detailed, **field-by-field description** is provided. **Appendices** to the Guide **provide help to filling in a few important fields correctly** by listing data which may be filled in and by summarizing the method of checking data. If you fill in data correctly and **submit** the form **electronically** as required for automatic processing, you ensure that your proposal shall be processed quickly and according to the legal provisions. Processing is aided by IT, which - in case correct data are submitted - uses the data of the form for building a database without using human resources and provides information for further processing.

If you know and observe the guidelines in the Guide, your work shall be significantly easier and the chance for ex-post manual corrections and ineligibility shall be minimized. Thus, it is strongly recommended that you read the Guide and you forward it to those colleagues who participate in filling in and submission (participant partners, secretariat, finance, etc.).

Help text appears if you place your mouse pointer over a given field or its name. Fields containing help (**Notes, Help**) are indicated by a **small red triangle** in their upper right corner.

If you get stuck during filling in or submission, despite the abovementioned help, please call the helpdesk who shall help you solve the problem.

2 Question: I am using an earlier version of the form, how can I update to the newest version?

Answer: We constantly develop the form to address needs and build on feedback, but usually updating to a newer version is problem-free. Download the new version of the form and its guide from the website. Content saved by function buttons of an earlier form may be loaded into the newer version of the same form (except where explicitly stated otherwise below – “incompatibility”). Data submitted correctly earlier do not have to be resubmitted if they have been put into the database. If the number of fields to be filled in changes on a sheet, the new version of the form shall be incompatible with the earlier ones. Compatibility is indicated by the version number.

Description of version numbers:

1st-2nd numbers: =71: Public funds form;

3rd number: generally changes every year. Its change results in incompatibility, as certain fields change.

4th number: changes due to a new call, earlier mistakes or other development.

Its change does not result in form incompatibility if the 1st and 2nd numbers are unchanged.

5th number: =1: full version of the form;

Version numbers of forms and documents do not change unless they change, too.

Changes in the version number of the form since 2008:

V71.1.1. 31.07.2008 10:00 The new form in 2008.

Contents of the fields of earlier/other forms may be “Copy-Paste”-d to this version field-by-field. Never copy to a field directly. Always use the Edit field of Excel (white text field) below the function icons for copying, following the selection of the given field!

V71.1.4. 09.09.2008 09:00

New calls were included in the form. (INNOTARS, 5LET)

V71.1.5. 09.10.2008 16:00

New calls were included in the form. (BONUS, BUREAU, BAROSS)

V71.1.6. 09.16.2008 15:00

A new call was included in the form. (NAP_08)

V71.1.7. 10.20.2008 18:00

New call.(CORNET_6_08). Baross_07 call acronyms corrected.

V71.1.8. 10.28.2008 12:00

Baross_07 order of call acronyms corrected.

V71.1.9. 12.08.2008 13:00

Call acronyms corrected (08 instead of 2008): AAL_08_1, ARTEMIS_08_1, ENIAC_08_1

V71.1.10. 02.27.2009 11:00

New call acronyms were included in the form. (HUMAN_MB_08_A, HUMAN_MB_08_B, HUMAN_MB_08_C)

V71.1.11. 2009.03.23. 16:00

New calls: TET_09_FR_ANR_GEN, TET_09_FR_ANR_BIO, TET_09_xx (xx-country)

V71.01.12. 2009.04.01. 12:00

English version of the form.

3 Question: I cannot see part of the function buttons, tabs or help. What shall I do?

Answer: If - due to screen resolution - certain information or function buttons cannot be fitted on the screen, please use the horizontal (bottom right) or vertical (right hand side) scrollbars to move the visible area of the picture, or under *View – Zoom* menu zoom in/out the size of the form on the screen.

To navigate among different sheets of the form, click on the desired worksheet tab at the bottom. Invisible tabs may be displayed by using the scroll buttons in the same row in the bottom left corner.

4 Question: The fields of the form are write-protected, I cannot fill them in. What shall I do?

Answer: *Only the yellow and the green fields* (for signatures) of the form *can be filled in*, other fields are filled in automatically if you have filled in the adequate fields or made the required selections. To be able to fill in fields and use function buttons, you *must enable macros* (see: point 1 of the Guide).

5 Question: *Function buttons* and control fields (selectors, pop-ups) do not work. What shall I do?

Answer: *Read the error message carefully* - if there is one - and try to eliminate the error accordingly. The error messages of the form indicate errors in Hungarian. If you call the helpdesk, please have the text of the error message at hand.

To save the contents of the full form, *choose the call*, type in a *standard acronym under field [11a] and provide the number of the applicant under field [11c]*.

Before using function buttons or control fields, always finish the editing of Excel cells (Enter, TAB, or ESC). While a cell is being edited, function buttons do not work.

When loading a form, you *must enable macros*. Failing to do so shall not result in an error message, but buttons shall not operate (page 3 of the Guide for filling in and submission and Appendix B.2 for Vista).

Please check if Excel is not in “Design mode”. In design mode, when you click on active tools (check boxes, list-boxes or function buttons), the mouse pointer changes into a hair cross, and active tools do not work. If so, turn design mode off (page 3 of the Guide for filling in and submission).

Do not use special folder names to save forms to or load them from (avoid using *space or accented characters*) and avoid *too long folder structures* (many sub-folders with long names). The above hinder the generation of ZIP file for submission.

Never use the form directly from the internet (under your browser). Always download it to your computer and use it there. **Unzip the form from the downloaded ZIP file** and then use it.

Check if you have an adequate version of MS Excel (MS Office). The form has been created under operation system MS-WINDOWS-2003 by MS-EXCEL-2003, and has been tested under ~~MS EXCEL-97~~, MS EXCEL-XP and MS-EXCEL-2000. If you use a different version of the abovementioned system and program, some of the function buttons on the forms may not work properly due to the incompatibility of MS systems. Please find an adequate version of Excel and use that. If you contact the helpdesk, **please indicate which Excel version you have problems with** (you can identify Excel version under 'Help - About' menu). Excel usually gives an English language error message, please also forward such to the helpdesk.

It is strongly recommended that you **make sure you are using the correct version of Excel before you start work.**

6 Question: Function button "*Beküldendő ZIP fájl előállítás*" (Generating ZIP file for submission) does not work. What shall I do?

Answer: Check **if you have copied the file called "zip.exe"** in the proposal package **to the folder you are working in and have not capitalized the letters in its name.** Other ZIP programs are unfit for this purpose, as the form uses the set of commands of this ZIP version.

Please also read the answer to the previous question and - in case you use Vista - Appendix B.2, too.

Try to save the contents by using function button "*Teljes úrlap kimentése fájlba*" (Save all to file). If you succeed, your work has been saved and you may try to manually ZIP the file by using some program and manually generate a standard filename, then send it for processing (points 2.1 and 3 of the Guide). Please take care of the date and time data in the filename.

7 Question: I cannot check the content of the submitted ZIP file, I do not know what I have submitted. What shall I do?

Answer: Correctly generated ZIP files are password protected, thus you may only check the name of the compressed file, you cannot unzip it. Only the automatic receiving system can unzip it. The file you compress is also saved to the same folder uncompressed, you can load it into the form anytime.

8 Question: Do I have to fill in all fields in the form? What are the frequently made mistakes?

Answer: **Generally all fields have to be filled in. If filling in a field is not compulsory, it is indicated in the Guide. See also "help" for the given field.**

When filling in financial and other data, please **do not use fractions, decimal values or thousand separator dots, commas or spaces**, as the system only accepts whole numbers without separators.

Do not use "dot" characters at the end of birth and signature dates.

9 Question: When the form has to be submitted, what should the letter contain?

Answer: The system receiving the electronic forms checks if you have submitted a correctly filled in form. **Before you print, sign and attach the form to the proposal**, it is worth submitting the form electronically, as this provides an opportunity to correct and resubmit the form for another check if needs be.

Remember to put the name of the attached file in the Subject field of the letter, as this helps finding your letter later on, and also remember to attach the file. When attaching the file, you may use Copy then Paste to fill in the Subject field. **Only attach the submitted ZIP file. Do not include other attachments to or write anything in the letter**, as the processing computer shall disregard such.

The contents of the form may be submitted several times to correct errors. Letters are stored, but only the last submitted form is processed and stored in the database.

10 Question: How do you interpret the responses and error messages of the computer system receiving the form?

Answer: The receiving system sends 2 responses to each letter:

- **The 1st response confirms receipt of your letter.** This response is generated immediately following receipt, usually arrives within 1-2 minutes to the sender (please remember that your mail system may not necessarily receive letters immediately). This response includes the number of letters waiting for processing before yours is processed.

If you do not receive an answer within an hour, you may doubt that your letter has arrived to the addressee due to some reason (e.g. you had sent it to a wrong address, or your mail system did not send the letter). In this case make inquiries at the helpdesk and at your system administrator.

- **The 2nd response includes the result of processing**, it usually follows the first response within 1 minute:
 - **In a normal case** if submitted data are *correct*, the response indicates that your letter has been processed and the data have been loaded into the database.
 - **If you have sent a form providing the same data earlier**, than the date of the data in the new form (see file naming conventions) **must be later** than the one submitted earlier:
 - If you submit fresh data on your proposal as a correction, than - **if they are correct - they shall overwrite earlier data.**
 - **If you submit data with earlier date than or the same date as the data already stored, the system shall not process those.** Send newer data with later dates if you want to make changes.
 - If this is the first time you submit data and the system indicates overwriting, than **acronym collision** occurred, or somebody else submitted data incorrectly. **Please notify the helpdesk in this case.**
 - If you receive an error message on **incorrect data** in the form, because **you did not fill in all compulsory fields or filled some in incorrectly** (e.g. you failed to observe the maximum length or the format of the data). In this case **the cause of the error and the Excel coordinates of the concerned field are indicated as follows**:
 - **which worksheet of the form** (this form has only 1 worksheet) contains the error and
 - **the letter indicating the column and the figure indicating the row** of the Excel sheet **are provided**, e.g. in case of incorrect tax number K27 (and not the field code).
 - **If the letter did not include attachments or the attachment was incorrect.**
 - Only standard XML files can be processed by the system, such files **without being ZIP-ped** usually **are not received correctly**, as certain mail systems convert certain characters. **The system is unable to process Excel (.XLS) files.**
 - **Mail servers** of some institutions **do not permit password protected attachments to be sent**, thus it may occur that your otherwise standard and correct letter or its attachment is not received. Certain incorrectly set systems do not indicate such denial to the sender. In such cases consult the IT helpdesk, your local system administrator, or alternatively send your letter via your personal service provider or via a free mail system (e.g. freemail.hu, etc).
 - **If you send your data in a form or format which cannot be processed by the receiving system, you shall receive an error message stating: form version is incorrect.** This means that
 - you have sent your letter on an **incorrect e-mail address**, or
 - you **used an incorrect form**, or
 - **your form was damaged** during the work carried out in several phases (this might happen rarely, as Excel does not always operate correctly): you did not comply with the rule ‘not to save your form as an Excel (XLS) file during work, but save its contents only by using the function button’. If you want to continue work, load the saved content to the original, empty and correct form.
 - You have **sent your form without ZIP-ping**, thus mail systems have **changed** something in it.

If you do not succeed alone, contact the helpdesk, they might be able to restore your damaged file, or alternatively go back to an earlier, correct state of your form.

11 Question: I do not receive an answer from the automatic processing system to my letter. What should I do?

Answer: the processing system send a reply within 1 minute of receipt. Usually the delay in institutional mail systems is not more than a few, a maximum of 15 minutes. If you do not receive a reply within fifteen minutes, your letter might have been blocked by the mail system of your institution (e.g. the password protected ZIP file was blocked by some protection, or it gives an incorrect response to a Graylisting-type spam-filter algorithm: see technical information on the website. Please make sure that you receive a response e-mail from the processing system to a test-letter with ‘PROBA’ (TEST) in its Subject. If so, consult your system administrator, or try to send your last XML file compressed in a ZIP file without password protection, or try to send your letter from a different mail system (e.g. freemail.hu). (if you send

by gmail.com or hotmail.com, receipt may be delayed for several days!) If you do not succeed, please contact the IT helpdesk of NKTH.

12 *Question: How should I prepare for the phone call to the helpdesk, what should I write in the e-mail?*

Answer: If you are making enquiries concerning your letter sent, please check:

- when,
- from which address (name used by the mail program and also the e-mail address),
- with what subject, and what project acronym

did you send your letter including a form to be processed.

If you have a problem with Excel and/or form management, call the helpdesk with the loaded form on your computer, and previously check the version of Excel in Excel’s own Help menu (about Excel).