EPSQ FREQUENTLY ASKED QUESTIONS
Solutions to Many Common EPSQ Problems

1. WHAT CAN I DO IF I CANNOT GET EPSQ TO PRINT PROPERLY?

Below are sets of POSSIBLE solutions for printing problems.

(A) Confirm you are using the correct print driver.

(B) Have the user update or change their printer driver. Some folks have old or incorrect drivers selected. The possible solution is getting an update from the manufacturer (i.e. HP or Epson) or selecting another driver. For example, we have a HP III laser printer. We selected a HP II driver, and it seemed to help. Selecting more advanced drivers (i.e. HP IV) will not work.

(C) Attempt to reload the current or updated print driver.

(D-Win95 & Win 98) The directions below involve Win95 & Win 98machines. See instructions for WinNT machines as well.
1) Press Start
2) Press Settings
3) Press Printers
4) Highlight default printer (Click 1x on default printer icon)
5) Press File
6) Press Properties
7) Select the Details tab
8) Click on the spool Settings... button
9) Change spool data format from EMF to Raw *
10) Press [OK] to keep changes

*You may also try experimenting with:
(a) Selecting "Print directly to the printer" option;
(b) Start printing after last page is spooled; or
(c) Enable bi-directional support. These options are found on same screen when you are in step (9), above.

(D-WinNT)

1) Press Start
2) Press Settings
3) Press Printers
4) Highlight default printer (Click once on default printer icon)
5) Press File
6) Press Properties

7) Select the General tab**

8) Click on the "Print Processor..." Button

9) Change Default Datatype from EMF to Raw

10) Press [OK] to keep changes

**While at Step 7, above, you can also experiment with: Select the Scheduling Tab and select (a) Print directly to the printer -and/or- Start printing after last page is spooled. Also, while at step 7, Select the Ports tab and select "Enable bi-directional support".

2. I'M TIRED OF HITTING "NEXT…NEXT…NEXT" WHEN I LIST MY EIGHT RESIDENCES OR TEN RELATIVES. CAN I MOVE AROUND WITHIN EPSQ A LITTLE MORE EASILY?

EPSQ provides a Navigation feature that allows easy movement in the form. At any of the Modules within EPSQ (User Form, Security Information, or Form 562) the word Navigation appears in the upper left of the screen. Clicking on Navigation reveals five navigation functions that can be accessed by using the F7 through F11 keys. You can press the function key on your keyboard or select one of the functions from the Navigation pull down list.

- F10 & F11 Keys (Previous or Next Module): Allows user to immediately go from one Module to the following or previous one (without hitting "Next" numerous times).
- F8 & F9 Keys (Previous or Next Entry): Allows a user to get from one entry within a Module to the next (or previous). Helpful if user wishes to go, for example, from the entry for the Father to the entry for the Stepsister - without pressing "Next" 55 times.
- F7 Key: Allows the user to add a New Entry quickly and easily. If a user had five listed places of employment, and wished to add a sixth, using New Entry is much simpler that cycling through all the many "Nexts".

3. MY SUBJECT (OR I) SELECTED THE WRONG TYPE OF INVESTIGATION. WE ALL MAKE MISTAKES. HOW DO I CHANGE TYPE OF INVESTIGATION?

If the wrong investigation type was selected when the form was created, change the type of investigation (SSBI, NAC, PR, etc), by following these steps:

1) Log into Security Officer edition
2) Go to create
3) Select form type (i.e., SF86)
4) Select type of investigation required
5) Type in SSN, and same password as already used.

System should ask if you wish to change the investigation type. Select yes.

4. I MISTAKENLY USED AN SF85 VICE A SF 86. IS THERE ANYTHING I CAN DO IF I ENTERED MY DATA ON THE WRONG FORM WITHIN EPSQ?

Unfortunately, EPSQ does not have the functionality to transfer data from one type of form to another. We must ask that you re-enter the data onto the correct form.

5. I AM STUCK WHILE TRYING TO ENTER A DATE. WHAT CAN BE DONE WHEN THE DATE FIELDS BECOME JAMMED UP AND INOPERABLE?

This is known as EPSQ's "spreading date problem". This problem occurs randomly, but the frequency of this problem can be decreased if the dates (entered in the format YYYY/MM/DD) are entered slowly and carefully. Occasionally, when users attempt to type numbers into date fields, a number, and a space, are actually entered in the field, making it difficult or impossible to enter the correct date.

There are two ways to fix the problem. First, try to darken date box with mouse and hit the "delete" key. Once the field is made empty, use the left arrow key to go as far left in the field as possible. After you enter <u>each digit</u> in the date, press the left arrow key. For example to re-enter the date 12 May 1990, user would enter 1 (left arrow), 9 (left arrow), 9 (left arrow), etc.

If this method does not work, please exit EPSQ and re-enter the program. Your data is saved automatically. If <u>this</u> method does not work, you may need to re-boot your PC to fully resolve this problem.

6. MY SUBJECT DOES NOT EXACTLY RECALL HIS PASSWORD. THERE MUST BE SOMETHING WE CAN DO. ISN'T THERE?

Unfortunately, there is not. The security of the data provided by our Subjects is very, very, important to DSS – therefore Subject's data cannot be accessed without Subject's exact password. Subjects are encouraged to remember their passwords, and are required to create a new form if they cannot.

7. I'M READY TO SCAN SIGNED RELEASES AND TRANSMIT THEM ALONG WITH MY EPSQ. HOW DO I DO IT?

To have scanned images of signed releases accompany transmitted EPSQs, follow these easy steps:

1. In Security Officer edition click Communications, then Change User Site Information.

2. At Change User Site Information screen, simply click on the box next to the sentence "Include signed release image files". You will then be given the message; "You may send one image file with each Subject form transmitted. Image files must be in the proper format." Note that a single image file can contain more than one scanned image. Therefore, if appropriate, both a signed general release and a signed Medical Release can be scanned and attached to a transmitted form. The proper format is .tif, with a resolution of 200 Dots Per Inch (DPI) or higher. If release can print onto a single page, DSS prefers having a single page signed release as an attachment. As an alternative, you can have your Subject sign a general release taken directly from a paper SF86. This document can also be scanned and attached as part of an EPSQ file.

3. The actual scanning of signed documents, naming, and creation of the .tif file(s) can occur at any point after the signed release is printed and signed. Once Security Officer is ready to transmit the form to DSS, after naming and creating a .z20 file, Security Officer is asked, "Would you like to include an image file containing the release signed by (Subject's name) with this transmission?" User is then asked to select the image file that will be "bundled" with the forms to be transmitted. Security Officer can now transmit the form to DSS, either as an attachment to an Email, or via their Internet Service Provider. Remember: You can only send one .tif image file for each User Form sent to DSS.

8. EVERYTHING IS FINE, UNTIL I ATTEMPT TO TRANSMIT THE FORM TO DSS. I CANNOT FIND THE USER FORM ON THE LIST OF THOSE TO TRANSMIT. IT IS ON THE LISTS OF VALIDATED & CERTIFIED FORMS. WHAT SHOULD I DO?

An occasional glitch (corrected in EPSQ Version 2.2.) appears which causes EPSQ to not read that a user has printed the form. If a form appears on the "choose list" for validating and certifying, but not on the list to transmit, please try:

a. Re-validate User Form in question
b. Click on Reports - then User Form - then Print - then Send report to Screen
c. Re-validate Security Information
d. Re-print Security Information via Send report to Screen
e. Re-certify the forms
f. The User Form you need should now appear on list as available to Transmit to DSS.

9. I RECEIVED THE FOLLOWING ERROR WHEN I BEGAN TO CREATE A SECURITY FORM: "YOU CAN'T CONTINUE WITHOUT SELECTING AN ORGANIZATION TYPE".

Problem: After receiving a Subject's form (filename.zdb) into the Security Officer edition, the Security Officer attempts to create security information sheet (i.e., DD1879).

A message appears stating: "Sorry, you can't continue without selecting an Organization Type." The user presses OK, then gets "assertion failed" followed by "program aborted".

Solution:
  1) If you're still out of EPSQ, re-start the EPSQ program

  2) Unload Form to Common Data Structure (CDS)
  A. Select Utilities then Unload Form to CDS format (User Form)
  B. Highlight the Subject in question from the list of user files and press OK.
  C. Create a name for the .cds file, select the appropriate drive, and press OK. Subject's form will unload onto the drive that you picked, in (CDS) format. * *Note that .cds files are* not *protected by encryption. Safeguard them accordingly!*

  3) Delete Form from EPSQ
  A. Delete the original form by selecting Utilities then Delete Form (User Form)
  B. Highlight the problem form on the list and click "OK".

  4) Load back in from CDS
  A. Select Utilities/Load Form from CDS Format
  B. Locate and select file you just created in step 2-C. above and press OK. You will be bringing the Common Data Structure (.cds) file back into EPSQ.

  5) Create the Security Information sheet as appropriate.

This problem has been corrected in EPSQ Version 2.2

10. EPSQ DOES NOT ALLOW USERS TO LIST REFERENCES OUTSIDE THE UNITED STATES IN MODULE 7 OF THE SF86, OR IN MODULE 8 OF THE SF85P (PEOPLE WHO KNOW ME WELL). WHAT SHOULD I DO IF MY ONLY REFERENCES ARE OVERSEAS?

First, for many practical reasons, we urge you to make every effort to list references that are presently in the United States (or its Territories). The Defense Security Service has field agents in every part of the US - but investigative work done outside the US is done for DSS by the military services, or by other government agencies. Quite simply, investigative work done by DSS, within the USA, is likely to be completed much sooner than work done outside the US.

If a user has no choice than to list references outside the US, there is a way to "fool" the EPSQ into accepting them, if the listed individuals have addresses with APO numbers.

User should list the Country, and either APO AA, APO AE, or APO AP (as appropriate) in Address Line 2. User should then list the overseas City in the City field, and then enter NY (if APO AE), CA (if APO AP) or FL (if APO AA) as the State, and the appropriate

APO number as the Zip Code. This method will allow users to enter data regarding references that live outside the US, if listing those individuals is unavoidable.

11. WHAT TYPE OF INVESTIGATION SHOULD MY SUBJECT CHOOSE IF HE OR SHE REQUIRES A NAC PLUS LAC (LOCAL AGENCY CHECK) PLUS CREDIT CHECK (NACLC)? WHAT TYPE OF INVESTIGATION SHOULD BE CHOSEN IF MY SUBJECT REQUIRES A CONFIDENTIAL PR (PERIODIC REINVESTIGATION)?

In EPSQ, Security Officers are asked to complete a NAC Security sheet as the Security Information on requests that are for a Secret clearance (or lower). If Subject is using a version of EPSQ before 2.2, and requires a NAC, NACLC, Secret PR, or Confidential PR, he or she should choose the line that reads "National Agency Check (NAC) or Secret PR". Choosing this Type of Investigation insures that the Security Officer will be presented with the NAC Sheet vice the DD1879 as the Security Information associated with the Subject's form.

12. EPSQ REQUIRES MY SELECTIVE SERVICE NUMBER. HOW DO I FIND MY SELECTIVE SERVICE NUMBER?

Module 18 of the SF 86 and Module 12 of the SF85P asks for the Selective Service Number (or reason(s) for a waiver) from male Subjects born after December 31, 1959.

Finding your Selective Service registration number is easy. The Selective Service System has a very user friendly and informative Website at www.sss.gov. An on-line system is available that allows you to look up your Selective Service number, and the date registered.

Selective Service registration information is also available via an automated telephone system at (847) 688-6888.

The mailing address to obtain Selective Service System registration information is:

    Registration Information Office
    Selective Service System Data Management Center
    P.O. Box 94638
    Palatine, IL 60094-4638

13. I AM CONCERNED ABOUT SECURITY. WHAT CAN YOU TELL ME ABOUT EPSQ ENCRYPTION?

The following is a high level description of the EPSQ Version 2.x methodology for protecting user data and the specific encryption technologies utilized. The following references were used to meet the Data Encryption Standard (DES):

1) National Institute of Standards and Technology (NIST) Data Encryption Standard, FIPS Pub 46-2, Encryption/Decryption
2) FIPS Pub 113 - validated MAC

The EPSQ Version 2.x 56-bit encryption methodology was developed based on prior development for:
AT&T DSS/RSA Cryptographic Development Kit for Windows
PO Box 20046
5440 Mill Stream Road, I85 and Mt. Hope Church Road
Greensboro, NC 20056

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The Defense Security Service employs a symmetric encryption methodology to meet the Data Encryption Standard for encryption. Symmetric encryption will be used to encrypt Subject data (i.e., Privacy Act information that a Subject must supply to be considered for a clearance) using a single key to encrypt and decrypt information. Encryption algorithms and products conform to National Institute of Standards and Technology (NIST) and National Security Agency (NSA) standards.

The encryption methodology used for protecting EPSQ 2.x data is called a symmetric portion. A symmetric portion uses the same key to encrypt and decrypt a particular set of data. All data entry and processing up to the point where a Security Officer is ready to transmit data to the Defense Security Service (DSS) is governed by this standard.

When a Subject runs EPSQ 2.x for the first time, they optionally define a password utilizing this same password whenever accessing their data. To properly protect their data, the Subject should memorize their password and not write it. If the password is forgotten, the data cannot be recovered and the Subject must reenter their data. After the subject defines a password and enters their Social Security Number (SSN), EPSQ creates two Subject-specific encryption keys, one random (User Random Key) and one non-random (User Key). The Subject's User Random Key is used to encrypt all data entered under that Subject's password. The Subject's User Key (based on the Subject's password and SSN) is used to encrypt the Subject's password, SSN, and the User Random Key prior to their storage in the Access Control Table (the primary mechanism maintaining

encryption key data). EPSQ also uses the Subject's User Random Key to encrypt the Subject's User Type prior to storing it in the Access Control Table.

To begin any subsequent session using EPSQ, the Subject must enter their SSN and password. The Subject's user supplied password and SSN are encrypted using the User Key and are compared to their encrypted counterparts in the Access Control Table. Authentication is successful if the Subject's encrypted SSN is present in the table and the associated encrypted user supplied password matches the encrypted password stored in the EPSQ Access Control Table. Once authentication is completed, EPSQ employs the Subject's decrypted User Random Key to access Subject data. The Security Officer cannot access a Subject's data without that Subject's password and their SSN. This eliminates the need to provide special protection to the EPSQ Security Officer software product because more than just the Security Officer software is needed to read protected information.

When the Security Officer edition of EPSQ is delivered to the System Administrator at a given site, the software comes with a pre-defined default password that the Security Officer/EPSQ System Administrator must change immediately. Using the User Account function of the software to establish Security Officer accounts and initial password, Security Officers can then change their initial EPSQ-generated passwords to passwords of their choice.

14. I HAVE FAMILY MEMBERS WHO ARE US CITIZENS, BASED ON THEIR HAVING BEEN BORN ABROAD OF US PARENTS. HOW SHOULD I ACCOUNT FOR THIS AS I FILL OUT MY EPSQ?

Many DSS Subjects have this circumstance. Subjects should enter data regarding these relatives as appropriate in Module 9 of the SF86. Since these relatives are foreign-born citizens, they will appear in Module 10.

When these relatives are selected in Module 10, Subject is asked to choose a Proof of Citizenship Document. Subject should select "4. Other". Subject is then presented with a free-form field, and they are given the instruction: "Describe relative/associate's citizenship status document and select (Next)". Subjects can enter whatever they wish into this field, but they should inform DSS that this relative was Born Abroad of US Parents, and they should provide details of any known documentation.

In order that DSS can verify the US Citizenship of this relative, Subject should also provide the full names, country of citizenship, and date and place of birth of the relative's parents, if this data is not provided elsewhere on the form. For example, if a Subject's mother was Born Abroad of US Parents, it would be helpful to DSS if Subject could provide above information regarding his or her maternal grandparents. If a Subject's brother was Born Abroad of US Parents, this data would not need to be provided, as Subject provided information regarding his or her parents in Module 9.

15. WHAT ARE THE RESTRICTIONS FOR DOWNLOADING AND DISTRIBUTING EPSQ SOFTWARE OUTSIDE THE UNITED STATES?

The only prohibition regarding export of the EPSQ software is that is should not be "transferred to an embassy or any agency or subdivision of a foreign government..." Most military and civilian units overseas can actually download the software from DSS's site. As long as their download server is registered under a US domain name, they can download the software.

Applicants, service members, or employees assigned overseas may download the software or they can be given EPSQ installation diskettes. All recipients of the EPSQ must, however, follow the guideline as quoted in the paragraph above.

16. EPSQ ASKS FOR INFORMATION THAT IS NOT EASILY AVAILABLE. WHAT SHOULD BE ENTERED IF I DO NOT KNOW A DATE, OR A MIDDLE NAME, OR THE NAME OF A RELATIVE?

First, we recommend using the EPSQ Help function. When a user has a question about what information to enter in any field, on any form, guidance can be found by placing your cursor within the appropriate field and clicking "HELP".

Secondly, while EPSQ asks for many pieces of very specific data, DSS realizes that certain exact dates or pieces of information are difficult to recall, or impossible to document with 100% certainty. We ask that Subjects give their best effort to provide information accurately.

TRYING TO REMEMBER DATES?
Throughout the form, Subjects are asked to provide specific dates. Note that EPSQ will accept question marks (??) in the "day" field in most places throughout the form. For example, in most places, EPSQ will accept a date such as 1995/12/?? Question marks cannot be used for Year or Month. If a Subject is unsure about a required Year or Month, we ask that a "best effort" date be provided. The Subject can, at any time, explain within Remarks that an answer provided is an approximation, or a best effort estimate.

TRYING TO REMEMBER NAMES?
EPSQ Help provides guidance to users regarding Middle Names. Throughout the forms, in most circumstances, EPSQ will not validate without something being entered in the Middle Name field. EPSQ Help recommends:

   If the person does not have a middle name, enter NMN. If you do not know the middle name, enter UNK. If the middle name consists of an initial only, enter the initial.

Furthermore, in Module 9 (Relatives and Associates) of the SF 86 (in both versions 1.2 and 2.x), if a user enters UNK as the First Name for either parent, EPSQ will assume that user knows no information about the parent. User does not have to place UNK in each

and every field under mother or father. In this circumstance, EPSQ moves user on to the next relative - and will validate successfully.

The "UNK" feature is available for all relatives and associates listed in Module 9. This feature is not available for spouses. The message you receive when you enter "UNK" for the relative's first name is:

"Since you do not know the name of this family member, no other information is required for this entry. Press <OK> to move to the next screen."

If user places the full word "UNKNOWN" in the First Name field (vice "UNK"), EPSQ assumes user just happens not to know their parent's First Name ("I always just called her Mama...") and moves the user on to the Middle Name field.

17. I AM GETTING VALIDATION ERRORS IN MODULE 10 OF THE SF86 (CITIZENSHIP OF YOUR RELATIVES AND ASSOCIATES). WHAT CAN I DO TO CLEAR THIS ERROR (OR ERRORS)?

Note that below information applies to EPSQ versions 2.1 and later. Users of EPSQ 2.0 who face problems in Modules 8, 9, and 10 are strongly urged to upgrade to the most recent version. Below solutions may not work for users of version 2.0.

Inappropriate Validation errors occasionally occur, and they can be frustrating problems. Let us suggest three possible ways to get you on your way. These suggestions will go from least to most difficult.

Problem #1: User tries to Validate form and gets the following error message:

   10. Citizenship of Your Relatives and Associates
       Citizenship Status Document - Spouse-Like Associate
       First Name CANNOT be blank.
       Middle Name CANNOT be blank.
       Last Name CANNOT be blank.
       Birth Date CANNOT be blank.
       Proof of Citizenship Document CANNOT be blank.
   _____

       Errors Found: 5

Solution for Problem #1: This validation error message indicates that EPSQ is looking for Citizenship data regarding a person with whom Subject is having a Spouse-Like relationship. If Subject does not have a Spouse-Like relationship with a person who is an alien residing in the US, or with a person who is a foreign-born US Citizen, please do the following:

1) Go back to Module 10 of User Form

2) Select the line that reads "Current spouse-like"
3) The following screen that you see reads: "Citizenship Status Document - Spouse-Like Associate". At this screen, press <Delete>.
4) Upon agreeing that you want to delete that entry, you will be returned to Module 10, except now the line that previously read "Current spouse-like", now reads "Spouse-like relationship individual".
5) You may now go back and re-validate - hopefully with better results.

Problem #2: User tries to validate form and get the following error message:

10. Citizenship of Your Relatives and Associates
   You must enter citizenship information about this individual.
_____

   Errors Found: 1

Solution for Problem #2: This message may indicate that a relative is listed in Module 10, but no Citizenship data has been provided regarding this relative. To clear this error:

1) Go to Module 10 of User Form
2) Select any Relative listed that does not have a karat (>) to the left of his or her name.
3) Provide required citizenship data
4) Once Module 10 is completed, Exit, and Re-validate.

Problem #3: If you attempt to Validate, and you get the same error message as in #2, above, or get an error message that reads…

   10. Citizenship of Your Relatives and Associates
   Naturalization Certificate
   Certificate Number CANNOT be blank.
   Court Name CANNOT be blank.
   City Recorded CANNOT be blank.
   State Recorded CANNOT be blank.
_____

   Errors Found: 4

Solution For Problem #3: There are no Relatives or Associates listed in Module 10 requiring Citizenship information - well, now we have an interesting situation. EPSQ is looking for Citizenship data regarding a Relative or Associate that had been listed in Module 10, but is no longer. User may have gone back to Module 9 (or Module 8) and changed information regarding a Relative or Associate, so that the person's name no longer appears in Module 10. Unfortunately, a "flag has been tripped" within EPSQ Validation, and EPSQ Validation continues to look for Citizenship data. To clear the error messages under these circumstances:

1) Return to either Module 9 or Module 8
2) Delete entry for the Relative or Associate that had previously appeared in Module 10.

3) Re-validate, to verify that the problem has been fixed
4) Re-enter the appropriate information regarding the Relative that had been deleted.

Even more difficult to decipher is the situation where a Security Officer is handed a Subject's file, and the Security Officer has to guess which Relative requires deletion and re-entry. In this scenario, the first, best, thing to do is to contact Subject, attempt to explain above, and try to learn which Relative is causing the Validation error. If this is not possible, for any reason, each person entered in Modules 8 and 9 may need to be deleted and re-entered, until the "culprit" is found. The best plan of attack, if this unfortunate situation arises, is:

1) If Subject is married, try changing the answer in Module 8 to "Never Married" - then re-validate. If this does not solve the problem, change answer back as appropriate and go to Module 9.

2) Beginning with mother, delete, re-validate, and re-enter each Relative or Associate. Keep in mind that Validation errors will occur if there is no entry for either the mother or the father - resulting in a different Validation error message than those seen above.

3) Once the form validates with zero errors, please be certain that data regarding all Relatives and Associates has been re-entered.

18. OCCASIONALLY I GET A GENERAL PROTECTION VIOLATION OR A MESSAGE "THIS PROGRAM HAS PERFORMED AN ILLEGAL OPERATION". I AM THEN BUMPED OUT OF EPSQ. WHAT SHOULD I DO?

We realize that many customers who use EPSQ have experienced General Protection Violations (GPVs), or similar problems. If you get a GPV, click OK; exit, then restart the EPSQ program; and proceed.

Many things can cause GPVs, including bad data. Sometimes GPVs are caused by a very specific sequence of keystrokes - which cannot always be duplicated.

There are a few things that EPSQ users can try, in an effort to encounter fewer GPVs. Of course, we first recommend that you use the most current version of EPSQ.

Next, we ask that you try going into your EPSQ file folder (epsq2xso, epsq2xsu - for example) via Windows Explorer, and deleting any files or folders named _epsq #; _val #; or _prnt #. These files beginning with an underscore can be easily located if you sort the contents of the folder by Name. These files will be topmost - before any files that begin with the letter "A". Delete these underscore files.

If you get a recurring General Protection Violation right after creating a .z20 file, it may be a sign of a missing .ini file. The main symptom of a missing .ini file is that the main

screen reads "Version unknown.unknown". The epsq2x.ini file is available here. Save this file to your Windows (or Win NT) folder, overwrite the existing file, and reboot.

Another possible way of decreasing GPVs in a particular file is by going to Unload Form to CDS format (an option under Utilities). Create a .cds file by deleting the * and typing in a file name. Hit OK. When the .cds file has been created, go to Utilities - Delete User Form, and choose the problem form. Then re-load the form From CDS Format, by choosing the file name you had just created, and hitting OK. Overwrite the existing file, if EPSQ asks if you want to.

GPVs and similar errors can be an inconvenience, and they detract from our goal of providing very user-friendly software. These violations, however, should not lead to lost data, or lost forms; nor cause users to be unable to complete the process and transmit forms to DSS. We are working to decrease the frequency and severity of these problems.

19. WHAT SHOULD I DO IF I DO NOT KNOW A PARTICULAR ZIP CODE? IS IT IMPORTANT THAT I LIST ZIP CODES ACCURATELY?

It is very important for Subjects to list the accurate zip codes of residences, places of employment, etc. Accurate address information, including zip codes, helps us conduct better investigations, more quickly.

If you are unsure about a particular zip code, the United States Postal Service has a great search feature available at their Website. The web address for this search feature is: http://www.usps.gov/ncsc/lookups/lookup_zip+4.html

20. WE DIDN'T KNOW THAT THERE WAS AN EIGHT-CHARACTER LIMITATION. WHAT DO I DO IF I ENTERED A PASSWORD OR FILENAME LONGER THAN EIGHT CHARACTERS?

Problem: A User ID or Password created in the Security Officer Edition does not work properly (EPSQ allowed the user to create a User ID or Password with more than eight characters).

Solution: Re-create the User ID. Log into the Security Officer Edition, go to Utilities/System Administration/Security Officer Users, highlight the user name causing the problem, click Delete. Then ADD a new User, but limit yourself to eight characters when creating the User ID and Password.

Problem: EPSQ software does not directly inform the user that there is an eight character limit when selecting a directory name during installation, or when selection a file name when preparing a file for "Transmit to Security Officer" (filename.zdb) or "Transmit User Form to DIS" via email (filename.z20).

Solution: Limit yourself to eight characters or less when creating file names or directories while using the EPSQ 2.x program.

21. SOMETHING UNUSUAL IS HAPPENING. WHEN I ATTEMPT TO CREATE A FILE TO SEND TO DSS, (OR CREATE A FILE TO SEND TO MY SECURITY OFFICER) EPSQ LOCKS UP OR ABORTS. WHEN I LOOK AT THE MAIN EPSQ SCREEN, IT READS "VERSION UNKNOWN. UNKNOWN".

These are symptoms of a missing epsq.ini file.

The epsq20.ini is not installed to your c:\windows directory. Please copy this file: epsq20.ini to your c:\windows directory (or directory where the Win95 program is located). Once EPSQ is re-started, the correct version number should appear, and files should be able to be created for transmission.

22. MY RESIDENCE IS IN PUERTO RICO. HOW DOES EPSQ HANDLE THE UNITED STATES TERRITORIES?

Users should choose the appropriate US Territory from the pull down menu next to "State". They are listed alphabetically (by abbreviation), along with the states of the United States.

23. MY AUTHORIZATION FOR RELEASE OF INFORMATION READS "COMPLETE THE MEDICAL RELEASE IF QUESTION 21 WAS ANSWERED." DON'T YOU MEAN QUESTION 19?

The Office of Personnel Management (OPM) regulates the Standard Forms (i.e., SF86). OPM had required that the EPSQ Authorization for Release of Information reflect exactly what the actual form showed. Therefore, the SF86 release refers to the medical section found under Question 21 of the paper SF86. In the EPSQ, the medical questions appear in Module 19.

The user is authorized to cross out "21", replace it with "19," and initial as appropriate.

This matter has been corrected in EPSQ Version 2.2.

24. WHAT SHOULD I DO IF I DON'T KNOW MY (SEPARATED) SPOUSE'S ADDRESS?

Even if Subject is separated from his/her spouse, Module 3 of EPSQ SF 86 will not accept "unknown" for spouse's current address. Please provide most recent known address of spouse.

25. WHAT SHOULD BE DONE IF THE USER IS INCORRECTLY INFORMED THAT THEY ARE ALREADY LOGGED IN?

Users should exit EPSQ by selecting Exit/User Logout/Quit EPSQ. Sometimes, this is impossible, if the has program aborted, or an error message is received. Unfortunately, if the EPSQ system is exited unexpectedly, the user may see the following messages when they login later:

Security Officer Edition: "This System Administrator is already logged on. Do you still wish to login?" Yes/No

Subject Edition: "Information for SSN xxx is currently checked out. If more than one user is accessing the same form, the database may be corrupted. Do you still wish to access this form?" Yes/No

Generally, it is safe to respond "Yes" and continue login. If you have reason to believe that someone may be using your account, contact your system administrator for guidance.

26. AFTER A GENERAL PROTECTION VIOLATION, I TRIED TO LOG BACK IN, AND WAS LOCKED OUT WITH THE MESSAGE "SECURITY OFFICER ALREADY LOGGED IN". I PRESS [OK], AND I AM IN A CONTINUAL LOOP. WHAT SHOULD I DO?

If a Security Officer user does NOT have administrative rights, and they attempt to access a form that they had been forced to exit abruptly, they will get into the loop described above. A user without admin rights cannot "overwrite" to gain access to a "Checked Out" form.

Solution: Have another Security Officer user with known administrative rights log in. Once in EPSQ, consider having the Security Officer with administrative rights give the initial user the same rights. This can be done under Utilities/System Administration/Security Officer Users.

These solutions assume that there is another user account accessible. If there is not, the program will likely have to be re-installed.

27. I WAS DISMISSED FROM A JOB, AND I'M HAVING TROUBLE REPORTING THE INFORMATION IN MODULE 20 OF EPSQ. WHAT SHOULD I DO?

Problem: While filling out an SF86 for a National Agency Check (NAC) investigation, EPSQ asks in Module 20 if Subject had been fired from a job, or quit a job pending being fired, within the last 10 years.

If Subject answers "Yes" to Module 20, Subject is presented with the list of his or her employment activities covering the past five years. What if the "problem" employment was more than five years ago, but less than ten? This employment will not show on the list, and the form will not validate.

Solution: In this situation go back to Module 6 - Your Employment Activities. Enter data regarding all employment activities going back to the job in question. These places of employment will now be listed among those in Item 20, and you can choose as appropriate.

28. I AM A NEW USER OF VERSION 2.x. HOW DO I TRANSFER MY FILES FROM THE OLD EPSQ VERSION 1.2 (DOS)?

Users can create a 1.2c Common Data Structure (CDS) file and load it into the EPSQ 2.x System. This option, only available in the Security Officer Edition of EPSQ 2.x, allows users to load EPSQ data created in EPSQ Version 1.2 first to the EPSQ CDS format, then into EPSQ 2.x.

Preparing EPSQ 1.2 (for DOS) data for conversion to EPSQ 2.x data:
1. Start the EPSQ 1.2 (for DOS) application
2. Select the Utility pull-down menu in EPSQ 1.2.
3. Select Unload Form to CDS Format.
4. Select drive letter by pressing right & left arrow keys [Enter]
5. Select directory where prepared file will be stored [Enter]
6. Type in file name. BE SURE to give the file name a CDS extension (i.e. filename.cds).
7. Press [Enter] to select the delimiter.
8. Press [Enter] to select Form (Arrow down to highlight filename, press spacebar to select).
9. Press [Enter] to begin processing.

The prepared CDS file (see above) may now be loaded into EPSQ 2.x using the "Load Form from CDS Format option" found under the Utilities pull-down menu.

Load EPSQ 1.2 (for DOS) data into EPSQ 2.x (for Windows)

1. Start the EPSQ 2.x (for Windows) Security Officer application

2. Select the Utilities pull-down menu
3. Select Load Form from CDS Format
4. Select directory where the prepared 1.2 file is located. Filename MUST have a .cds extension (see step 6, above).
5. Highlight file to be imported and press [OK] to begin processing.
6. Modify/Validate file as appropriate.

Once you have converted 1.2 data into 2.x data using the Security Officer Edition, you may wish to load the converted data into the Subject Edition:

1. Copy converted data to a file, and give data back to Subject:
A. Select Communications/Transmit User Form to Subject/Security Officer
B. Select a file name (filename.zdb) and a drive (a:) or directory.
C. Press [OK] to export file information
D. Press [OK] to acknowledge the name and location of the prepared file.
E. Give prepared file to Subject (via diskette, email or LAN drive)
2. Start the EPSQ 2.x (for Windows) Subject Edition application.
3. Select Communication/Receive from Security Officer.
4. Find data file location and name (i.e. a:\filename.zdb).
5. Highlight data file name and click [OK] button.
6. Press twice to proceed past the password (The 1.2 version has no passwords)
7. Modify/Validate file as appropriate.

To log in at a later date:
1) Start the Subject Edition application
2) Select any menu item (i.e. Modify/User Form)
3) Enter YOUR SSN, NO password, and press [OK] button.

To create a password:
1) Select Utilities/Passwords
2) Select First Password
3) Leave "Current Password" blank. Press Enter
4) Enter a "New password", Press enter
5) Re-enter the same password again ("Verify New Password").
6) Press [OK] button

29. MY SPOUSE DOES NOT HAVE A SOCIAL SECURITY NUMBER (SSN), AND THE FORM WON'T VALIDATE WITHOUT ONE. WHAT SHOULD I DO?

Do not make one up! If you do not know the SSN or your spouse does not have a SSN, type UNK into the first three spaces of the SSN field.

30. THERE IS ONE USER FORM, OR A FORM 562, IN MY DATABASE THAT IS APPARENTLY CORRUPT. I CANNOT MODIFY, VALIDATE, OR TRANSMIT THIS FORM. I'D LIKE TO ACCESS ANOTHER EPSQ DATABASE, WITHOUT NECESSARILY LOSING ALL OF THE DATA IN THE FIRST DATABASE.

You may need to create a blank (or alternate) EPSQ database with no data. You can then use this blank database to create and house any "problem" forms, including 562s or User forms:

Create a temp directory on the c: drive (i.e. c:\epsq20so\epsqtemp) using File Manager or Windows Explorer.
1) Start Security Officer Edition 2.x
2) Go to Utilities
3) Go to System Configuration
4) Go to Data File Location
5) With the cursor blinking in the top field, delete out any information and type in the temp file name: c:\epsq20so\epsqtemp*
6) Press the Filter button
7) Press the OK button.
8) You will be told that "EPSQ files were not found in the directory you selected. Would you like to create them? Selected Directory c:\epsqtemp. Yes/No". Select Yes to create a new database.
9) You will see "This change will take effect when the program is restarted. Selected directory c:\epsq20so\epsqtemp [OK]". Press OK.
10) Exit and restart EPSQ Security Officer. Create forms as needed.

To return to the main database, do the following:

1) Start Security Officer Edition 2.x
2) Go to Utilities
3) Go to System Configuration
4) Go to Data File Location
5) With the cursor blinking in the top field, delete out any information and type in the original location of your EPSQ files (i.e. c:\epsq20so*)
6) Press the Filter button
7) Press the OK button.
8) You will see "This change will take effect when the program is restarted. Selected directory c:\epsq20so [OK]". Press OK.
9) Exit and restart the EPSQ Security Officer Edition.

You can "toggle" back and forth between databases using this method.

31. MY PROBLEM IS WHENEVER I ATTEMPT TO IMPORT OR EXPORT A FILE I GET A "DYNAZIP ERROR", AND I AM BUMPED OUT OF EPSQ. MY JOB DEPENDS ON IMPORTING AND EXPORTING EPSQ FILES. WHAT SHOULD I DO?

We think some users who have upgraded from Windows 3.1 to Win95 are more likely to see this problem. The user's system attempts to create a temp directory in the EPSQ 2.x directory, but fails, therefore an error occurs when user attempts to import a .zdb file. To correct this, a user must delete any .old _epsq# (where # is any number) files or folders that exist in the EPSQ Installation directory, and delete any _val or _prnt files as well.

Users should set the IMPORT file location in the Subject Edition as follows:
1) Use File Manager or Windows Explorer to create a temp directory (That is c:\epsq2x\temp)
2) Delete all _epsq#, _val, and _prnt files/directories in the epsq2x directory
3) Exit File Manager or Windows Explorer
4) Log into the Security Officer Edition
5) Select Utilities
6) Select System Configuration, then Import File Location
7) In the text box at the top of the window that appears, type the directory name created in step a, above, followed by "*". For example c:\epsq2x\temp*.
8) Click on the "Filter" button. The directory name in text box should stay the same.
9) Click on the OK button.

If an error occurs when user attempts to <u>export</u> a .zdb file, again make sure there are no old _epsq# (where # is any number), _val, or _prnt, directories/folders in the EPSQ installation directory. If any exist, delete them. If this alone does not rid Subject of the error message, try to reset the EXPORT file location in the Subject Edition as follows:

1) Use File Manager or Windows Explorer to create a temp directory (That is c:\epsq2x\temp)
2) Delete all _epsq#, _val, and _prnt files/directories in the epsq2x directory
3) Exit File Manager or Windows Explorer
4) Log into the Security Officer Edition
5) Select Utilities
6) Select System Configuration, then Import File Location
7) In the text box at the top of the window that appears, type the directory name created in step a, above, followed by "*". (For example c:\epsq2x\temp*)
8) Click on the "Filter" button. The directory name in text box should stay the same.
9) Click on the OK button.

32. I AM RUNNING INTO PROBLEMS IMPORTING/EXPORTING (LOADING/UNLOADING) FORMS FROM A DISK ONTO EPSQ 2.x.

Please attempt the following:
1) Create a temp directory on the c: drive (i.e. c:\temp) using File Manager or Windows Explorer.
2) Start Security Officer Edition 2.x
3) Go to Utilities
4) Go to System Configuration
5) Go to Import File Location or Exporting File Location (Depending on your problem)
6) With the cursor blinking in the top field, type: c:\temp*
7) Press the Filter button
8) Press the OK button.
9) Exit and re-enter the application for changes to take effect

33. I AM TRYING TO IMPORT A FILE. I RECEIVE AN ERROR: "UNABLE TO UNZIP FILE", SOMETIMES FOLLOWED BY: "CODE BASE ERROR -60, FILE UNZIP ERROR". THE PROGRAM ABORTS AND KICKS ME OUT. WHAT IS GOING ON, AND HOW DO I IMPROVE MY SITUATION?

EPSQ is reading an older version of a file zipping utility called "Dynazip". Above error message may appear if this older version is in a folder other than EPSQ.

Using Windows:
    1) Close EPSQ
    2) Go to Start
    3) Select Find
    4) Select Files or folders
    5) In the name box, enter dunzip.dll
    6) Click on Find Now

If there are dunzip.dll files in folders OTHER THAN in the EPSQ folders:
    1) Highlight the file (single click on the icon)
    2) Select file from the menu bar
    3) Select rename
    4) Change the file extension to .old
    5) Repeat 1-4 for remaining files that are not in EPSQ folders

Go back to EPSQ and try to import the form again.

NOTE: You may experience a problem with other programs that try to use the .dll file you have renamed. If so, change those files back to .dll extensions.

34. WHAT SHOULD I DO IF I SEE "UNABLE TO CONNECT TO PROGRAM MANAGER"?

During installation, user may see "Unable to Connect to Program Manager" or "Version: unknown.unknown" on the EPSQ Main Menu after logging in. This problem is associated with the Win95 program (usually systems that were upgraded from Win 3.x to Win95). The epsq20.ini was not installed to your c:\windows directory. Copy this file: epsq20.ini to your c:\windows directory (or directory where Win95 program is located). This problem may also reveal itself if the system crashes upon trying to send file to DSS.

You may need to re-start your computer for these changes to take effect.

35. HOW CAN I LET DSS KNOW THE RANK AND/OR TITLE OF MY REFERENCE OR SUPERVISOR? SHOULD I INCLUDE THE RANK IN THE "FIRST NAME" FIELD?

It is helpful (and polite) for DSS Special Agents to know the accurate ranks and titles of the references whom we interview. While knowing the ranks and titles of potential interviewees is beneficial, please do not include Rank or Title information in the First Name Field in EPSQ. Within each of the Modules in EPSQ, Subjects may enter Remarks. As an example, if a Subject wished to tell DSS the ranks or titles of the three people listed in Module 7 - People Who Know You Well, Subject could write in Remarks:
The three references I have listed are:
   a) Sgt. Mary Johnson
   b) Dr. David Cole
   c) Lt. Col. Paul M. Otterbein

36. I AM A POTENTIAL USER HOPING TO LAUNCH EPSQ, AND I GET THE FOLLOWING ERROR: "FILE ERROR. CANNOT FIND CTL3D.DLL", OR ERROR MAY READ THAT IT CANNOT FIND THE "CTL3DV2.DLL" FILE. WHAT DOES THIS MEAN?

DLL files refer to dynamically linked library files. These files are missing from the user's Windows directory. They may not have been installed with Windows. It is important to ensure that the version of is compatible with what the executable expects.

Attempt to obtain a copy from another PC and copy it to your c:\windows directory (or contact your system administrator for guidance).

37. WHAT SHOULD WINDOWS NT USERS DO IF EPSQ CRASHES IMMEDIATELY AFTER LOGIN?

Color Palette may be the culprit. Color Palette must be set to meet or exceed 32K. EPSQ will not operate at "256 color" setting. In order to do this:
    A. Press Start
    B. Press Settings
    C. Press Control Panel
    D. Press Display Icon
    E. Press Settings Tab
    F. Under Color Palette, Select 32,000 (or higher)
    G. Select [Test] button
    H. After successful test, press [OK] to keep new settings

Windows NT ver 4.0 Users: You must have Service Pack version 3 (or higher) installed for EPSQ 2.x to work properly.

38. I AM GETTING THE UNSETTLING MESSAGE "ERROR CALLING MKDIR FOR FILE ..._EPSQ#". WHAT SHOULD BE DONE?

LAN users should have rights to create temporary directories under the EPSQ installation directory. If this error message appears, please confirm that you have read/write rights for the LAN drive, as well as rights to create folders.

Additionally both LAN and non-LAN users who find this message should enter the EPSQ directory (under Program Manager or Windows Explorer) and delete all underscore files. These include _val; _prnt; and _epsq#.

39. HELP ME, I AM HAVING PROBLEMS SENDING EPSQ TRANSMISSION FILES USING MS® EXCHANGE.

Problem: EPSQ transmissions would arrive at DSS as an "html" file and could not be read. The sender was using Microsoft Exchange. After several attempts to resolve this problem, it was determined that the sender's computer was set to "always send to this recipient in Microsoft Exchange rich text format," which apparently packages the e-mail attachment as an html file.

Solution:
    (1) Open Microsoft Exchange.
    (2) Open up the message window.
    (3) Prompt the "to:" box that opens the personal address book. Select the EPSQ e-mail address.
    (4) Click the right mouse button and highlight properties.

(5) The window shows the particular e-mail address properties. User needs to ensure that the box that reads: "Always send to this recipient in Microsoft Exchange rich text format," is <u>not</u> checked.

40. I RECEIVED A DISKETTE, AND LOADED THE FILE. WHEN I TRY TO MODIFY THE FILE, I GET THE FOLLOWING MESSAGES: "gv.currForm contains an invalid value". I AM THEN GIVEN A MESSAGE THAT BEGINS WITH "Assertion Failed". FINALLY, I'M TOLD "PROGRAM ABORTED". WHAT IS WRONG WITH THE FILE I RECEIVED? WHAT CAN BE DONE TO CLEAR THIS PROBLEM?

There is likely nothing wrong with the diskette or file you received. The Security Edition of EPSQ you are using contains a pre-existing DISCO Form 562 on Subject - which needs to be deleted.

First, go to Utilities - Delete Form - DISCO Form 562. Choose Subject's name and SSN from list Subject's form will be deleted. You may wish to print the 562, or save the 562 to a disk before deleting.

Unfortunately, further steps are likely required. The User Form that you attempted to import will still need to be deleted. The problem is that the form must first be re-imported before it can be successfully deleted!

By clicking on Communications, then Receive User Form from Subject/Security Officer, please re-import the problem form. Now it is necessary to delete this problem form.

Once you have imported the form (enabling it to appear on the list of those to be deleted) and deleted the form (so that it no longer appears on the list to be deleted) it is now ready to be imported finally without a problem!

41. MANY SUBJECTS WHO WERE BORN ABROAD OF US PARENTS ORIGINALLY ENTERED ON A US PASSPORT, BUT EPSQ ASKS FOR A CITIZENSHIP CERTIFICATE NUMBER, AND A STATE DEPT. FORM 240 DATE. WHAT CAN BE DONE IF THIS INFORMATION IS NOT AVAILABLE, OR NOT APPLICABLE?

EPSQ 2.1.1 (and previous versions) will validate without a Form 240 date, but it does need the Citizenship Certificate Number, City and State. If the Subject cannot access Citizenship Certificate information, they should put "UNKNOWN" in the field for Citizenship Certificate Number, put that day's date in the Issue Date field, and put the City and State where they are sitting at that moment, into those fields. Subject should then go into Remarks, and attempt to tell DSS about the documentation that they do have regarding their citizenship status. This will enable the form to validate without errors.

EPSQ 2.2 has been modified so that Subject will be required to enter either Citizenship Certificate information, or a State Department Form 240 date.

42. WHAT SHOULD A SUBJECT DO, IF HE OR SHE DOES NOT HAVE CITIZENSHIP DOCUMENTATION REGARDING FOREIGN-BORN PARENTS OR OTHER FAMILY MEMBERS? HOW CAN EPSQ BE MADE TO VALIDATE?

If Subject's parents or any immediate family members are Immigrant Aliens, or Naturalized Citizens, it is important to have documentation, if possible.

To get the EPSQ to validate without this information, when the relative's name appears in Module 10, Subject should double-click on it. At the Proof of Citizenship document field, Subject selects 4-Other. This will lead to a free form, Remarks-like field. Subject can there provide more details about the Naturalization information that they can access, or tell us whatever is appropriate for their situation; for example "My parents are Naturalized Citizens who were born in Argentina, but I have no further information."

43. I'M GETTING A VALIDATION ERROR IN MODULE 4 AND 6: "YOU MUST BEGIN AT THE BEGINNING OF THE INVESTIGATION SCOPE." WHAT DOES THIS MEAN?

Data entered for these modules must cover the entire length of the investigation. For NACs, NACLCs, Periodic Reinvestigations, and Secret Periodic Reinvestigations –EPSQ is looking for complete residence and employment data going back at least five years. For SSBIs, EPSQ is looking for complete residence and employment data going back ten years. Please check with your Security Officer to accurately determine how many years of data you must provide.

A Subject, who completes his form on December 14th, 2000, would need to provide data in these modules going back to either December 14th, 1995, or if the period of investigation were 10 years, back to December 14th, 1990.

Under no circumstances does EPSQ require residence or employment information before Subject's 16th birthday.

44. WHAT SHOULD THE SUBJECT DO WHO IS HAVING TROUBLE IN THE VERY FIRST SCREEN, THE VERY FIRST MODULE, OF THEIR SF86?

There are a few things to be aware of when a Subject runs into problems at the very beginning of creating a form. For example:

- Subject should only use the pull down arrow to select a state or U.S. territory if he or she was born in the United States or one of its' territories. The state field should be left blank if Subject was not born in the United States, or a US territory. The Subject may also leave the county field blank.
- Subject should use the pull down arrow to select country of birth, and sex. EPSQ users should use the pull down arrow to make their choices whenever they are given the opportunity.
- If Subject fails to enter a middle name, the error message: "You have not entered all the required information on this screen needed to create a form. Do you want to exit WITHOUT creating a form?" will appear. Subject should select NO. Subject should be certain that they entered something in the middle name field. If Subject has no middle name NMN (no middle name) should be entered in that field. A record is not created if the Subject's middle name field is left blank.

45. I AM THE SECURITY OFFICER AND I FORGOT MY USER ID OR PASSWORD. CAN DSS TELL ME WHAT THEY WERE?

DSS has no way of maintaining a record of Security Officer's User IDs and Passwords, and it is absolutely impossible to know what they were. If another User ID and Password was created, please try using it [Utilities – System Administration – Security Officer Users]. You will not be able to create a backup User ID and Password if you can't log into the EPSQ Security Officer program.

If there is another Security Officer with administrative rights, he or she can log in (with their User ID and Password), and a new User ID and Password can be created for you. After going to Utilities – System Administration – Security Officer Users, the person with administrative rights should press ADD, and enter a new User ID, Password, then confirm the Password. It is a good idea to change the Admin Status to "YES", and then click OK.

Unfortunately if you cannot log into the Security Officer edition, and there are no other Security Officer users, the program will need to be reinstalled. You will no longer be able to access any of the previous files that were stored in the Security Officer edition database. If these files were saved in a .zdb or .cds file format they can be reloaded into the program. Immediately after reinstallation you will be prompted to create a new User ID and Password.

If you are taking over the Security Officer duties from a previous person, and weren't given the User ID and Password, please try to obtain this information, or you also will need to reinstall the program.

46. AS A SECURITY OFFICER, I HAVE MANY SUBJECTS' EPSQs IN MY DATABASE. DO I NEED TO LIMIT THE NUMBER?

Don't let the size of your EPSQ database grow unchecked. Once you find that you have approx. 200 to 250 forms in your EPSQ database, it is likely time to begin archiving some of these forms. You will find that this will allow you to access your forms more quickly, and lower the risk of corruption in the database. There is certainly no harm in archiving your EPSQs well before you have 200 forms in your database.

In order to archive your forms, you may unload a single form, or group of forms, to the .cds format. You can do this by selecting Utilities - Unload Form to CDS Format - either User Forms or DISCO 562s. At this point, you name, and create, a .cds file, and save this file wherever you wish (for example, to a floppy disk in your a:\ drive). Please note that files saved in the .cds format are not encrypted, and are stripped of Subject's password, so save them in a safe location.

You may also elect to save User Forms individually in the .zdb format. You can do this by selecting Communications - Transmit User Form to Subject/Security Officer. At this point, you name and create a .zdb file, and save the file(s) wherever you wish (for example, to a floppy disk in your a: drive). Please note that files saved in the .zdb format <u>are</u> encrypted, and can only be accessed with Subject's original password

47. I APPLIED THE EPSQ 2.2 SECURITY OFFICER EDITION PATCH TO MY EPSQ PROGRAM. NOW, I AM BLOCKED FROM TYPING MY FULL USER ID, AND THEREFORE, I CANNOT ACCESS ANY OF MY DATA. WHAT CAN I DO?

A change was made to EPSQ 2.2 that limits the length of Security Officer's User ID to nine characters or fewer. If the EPSQ 2.2 Security Officer edition patch is applied, and a Security Officer user had a User ID with ten or more characters, he or she can no longer access their (newly patched) EPSQ program.

The best way to avoid this problem is to add a Security Officer edition user with a User ID of nine characters or fewer *before* applying the EPSQ 2.2 patch.

If the patch is applied, and the only User ID is *more* than nine characters, there is only one way for the Security Officer to get to the data previously created in that program. The Security Officer must:
  a) Apply the <u>EPSQ 2.1.1 patch</u> – turning your newly patched EPSQ 2.2 back to EPSQ 2.1.1.
  b) Once your program has reverted to being version 2.1.1, go to Utilities/System Administration/Security Officer Users. Once there, Click "ADD" and add a User ID with nine or fewer characters (the four letters "EPSQ" for example).
  c) After the new User ID has been added, reapply the EPSQ 2.2 Security Officer edition patch.
  d) Use the newly added User ID to access your EPSQ program.