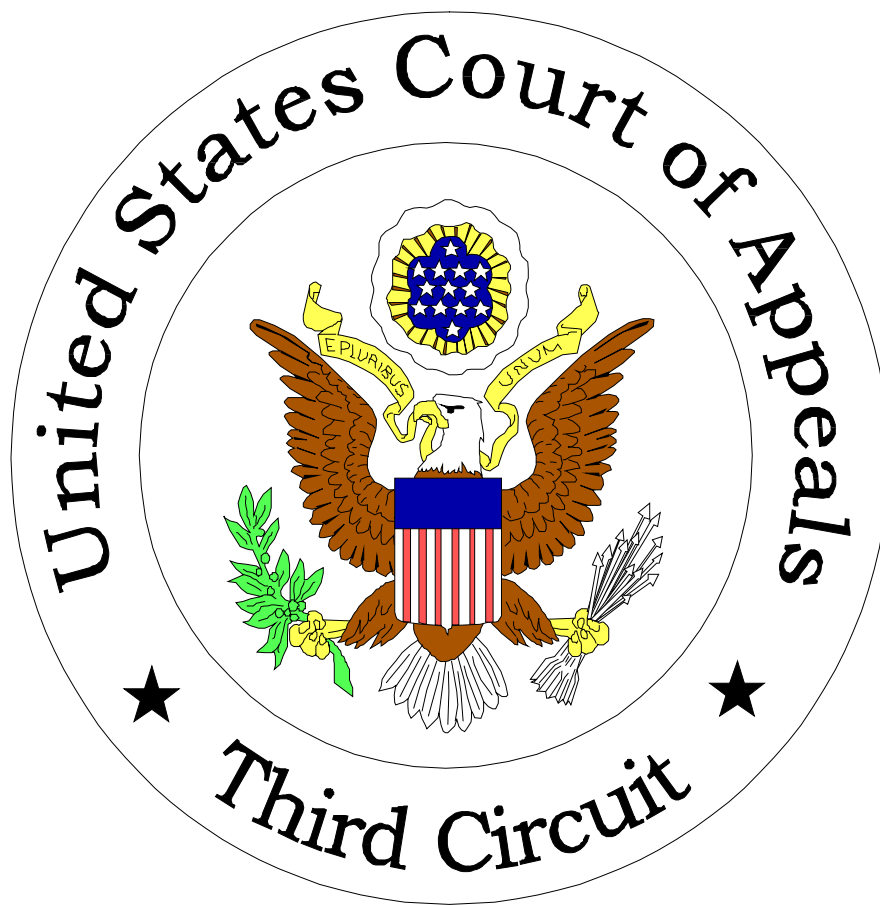


2017



TECHNICAL ISSUES & CM/ECF

This manual provides instructions and work-arounds to address common technical issues.

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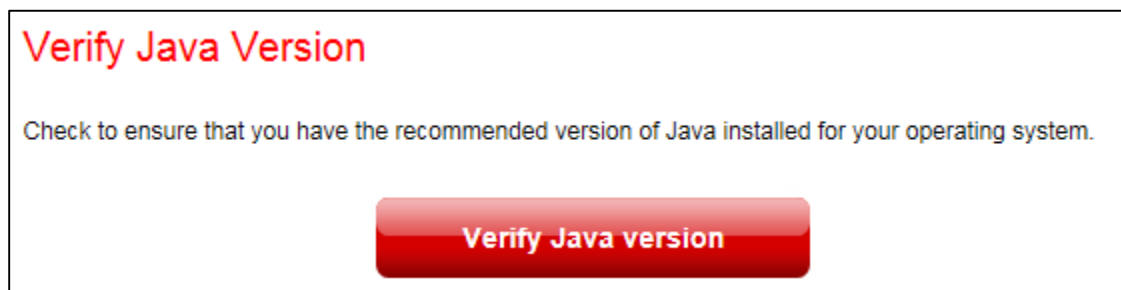
Checking for Java

<https://www.java.com/en/>

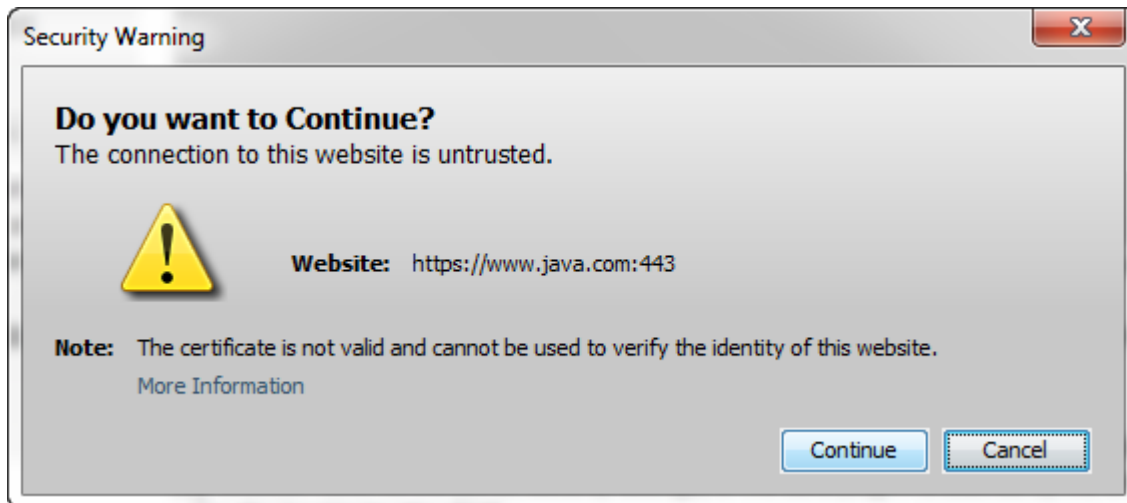
Using a Java compatible browser (**Safari** for Mac users, **Internet Explorer (IE)** for PC users), open the above link.



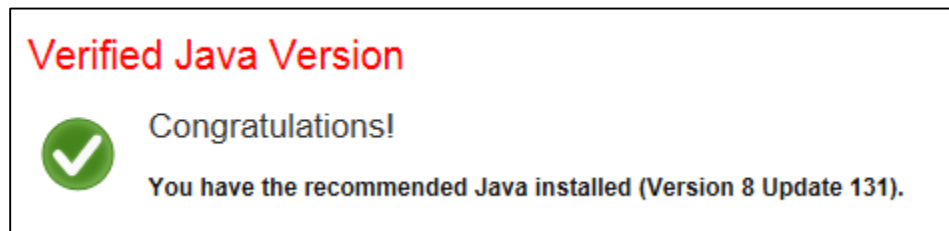
Click **Do I have Java?**



Click **Verify Java Version**.



This, or a similar pop-up, will appear. Click **Continue**.



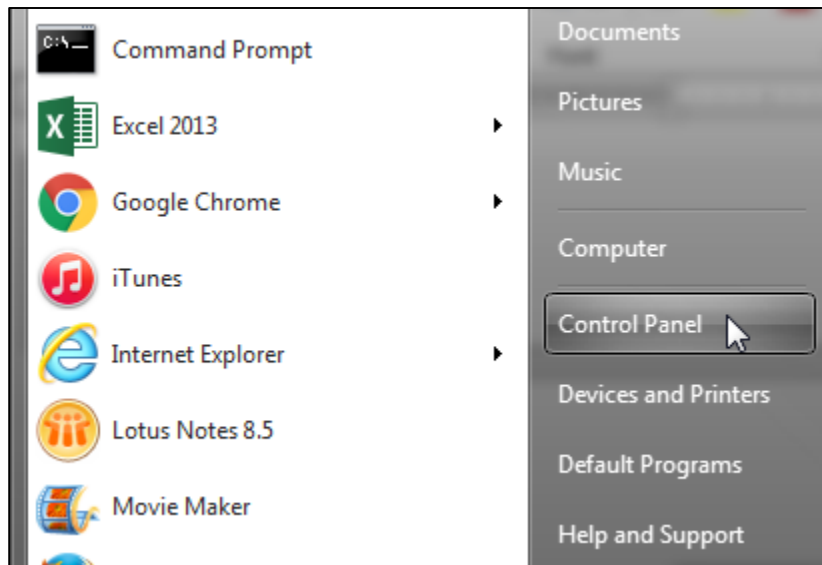
If you don't have Java, you'll be prompted to install.

If you have an outdated version, it is best to update via the **Java Control Panel**. Please see the instructions beginning on the next page.

Updating via the Java Control Panel

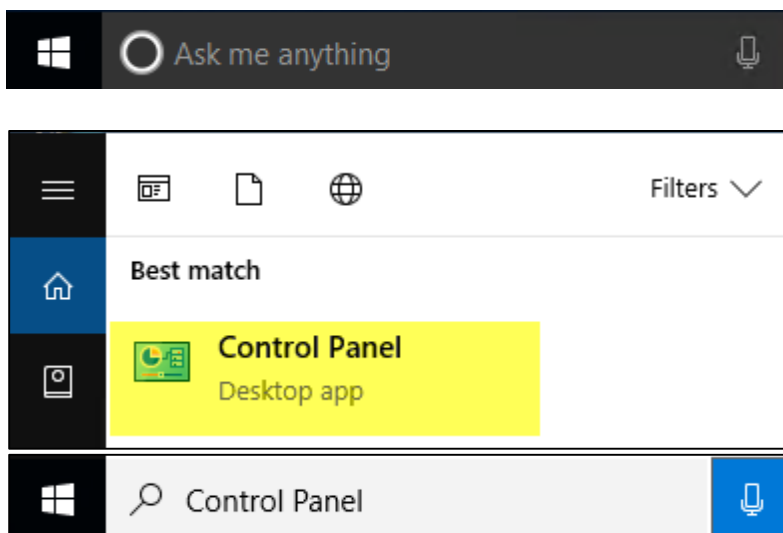
PC Users

For older operating systems, click the Windows button

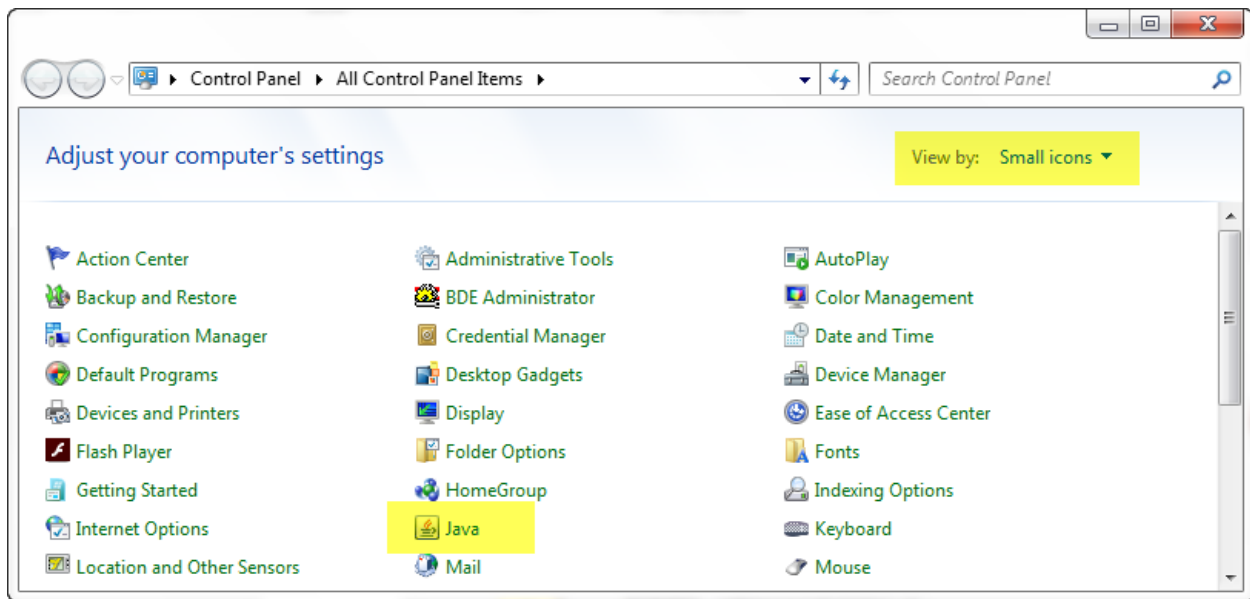


Click **Control Panel**.

For Windows 10 users, type “Control Panel” in the **Ask me anything** search field.

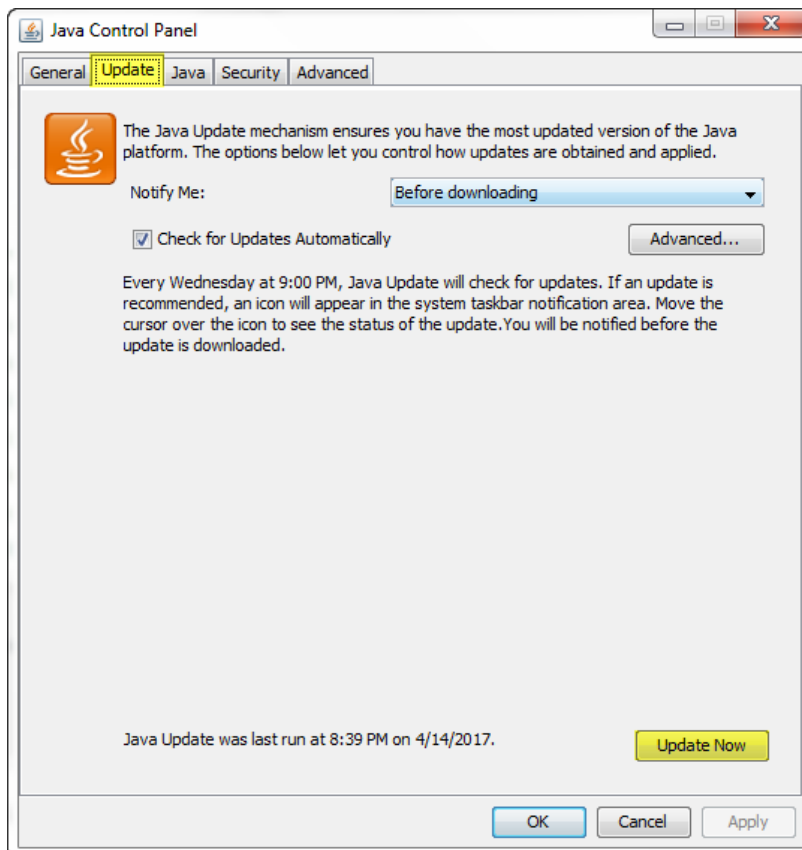


Click **Control Panel**.



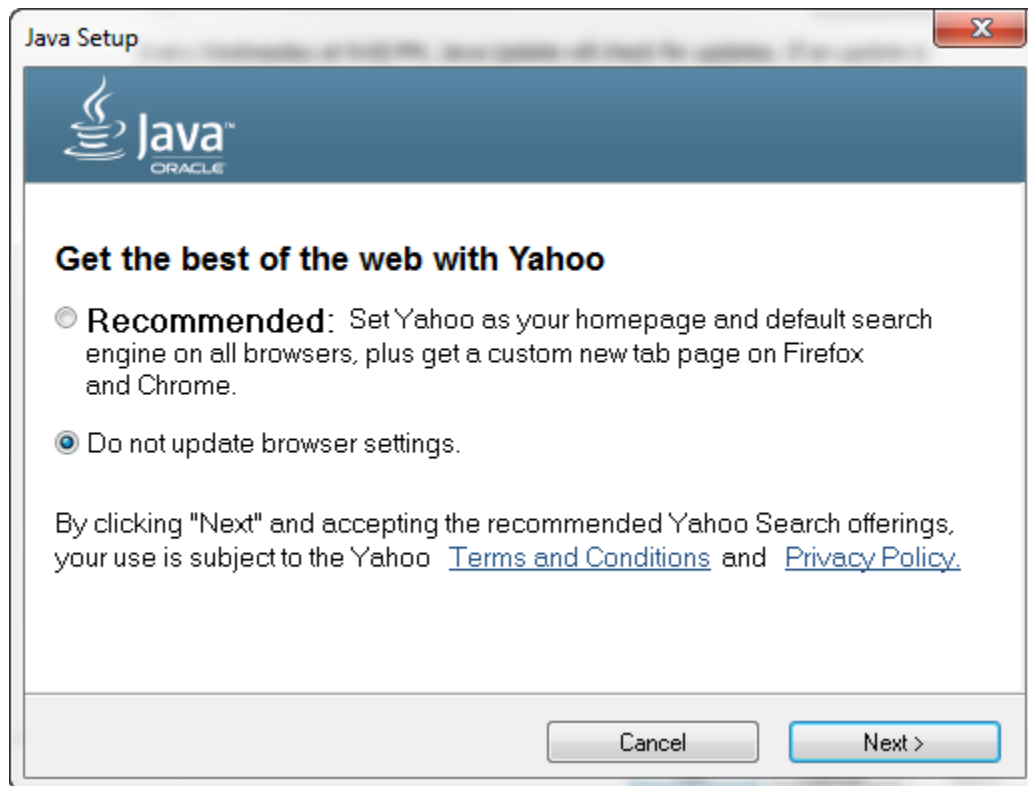
Set the **View by:** drop down menu to **Small** or **Large icons**.

Click **Java**.



Click the **Update** tab, and click **Update Now**.

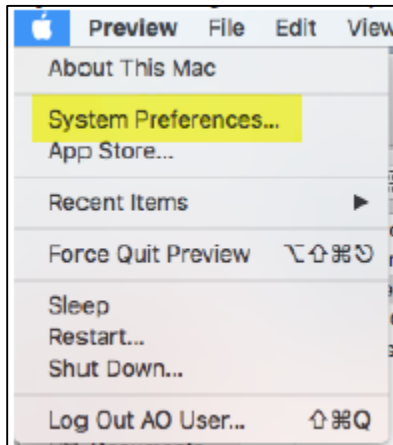
As the update installs, you may receive the following screen or one similar.



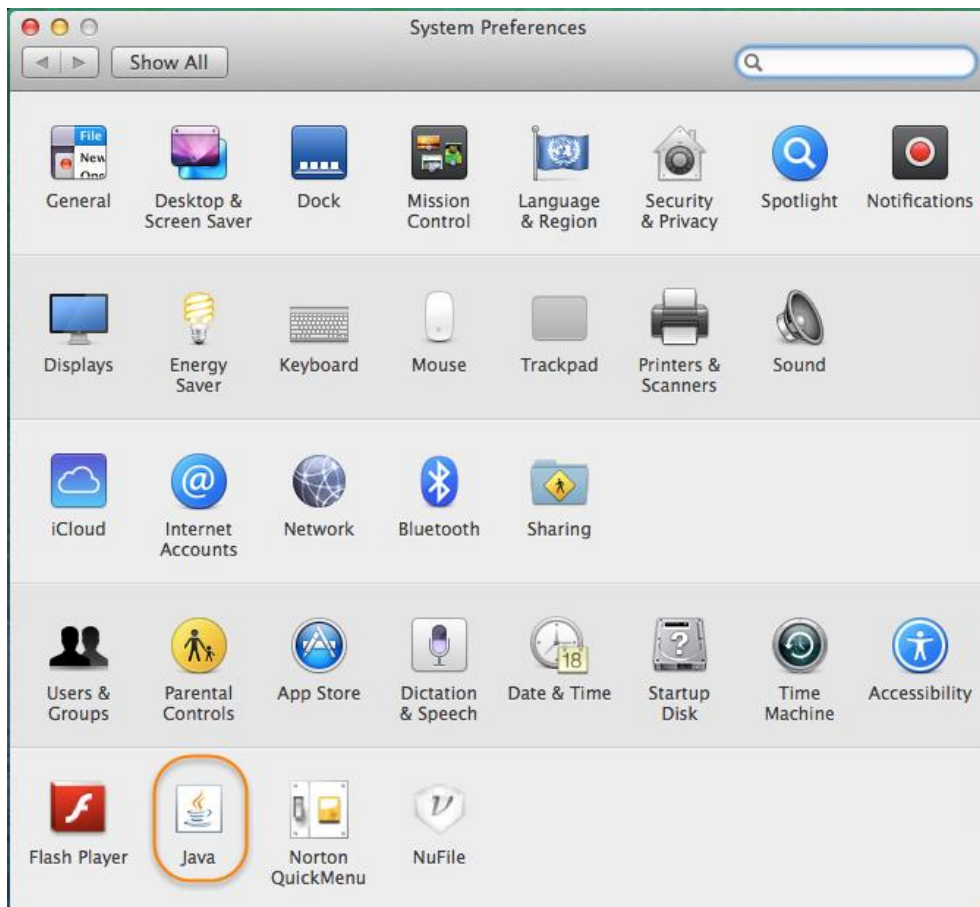
Select **Do not update browser settings**.

Click **Next >** and allow the installation to complete.

Mac Users



Click the Apple menu, and select **System Preferences...**

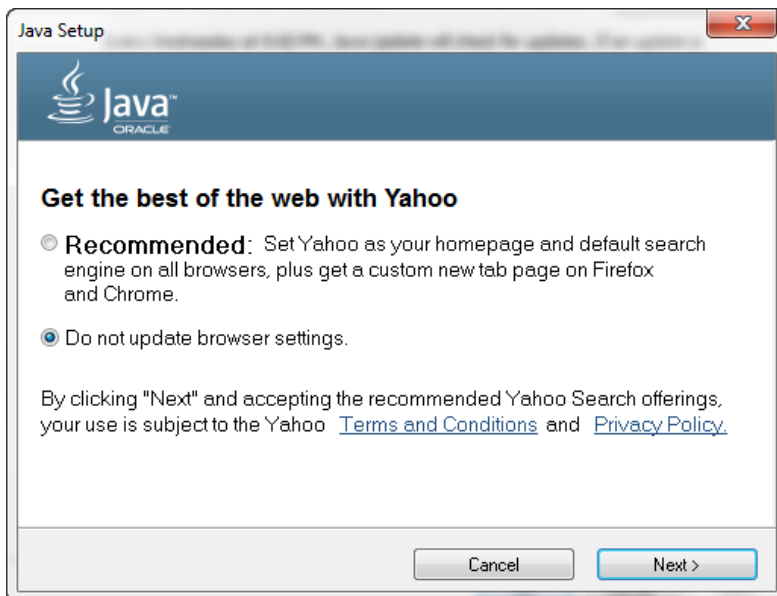


Set your view the **Show All**, and click **Java**.



Click the **Update** tab, and click **Update Now**.

As the update installs, you may receive the following screen or one similar.



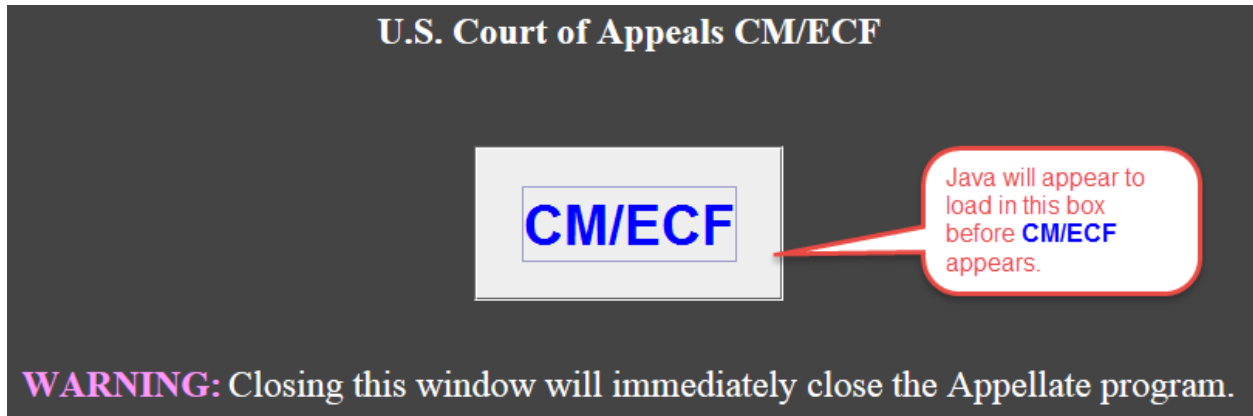
Select **Do not update browser settings**.

Click **Next >** and allow the installation to complete.

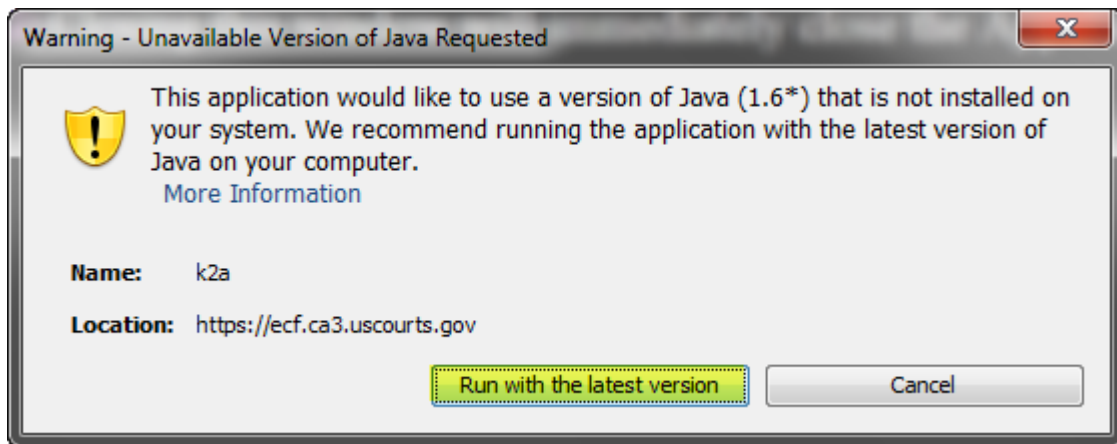
Browsers Using the Java Applet

PC Users (Internet Explorer)

After clicking Login, users will be brought to the following page:



The following may or may not appear:

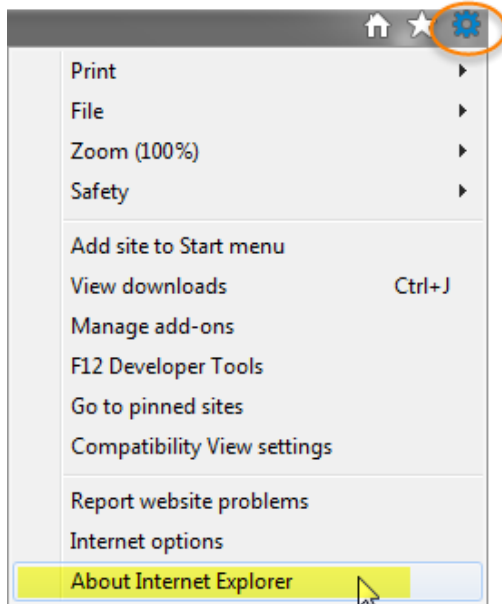


Click **Run with the latest version**.

Windows 64-bit Operating Systems

While 64-bit operating systems can run both 32 and 64-bit versions of browsers and Java, it has been reported that 32-bit versions are more stable when using the CM/ECF application. N.B. The number of bits for the browser and Java must match.

Check the Browser Version (Internet Explorer)



Click the gear icon or the **Tools** menu, and select **About Internet Explorer**.

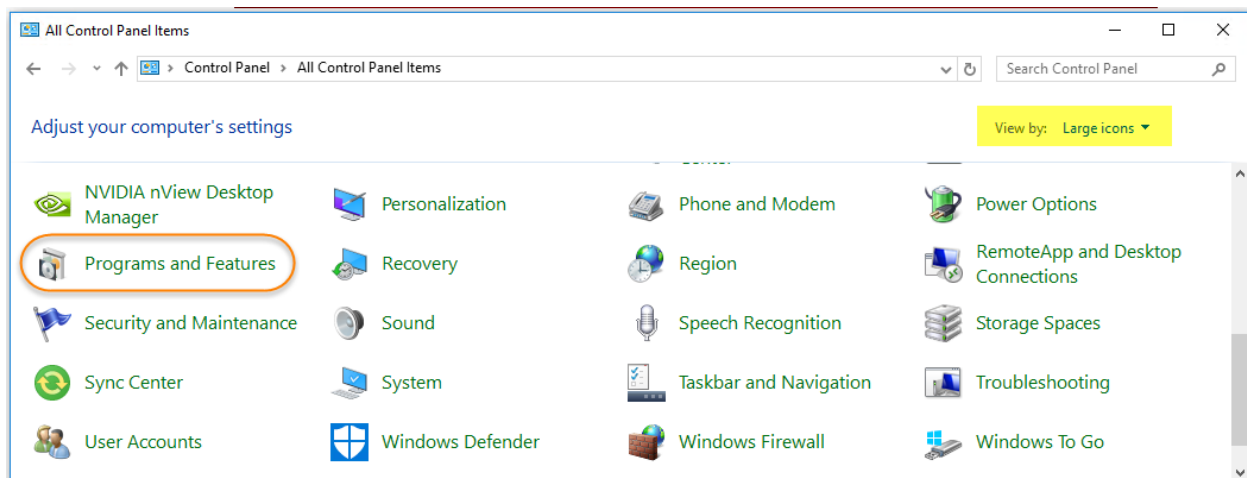


If the version information does not indicate 64-bit, then the browser is a 32-bit.

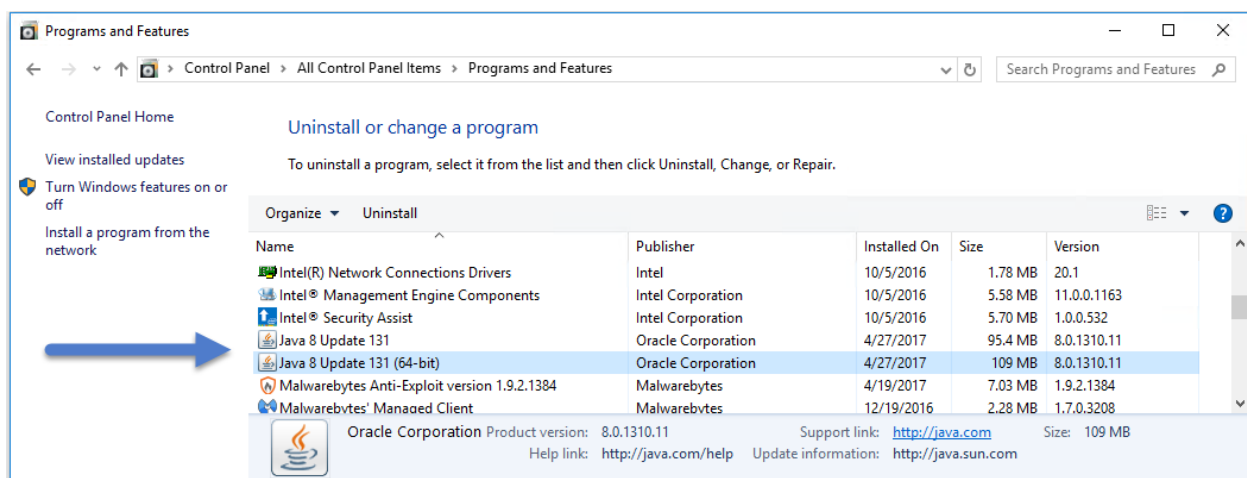
If the browser is a 64-bit version, it will be stated with the version information as displayed below.



Checking the Java Version



Open the **Control Panel** and click **Programs and Features**.

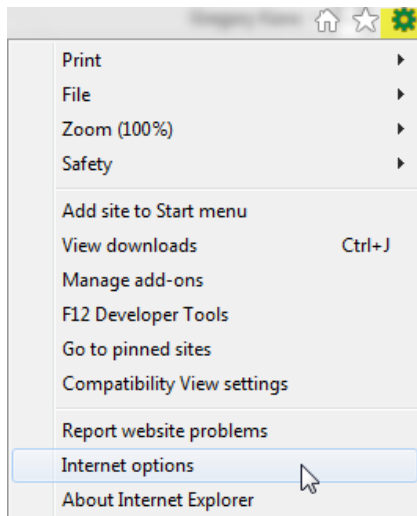


The 64-bit version is specifically identified.

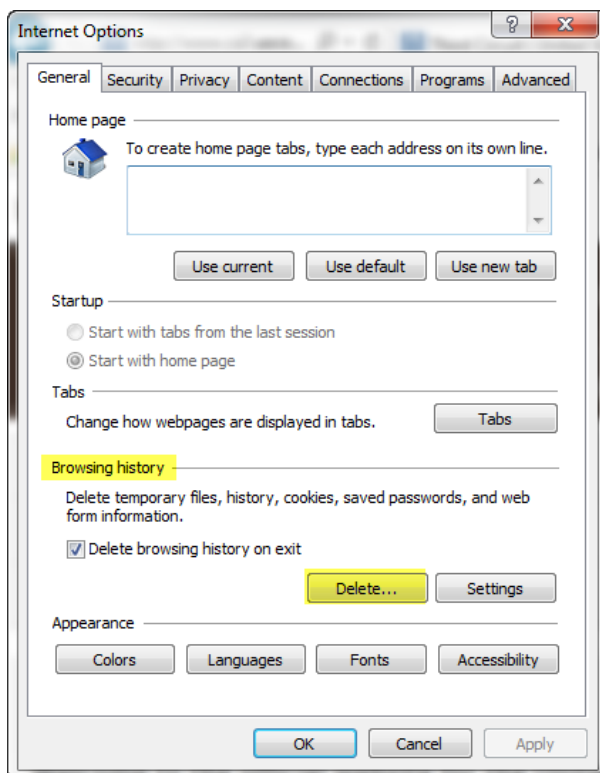
Problem – Click Login, return to login screen and credentials no longer appear.

Fix – Clear the browser history.

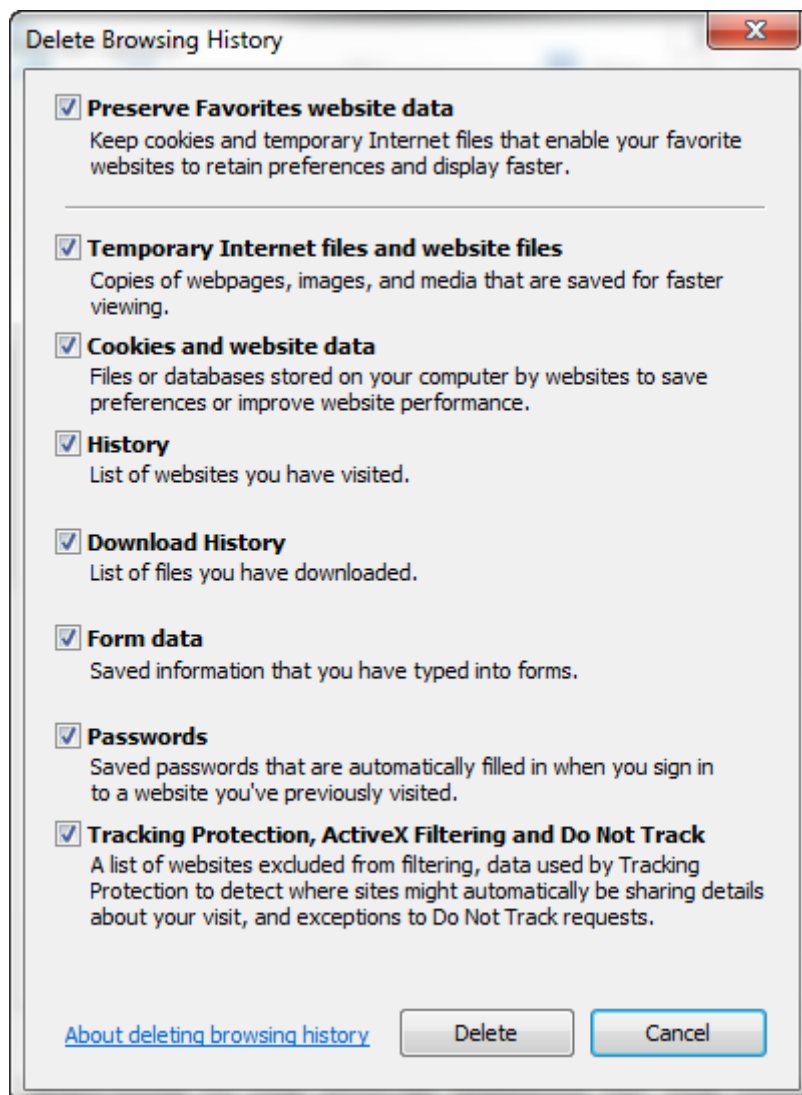
Click the gear icon or select the **Tools** menu.



Select **Internet options**.



Under **Browsing history**, click **Delete...**



Check everything, and click **Delete**.

Mac Users (Safari)

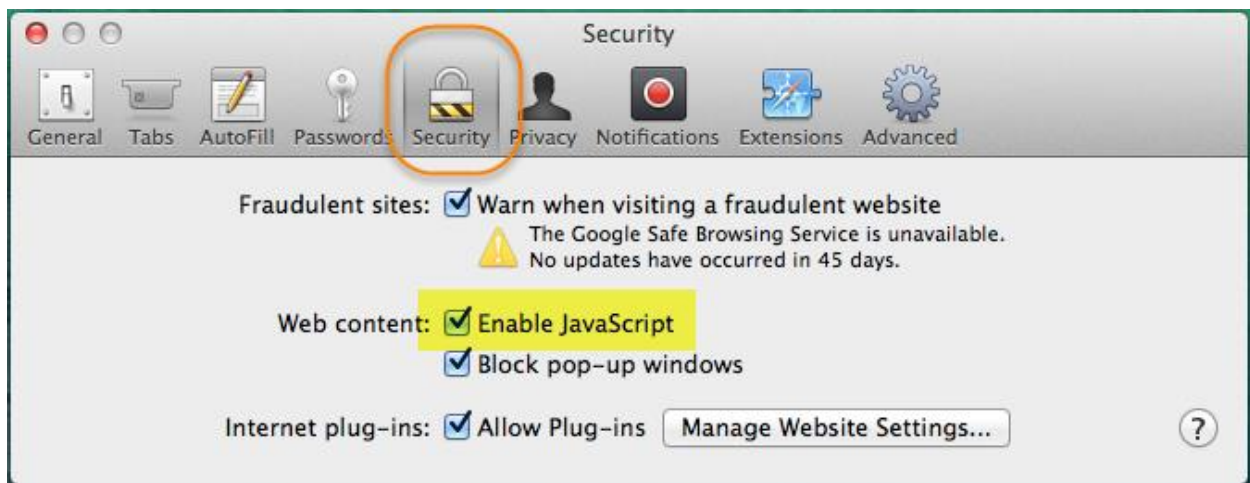
Problem – CM/ECF menu options are not opening

Fix – Toggle **Enable JavaScript**.

While logged into CM/ECF, click on a Safari browser window to access the **Safari** menu.



Select **Preferences....**



Click the **Security** icon.

Uncheck **Enable JavaScript**, and close the Preferences window.

Open **Preferences...** again, check **Enable JavaScript**, and then close the Preferences window.

Return to CM/ECF and the menu options should open.

Problem – Unable to Browse and Attach

Fix – Set the browser to run in “unsafe” mode. N.B. This may not be possible for newer operating systems.

While logged into CM/ECF, click on a Safari browser window to access the **Safari** menu.

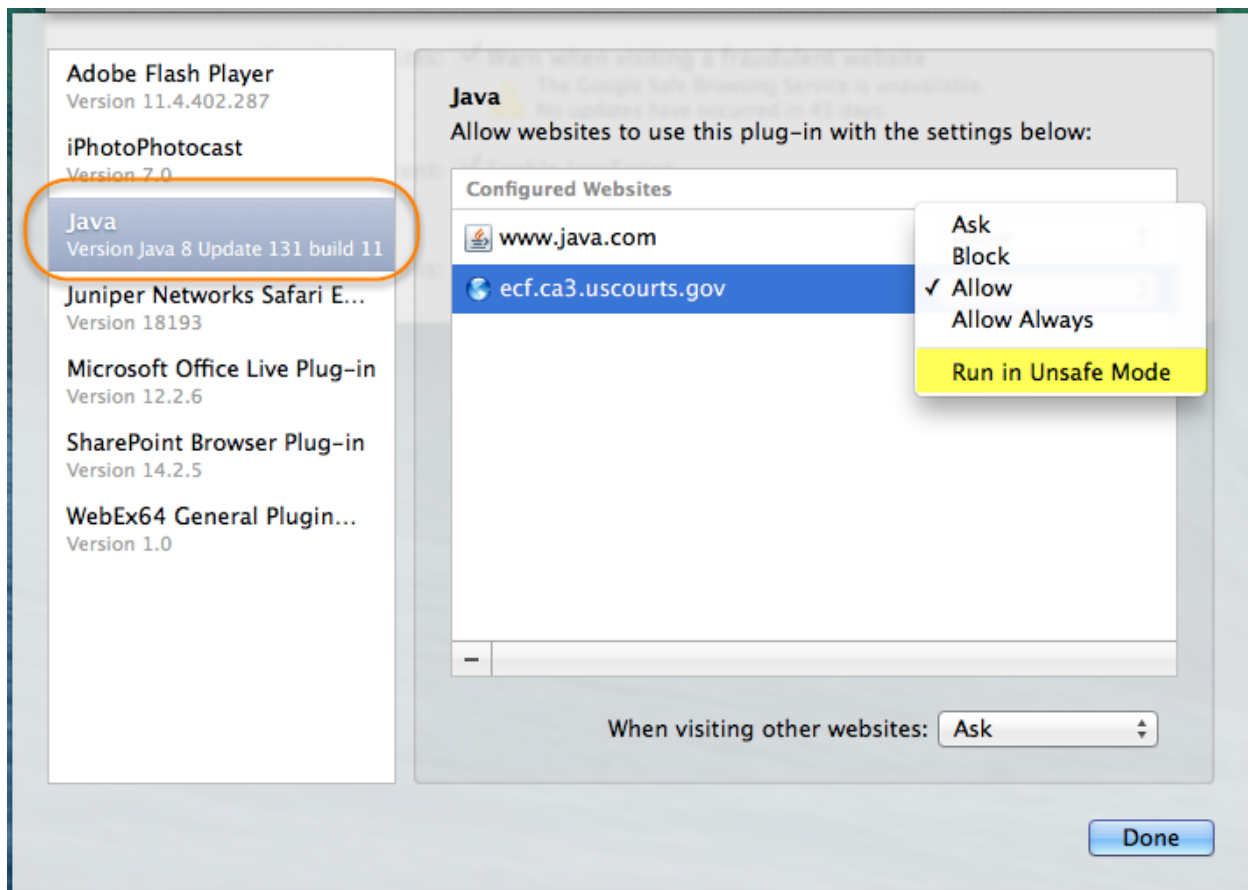


Select **Preferences....** The following screen will appear differently depending on your operating system.



Click the **Security** icon.

Click the **Manage Website Settings...** button.



Select **Java** in the column to the left.

Select **ecf.ca3.uscourts.gov** under **Configured Websites**.

Click the dropdown menu, and select **Run in Unsafe Mode**.

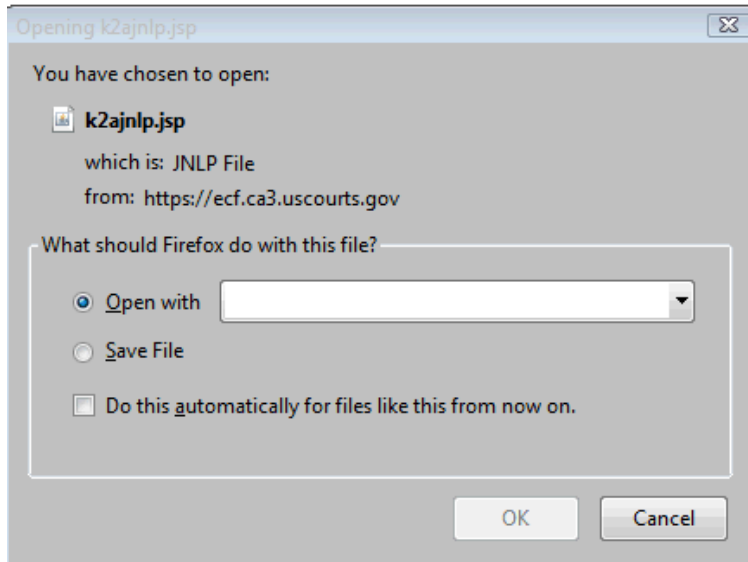
Click **Done**.

Log out of CM/ECF and then back in, and the fix should take effect.

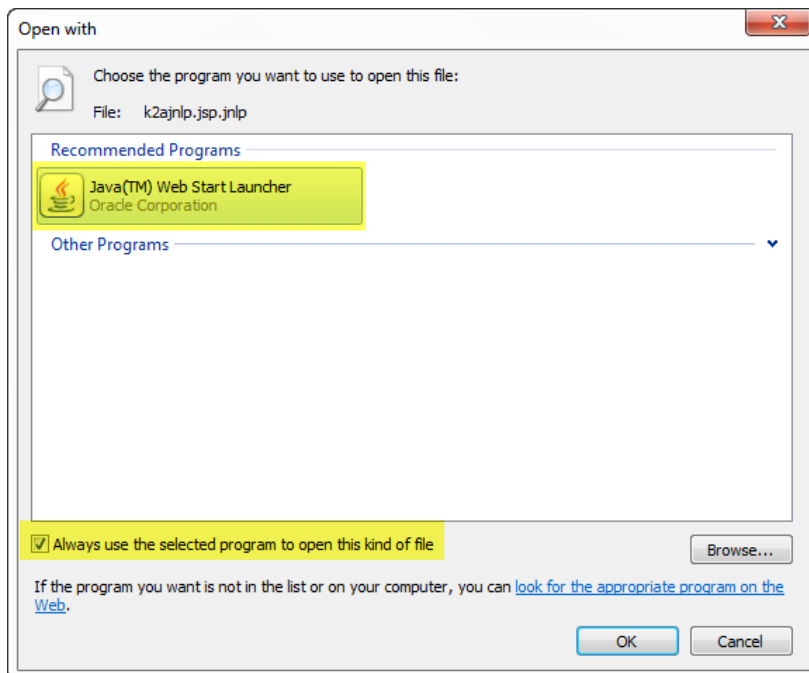
Mozilla Firefox & Java Web Start

PC Users

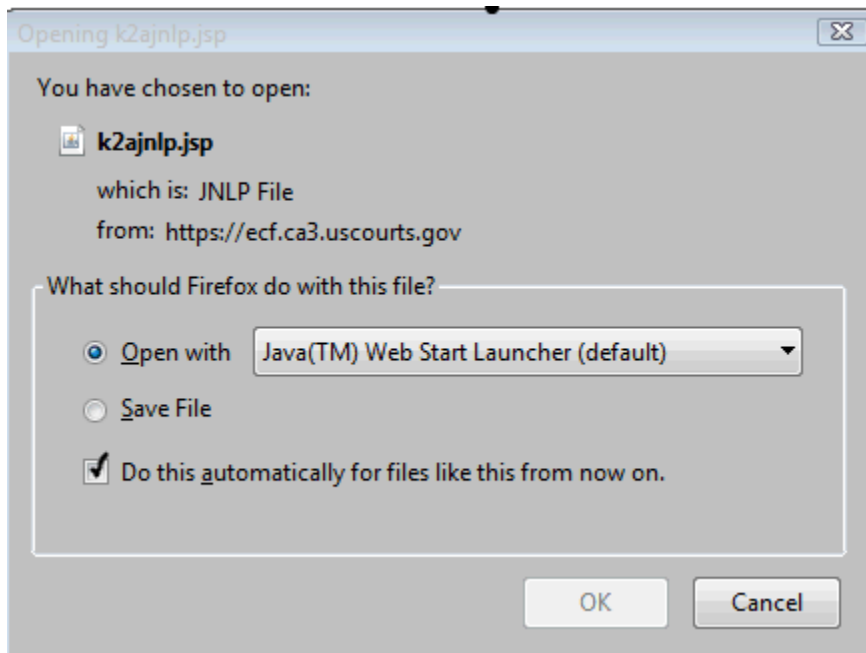
The first time a user logs into CM/ECF via Mozilla Firefox, the following should appear.



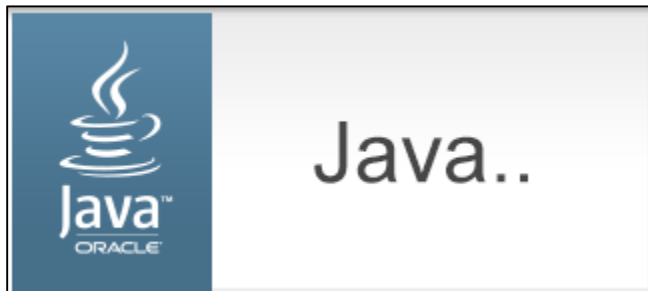
Select **Open with**.



Select **Java(TM) Web Start Launcher**, check off **Always use the selected program to open this kind of file**, and click **OK**.



Check **Do this automatically for files like this from now on**, click **OK**, and the following will appear briefly.



Some time may pass before the following appears, and then the CM/ECF application will open.

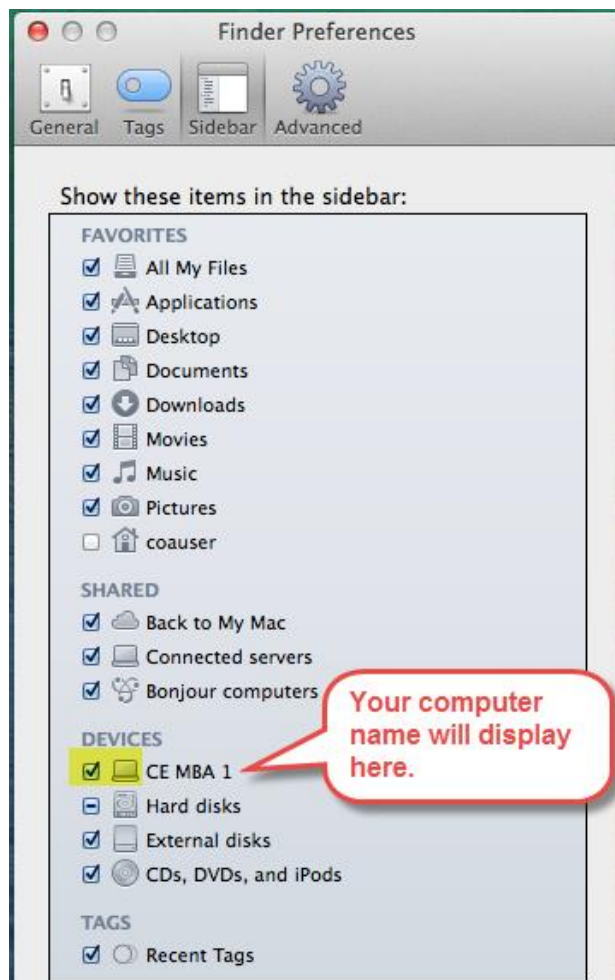


Mac Users

First, make sure the computer appears under **Devices** on the Sidebar.

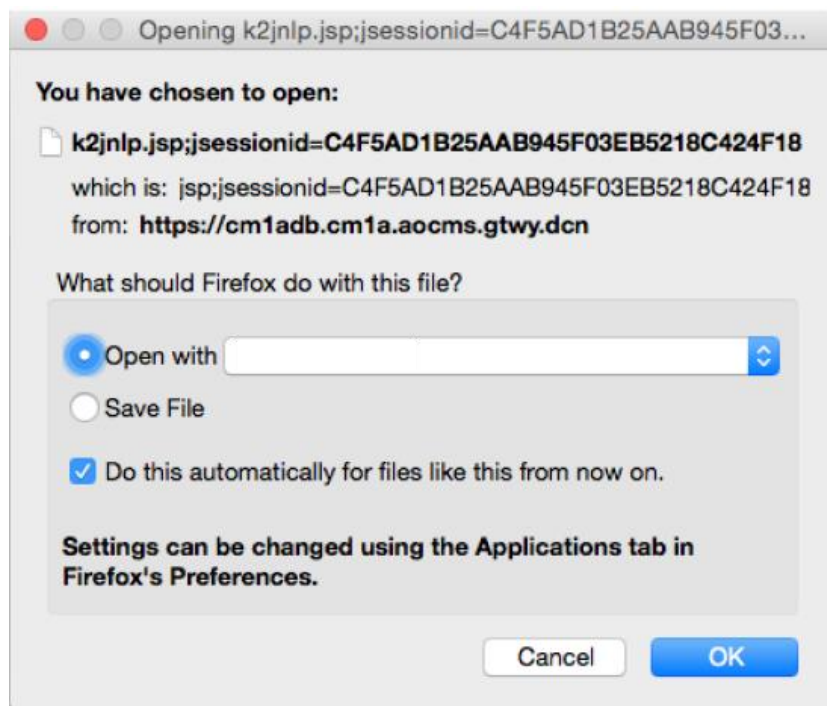


Click **Finder**, and select **Preferences....**

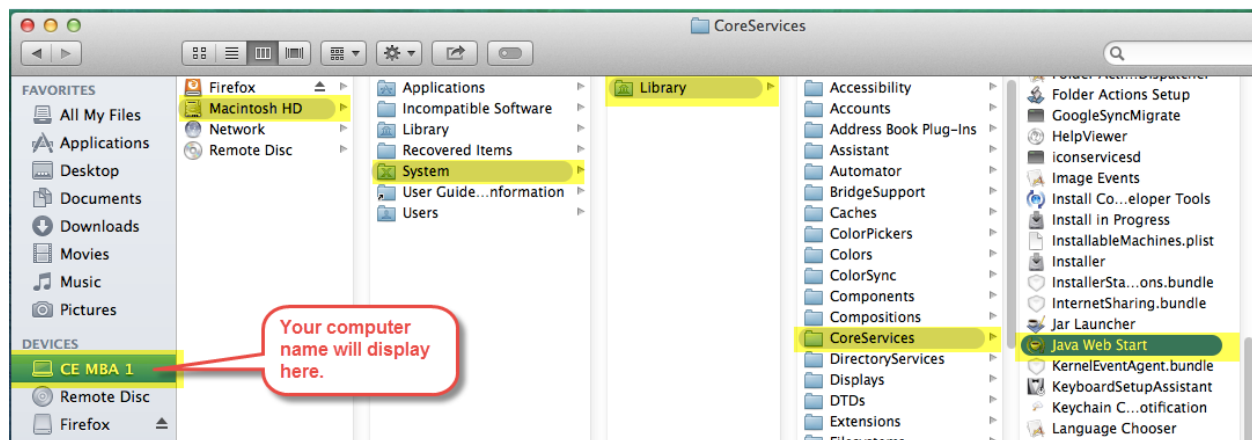


Click **Sidebar**, and make sure the computer is checked under **DEVICES**.

The first time a user logs into CM/ECF via Mozilla Firefox, the following screen or something similar should appear.



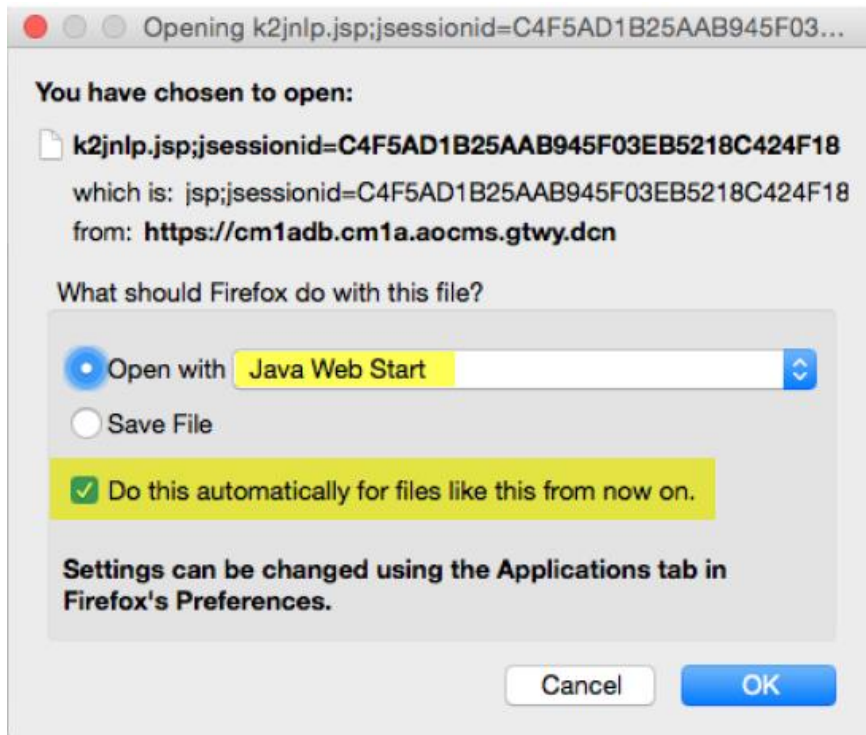
Select **Open with**.



Under **DEVICES**, select the computer.

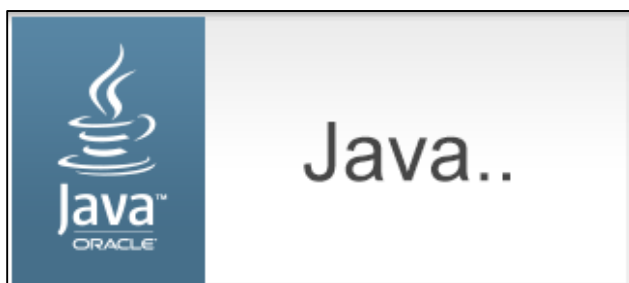
Access **Macintosh HD**, then **System**, then **Library**, then **CoreServices**. You might need to scroll to the left to see the Macintosh HD selection.

Select **Java Web Start**, and click **Open**.



Check off **Do this automatically for files like this from now on.**

Click **OK**, and the following will appear briefly.



Some time may pass before the following appears, and then the CM/ECF application will open.

