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?

Verify Java Version

Check to ensure that you have the recommended version of Java installed for your operating system.

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

![Security Warning](image)

**Verified Java Version**

Congratulations!

You have the recommended Java installed (Version 8 Update 131).

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If you have an outdated version, it is best to update via the **Java Control Panel**.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 ![Windows logo](image). 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.

![Safari Menu]

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

![Security Preferences]

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.