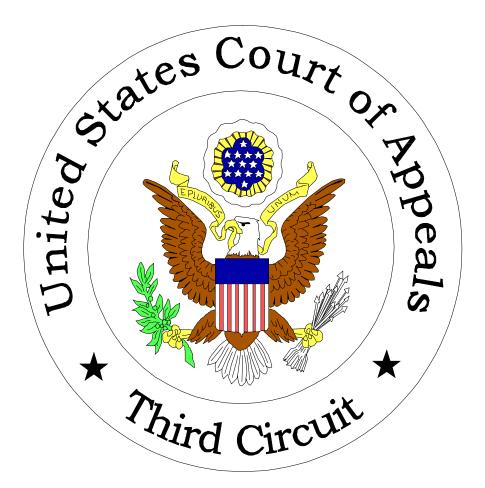
2017



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.



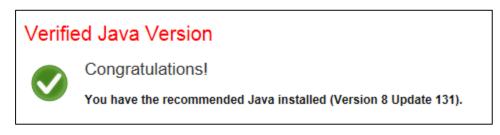
Click Do I have Java?



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If you have an outdated version, it is best to update via the **Java Control Panel**.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



Command Prompt	Documents
X Excel 2013	Pictures
Google Chrome	Music
🕡 iTunes	Computer
Internet Explorer	Control Panel
Lotus Notes 8.5	Devices and Printers Default Programs
Kovie Maker	Help and Support

Click Control Panel.

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

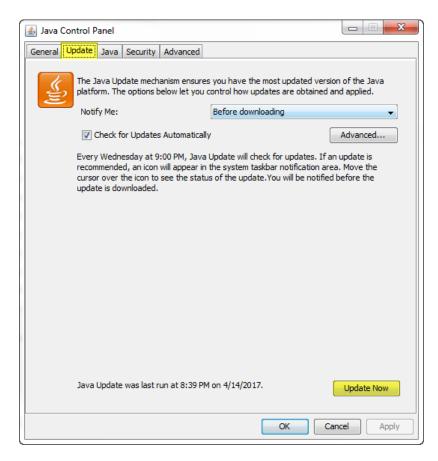
	O Ask me anything	Ţ
=		Filters \checkmark
ŵ	Best match	
0	Control Panel Desktop app	
	✓ Control Panel	Ţ

Click Control Panel.

🖉 🕫 🕨 Control Panel 🕨 All	Control Panel Items 🕨	✓ 4y Search Control Panel	
Adjust your computer's settin	gs	View by: Small icons 🔻	
🏲 Action Center	administrative Tools	📑 AutoPlay	
🐌 Backup and Restore	🕮 BDE Administrator	💶 Color Management	
Configuration Manager	Credential Manager	Pate and Time	
🕏 Default Programs	📑 Desktop Gadgets	🚔 Device Manager	
Devices and Printers	🖳 Display	🕲 Ease of Access Center	
Flash Player	📔 Folder Options	💦 Fonts	
Getting Started	🜏 HomeGroup	🔒 Indexing Options	
🔭 Internet Options	🛓 Java	🕮 Keyboard	
💯 Location and Other Sensors	Mail	Ø Mouse	

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

Click Java.



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

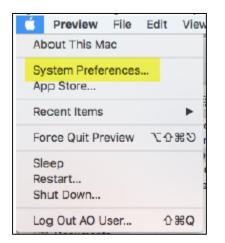
As the update installs, you may receive the following screen or one similar.

Java Setup
Get the best of the web with Yahoo
Recommended: Set Yahoo as your homepage and default search engine on all browsers, plus get a custom new tab page on Firefox and Chrome.
On not update browser settings.
By clicking "Next" and accepting the recommended Yahoo Search offerings, your use is subject to the Yahoo <u>Terms and Conditions</u> and <u>Privacy Policy.</u>
Cancel Next >

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:

U.S. C	Court of Appeals CN	A/ECF
	CM/ECF	Java will appear to load in this box before CM/ECF appears.
WARNING: Closing this win	dow will immediatel	y close the Appellate program.

The following may or may not appear:

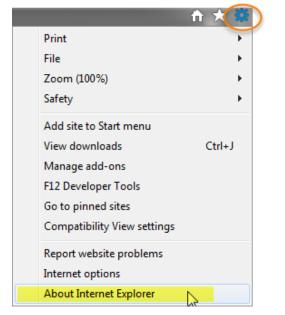
Warning -	Una	vailable Version of Java Requested
This application would like to use a version of Java (1.6*) that is not installed on your system. We recommend running the application with the latest version of Java on your computer.		
		ore Information
Name		k2a
Locati	ion:	https://ecf.ca3.uscourts.gov
		Run with the latest version Cancel

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 (In	nternet Explorer)
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Click the gear icon or the Tools menu, and select About Internet Explorer.

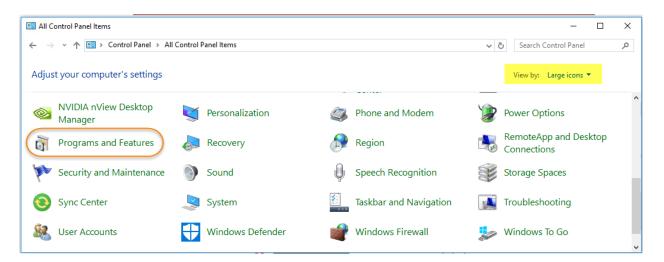


If the version information does not indicate 64-bit, then the browser is a 32-bit.

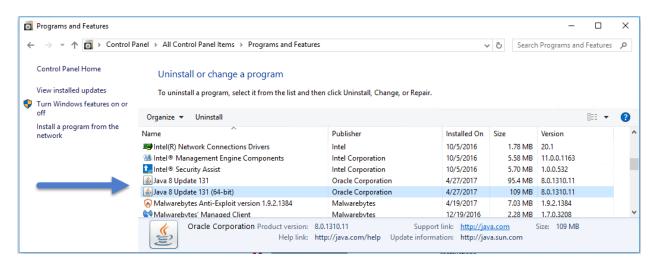
If the browser is a 64-bit version, it will be stated with the version information as displayed below.



Checking the Java Version



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



The 64-bit version is specifically identified.

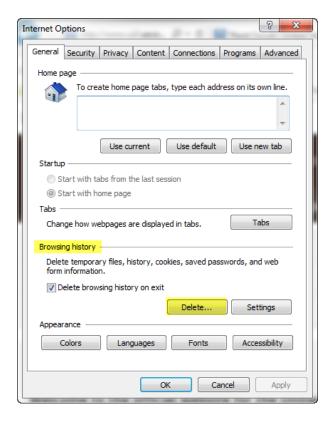
Problem – Click Login, return to login screen and credentials no longer appear.

Fix – Clear the browser history.

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

Sugar, Sa	6 🕸	*
Print		►
File		►
Zoom (100%)		►
Safety		۲
Add site to Start menu		
View downloads	Ctrl+	J
Manage add-ons		
F12 Developer Tools		
Go to pinned sites		
Compatibility View settings		
Report website problems		
Internet options		
About Internet Explorer	N2-	

Select Internet options.



Under Browsing history, click Delete....

Delete Browsing History
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.
Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.
Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.
✓ History List of websites you have visited.
Download History List of files you have downloaded.
Form data Saved information that you have typed into forms.
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.
Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests.
About deleting browsing history Delete Cancel

Check everything, and click **Delete**.

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.

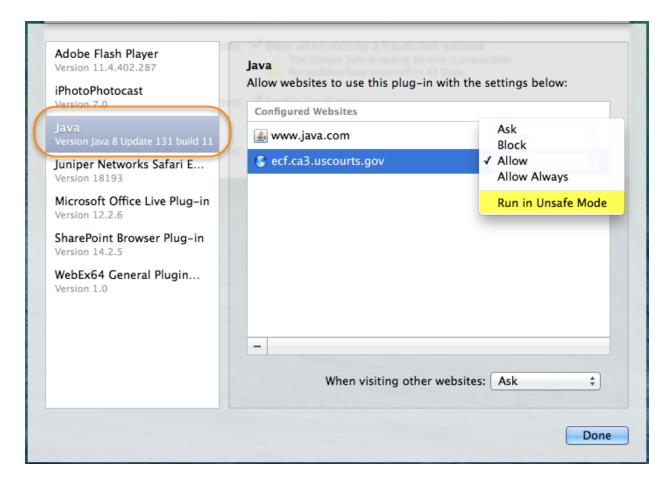


Select **Preferences...**. The following screen will appear differently depending on your operating system.



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.

Opening k2ajnlp.jsp
You have chosen to open:
📓 k2ajnlp.jsp
which is: JNLP File
from: https://ecf.ca3.uscourts.gov
What should Firefox do with this file?
Open with
Save File
Do this <u>a</u> utomatically for files like this from now on.
OK Cancel

Select Open with.

Open with	x
Choose the program you want to use to open this file: File: k2ajnlp.jsp.jnlp	
Recommended Programs	-
Java(TM) Web Start Launcher Oracle Corporation	
Other Programs	*
Always use the selected program to open this kind of file Browse.	
If the program you want is not in the list or on your computer, you can look for the appropriate program on Web.	<u>the</u>
OK Cancel	

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

<u>Contents</u>

Opening k2ajnlp.jsp	X
You have chosen to open:	
🖬 k2ajnlp.jsp	
which is: JNLP File	
from: https://ecf.ca3.uscourts.gov	
What should Firefox do with this file?	
Open with Java(TM) Web Start Launcher (default)	
Save File	
Do this <u>a</u> utomatically for files like this from now on.	
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....

General Tags Sidebar Advanced	
General Tags Sidebar Advanced Show these items in the sidebar: FAVORITES Image: Sidebar Advanced FAVORITES Image: Sidebar Advanced Image: Sidebar Advanced Image: Sidebar Advanced<)
TAGS C C Recent Tags	

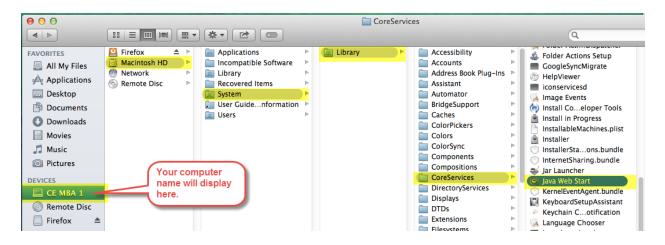
Click Sidebar, and make sure the computer is checked under DEVICES.

Contents

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

	25AAB945F03EB5218C424F18
which is: jsp;jsessionid=C4F5AD1E	
from: https://cm1adb.cm1a.aocm	
nom. https://cimadb.cima.aoci	is.gtwy.uch
What should Firefox do with this file?	?
Concernite	
Open with	2
Save File	
Do this automatically for files like	a this from now on
Do this automatically for files like	e this north now on.
Settings can be changed using th	e Applications tab in
Firefox's Preferences.	

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.

Opening k2jnlp.jsp;jsessionid=C4F5	AD1B25AAB945F03
You have chosen to open:	
k2jnlp.jsp;jsessionid=C4F5AD1B25AAB9	45F03EB5218C424F18
which is: jsp;jsessionid=C4F5AD1B25AAB9	945F03EB5218C424F18
from: https://cm1adb.cm1a.aocms.gtwy.	den
What should Firefox do with this file?	
Open with Java Web Start	©
Save File	
Do this automatically for files like this from the second seco	m now on.
Settings can be changed using the Applic Firefox's Preferences.	ations tab in
Са	ncel OK

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.

