

ECF requirements and Troubleshooting issues on a PC

Requirements

ECF requires a browser with Java enabled to work. Java version should be 1.8 (at the time of this writing Java 1.8u121 was the latest version).

Suggestions

We suggest using Internet Explorer 11 (not Microsoft Edge) and use the CM/ECF Applet link. The only time Web Start should be used is if Firefox 52 or above is being used. Chrome is still not supported, but will run in Web Start mode.

What is Web Start?

Firefox version 52 stops supporting Java as an Applet. Web Start runs CM/ECF as an Application rather than an Applet. Allowing use with Firefox 52 as well as other future browsers.

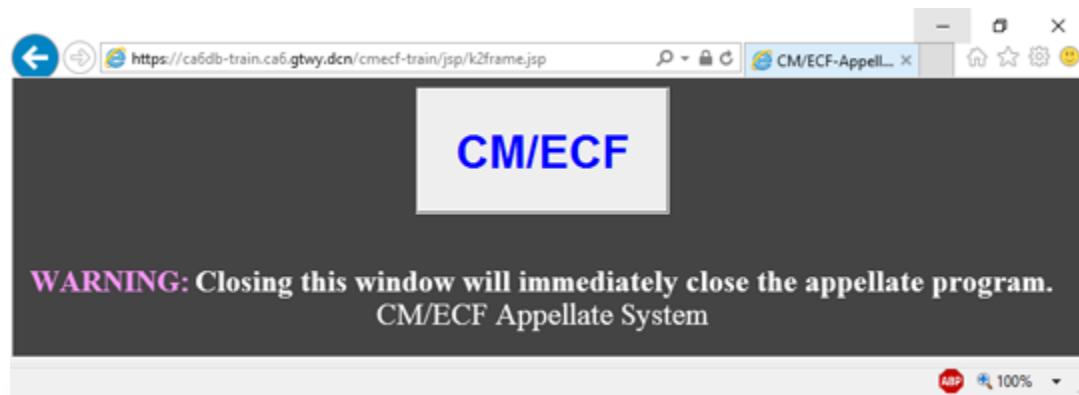
Applet and Web Start differences

Different URL:

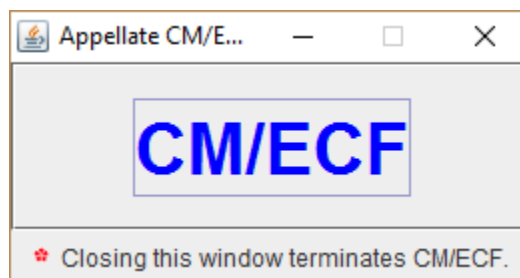
Java Delivery	Suggested Browser	URL
Applet	Internet Explorer	https://ecf.ca6.uscourts.gov/cmecf/servlet/TransportRoom?servlet=Login
Web Start	Firefox	https://ecf.ca6.uscourts.gov/cmecf/servlet/TransportRoom?servlet=Login?client=PC

Slightly Different Look:

Applet Method:



WebStart Application Method:

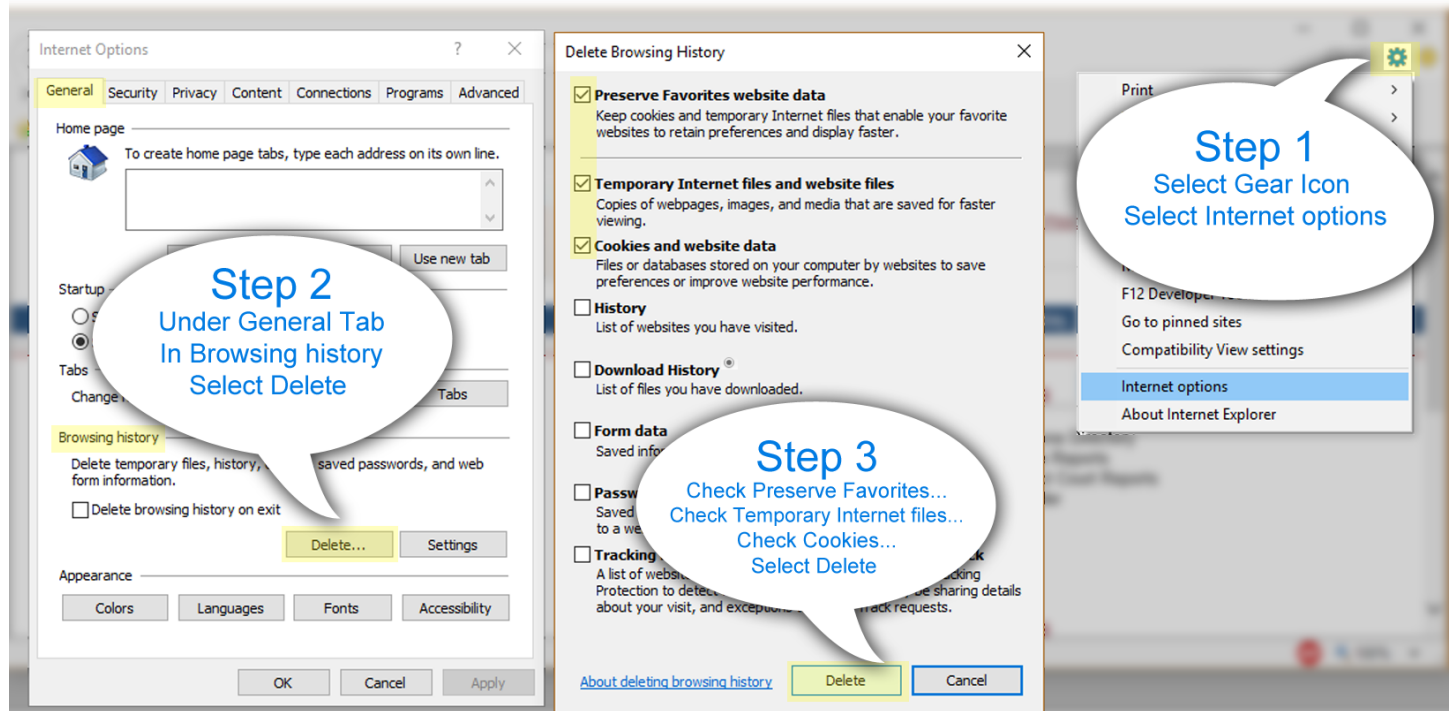


Troubleshooting

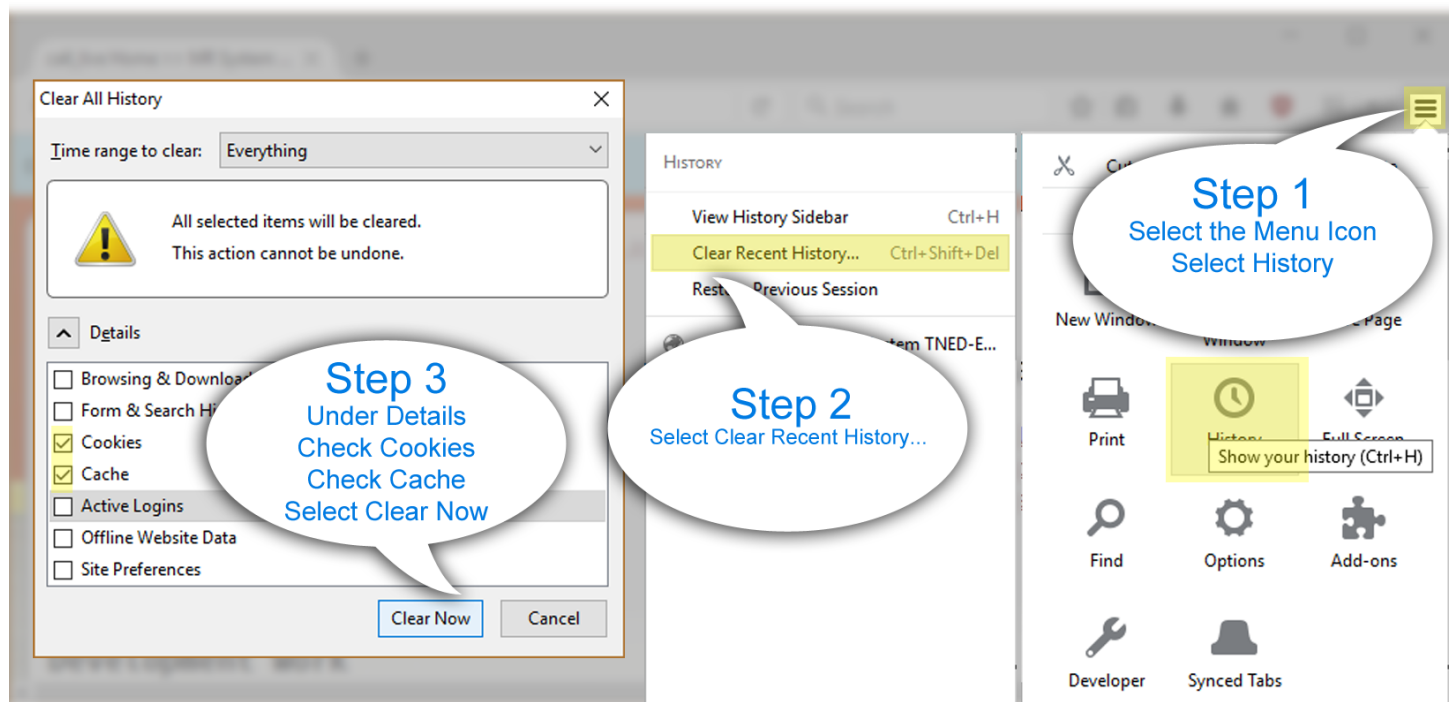
Clear Browser Cache

Many errors when logging into CM/ECF can be fixed by clearing Cache and Cookies. This should be the first step in troubleshooting log in problems.

Internet Explorer



Firefox

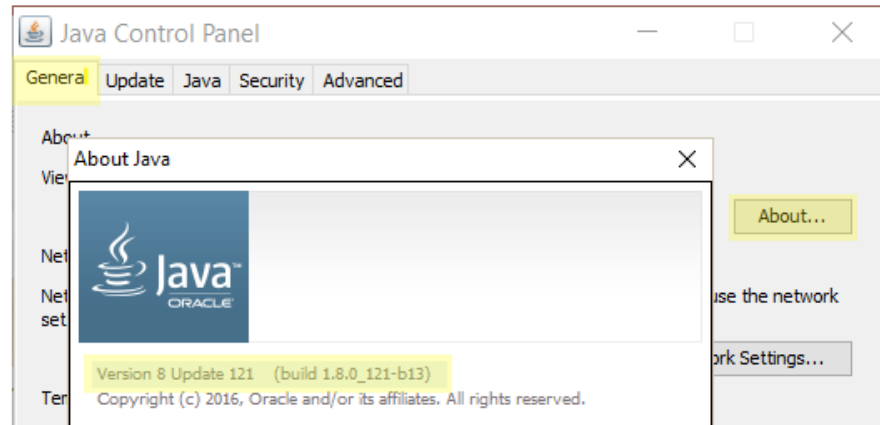


Java Settings

Java settings are configured in the Java control panel which can be found in the Windows Control Panel. In Windows 7, go to Start > Control Panel. In Windows 10, right click on the Windows Icon and select Control Panel. The following items can help in troubleshooting Java related issues. A few of these settings might need configured to get Java working for ECF.

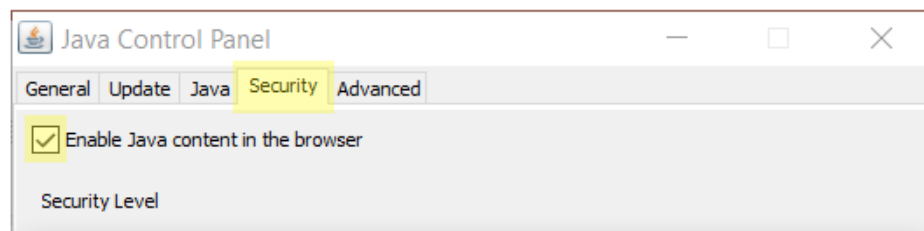
Check Java Version

Under the *General* tab: Select **About** (current Version is 8 Update 121)



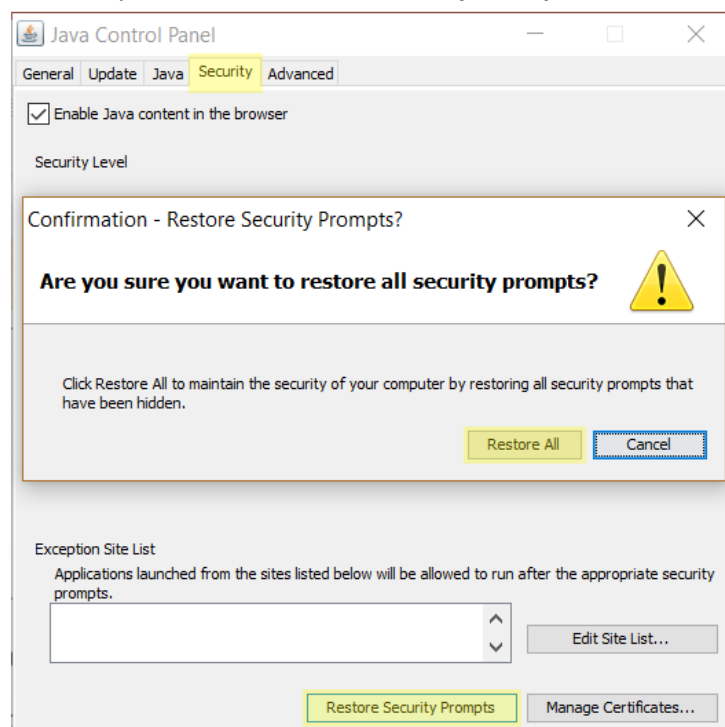
Check to see if Java is Enabled in the Browser

Under the *Security* tab: Make sure **Enable Java content in the browser** is checked



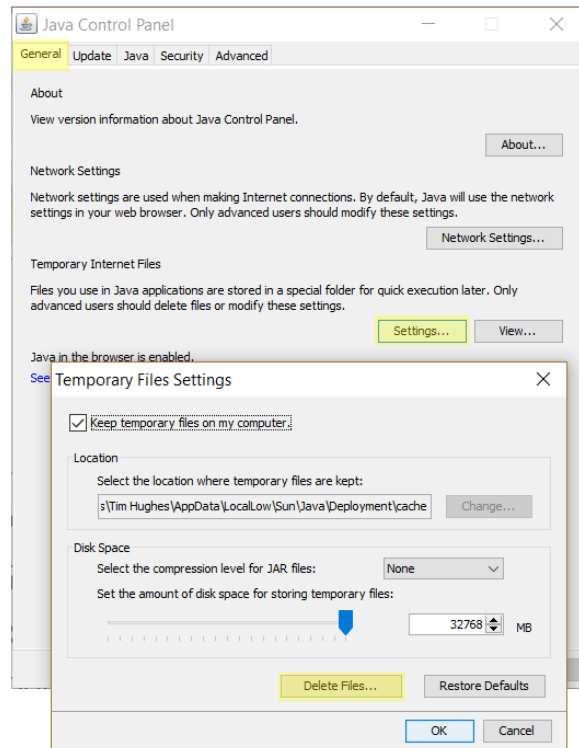
Restore Security prompts

Under the *Security* tab: Select **Restore Security Prompts**



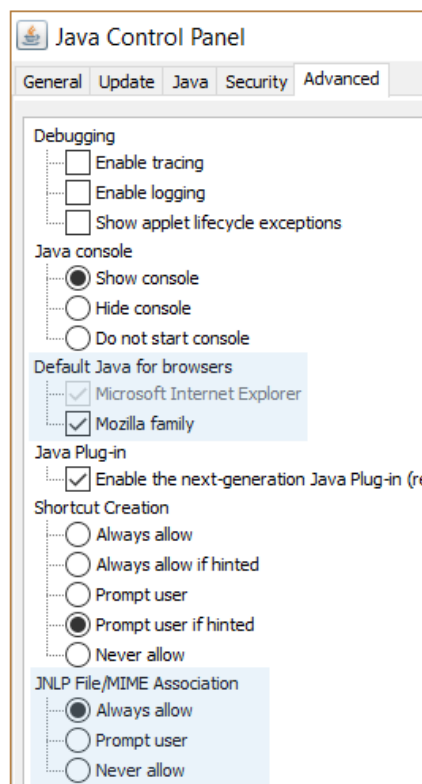
Delete Java Temporary Internet Files

Under the *General* tab in the *Temporary Internet Files*: select **Settings...**
Select **Delete Files** and **OK**.



Advance Settings

Under *Default Java for Browsers*: Make sure **Mozilla Family** is checked
Under *JNLP File/MIME Association*: Select **Always allow**



Reinstalling Java

Install Java 8u121 (or the latest version)

Go to this URL: <http://www.oracle.com/technetwork/java/javase/downloads/jre8-downloads-2133155.html>

Tick the "Accept License Agreement" radio button

Download and install the **32 bit version of Java** (there are known bugs with the 64 bit version)

Java SE Runtime Environment 8u121		
You must accept the Oracle Binary Code License Agreement for Java SE to download this software.		
<input checked="" type="radio"/> Accept License Agreement <input type="radio"/> Decline License Agreement		
Product / File Description	File Size	Download
Linux x86	56.92 MB	 jre-8u121-linux-i586.rpm
Linux x86	72.76 MB	 jre-8u121-linux-i586.tar.gz
Linux x64	54.39 MB	 jre-8u121-linux-x64.rpm
Linux x64	70.26 MB	 jre-8u121-linux-x64.tar.gz
Mac OS X	62.28 MB	 jre-8u121-macosx-i586.dmg
Mac OS X	53.91 MB	 jre-8u121-macosx-x64.tar.gz
Solaris SPARC 64-bit	52.05 MB	 jre-8u121-solaris-sparcv9.tar.gz
Solaris x64	49.9 MB	 jre-8u121-solaris-x64.tar.gz
Windows x86 Online	0.7 MB	 jre-8u121-windows-i586-othr.exe
Windows x86 Offline	53.81 MB	 jre-8u121-windows-i586.exe
Windows x86	59.17 MB	 jre-8u121-windows-i586.tar.gz
Windows x64 Offline	61.18 MB	 jre-8u121-windows-x64.exe
Windows x64	62.66 MB	 jre-8u121-windows-x64.tar.gz

Instructions for configuring PC to use Web Start (for Firefox 52 or above)

More detailed instructions for configuring a PC to use Web Start can be found here:

http://www.ca6.uscourts.gov/sites/ca6/files/documents/electronic_case_filing/WebStartNotes.pdf