

Appendixes

This section will cover

- A. System Troubleshooting and Help Section
- B. Events List (Alphabetically)
- C. Events List (By Category)
- D. Events List (By Fees)

A

System Troubleshooting and Help Section

This section is intended to provide electronic filers with helpful tips and inform users of issues that have arisen. Hopefully this information will be helpful to users should you experience similar symptoms.

The court web site is also a great resource for information and updates. The web address is www.utb.uscourts.gov.

Clearing the cache for web browsers

In order to speed up web browsing, web browsers are designed to download web pages and store them locally on your machine in an area called “cache”. When you visit the same page for a second time, the browser speeds up display time by loading the page locally from cache instead of downloading everything again. This sometimes results in less than current versions of web pages being displayed. Also, these cache files aren’t always automatically deleted and can cause computer lock-ups or unusual behavior.

If you believe that you have a less than current version of a page or are experiencing problems with your computer, the cache is probably to blame. Please follow the steps below to clear the cache in your browser. The directions vary depending on whether you use the Netscape, Internet Explorer or AOL browser.

Netscape 4.x

If you are using this browser, we highly recommend that you update your browser to Netscape 7.2 or 8.0. This browser is no longer supported by Pay.gov, the portal for paying your Internet fees.

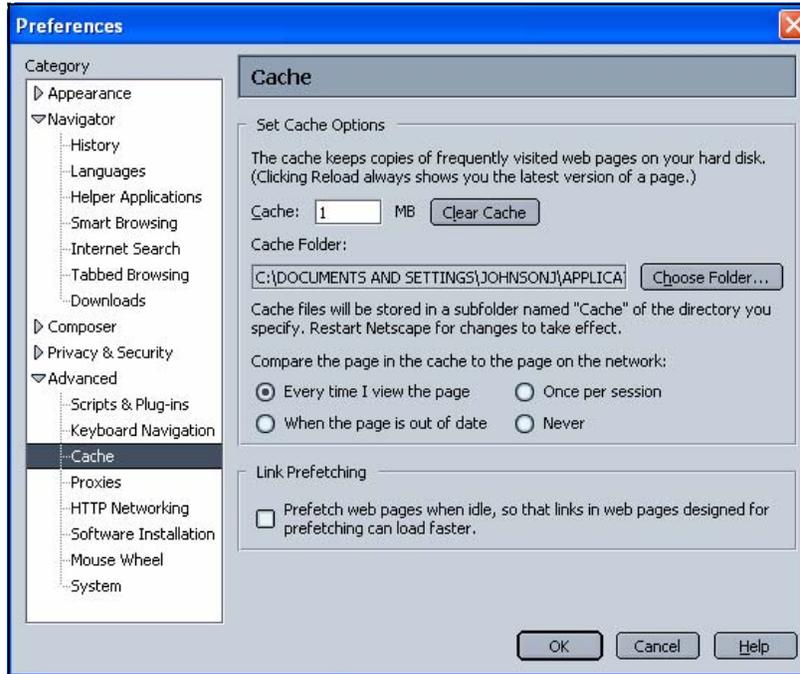
- On the top of your screen in the pull-down menus, click on *Edit*
- Click on *Preferences*
- On the left side of the pop-up window, find “*Advanced*” and click on the + sign in from it.
- Select “*Cache*” from the list
- On the right of the window, first click the button labeled *Clear Memory Cache*
- When the ? dialogue appears, click *OK*
- Then click on *Clear Disk Cache*
- When the ? dialogue appears, click *OK*
- Click OK again to close the Cache dialogue box.

Netscape 7.x / 8.x

- On the top of your screen in the pull-down menus, click on *Edit*
- Click on *Preferences*
- On the left side of the pop-up window, find “*Advanced*” and click on the + sign in from it.
- Select “*Cache*” from the list
- On the right of the window, click the button labeled *Clear Cache*
- Click OK again to close the preference window.

Internet Explorer

- On the top of your screen in the pull-down menus click *Tools*
- Then select *Internet Options*.
- A dialogue box will appear with tabs, Click on the *General* tab
- Under *Temporary Internet Files* section, click on *Delete Files*
- Then if it appears, check off *Delete all offline content*, then click *OK*
- Click *OK* again.



Cache section of Preferences in Netscape 7.2

Setting up Browser Bookmarks or Favorites Option

To ensure the user of receiving posted notices of scheduled system maintenance or important ECF messages, the following page should be used when setting up a “Bookmark” (Netscape) or “Favorites” (IE) feature on your web browser (see figure 1). Notices will not be posted on the login screen.

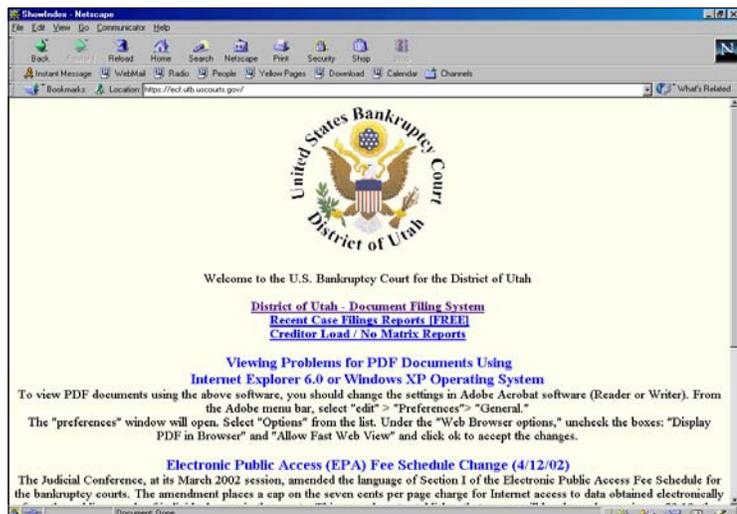


Figure 1

Appendix A: System Troubleshooting and Help Section

Saving passwords and Forms in Netscape 7.2

There are a few things to know about when it comes to using Netscape 7.2 with ECF.

Passwords. Netscape will save your passwords for web sites that require a login. This is a nice feature to use with sites that are “low” security. It may not be something that you would want to use with ECF.

When you log into ECF for the first time, you will get a message telling you about this feature. Then you have three options: **Yes** (remember passwords), **Never on this site**, and **No** (see figure 1 below). Now, this feature can be turned off so that your passwords to sites are never stored, and you are never asked this question. If you like this feature for some sites, click on Never for this site, and you will never see the message again for ECF. Clicking No will bring the message up the next time you log into ECF.

Forms. Netscape will want to fill out Internet forms for you when you fill one out. This is a problem with ECF since you will be filling out the same form with different information (party records). Again, as above, you will receive a message explaining the filling out of forms, and you get the same options. This can be shut down the same, either for this site or for the browser.

Turning off features. To turn off these features, go to **Edit > Preferences**. With the preference window up, click on the little arrow beside the option Privacy and Security to open up that submenu.

1. The first thing is to click on the submenu item labeled **Forms**. This will bring up the forms manager in the right half of the screen. To turn off this feature, clear the checkmark from the box labeled Save form data from web pages when completing forms. This will turn off the form feature for the browser. If you like the form feature, then click Never at this site when the informational prompt appears within the ECF system.

2. Click on the **Passwords** submenu to turn off the password storage feature in Netscape. Clear the checkmark from the box labeled Remember passwords to disable this feature for the whole browser.

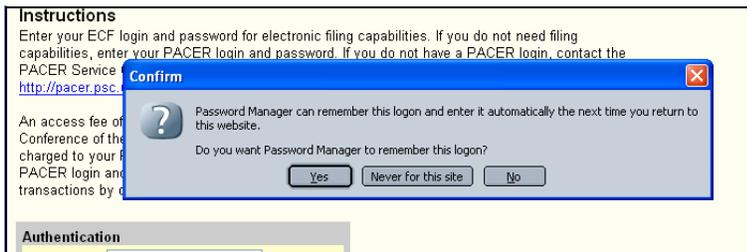
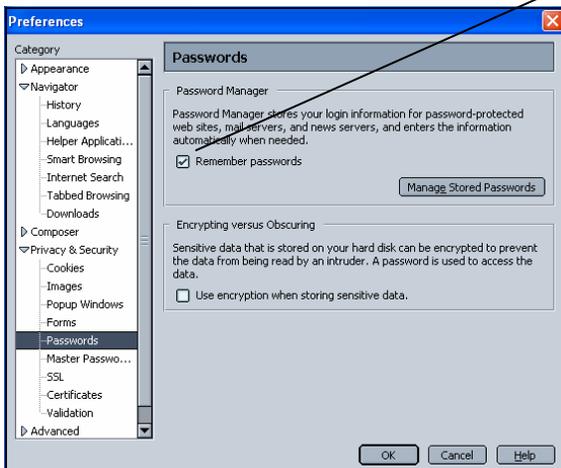
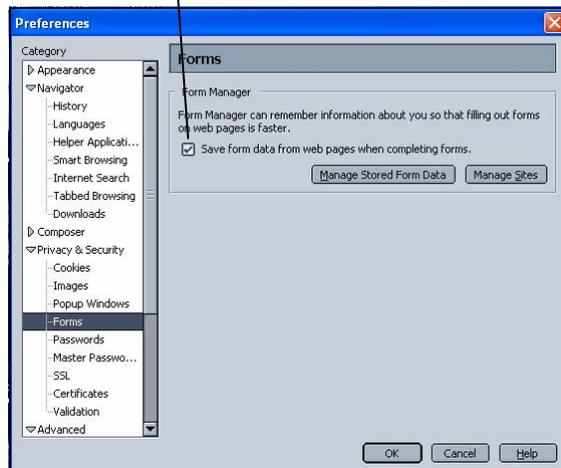


Figure 1

Remove the checkmarks to disable these features permanently.



Password screen in Preferences



Forms screen in Preferences

Viewing PDF Documents in Microsoft IE 6.0 or XP Operating Systems

A filer may experience viewing problems is using Microsoft IE 6.0 and Microsoft XP operating systems.

To view the PDF documents using the above software you must change the settings in Adobe Acrobat software (Reader or Writer).

From the Adobe menu bar select *Edit*,

Then select *Preferences*

Then *General*. The Preferences window will open (figure 1).

Select *Options* from the list.

Under the Web Browser Options, uncheck the Display PDF in Browser and uncheck Allow Fast Web View.

Click on OK.

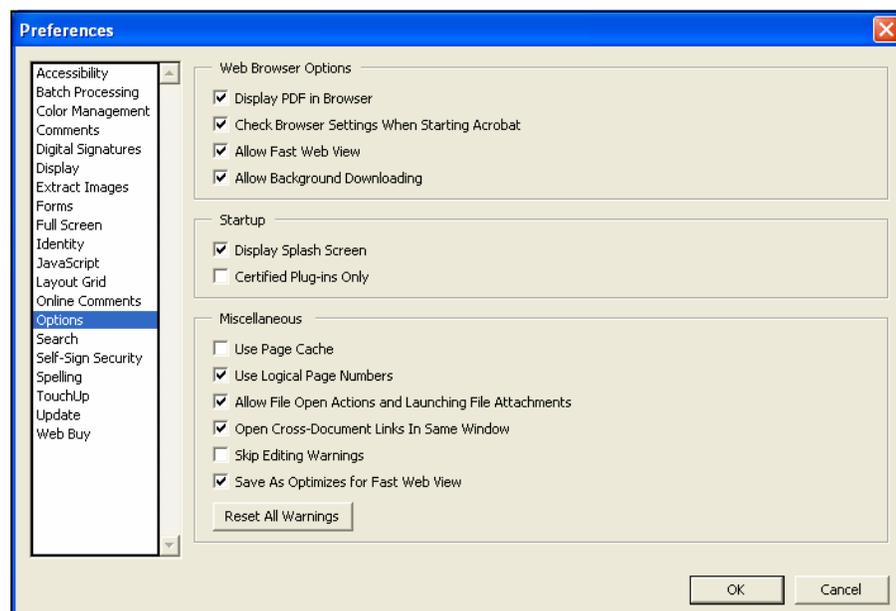


Figure 1

Appendix A: System Troubleshooting and Help Section

Internet Explorer and Blank Pop-ups

A filer indicated that he had received a blank pop-up screen upon submission of a fee event instead of the screen containing the credit card payment options. The Information Systems Department at the court ran some tests to try and determine the source of the problem and this is what they found out.

Tested running Windows XP - IE6.0.2800 (with 128-bit cipher)
This has also been tested in Win98 - IE 6.0.2800 (with 128-bit cipher)

Both instances are able to see the content within the pop-up window (iccc payment screen).

There are a few factors which could cause this problem:

- IE6 itself (maybe an earlier version did in fact have this problem, because Google came up with some hits)
- 3rd party advertisement blocking software which would block the majority of content from being displayed in a pop-up window. Such programs as ad-aware / spybot etc.. might be associating the ICCC pop-up as a valid site to block. They can't stop the call to open a new browser (pop-up) but they can block the download of data from certain sites which they deem as advertisement / spy / cooking tracking etc... possible sites.

I think this item is a long shot - I've look at Spybot's homepage and don't see iccc.gov on their blocked list.

<http://spybot.safer-networking.de/index.php?lang=en&page=knowledgebase/threats>

Google also mentioned if you are experiencing this problem (and don't have any ad-aware programs running) to try the following:

- Make sure the Library files are registered correctly in the system
- registry:
- Click Start, click Run
- In the Open box, type regsvr32 <filename> , where <filename> is one of the following file names:
 - Shdocvw.dll
 - Msjava.dll
 - Urlmon.dll
 - Mshhtml.dll
 - Browseui.dll
- Then click OK.

When you receive a message that states that registration succeeded, click OK .

Repeat steps 1 through 3 to register each of the files that are listed in step 2 This seems to work on multiple platforms for IE6.0.2800.

Problems Downloading Netscape from Court's Web Page

A user had difficulty downloading Netscape from the link made available on the court's site. It was suggested that instead of clicking on the download link with the left mouse button, the user RIGHT-click the link then select "Save Target As...".

The download started correctly, with an estimated time of about 6 minutes over a high speed connection.

Scanner Settings and Pages Sizes

There has been some problems with scanned PDF documents, particularly electronic orders, that have a page size larger than 8 1/2" x 11". This causes a problem for electronic orders which are sent to the Bankruptcy Noticing Center (BNC). The BNC server will throw out the order and then issue to the court an Exceptions Report. Basically, your submitted order was rejected and not noticed. You will need to notice this order manually.

You will need to check when you scan your documents, that the PDF document meets the local rule requirement that the pages be 8 1/2" x 11". You will need to make adjustments to the scanner's settings to ensure that the pages scan at the page requirement.

If you are creating your orders by a word processor, then printing and scanning, consider simply converting the order to a PDF document from the word processor (see section 2.3). This will save you time, make a smaller file for upload, and the document will be clearer and more legible.

