10.0

System Troubleshooting and Help Section

You may also refer to section **2: More About Adobe Acrobat** for problems related to Adobe software.

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.

First, I would like to reiterate some important information on internet browsers that was mentioned at the beginning of this manual. We strongly suggest you use the browsers recommended by the Administrative Office for the Court's ECF system. Using any other browser may decrease the effectiveness of electronic filing.

Currently, the primary browser recommended is **Netscape Navigator 4.6 or 4.7.** A download link is available from the court's website. Also recommended is Internet Explorer 5.5. (The court has encountered some problems with IE).

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

- 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.

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.

AOL

- From the *My AOL* menu on the AOL toolbar, Click *Preferences*
- Then click *WWW*
- Look for the *Temporary Internet Files* and Click on *Delete Files*
- Click *OK*

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 below). Notices will not be posted on the login screen in figure 2.

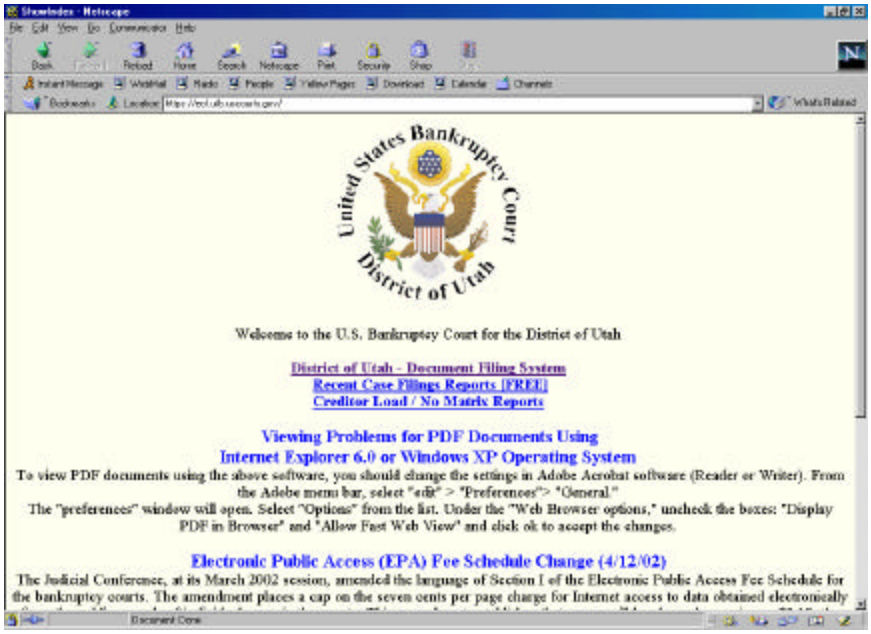

Figure 1

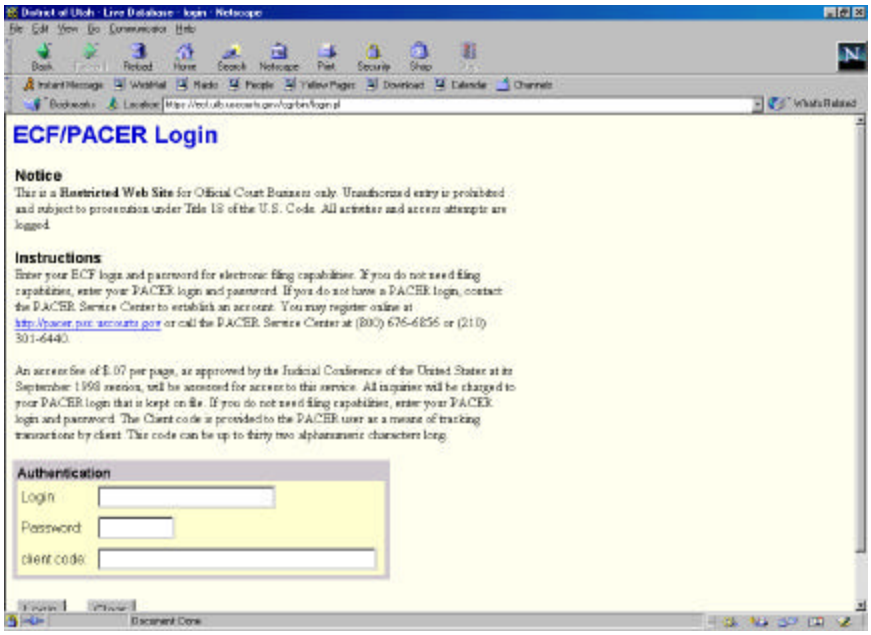

Figure 2

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 (see figure 1). Select "Options" from the list. Under the "Web Browser options," uncheck the boxes: "Display PDF in Browser" and "Allow Fast Web View" and click ok to accept the changes.

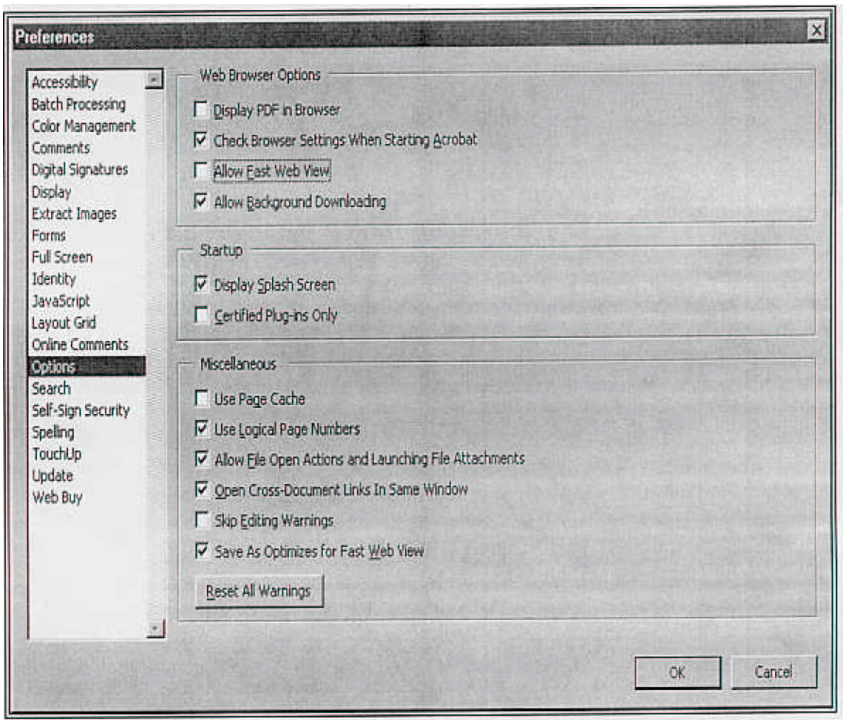

Figure 1

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 (icc payment screen).

There are a few factors which could cause this problem:

1- IE6 itself (maybe an earlier version did in fact have this problem, because google came up with some hits)

2- 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 spybots 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:
1. Click Start, click Run
2. In the Open box, type regsvr32 <filename> , where <filename> is one of

the following file names:

Shdocvw.dll
Msjava.dll
Urlmon.dll
Mshtml.dll
Browseui.dll

Then click OK.

3. When you receive a message that states that registration succeeded, click OK .
4. 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.