



# ECF Brief Submission – Frequently Asked Questions

## Frequently Asked Questions:

### **How secure is CM/ECF?**

CM/ECF has many security features and has passed an evaluation by the National Security Agency. All filing users must agree to protect the security of their passwords since this is a vulnerability only you can control. Contact the [PACER Service Center](#) and the Clerk's Office immediately if you learn that your password has been compromised.

### **Do I have to register again if I have a PACER account and a CM/ECF account at another court?**

Yes. Your CM/ECF account is an authorization to file in a specific court, and it is separate from your nation-wide PACER account. At this time, you must complete a separate CM/ECF registration for every court where you intend to be a filer.

### **Can I be in CM/ECF and PACER at the same time and go back and forth between the two systems?**

Yes. CM/ECF and PACER are separate and require separate logins and passwords.

### **How do I generate a text searchable PDF file?**

Interactive on line training on converting Word or Word Perfect Documents to PDF is available at <http://pacer.psc.uscourts.gov/ecfcbt/dc/cccnvtpdf/>.

### **Why can't I login with my CM/ECF ID and Password?**

Go to <https://pacer.psc.uscourts.gov/psco/cgi-bin/pscllogin.pl> and change the password on your account.

### **Having problems loading the CM/ECF Application?**

Some users report that they cannot load the CM/ECF application because the application seems to freeze at the black "CM/ECF WARNING: Closing this window will immediately close the appellate program" screen. In nearly every instance, the reason for this is that the user's computer does not have Java Version 6 loaded as a software application. You must have Java Version 6 on your PC in order to run CM/ECF.

If you do not have Java on your computer (or if you aren't sure if you do), go to [www.java.com](http://www.java.com). You will note that there is a question/link next to the FREE JAVA DOWNLOAD button which asks "Do I have Java?" If you are not sure whether you have it, this link will run a diagnostic check on your computer and let you know whether it is already loaded.

If you need to download or update Java, simply click the **FREE JAVA DOWNLOAD** button and follow the directions on the subsequent pages. The Java Version 6 download is free, and the program takes only a few minutes to load.

You also must have any internet pop-up blockers disabled in order for CM/ECF to work properly. Also, the Google Toolbar, which is offered in the Java installation should be unchecked and not loaded. If it is loaded, it must be removed for your system or you will encounter problems with CM/ECF.

**I think I have logged in successfully and I have Java on my computer, but it just stays on the “black” WARNING screen. What do I do?**

After a successful login, the CM/ECF menu could take up to 2 minutes to load. If after 2 minutes you still don't get the CM/ECF menu, call the PACER Service Center at 800-676-6856.

**What equipment and software do I need to file in CM/ECF?**

The following hardware and software are needed for CM/ECF:

1) *Computer*: A personal computer running:

**Windows** with Internet Explorer 6.0 (or higher) or Mozilla Firefox 3.0 (or higher).

**OR**

**Apple Macintosh** computers can be used to run all parts of the Appellate case management system. In order to run CM/ECF without additional software, you must have a 64-bit capable Macintosh and OS X Leopard 10.5 (or higher). Mac users must log into Seventh Circuit CM/ECF via a special web link:

<https://ecf.ca4.uscourts.gov/cmecf/servlet/TransportRoom?servlet=Login?client=mac>.

**OR**

If you have a **Mac** that does not meet these requirements, there are two options:

(A) obtain a waiver of ECF brief submission from the clerk's office or,

(B) run your Mac as a virtual Windows PC using software such as VMware Fusion for Mac. Please note that software such as Fusion only works on Intel based Macs. We apologize for any inconvenience this may cause, but it is beyond the court's control. This problem does not affect the court's ability to send you electronic notices, and Mac users should still register for CM/ECF so that they can receive notices.

2) *Java Runtime Environment (JRE) 6*: Java6 is required for CM/ECF to operate on your

computer. It is available at [www.java.com](http://www.java.com). Select the “Do I have Java” link and verify that the result is Version 6 Update (1, 2, 3 or above). If you do not have Version 6, the website will prompt you to download Version 6. For information related to Macintosh computers see item #1.

**When I try to submit my document for filing, I get an “XML Tampering” error message. What is this?**

This problem seems to be related to Adobe Acrobat and how the document was saved. From your computer, open the pdf file for the document you are attempting to file. Click on **FILE**, then **SAVE AS**, and save the document to replace the existing file. Now go back to CM/ECF and file your document. If the document still can't be filed, open the pdf file, click the print button and select the pdf printer from the drop-down screen of printer options. This will create a new pdf file of the document and you should be able to file it.

**After I complete my filing, a screen pops up that says “Cannot find the notice or you are not authorized to view the notice.” What is wrong?**

There are known problems with appellate CM/ECF and the most recent update of Java (Java 1.6.18, released January 13, 2010). The Court recommends users with Java 1.6.18 rollback to Java 1.6.17.

**How do I remove all previous versions of Java?**

**Windows XP**

Open *Add or Remove Programs* by clicking the START button, clicking Control Panel, and then double clicking the Add or Remove Programs icon.

In the *Currently installed programs* box, select the previously installed Java Update version to be removed, and then click Remove or Change/Remove. Follow the instructions that appear on the screen to uninstall the program.

**Windows Vista or Windows 7**

Open *Add or Remove Programs* by clicking the START button, clicking Control Panel, and then clicking the Programs and Features.

In the *Currently installed programs* box, select the previously installed Java Update version(s) to be removed, and then click Remove or Change/Remove. Follow the instructions that appear on the screen to uninstall the program.

**How do I install Java Version 6 Update 17?**

1. Go to <http://java.sun.com/products/archive/j2se/6u17/index.html>

2. Under the second blue banner (labeled JRE 6u17), click the Download JRE link. A new page titled *Java SE Runtime Environment 6u17* will open.

3. From the Platform drop down list, select Windows.
4. Accept the licensing agreement by checking the checkbox next to "I agree to the . . ."
5. Click the **red CONTINUE** button. Another new page will open titled *Download Java SE Runtime Environment 6u17 for Windows, Multi language*.
6. From the *Available Files* list, click the [jre 6u17 windows i586.exe](#) hyperlink under the *Windows Offline Installation* title (do not check the checkbox next to *Windows Offline Installation*).
7. When the *File Download* dialog box appears, click Save.
8. When the *SAVE AS* dialog box appears, specify a location where you want to save the file, then click Save.
9. Once the download has completed, close all browser windows, and navigate to location where you saved the *jre 6u17 windows i586.exe* file.
10. Double click the *jre 6u17 windows i586.exe* file icon to begin the installation.
11. If the *Open File* dialog box appears, click Run to install Java Version 6 Update 17 on your computer.

**I'm getting a message saying "You are not authorized to file the event in this case. Please select another event or contact the court." What is the problem?**

You must be, or use the password of, the attorney of record in the case you are attempting to file in. If you are not designated as the attorney of record, please remember that we only allow one attorney to be the attorney of record. Please check the docket and use the log in for the attorney in your firm designated as attorney of record.

**I made a mistake, such as filing in the wrong case or submitting the wrong document. What should I do?**

You cannot delete events or documents. If you have made an error (filed in the wrong case, submitted the wrong version of a document, etc.), call the Clerk's Office. Our office will change the docket text to reflect that the event has been modified. You may then re-submit the document using the regular CM/ECF filing procedures.