



# Memorandum

United States Bankruptcy Court  
Eastern District of Virginia

**TO:** All CM/ECF Registered Users and Non-Registered Query-Only Users

**FROM:** William C. Redden, Clerk

**DATE:** March 2, 2001

**SUBJECT:** Notice of: Need to Make Use of Netscape 4.6x or 4.7x for CM/ECF Access;  
Requirement that All CM/ECF Registered Users and Non-Registered  
Query-Only Users Secure PACER Accounts – ACTION REQUIRED

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## 1. Notice of Need to Make Use of Netscape 4.6x or 4.7x for CM/ECF Access

This follows up on my e-mail message to registered CM/ECF users on February 28, 2001. A number of users have advised the ECF Help Desk staff that when opening a hyperlinked document to an e-mail notification generated by Version 1 of CM/ECF, with Internet Explorer, they are seeing “gibberish” rather than the document. The “gibberish” text is embedded pdf text in the hyperlinked document. Internet Explorer is not interfacing with CM/ECF Version 1 to permit the document to be opened automatically in Adobe Acrobat. The Administrative Office of the U.S. Courts (AO) advised (and we have passed that information along to users) that CM/ECF has been tested and works correctly with Netscape 4.6x or 4.7x. Do not use any version of Netscape higher than 4.7x, including Netscape 6.0. In addition, do not use Internet Explorer when accessing CM/ECF. We have been advised that another CM/ECF Version 1 Bankruptcy Court is experiencing this identical performance issue. The AO has been advised of this issue and is evaluating what can be done when Internet Explorer is the user’s browser of choice when accessing CM/ECF Version 1.

## 2. CM/ECF Registered Users and Non-Registered Query-Only Users Must Secure PACER Accounts

All CM/ECF registered users and non-registered query-only users must enter an assigned PACER login and password to access documents in the Court’s CM/ECF database. If you are a CM/ECF registered user but **not** a registered PACER user, you must obtain a PACER login as soon as possible. You **must** have an active PACER account to use Version 1 of CM/ECF. If you already have an active PACER account for our Court’s dial up system, you may use the same account for CM/ECF. Even if you are a non-registered user who only queries the Court’s CM/ECF database, you still must have a PACER login and password. **For the present time, you will not be billed for accessing the Court’s CM/ECF data.**

If you need to **create** a PACER account, please visit <http://pacer.psc.uscourts.gov> for assistance. You also may contact the PACER Service center via telephone at 1-800-676-6856, or by mail at:

PACER SERVICE CENTER  
PACER REGISTRATION  
PO BOX 780549  
SAN ANTONIO, TX 78278-0549

You are **strongly** encouraged to sign up for a PACER account over the Internet, as this is the quickest way to set up such an account. As recommended in my previously posted memoranda of January 26, 2001, February 12, 2001 and February 26, 2001, this should be done as soon as possible. I have been advised that the PACER Service center sends the PACER account login and password information package by regular mail to the PACER account applicants. (Delivery to the PACER account applicants, by the U.S. Postal service, could take two-to-three days once the PACER Service Center mails out the information packages.)