



# 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 27, 2001

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

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## 1. Use of Adobe Acrobat Writer Discount Program and Version 5 of Adobe Acrobat Writer

The Administrative Office of the U.S. Courts (AO) has advised the CM/ECF courts that effective yesterday, the Adobe Corporation has reinstated the Adobe Acrobat Writer Discount Program, which was discontinued by the Adobe Corporation on March 14. The program is being extended for a ninety-day period and may be extended until the end of this calendar year. Version 4 of Adobe Writer is available. The discounted legal community Version 4 price will remain at \$125 plus shipping and handling. A new Version 5 of Adobe Acrobat Writer will be introduced in mid-April. The AO has been advised that the discounted legal community price for this new version will be slightly higher than the current discounted price for Version 4. No pricing information for Version 5, however, is available at this time. (Adobe Corporation's toll-free ordering telephone number is: 1-888-502-5275.)

The AO is **emphasizing** to the CM/ECF courts that Version 3.x and 4.x of Adobe Acrobat Writer adequately meets all CM/ECF filing requirements. The AO's CM/ECF technical staff is seeking to obtain a pre-release copy of Adobe Acrobat Writer Version 5 to test that version against CM/ECF so that it can be certified as being compatible with the CM/ECF System. Version 5, however, has **not** as yet been certified as being CM/ECF System compatible.

## 2. 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 and memorandum dated March 2, 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 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. The AO is undertaking testing, which, if successful, will address this issue. The AO has advised the CM/ECF courts, however, that even if this testing is successful, it only will continue to certify that Netscape 4.6x and 4.7x are "compatible" with the CM/ECF System.

### **3. 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 and password as soon as possible. A PACER login and password is secured by obtaining a PACER account. **You will not be assessed a fee for obtaining a PACER account.**

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 by the PACER Service Center for accessing the Court's CM/ECF data.**

If you need to **obtain** 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, February 26, 2001 and March 2, 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.)