

CM/ECF Release 3.2, Internet Explorer, and extremely slow response times for External Users

After upgrading CM/ECF to Release 3.2, several courts have reported that some external users experienced extremely slow response times when using third-party case processing software with Internet Explorer.

Solution:

Configure Internet Explorer (IE) to check for newer versions of stored pages every time you start your browser.

1. On the Internet Explorer menu bar, **Click Tools**, and then click **Internet Options**.

The Internet Options dialog box appears.

2. Depending on your browser version, do one of the following:

For IE 6:

Under Temporary Internet Files, click **Settings**.

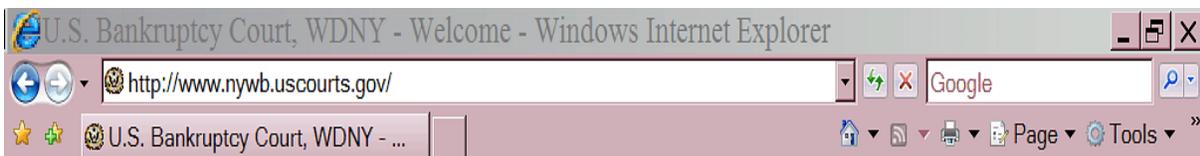
The Settings box appears.

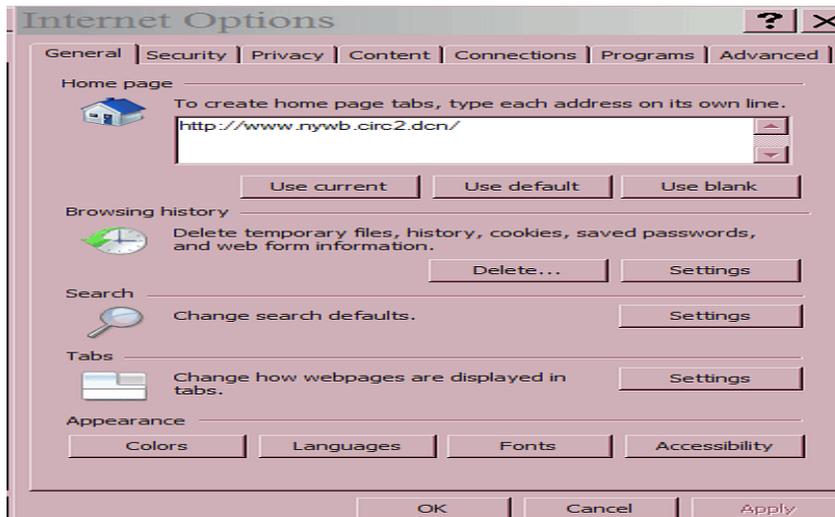
Under the **Check for newer version of stored pages**, click to select **Every time you start Internet Explorer**.

Click OK.

For IE 7:

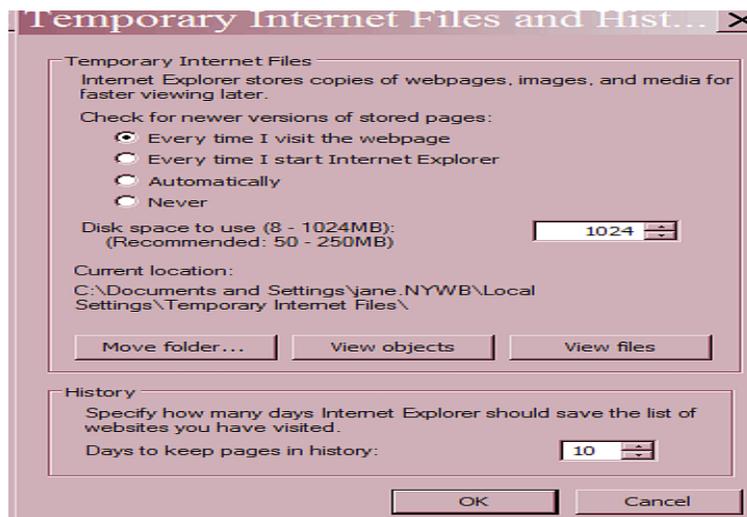
On the Internet Explorer menu bar, **Click Tools**, and then click **Internet Options**.





Under Browsing history, *click Settings*.

The Temporary Internet Files and History Settings dialog box appears.



Under the Check for newer version of stored pages, click to select *Every time I start Internet Explorer*.

Click OK.

The Internet Options dialog box appears. Click OK.

