

Client browser requirements

To use the search applications, you must be running a 5.0 or later browser.

Please visit one of the following sites and download the most current supported browser:

[Microsoft® Internet Explorer](#)

[Netscape® Navigator](#)

- You must have cookies enabled to access the Circuit Clerk searches.
- You must have JavaScript enabled for all searches.
- You must have a Java Virtual Machine installed and enabled to view the Circuit Clerk scanned images.
You can download the Sun Java Virtual Machine at java.sun.com.

Are you experiencing problems with...

- [Cott 801 Error when viewing Circuit Clerk images](#)
- [Unable to view Circuit Clerk images](#)
- [Enabling cookies](#)
- [Enabling Java and JavaScript](#)

Cott 801 Error when viewing Circuit Clerk images

Note: This error is caused by Privacy Settings in your firewall and/or anti-virus products. Specifically the setting related to HTTP Referrer needs to be disabled.

- If you are using Norton...
 - Select Privacy Control|Enable Browser Privacy
- If you are using Zone Alarm...
 - Select Privacy|Remove Private Header Information

Disabling the above options will correct the Cott 801 error.

Unable to view Circuit Clerk images

- You must have a Java Virtual Machine installed.
- Delete the cookies and temporary Internet files.
- Remove Daeja as a trusted publisher.
 - For Microsoft VM
 - Click the Tools menu item at the top of your browser and select Internet Options
 - Click the Content tab
 - Click the Publishers button
 - Highlight any entries for Daeja Image Systems Ltd. and click the

- Remove button
 - For Java (Sun) VM
 - From within Control Panel, open the Java Plug-in
 - Click the Certificates tab
 - Highlight Daeja Image Systems Ltd. and Click the Remove button
 - Click the Cache tab and click on the Clear button
- Close and re-open Internet Explorer
 - Note:** The first time you view an image and the Daeja install pops up be sure to:
 - For Microsoft VM check "Always trust content..." box and click "yes"
 - For Java (Sun) VM click "Always"

Enabling cookies

Internet Explorer

- Version 6.x
 - Click the Tools menu item at the top of your browser and select Internet Options
 - Click the Privacy tab at the top of the screen
 - Move the slider to Medium and click OK
- Version 5.x
 - Click the Tools menu item at the top of your browser and select Internet Options
 - Click the Security tab at the top of the screen
 - Click Custom Level and scroll down to the Cookies section
 - Set "Allow per-session cookies" to Enable and click OK
- Version 4.x
 - Click the View menu item at the top of your browser and select Internet Options
 - Click the Security tab at the top of the screen
 - Click Custom Level and scroll down to the Cookies section
 - Select "Always accept cookies" or "Prompt before accepting cookies" and click OK

Netscape Navigator

- Version 7.x and 6.x
 - Click the Edit menu item at the top of your browser and select Preferences
 - Find "Privacy & Security" in the menu on the left. If there is a triangle pointing to the right next to Privacy & Security, click it.
 - Select "Cookies" under "Privacy & Security"
 - Select "Enable cookies for the originating web site only" or "Enable all cookies" and click "OK"
- Version 4.x
 - Click the Edit menu item at the top of your browser and select Preferences
 - Select "Advanced"

- Select "Accept all cookies" or "Accept only cookies that get sent back to the originating server" and click OK

Enabling Java and JavaScript

Internet Explorer

- Version 6.x and 5.x
 - Click the Tools menu item at the top of your browser and select Internet Options
 - Click the Security tab at the top of the screen
 - Click on the Internet zone
 - Click Custom Level and scroll down to the Scripting section
 - Select "Enable" for "Active Scripting" and "Scripting of Java Applets" and click OK twice

Netscape Navigator

- Version 7.x
 - Click the Edit menu item at the top of your browser and select Preferences
 - Find "Advanced" in the menu on the left. If there is a triangle pointing to the right next to Advanced, click it
 - Select Scripts & Plug-ins
 - Place a check mark in the **Navigator** box, located on the top section of the Scripts & Plug-ins page and click OK
- Version 6.x and 4.x
 - Click the Edit menu item at the top of your browser and select Preferences
 - Find "Advanced" in the menu on the left. If there is a triangle pointing to the right next to Advanced, click it
 - Place a check mark in the **Enable Java** box
 - Place a check mark in the **Enable JavaScript for Navigator** box and click OK



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