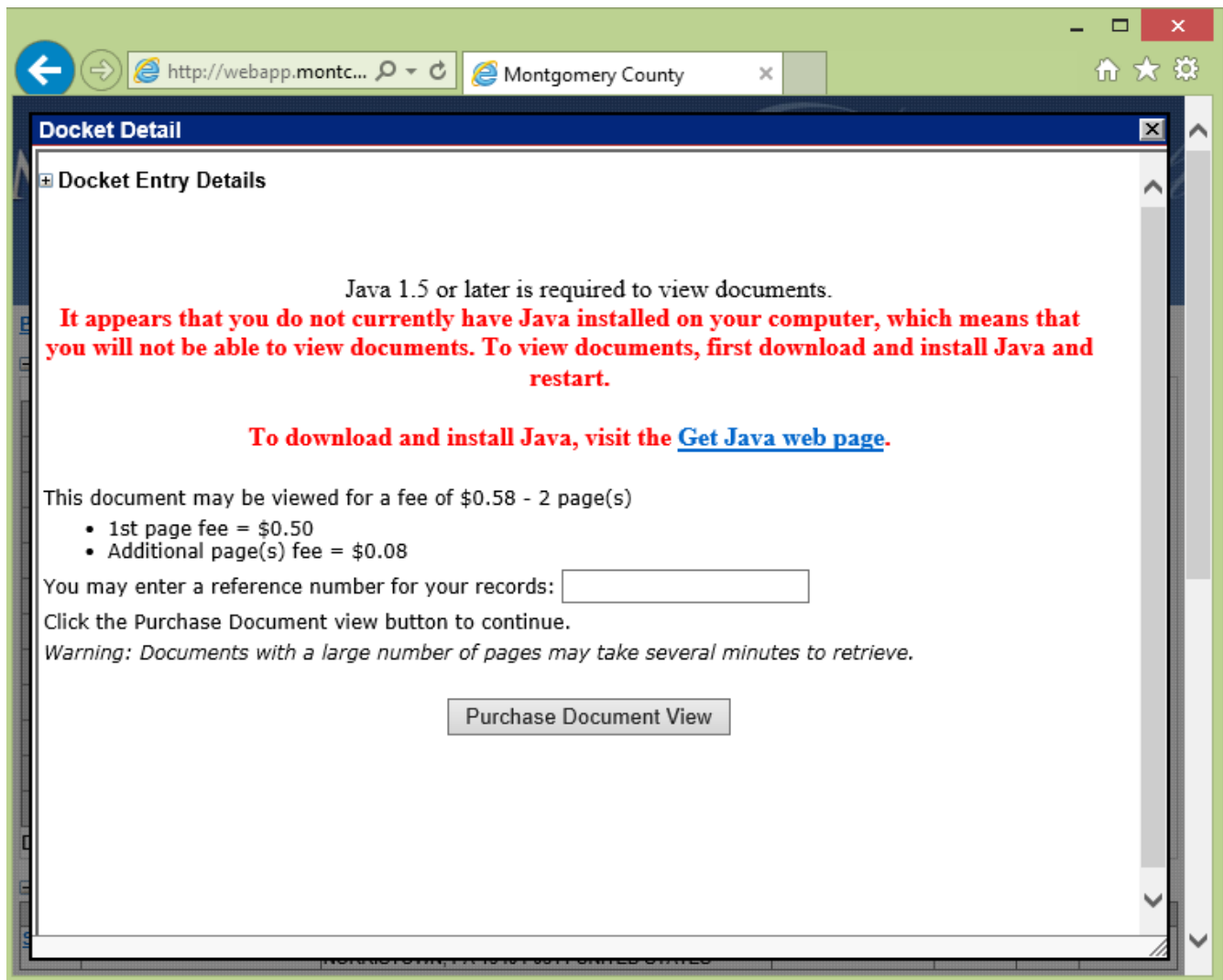


Oracle® Java™ (8u31) Installation

As of January 2015, The Montgomery County Civil Viewer require at least product version 5.0 (developer version 1.5) of the Java Runtime Environment (JRE)¹ in order to display docket images. Additionally, only modern web browsers are supported when viewing images from the Viewer. Modern browsers include:

- Microsoft® Internet Explorer version 10 or greater
- Mozilla® Firefox® 35.0.1 or greater
- Google® Chrome™ 40.0.2214.93 m or greater

When Java is not installed, users attempting to view dockets are presented with messages similar to the following:



¹ Please see Oracle's documentation regarding version numbers here:
<http://docs.oracle.com/javase/1.5.0/docs/relnotes/version-5.0.html>

In order to install Java, either follow the “Get Java web page” link displayed in the message above, or navigate to <http://www.java.com/> and select “Free Java Download:”

The screenshot shows a web browser window with the URL <http://www.java.com/e>. The browser's address bar also shows "Montgomery County" and "java.com: Java + You". The website header is red with the Java logo and a search bar. Below the header, the main content area features the text "JAVA + YOU, DOWNLOAD TODAY!" and a prominent red button labeled "Free Java Download". To the right of the text is an image of a man and a woman sitting together, looking at a laptop. Below the main content, there are navigation links: "» [What is Java?](#) » [Do I have Java?](#) » [Need Help?](#)".

About Java

 Java Developer Conference	 Java + Alice	 Java + Greenfoot	 Java + BlueJ	 Oracle Academy	 Java Magazine
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From there, the user is presented with the following page, where the user must select “Agree and Start Free Download.”

http://www.java.com/e

Montgomery County

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Java™

Download Help

Search

Help Resources

- » What is Java?
- » Remove Older Versions
- » Disable Java
- » Error Messages
- » Troubleshoot Java
- » Other Help

Offline Installation

Trouble downloading?
Try the offline installer

Download Java for Windows

Recommended Version 8 Update 31 (filesize: 624 KB)

⚠ Downloading and installing Java will only work in Desktop mode on Windows 8 and Windows 8.1. See the [Java on Windows 8 FAQ](#) for more detailed information.

Agree and Start Free Download

By downloading Java you acknowledge that you have read and accepted the terms of the [end user license agreement](#)

💡 When your Java installation completes, you may need to restart your browser (close all browser windows and re-open) to enable the Java installation.

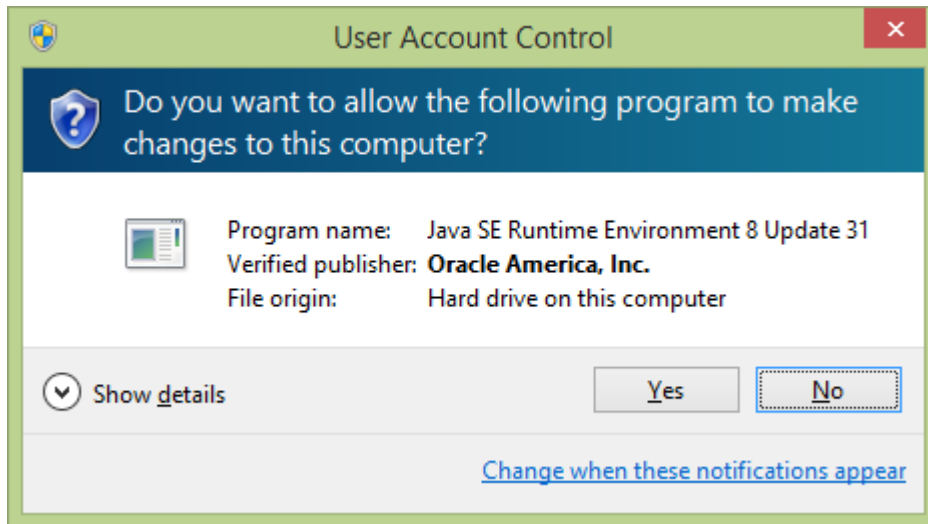
- » [Installation Instructions](#)
- » [System Requirements](#)

Not the right operating system? [See all Java downloads.](#)

Java software for your computer, or the Java Runtime Environment, is also referred to as the Java Runtime, Runtime Environment, Runtime, JRE, Java Virtual Machine, Virtual Machine, Java VM, JVM, VM, Java plug-in, Java plugin, Java add-on or Java download.

Feedback

Run the installer. Please note that for Windows 7 and newer Microsoft operating systems will likely present the user with the following “User Account Control” message. It is necessary to select “Yes” to proceed with the installation of Java:



Select Install to proceed with the installation:



The user may be presented with an offer such as the one below to install the “Search App by Ask.” Please note that it is *not* necessary to install this toolbar to continue to install Java and view images from the Viewer.



Wait for installation to finish.



The following message appears when installation is finished successfully:



After installation, the user will be redirected to Java's verification page:

http://java.com/en/dov Verify Java Version

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Help Resources

- » [What is Java?](#)
- » [Remove Older Versions](#)
- » [Disable Java](#)
- » [Error Messages](#)
- » [Troubleshoot Java](#)
- » [Other Help](#)

Mac OS X Chrome

[Why can't I use Chrome with Java 7 on my Mac?](#)

All Java Downloads

If you want to download Java for another computer or Operating System, click the link below.
[All Java Downloads](#)

Verify Java Version

Check to ensure that you have the recommended version of Java installed for your operating system.

⚠ Verifying your Java version will only work in Desktop mode on Windows 8 and Windows 8.1. See the [Java on Windows 8 FAQ](#) for more detailed information.

Verify Java version

💡 If you recently completed your Java software installation, **restart your browser** (close all browser windows and re-open) to **enable the newly installed Java version** in the browser. Javascript must also be enabled.

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Feedback

The user can select “Verify Java version” to ensure Java is functioning correctly:

http://java.com/en/dov Verify Java Version

Java™ Download Help

Search

Help Resources

- » [What is Java?](#)
- » [Remove Older Versions](#)
- » [Disable Java](#)
- » [Error Messages](#)
- » [Troubleshoot Java](#)
- » [Other Help](#)

Mac OS X Chrome


[Why can't I use Chrome with Java 7 on my Mac?](#)

All Java Downloads

If you want to download Java for another computer or Operating System, click the link below.

[All Java Downloads](#)

Verified Java Version

 Congratulations!

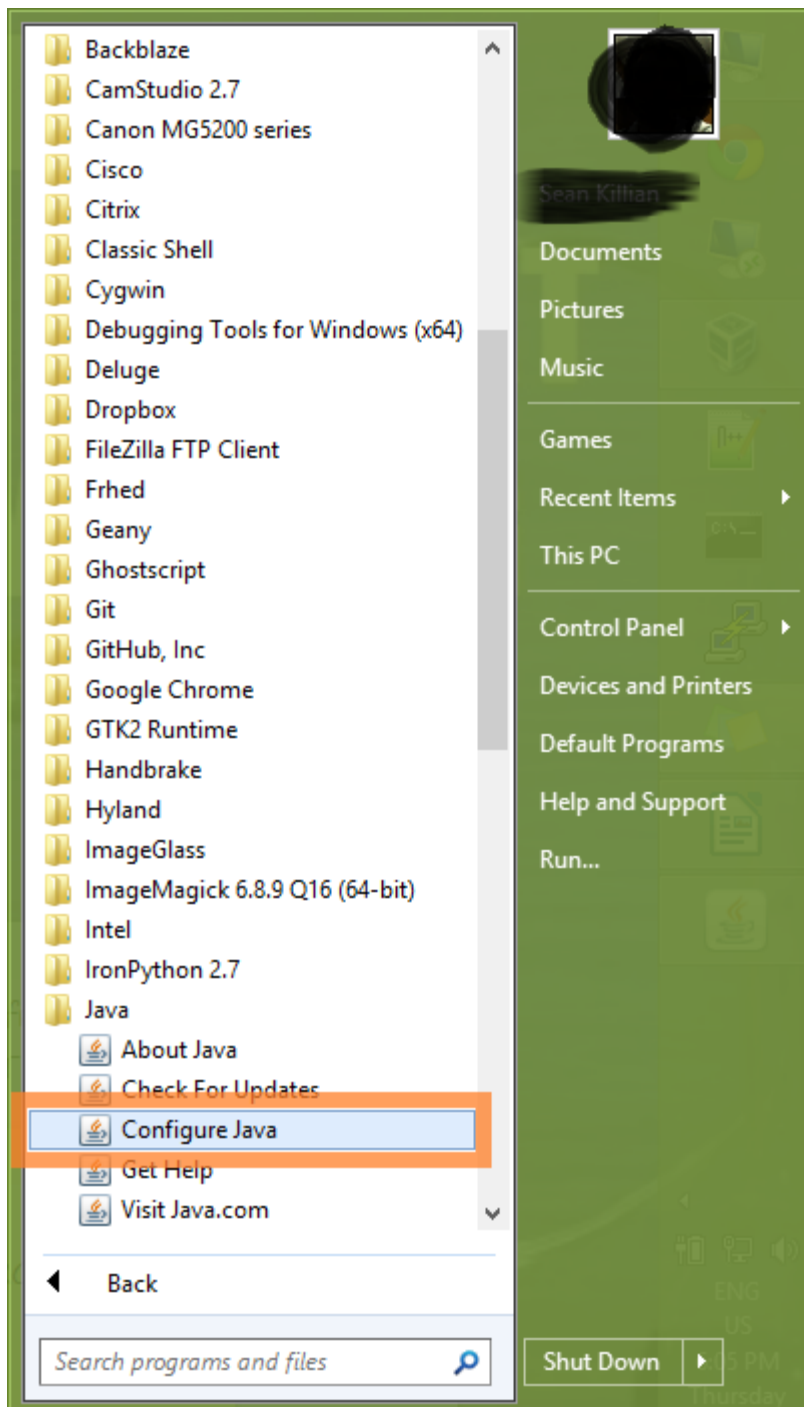
You have the recommended Java installed (Version 8 Update 31).

Feedback

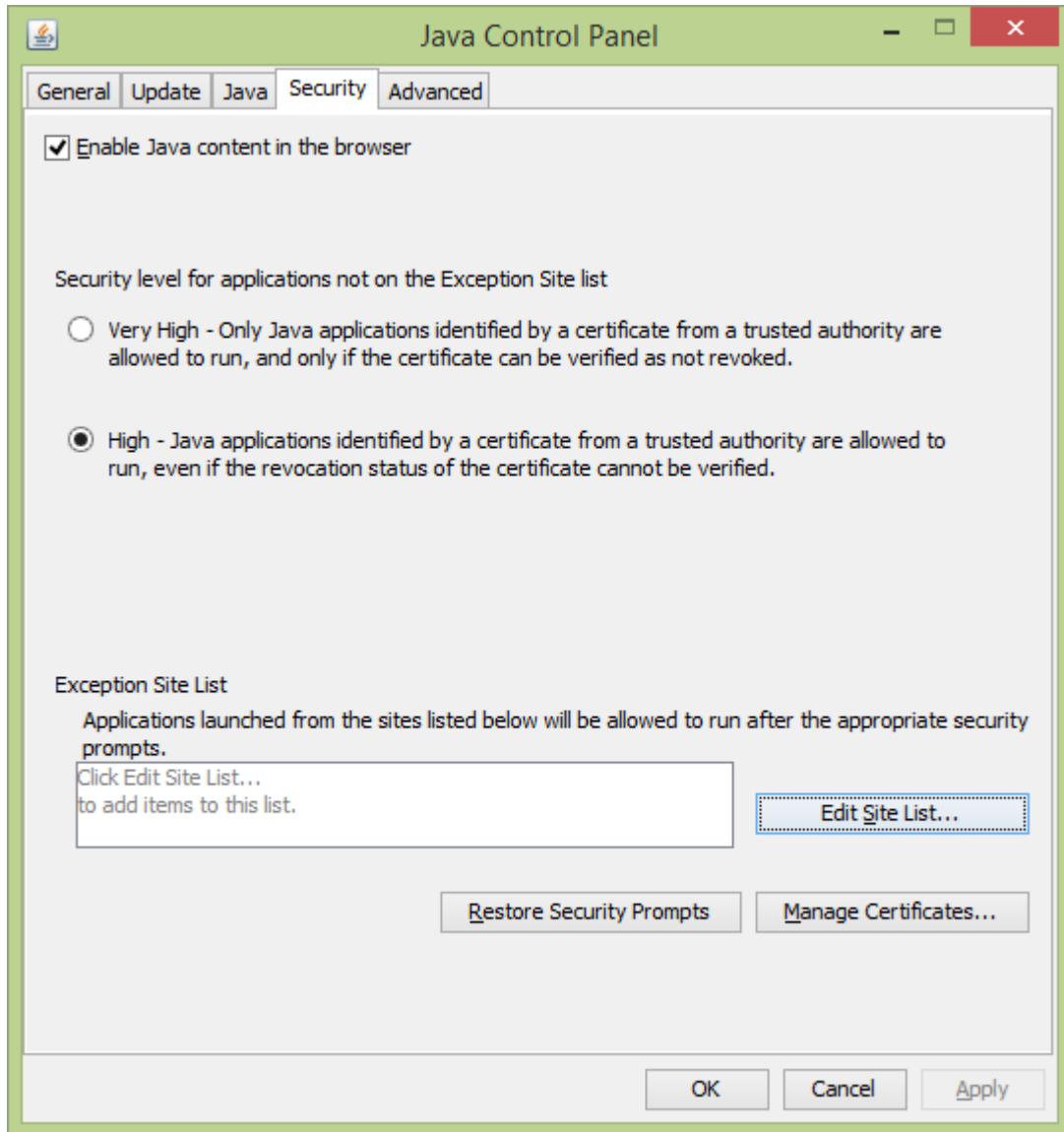
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[Select Language](#) | [About Java](#) | [Support](#) | [Developers](#)
[Privacy](#) | [Terms of Use](#) | [Trademarks](#) | [Disclaimer](#)

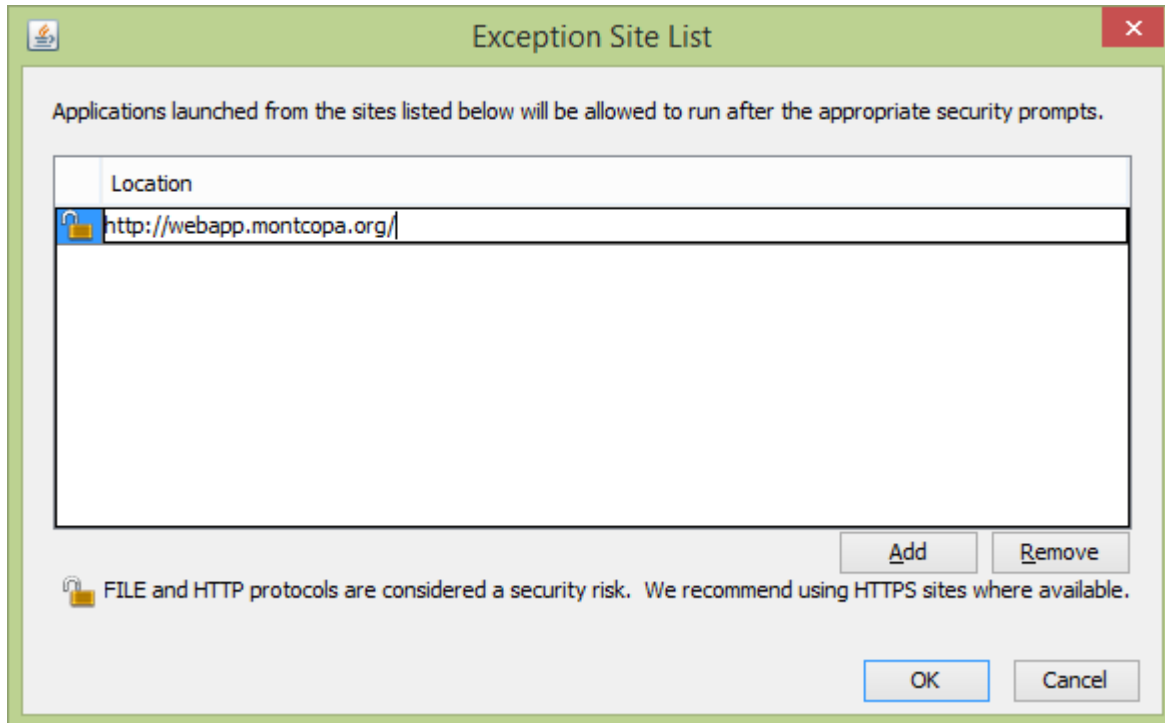
Once Java is installed, an exception has to be added to Java's "exception site list." To add a site, open the Start Menu > All Programs > Java and select "Configure Java."



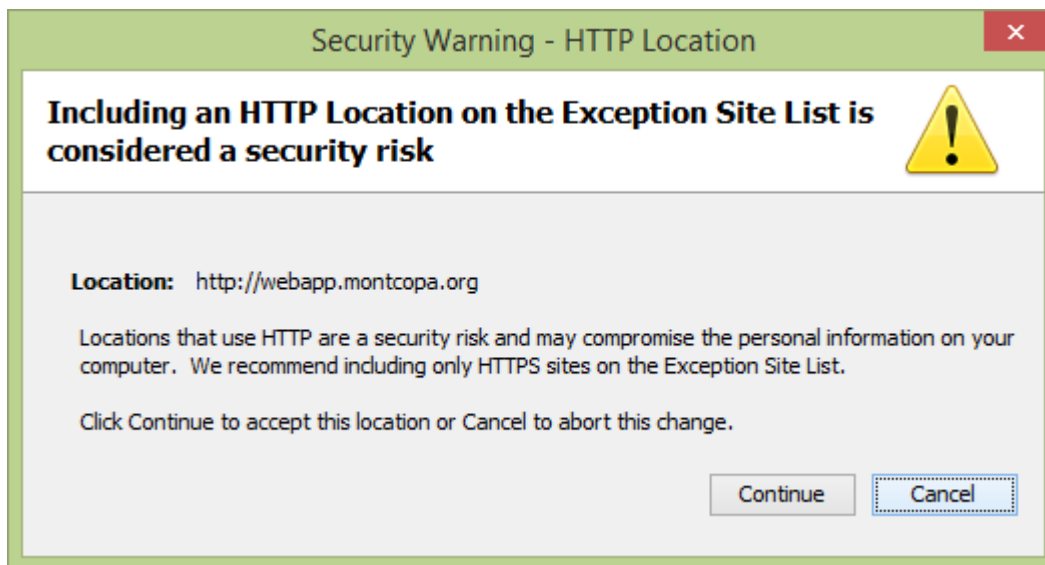
From there, select the Security tab, and then at the bottom; click “Edit Site List...”



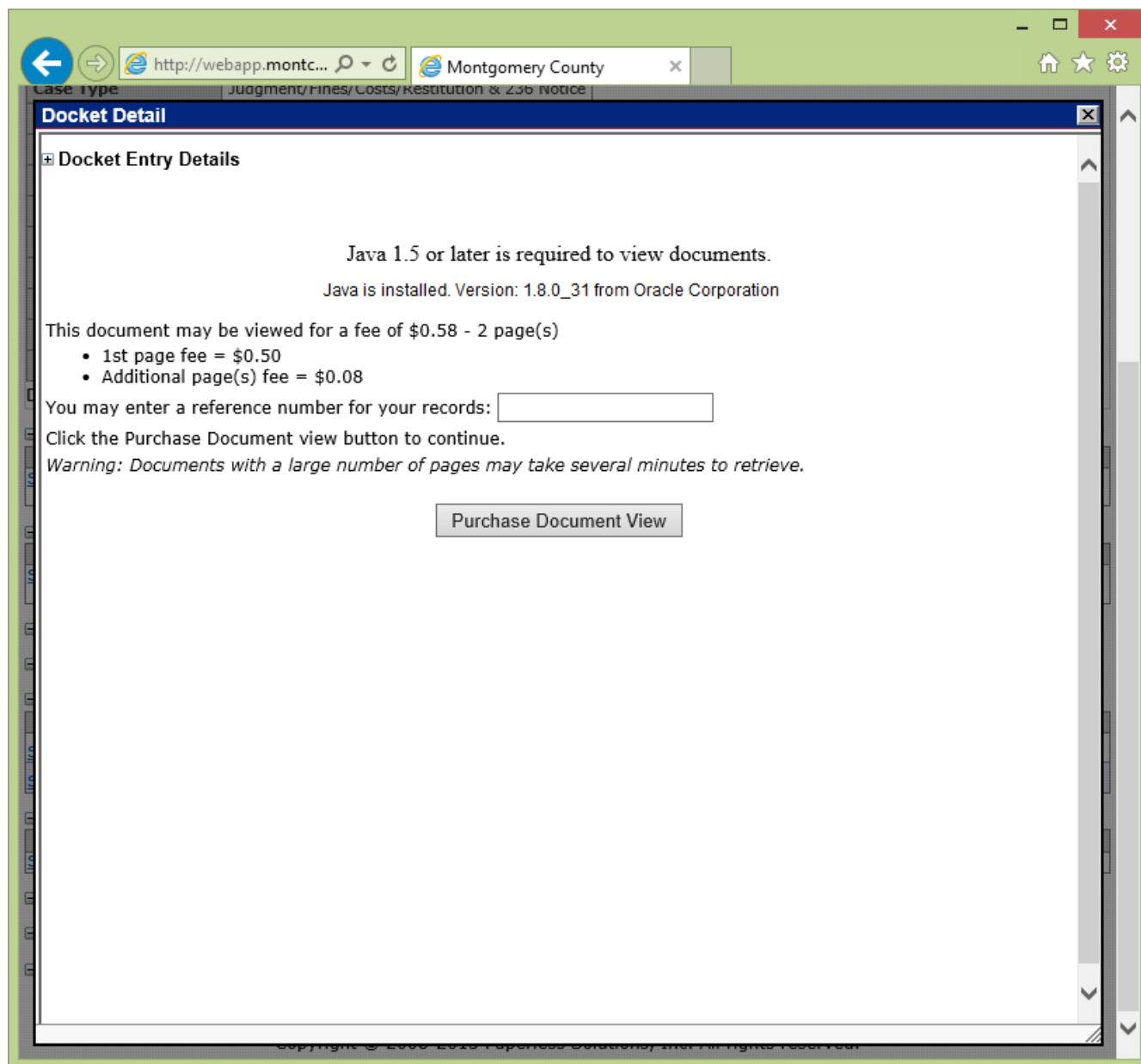
Then add <http://webapp.montcopa.org/> *exactly*:



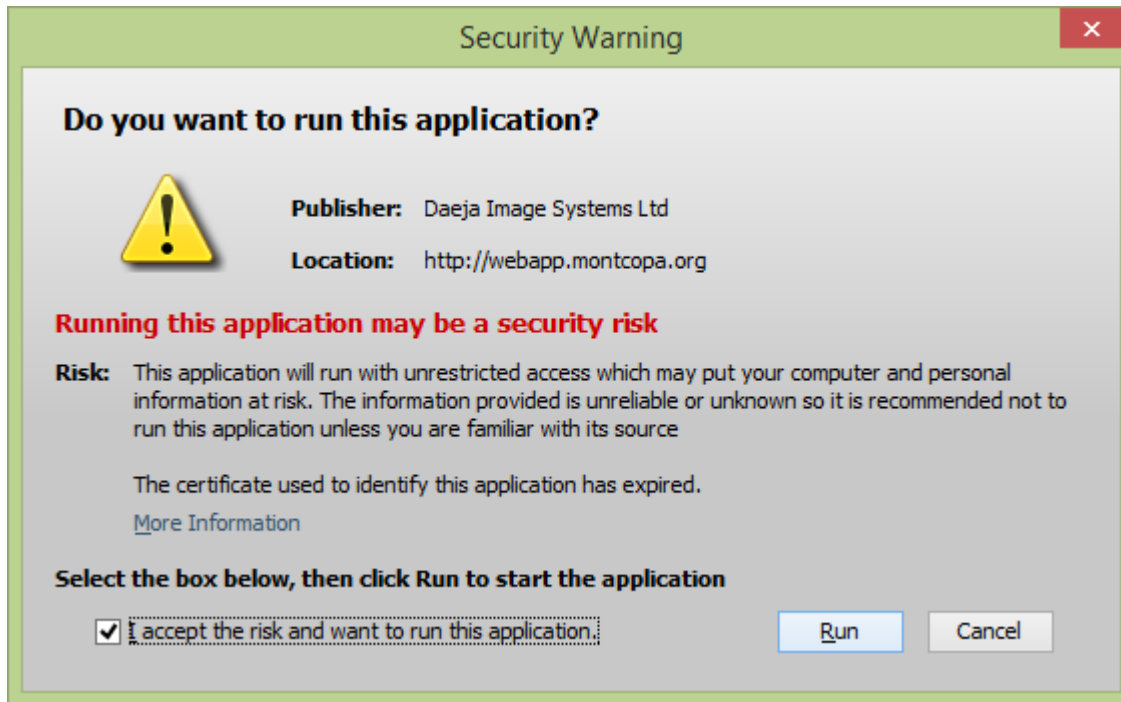
After clicking OK, the user will be prompted with a Security Warning message; click Continue and then OK in the Java Control Panel window:



Now navigate back to the Civil Viewer and search for a case. After opening a docket, instead of the red text prompting to install java, the user will be presented with a message similar to the following:



After paying for the document view, the user will be prompted to allow the Java applet to run. The user must check the box saying “I accept the risk and want to run this application” in order to view the document.



Afterward, the image should be visible:

The screenshot shows a web browser window with the address bar displaying "http://webapp.montc...". The page title is "Docket Detail". The main content area contains the following text:

IN THE COURT OF COMMON PLEAS OF MONTGOMERY COUNTY, PENNSYLVANIA
NOTIFICATION OF LISTING FOR *CIVIL TRIAL*
TEST, MIKE vs. TEST, MARY
CASE #: 2007-18315 HAS BEEN SCHEDULED FOR TRIAL
ON THE TRIAL LIST FOR August 20, 2007 9:00 AM

**COUNSEL AND UNREPRESENTED PARTIES WILL BE NOTIFIED BY
TELEPHONE OF THE TRIAL DATE AND COURTROOM ASSIGNMENT**
MONTGOMERY COUNTY COURTHOUSE, NORRISTOWN, PA 19401

If you are disabled and require assistance, please call (610) 278-3224

IF THIS CIVIL TRIAL IS NOT ASSIGNED TO A COURTROOM BY NOON, Friday 08/31/2007 IT WILL BE COURT CONTINUED TO A PREFERENTIAL POSITION ON THE NEXT CIVIL TRIAL CYCLE.

COUNSEL: Please notify all Co-Counsel of the trial date in this case.

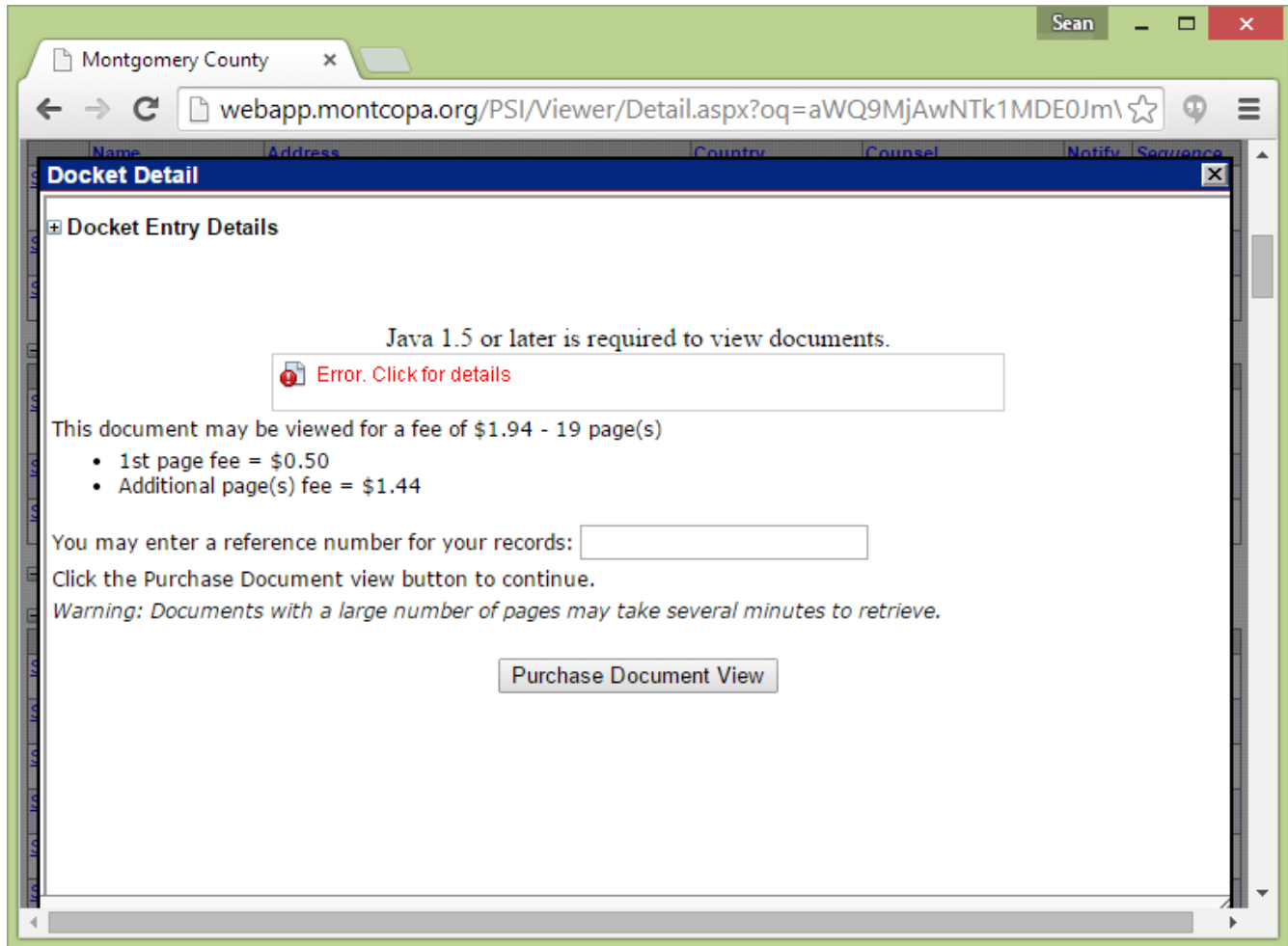
Attorneys:

Troubleshooting

Sometimes, especially after Java updates, instead of being prompted to accept and run the application, a message reports that “Your security settings have blocked an untrusted application from running:”



And/Or the message below in the Viewer itself:



This happens due to a typographical error in Java's Security exception site list. Ensure that the website in the site list is *exactly*:

<http://webapp.montcopa.org/>

It is important that there be a slash after “.org” or the website will not be allowed.

Clearing temporary Internet files

If after ensuring the site in the exception site list is correct, the user is still experiencing the same error, we recommend clearing temporary internet files in each browser used at the workstation. Because there are many browsers and different versions of the same browser may have different ways of clearing the cached temporary internet files, an exhaustive list of methods to clear the files is not provided here. Different web browsers provide official documentation with step-by-step instructions to clear the cache. Listed below are the official links for some of the most popular web browsers:

- in [Google Chrome](https://support.google.com/chrome/answer/95582?hl=en): <https://support.google.com/chrome/answer/95582?hl=en>
- in [Mozilla Firefox](https://support.mozilla.org/en-US/kb/how-clear-firefox-cache): <https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>
- in [Internet Explorer](http://support.microsoft.com/kb/260897): <http://support.microsoft.com/kb/260897>

Additionally, some sites provide instructions for multiple browsers:

- [WikiHow.com](http://www.wikihow.com/Clear-Your-Browser's-Cache): <http://www.wikihow.com/Clear-Your-Browser's-Cache>