

Troubleshooting – County Remonumentation Data Entry

The following are several solutions for problems you may encounter caused by changes caused by software or hardware changes and not accessing the system for several months. Items 1, 2 and 3 will most often solve any access problems.

1. Turn off any Virus Protection/Spam Blocker Programs (temporarily)

If it has been some time since you last accessed the Remon database, you will need to turn off any virus protection software you have running in order to allow updates to the Java files to download.

There will be an icon in the lower right corner of your desk for any of these programs running. Right click on each of them to turn them off as prompted. NOTE: This is the only time you will need to turn them off, and they can be reactivated once you've successfully accessed the Remon System.

2. Delete all Temp Files and Browser Cookies

Go to Start, Settings, Internet Options, select Delete Files, check Delete All Offline Content, OK, then hit the Delete Cookies button, then OK. Hit OK to exit.

3. Empty all the Jinitiator cache files

If you get an error message when trying to access the Remon System stating "Client Version Too Old," you need to empty the Jinitiator cache.

- a. Delete all the temp files and cookies.
- b. Down on lower right hand tool tray, close out of or disable any spam blockers or virus protection software running (just until you get the Java files updated).
- c. Go to Start, Settings, Control Panel, and there will be one or more "Java Initiator" files with some #'s (NOT the Java stand-alone file).
- d. Open each "Java Initiator 1.3.1.26" (or whatever numbers you have) file and:
- e. Click on the Top bar "Cache" tab.
- f. Then click on "Clear jar cache".
- g. Then just close the control panel by clicking the upper right X box.

4. Java Software

Make sure you have the latest update to Java software.

5. Internet Explorer

If using Windows Vista or Internet Explorer 7 and later versions, please use the following link to access the Remon System:

<http://www2.dleg.state.mi.us/forms/frmservlet?config=REMON1>

All users with previous operating systems and earlier versions of Internet Explorer should continue to use the following link:

<http://www2.dleg.state.mi.us/forms/frmservlet?config=REMON>