

# County Remonumentation Data Entry or Statewide Search for Remonumentation Data Troubleshooting

## Office of Land Survey & Remonumentation LARA/Bureau of Construction Codes

This information is provided to assist users encountering difficulties when accessing the Remonumentation Data Entry database or Statewide Search for Remonumentation Data. Errors are most often caused by outdated software, hardware changes, or routine maintenance performed on the State's servers.

The following is a list of solutions that most often correct the problems.

1. Allow State Server Updates:
  - a. You must turn off any virus protection or spam blocker software to allow the State's updates to download to your computer. Stand-alone desktops most often will have one or more icons in the lower right corner of your desk for any virus protection or spam blocker software programs. Right click on each of them to turn them off as prompted. Users with desktops connected to a server may need to contact your internal IT staff for assistance.
  - b. You can reactivate the software after successful access to the database. You should not encounter the problem again until there are additional changes in software, hardware or the State performs maintenance updates.
2. Delete all Temp Files and Cookies
3. Java Software: Check to see if the Java software is a current version, which can be downloaded for free at [www.java.com](http://www.java.com).
4. Empty All Jinitiator Cache Files:
  - a. Go to Start, Settings, Control Panel, and click on EACH "Java Initiator" file
  - b. Open each "Java Initiator file (will have numbers in the name) file
  - c. On the next screen, click on "Cache" tab and click on "Clear JAR Cache."
  - d. Then close out of the control panel.
5. Internet Explorer: If using Windows Vista or Internet Explorer 7 and later versions, please use the following link to access the County Remonumentation Data Entry.

<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>