

Office of Land Survey
Department of Licensing and Regulatory Affairs
P.O. Box 30254, Lansing, MI 48909

Troubleshooting
Statewide Search for Subdivision Plats and
Statewide Search for Remonumentation Data

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 Errors are most often caused by outdated software, hardware changes, or routine maintenance performed on the State's servers.

1. Username and Password Log-in Screen

If you encounter a Username and Password log-in screen, you have been misdirected, which is probably caused by the length of time since your last access to the database and maintenance performed by the State on their servers. You never need a Username or Password to access the database. You do need to turn off any active virus protection software running in order to allow updates for the State's software to download.

Stand-alone desktops most often will have one or more icons in the lower right corner of your desktop 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. NOTE: You can reactivate your virus software after successful access to the database, and you should not encounter the misdirect again until there are additional changes in software, hardware, or the State performs maintenance updates.

2. No Image Comes Up When Plat is Selected

If you search for a plat, click on the name, and no image comes up, or you get an error message stating "Client Version too Old," you need to delete your temp files and cookies and empty the Jinitiator cache files.

a. Delete Temp Files and Cookies

b. Empty All Jinitiator Cache Files:

- i. Go to Start, Settings, Control Panel, and click on EACH "Java Initiator" file
- ii. Open each "Java Initiator file (will have numbers in the name) file
- iii. On the next screen, click on "Cache" tab and click on "Clear JAR Cache."
- iv. Then close out of the control panel.

3. Java Software

You should also probably make sure you have a recent edition of Java, which you can download free at www.java.com.