

## Common Problems CM/ECF Users Have Experienced While Filing Documents

If you don't see your problem here, please call the clerk's office for assistance at 314-244-2400.

### 1. I can't log-in.

Please make sure that you have a CM/ECF login and password. Also, make sure you are not attempting to login with your PACER login and password (separate logins and passwords are required for PACER and CM/ECF). If you need a login and password or if you have forgotten yours, please go to: <https://pacer.psc.uscourts.gov.pscocgi-bin.cmecf/ea-login.pl> You can register to become an appellate CM/ECF filer by clicking on the "Register for an Appellate Filer Account" link. If you need to retrieve your existing information, click on "Retrieve Appellate Filer Username/Password" An email containing the information will be sent to you. Please note that you will need to answer a security question. Problems with logins and passwords should usually be addressed to PACER Service Center. Call them at 1-800-676-6856 or go to their website at <http://pacer.psc.uscourts.gov>

### 2. I am having trouble loading the CM/ECF application - I'm stuck on the black or gray screen.

First, note that it can take as long as two minutes for the application to load, and you will see the black "CM/ECF Warning" screen while it is loading. So please be patient. If you've waited longer than that, then the problem is usually related to Java, the software used to ensure web security for the system. Please make sure that you have the most current version of Java loaded on your PC. You can go to [www.java.com](http://www.java.com) to verify the version and obtain a free download of the software. Please make sure that you currently have at least version 1.6.

#### **\*\*\* Warning to Apple Computer Users \*\*\***

As of April 15, 2008, Java had not released an Apple version of Java 1.6. As a result, Mac users cannot use the CM/ECF filing system. You have two options at the current time: (1) obtain a waiver of electronic filing from the clerk's office ([www.ca8.uscourts.gov/faq.html](http://www.ca8.uscourts.gov/faq.html)) or (2) run your Mac as a virtual Windows PC using software such as VMware Fusion for Mac. Please note that software such as Fusion only works on Intel-based Macs. We apologize for any inconvenience this may cause, but it is beyond the court's control. This problem does not affect the court's ability to send you electronic notices, and Mac users should still register for CM/ECF so that they can receive notices.

### 3. I'm logged in, but I get a spinning hourglass when I try to file a document.

We recommend that you logout of CM/ECF and then log back in. If you are prompted with a security warning box, click the "always" checkbox and then click "run." If the problem persists, call our office at 314-244-2400 and ask for the automation help desk.

4. When I try to submit my document for filing, I get an “XML Tampering” error message.

This problem seems to be related to Adobe Acrobat and how the document was saved. From your computer, please open the pdf file for the document you are attempting to file. Click on “File,” “Save As,” and then save the document to replace the existing file. Now go back to CM/ECF and file your document. If the document still can’t be filed, open the pdf file, click the print button and select the pdf printer from the pulldown screen of printer options. This will create a new pdf file of the document and you should be able to file it. If the problem persists, please call our office at 314-244-2400 and ask for the automation help desk.

5. I’m getting a message saying “You are not authorized to file the event in this case. Please select another event or contact the court.”

This problem is on our end and is caused by the fact that you may be entered under variations or duplicates of your name. We will have to fix the problem before you can file. Please call our office at 314-244-2400 and ask for the automation help desk.

6. I want to add additional email addresses for myself.

CM/ECF allows you to have multiple email addresses for your notices. The simplest way to add or change your email addresses for CM/ECF is to go to:  
<https://pacer.psc.uscourts.gov/psco/cgi-bin/emecf/ea-login.pl>. Log in using your appellate CM/ECF login and password. Click “Personal Inf/Address Updates,” click “Update Noticing Preferences,” and add your additional email information in the “Additional Emails” box.