

Internet Browser Issues – Compatibility List

When ECF filers request a creditor matrix using Firefox Version 6, the user is charged the page fee but the matrix is not produced. The user clicks on "View Labels" and nothing happens, no error message, nothing.

Temporary Solution

External users can use a different browser.

To get a previous version of Firefox go here <http://www.mozilla.org/en-US/firefox/all-older.html>
Version 3.6 is still receiving user support so security updates are still being offered.

To get a previous version of Internet Explorer go here <http://windows.microsoft.com/en-US/internet-explorer/downloads/ie>

Here are the test results for creating the creditor mailing matrix using various versions of Internet Explorer (IE) and Mozilla Firefox (FF):

New Mexico Bankruptcy Court is currently using CMECF version 3.4

IE7 view labels functions normally
FF6.01 view labels fails
FF5.0 view labels fails
FF4.0 view labels fails
FF3.6.18 view labels functions normally
IE8 view labels functions normally

New Mexico Bankruptcy Court will begin using CMECF version 4.1 on Tuesday, October 11, 2011

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