

The ability to view and print documents electronically is dependent upon the latest version of Java being installed on your computer. It is also required that the Java security setting be set to High to allow the image viewer to run properly.

Please visit <http://java.com/en/download/installed.jsp> and click "Agree and Continue" to test your computers' version of Java. If the website detects you are running an older version of the software it will prompt you to download and install the latest stable build.

After verifying your Java version, you will need to check two items in the Java Control Panel. Please navigate to the Java Control Panel > Security Tab

-- Click the button labeled, "Edit Site List" > click the "Add" button > Enter both of the following lines of text.

- <https://gov.propertyinfo.com/TX-Nueces/>

-- Click on the Restore Security Prompts button

You should now be able view and print documents without error. If you cannot, please contact Kofile Technologies with the following information:

Operating System (example: Windows 7, Windows 10)

Java Version (example: Java 8 25)

Browser Type / Version: (example: Internet Explorer 11)

\*\*Please note, while we 'officially' only support the Internet Explorer browser (version IE 9 and higher). To open Internet Explorer on a Window's 10 machine simply say "Hey Cortana, open Internet Explorer," if voice recognition is not enabled just type Internet Explorer in the search box / Cortana.

Kofile (888) 608-1808