

# Cara Online Document System Instructions for the Superfund Section

Please be sure that your web browser is Internet Explorer version 10 or higher. For best results, it is recommended that you use Internet Explorer 10 (or higher). **Do NOT use Chrome, Mozilla, Firefox or any other browsers. These browsers will cause errors preventing the downloading of files and will cause Internet Explorer to later malfunction.**

In order to view documents from the CARA<sup>3</sup> Portal, you will also need Adobe Acrobat Reader on your computer or device. To obtain a free download of Acrobat Reader, go to <http://www.adobe.com/products/reader.html>.

Use of the Cara online document system also requires a Java plug-in install. Please click the link below and follow the instructions to download and install the plug-in: <https://java.com/en/download/index.jsp> You can check to see if you already have the current Java plug-in installed by clicking the following link and following the instructions: <https://www.java.com/en/download/installed.jsp>

Please read all of the instructions below and then use the following link to get to the CARA<sup>3</sup> Portal:

<https://edm.nc.gov/DENR-Portal/>

To search by **Property criteria** (recommended):

- Enter the facility/site ID # (*no dashes, periods, or commas*) where it reads "Value" in the box to the right of the "ID" criteria (refer to the screenshot below)

**OR**

- Enter all or a portion of the facility/site name where it reads "Value" in the box to the right of the "Name/Subject" criteria and enter "contains" in the center box.
- Then click **Search**. The documents found will be displayed in the **Content** window. The results can be sorted by the column headers. To view a document, right-click on the document and select **Download**.

**Note:** If you don't know the facility/site ID #, visit the appropriate program or branch webpage below for site lists and additional program information:

Federal Remediation Branch: [National Priority List Sites](#)

Federal Remediation Branch - Site Evaluation and Removal: [CERCLIS Sites](#)

Inactive Hazardous Waste Program: <http://portal.ncdenr.org/web/wm/sf/ihome>

Special Remediation Branch: <http://portal.ncdenr.org/web/wm/dsca/remediation>

To search by **General criteria**:

- Use the drop-down menus to narrow your search. For example:
  - o **Division:** Waste Management
  - o **Subdivision:** Superfund
  - o **Document Category:** Facility
  - o **Document Group:** *select the program*
  - o **Document Type:** *select the document type*
- Then click **Search**. The documents found will be displayed in the **Content** window. The results can be sorted by the column headers. To view a document, right-click on the document and select **Download**.

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**Note:** Each Superfund section program has different document types. For a list of the document types for each program, [click here](#)

The **General criteria** and the **Property criteria** may be used together to further narrow your search. For example, after using **Property criteria** to retrieve documents for a specific facility, the results can be further refined by selecting a specific document type using **General criteria**. A screenshot of the CARA<sup>3</sup> Portal with tips is shown on the next page.

## CARA<sup>3</sup> Portal Screenshot:

The screenshot displays the CARA<sup>3</sup> Portal interface. The top section contains search criteria, and the bottom section shows a list of documents. Red boxes and arrows highlight specific features and provide instructions.

**General criteria:** Division: Waste Management, Subdivision: Superfund, Document Category: Facility, Doc Group: DSCA Remediation (DSCAR), Document Type: Reports and Data (RPT).

**Property criteria:** ID: 740008, Name / Subject: Value, Document Date: after, Document Date: before, Description: Value, Author: Value.

**Content Table:**

ID	Name / Subject	Doc Group	Doc Type	Doc Date	Description
DC740008	Additional Soil Sampling Report (Pre-excavation)	DSCA Remediat...	Reports and Data (RPT)	5/1/13 12:00 AM	
DC740008	Sub-surface Soil and Concrete Sampling Report	DSCA Remediat...	Reports and Data (RPT)	1/25/13 12:00 AM	
DC740008	Prioritization Assessment Report	DSCA Remediat...	Reports and Data (RPT)	10/31/12 12:00 AM	

**Widgets:** Properties table showing details for the selected document.

Property	Value
Division	Waste Management
Subdivision	Superfund
Doc Category	Facility
Name / Subject	Additional Soil Sampling Report (Pre-excavation)
Description	
Author	
Received Date	
Size	3670611
Segment	

**Callouts:**

- Red circle around General criteria: "Type in facility/site ID (with no dashes, commas, or periods)"
- Red circle around ID field: "Type in facility/site ID (with no dashes, commas, or periods)"
- Red circle around Document Type: "To view documents, right-click and select **Download**"
- Red circle around Doc Type column: "To filter, select **Document Type**"
- Red circle around Name / Subject column: "Click on **Heading Column** to sort"
- Red circle around Size field: "Indicates document has multiple parts"
- Red circle around pagination: "Page 1 of 1, Items per page: 20 50 100 250, Displaying 1 - 3 of 3"

**Note:** Number of pages and items per page will be displayed here. If document you are searching for does not appear in the list, you may need to narrow your search criteria in the general and property criteria sections above. \*\*\*A maximum of 1,000 records will be displayed total. If a search has more than a 1,000 records, all of the records will not display. You will **not** see a message.

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## **BASIC TROUBLESHOOTING**

**Issue: Getting the "type error" number- 2146827850.** Error says 'object doesn't support property or method, "Show Open File Dialog" "Description" object doesn't support property or method' ". Upgrade Browser will probably fix this issue. Use only Internet Explorer.

**Issue: Search not returning results.** Check to see if high level search (e.g. just *Waste Management*) works. If so, the problem is likely being caused by one or more of the parameters being selected from the drop down boxes.

Use of period (.) will cause selections to fail.

If you are searching by ID, try searching by a short version of the name instead.

## **Issue: Re-directing to Oracle \*\*\*\* MOST COMMON\*\*\*\***

May need administrative rights on computer (or contact IT administrator)

Probably need upgrade to JAVA plug in

To check if you have the latest version of the Java plug-in, click here:

<https://www.java.com/verify/>

To download the latest version of the Java plug-in, click here:

<https://java.com/download>

Then it will say something to the effect of "if you do not have the latest version of Java download, you may experience issues and/or searches will not produce correct results."

Usually need to give permission once it starts downloading to run the JAVA search applet

## **Uninstall Current Java Version**

1. Exit all open Internet Explorer browsers.
2. Click Start > Settings > Control Panel.
3. Click Add or Remove Programs.
4. Click a listed Java version.
5. Click the Remove button.
6. Repeat for each Java version
7. Close the Add or Remove Programs window.

## **Install 32-Bit Java**

1. Exit all open Internet Explorer browsers.
2. Install the 32-bit version of JRE 6 over your system's existing Java 64-bit version.
3. Open the java.com website, find and install this file: [jre-6u25-windows-i586-s.exe](#) (or higher)

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Then, in the Java Control Panel, disable the automatic updating of the currently installed Java version.

To Test: open and launch the Internet Explorer browser again. The 'Your browser does not meet requirements' message no longer displays.

**Issue: JMS Server Error**

Flush the browser cache files - URL with directions: <https://kb.iu.edu/d/ahic>

**Issue: Invalid or expired Security Certificate Issue**

Go to Control Panel > java > Security Tab> Edit Site List>add <https://edm.nc.gov/CARA/> & <https://edm.nc.gov/DENR-Portal/> to exception list

**Issue: the web browser hangs or displays a blank page when importing, viewing, checking out and checking in or when saving a local copy of documents.**

Ctrl+Alt+Del >End running Java Processes

Clear the Java cache

**IF NONE OF THESE WORK**

There may be conflicting installs or duplicate entries in the registry

Check Control Panel/Programs for multiple installs

Scan registry for duplicate entries only if you are comfortable editing directory files. Be aware this can cause errors in your operating system

If all else fails, try unloading Java completely (see directions above) and load a new version