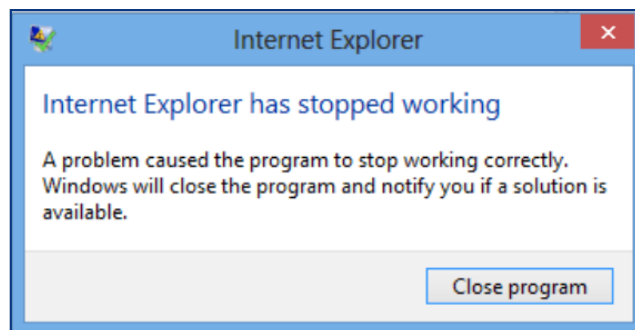


**Contents:****Page 1: Issue Identification****Page 2: Resolution Guide****Page 6: Support Contact Information****Issue Identification****Seeing this ...?****This could be the issue...**

Internet Explorer has a known memory leak. When browser memory reaches its upper limit (somewhere between 1.25 and 1.5 GB) the browser stops working.

**NOTE: The resolution steps that follow require CityLaw / CountyLaw web version 1.0.0.4355 or later.**

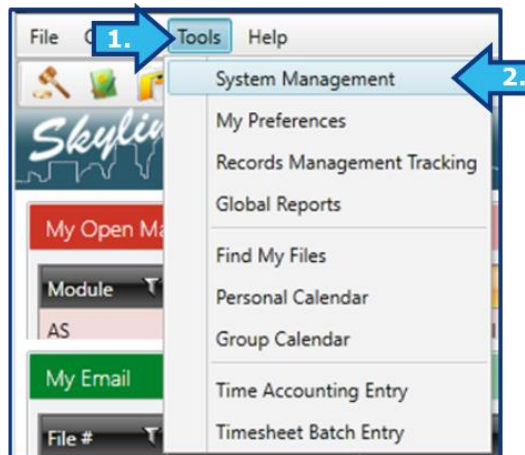
## Resolution Guide

### Step 1. Access Memory Management Settings.

Open **System Management**. Press the **System Management** icon from the **Global Toolbar**.



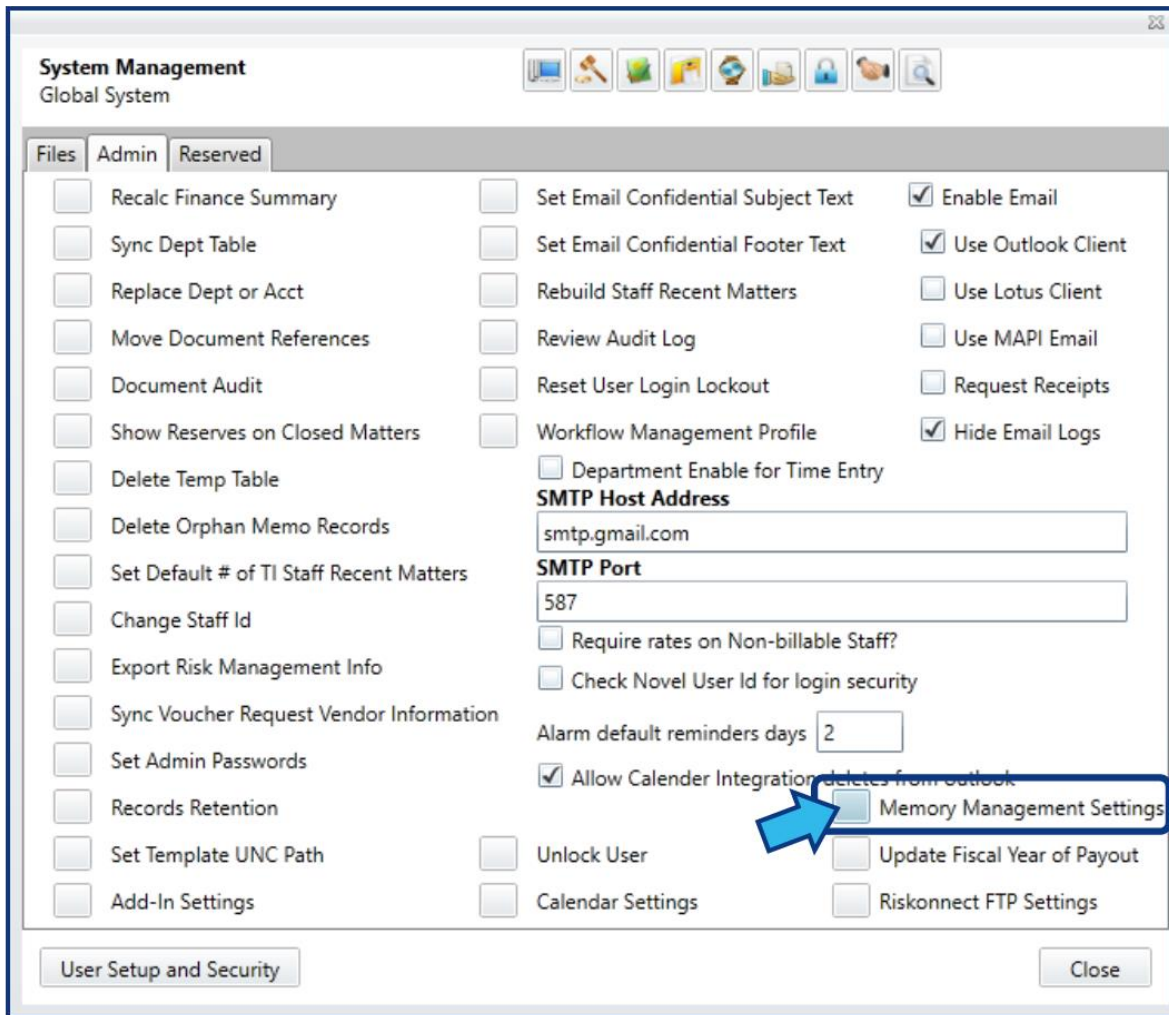
Alternatively, select **Tools** from the **Menu** and then select **System Management**.



Select the **Admin** tab and enter the **Admin Password**. Only users with system administrator privileges may access **Memory Management Settings**.



Select the box to the left of **Memory Management Settings**.



**System Management**  
Global System

Files | Admin | Reserved

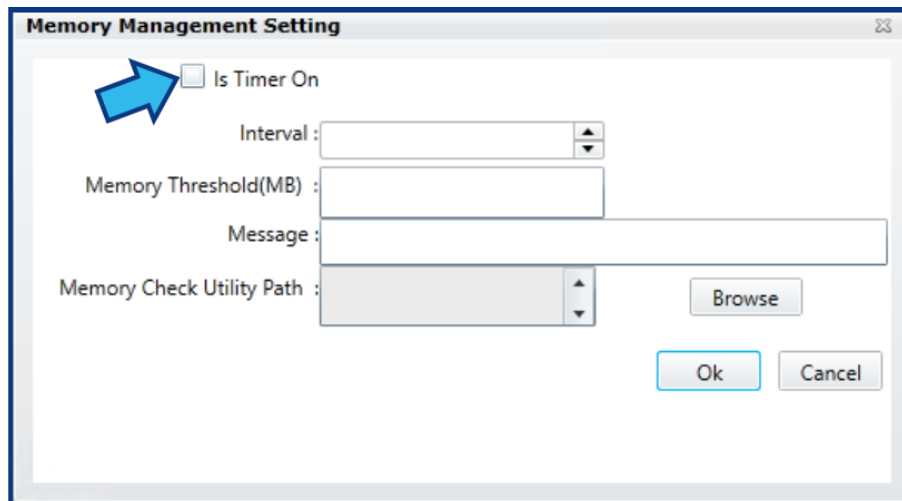
<input type="checkbox"/> Recalc Finance Summary	<input type="checkbox"/> Set Email Confidential Subject Text	<input checked="" type="checkbox"/> Enable Email
<input type="checkbox"/> Sync Dept Table	<input type="checkbox"/> Set Email Confidential Footer Text	<input checked="" type="checkbox"/> Use Outlook Client
<input type="checkbox"/> Replace Dept or Acct	<input type="checkbox"/> Rebuild Staff Recent Matters	<input type="checkbox"/> Use Lotus Client
<input type="checkbox"/> Move Document References	<input type="checkbox"/> Review Audit Log	<input type="checkbox"/> Use MAPI Email
<input type="checkbox"/> Document Audit	<input type="checkbox"/> Reset User Login Lockout	<input type="checkbox"/> Request Receipts
<input type="checkbox"/> Show Reserves on Closed Matters	<input type="checkbox"/> Workflow Management Profile	<input checked="" type="checkbox"/> Hide Email Logs
<input type="checkbox"/> Delete Temp Table	<input type="checkbox"/> Department Enable for Time Entry	
<input type="checkbox"/> Delete Orphan Memo Records	<b>SMTP Host Address</b>	
<input type="checkbox"/> Set Default # of TI Staff Recent Matters	smtp.gmail.com	
<input type="checkbox"/> Change Staff Id	<b>SMTP Port</b>	
<input type="checkbox"/> Export Risk Management Info	587	
<input type="checkbox"/> Sync Voucher Request Vendor Information	<input type="checkbox"/> Require rates on Non-billable Staff?	
<input type="checkbox"/> Set Admin Passwords	<input type="checkbox"/> Check Novel User Id for login security	
<input type="checkbox"/> Records Retention	Alarm default reminders days 2	
<input type="checkbox"/> Set Template UNC Path	<input checked="" type="checkbox"/> Allow Calender Integration deletes from outlook	
<input type="checkbox"/> Add-In Settings	<input type="checkbox"/> Unlock User	<input type="checkbox"/> Memory Management Settings
	<input type="checkbox"/> Calendar Settings	<input type="checkbox"/> Update Fiscal Year of Payout
		<input type="checkbox"/> Riskonnect FTP Settings

User Setup and Security Close

**If Memory Management Settings is not present, contact Cycom Support.**

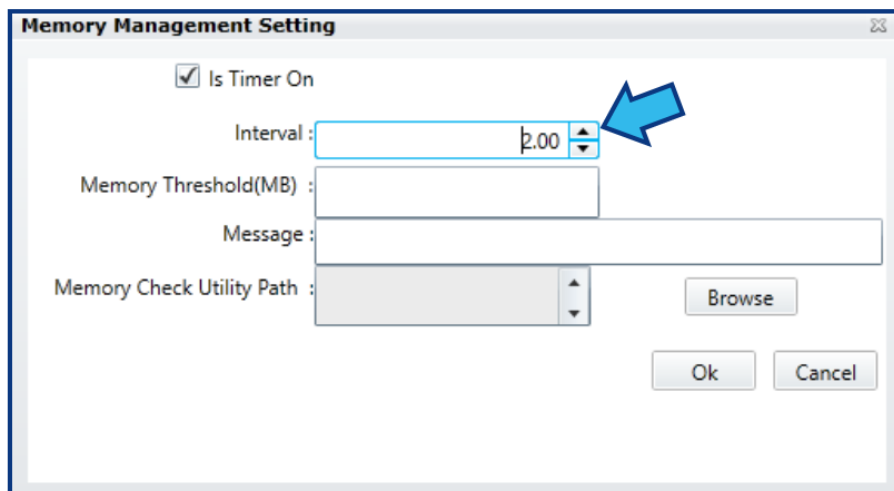
## Step 2. Enable Memory Management.

**Memory Management** is a tool that monitors the memory usage and warns the user at specified intervals to save their work and restart the browser. To enable **Memory Management**, check the box for **Is Timer On**.

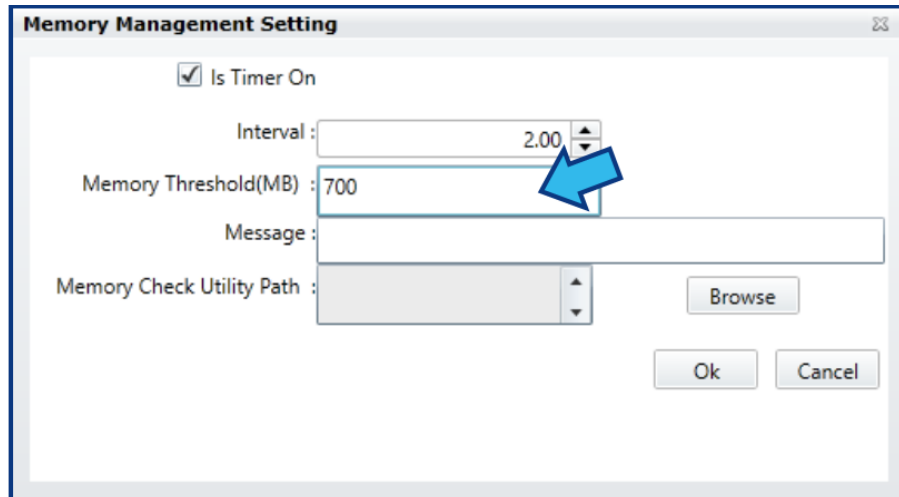


## Step 3. Configure Memory Management.

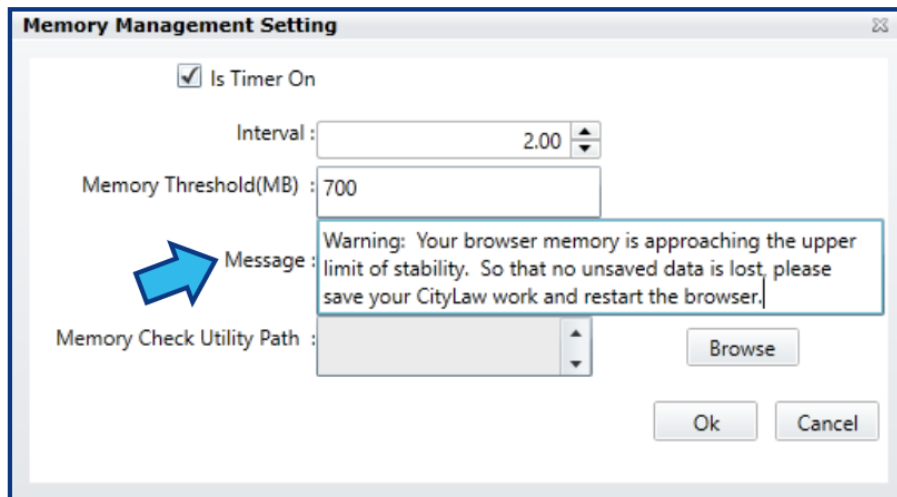
The **Memory Management** tool allows selection of an optimal interval for monitoring memory usage. Interval is specified in minutes. The optimal interval will vary based on usage patterns. Users that frequently work in multiple modules or have multiple matters open simultaneously will benefit from more frequent monitoring.



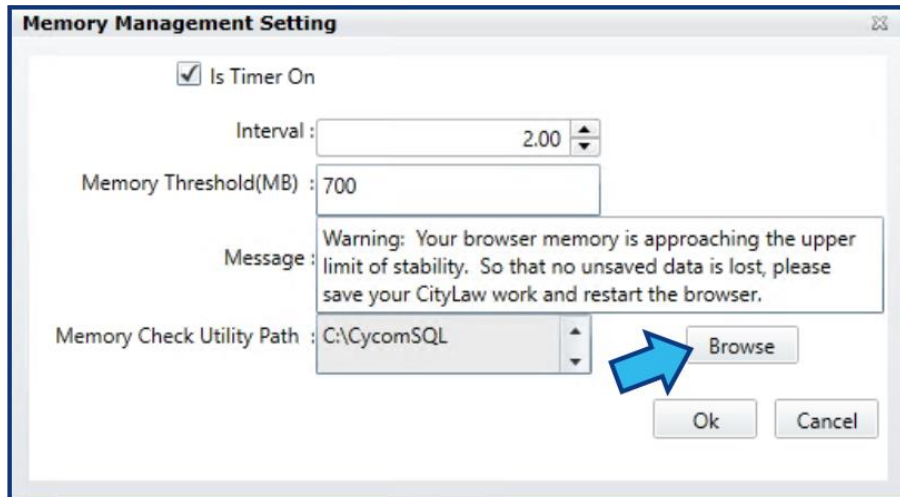
**Memory Threshold (MB)** is the cap for memory usage for which the **Memory Management** tool monitors.



The **Message** field allows a custom message to be displayed to the user once the **Memory Threshold** has been reached. A suggested message would be **“Warning: Your browser memory is approaching the upper limit of stability. So that no unsaved data is lost, please save your CityLaw work and restart the browser.”**



The **Memory Check Utility Path** must be specified. **C:\CycomSQL** is the standard location. Press the **Browse** button to locate and select this folder.



Press **Ok** to save the settings, and then press **Close** to close **System Management**.

**If this does not resolve the issue, contact Cycom Support.**

## Support Contact Information

**Cycom Support can be reached in the following ways:**

- Phone call to 1-800-292-6688
- Email to [support@cycominc.com](mailto:support@cycominc.com)