

-----Original Message-----

From: VSONS@aol.com [mailto:VSONS@aol.com]

Sent: Monday, January 05, 2004 2:21 PM

To: eReference

Subject: Comments on E-Patent Reference Feature

To Whom it May Concern:

After twice following the directions for downloading and installing JRE 1.4.2 from the link in the "How to View and Download References" instructions, I am still unable to obtain electronic copies of cited references using the E-Patent Reference feature. It appears from the error messages ("Java Web Start - Invalid Argument Error") displayed when I attempt to obtain the references that the installation of Java may not be operating properly on my computer, which is running Windows XP Home Edition. While this has been frustrating for me, since this has been offered as a convenient procedure for obtaining the cited references, I'm sure it is even more frustrating for those who have not already obtained a customer number and digital certificate and/or who do not have a computer which meets the specifications required.

Jeffrey E. Semprebon

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