



# Infor PLM Accelerate 10.12.5

Client Settings for Firefox on Mac

---

**Copyright © 2020 Infor**

### **Important Notices**

The material contained in this publication (including any supplementary information) constitutes and contains confidential and proprietary information of Infor.

By gaining access to the attached, you acknowledge and agree that the material (including any modification, translation or adaptation of the material) and all copyright, trade secrets and all other right, title and interest therein, are the sole property of Infor and that you shall not gain right, title or interest in the material (including any modification, translation or adaptation of the material) by virtue of your review thereof other than the non-exclusive right to use the material solely in connection with and the furtherance of your license and use of software made available to your company from Infor pursuant to a separate agreement, the terms of which separate agreement shall govern your use of this material and all supplemental related materials ("Purpose").

In addition, by accessing the enclosed material, you acknowledge and agree that you are required to maintain such material in strict confidence and that your use of such material is limited to the Purpose described above. Although Infor has taken due care to ensure that the material included in this publication is accurate and complete, Infor cannot warrant that the information contained in this publication is complete, does not contain typographical or other errors, or will meet your specific requirements. As such, Infor does not assume and hereby disclaims all liability, consequential or otherwise, for any loss or damage to any person or entity which is caused by or relates to errors or omissions in this publication (including any supplementary information), whether such errors or omissions result from negligence, accident or any other cause.

Without limitation, U.S. export control laws and other applicable export and import laws govern your use of this material and you will neither export or re-export, directly or indirectly, this material nor any related materials or supplemental information in violation of such laws, or use such materials for any purpose prohibited by such laws.

### **Trademark Acknowledgements**

The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All rights reserved. All other company, product, trade or service names referenced may be registered trademarks or trademarks of their respective owners.

### **Publication Information**

Publication date: April 27, 2020

---

# Contents

- Intended audience ..... 4
- Related documents ..... 4
- Contacting Infor..... 4
- Chapter 1. Client Configuration ..... 5
  - Installed Software ..... 5
  - Required Settings ..... 6
  - Optional Settings ..... 7
- Chapter 2. Troubleshooting ..... 9
  - My pre-defined language pack and locale are not properly displaying when connected to Infor PLM Accelerate ..... 9
  - Firefox Allows a Maximum of 20 Pop-ups..... 10
  - Note about PDF Viewer..... 11

---

## About this guide

This document provides information about how to perform a backup and recovery of the Infor PLM Accelerate software.

## Intended audience

This guide is intended for system administrators. This document assumes that you have at least some knowledge in:

- System architecture and function for your Infor system
- SQL Server database

For the most up-to-date list of software and hardware requirements for Infor products, see the documentation for your system.

## Related documents

You can find the documents in the product documentation section of the Infor Xtreme Support portal, as described in the "Contacting Infor" section below.

## Contacting Infor

If you have questions about Infor products, go to the Infor Xtreme Support portal at [www.infor.com/inforxtreme](http://www.infor.com/inforxtreme).

If we update this document after the product release, we will post the new version on this Web site. We recommend that you check this Web site periodically for updated documentation.

If you have comments about Infor documentation, contact [documentation@infor.com](mailto:documentation@infor.com).

# Chapter 1. Client Configuration

## Installed Software

This release of Infor PLM Accelerate requires the use of Mozilla Firefox version 60 ESR and higher.

To prevent unintentional upgrades to the browser, disable automatic upgrades as follows:

1. Open a new FireFox window.
2. Go to **Menu --> Preferences**. The following screen appears:

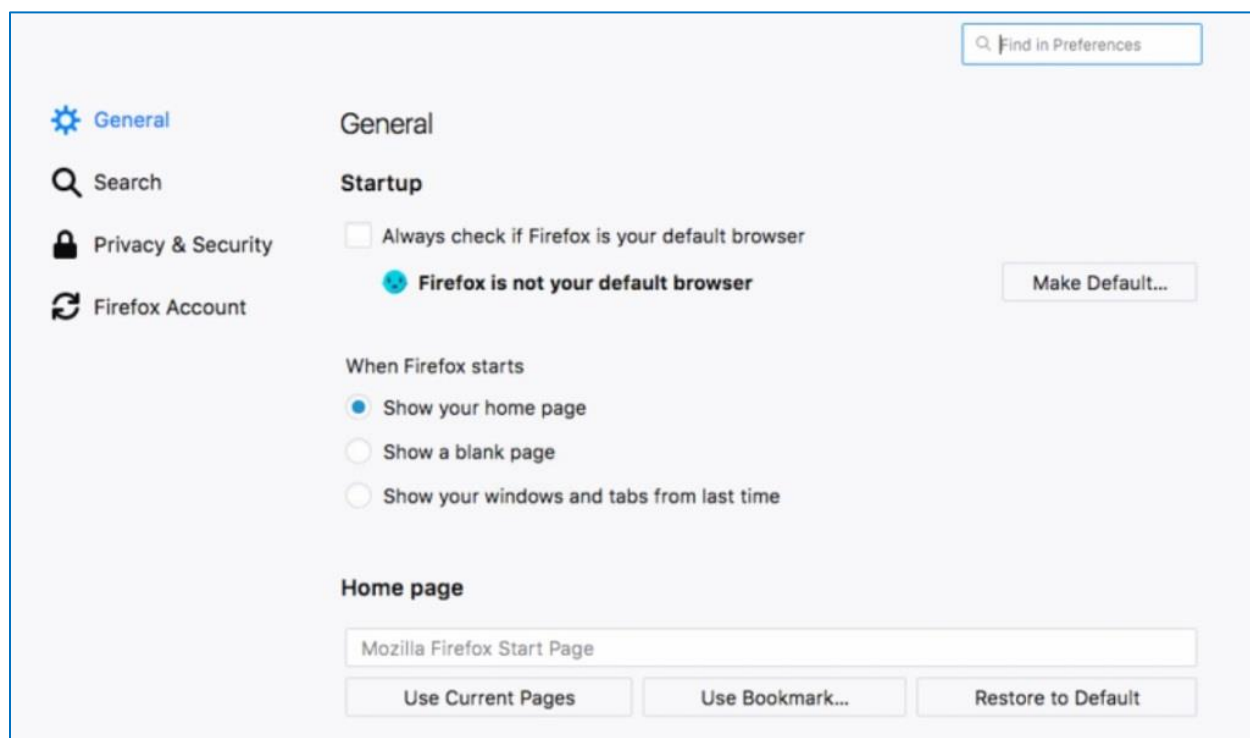


Figure 1.

3. Scroll down to the **Firefox Updates** section and click the **Never check for updates** button as shown.

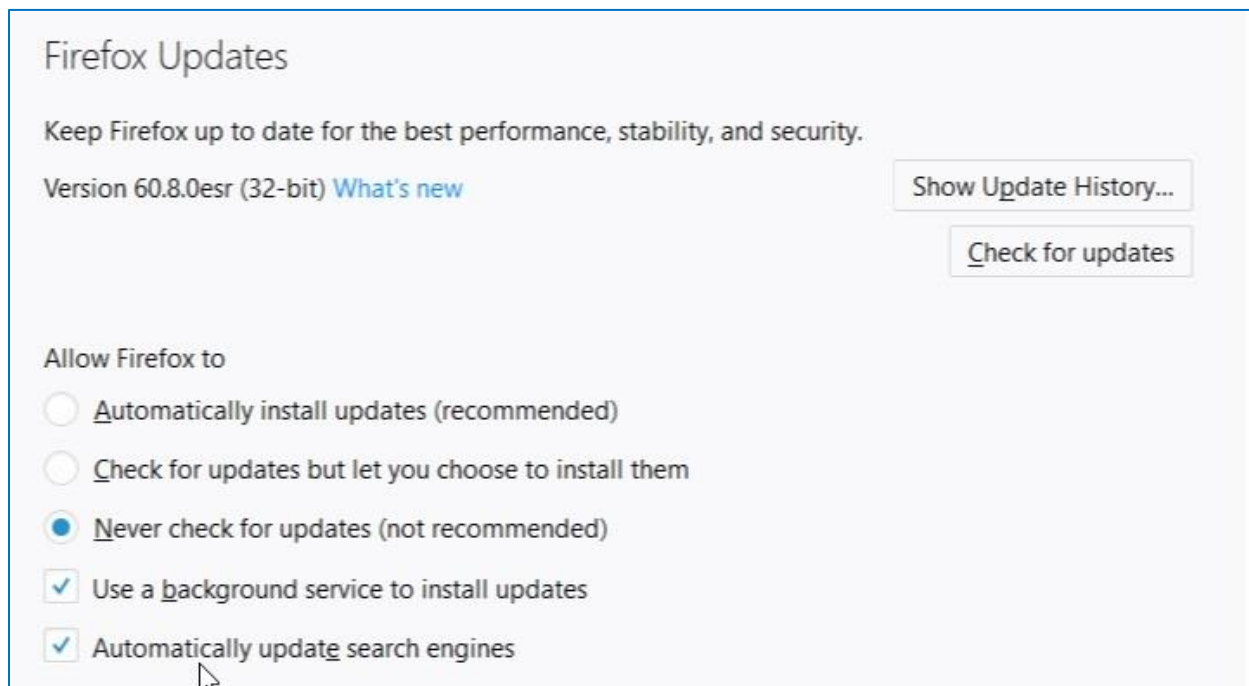


Figure 2.

## Required Settings

You must set the **browser.tabs.remote.autostart** preferences to false as follows:

1. Open a new Firefox window.
2. Navigate to **about:config**. The following message appears:

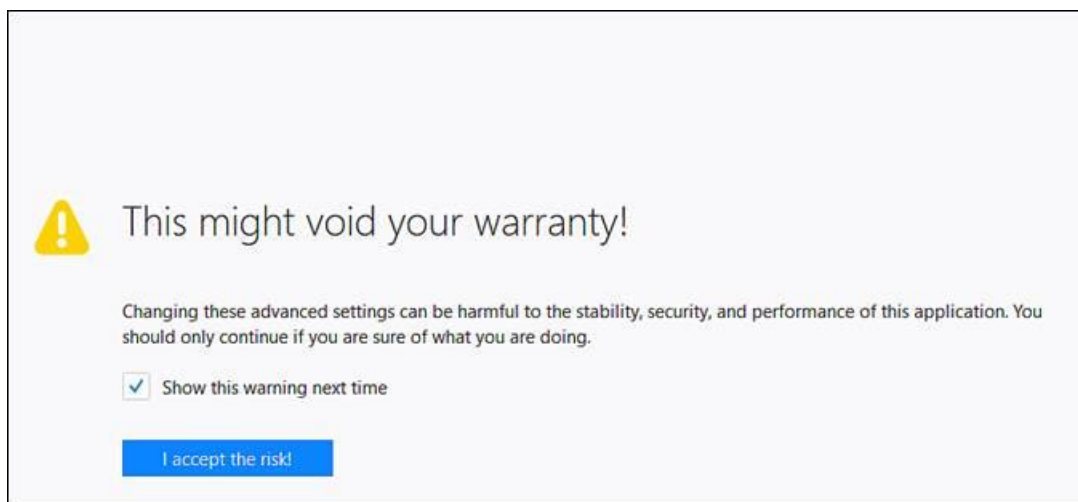


Figure 3.

3. Click I accept the risk!

#### 4. Set browser.tabs.remote.autostart to **false**.



Figure 4.

You may need to have administrative rights to complete the following procedure:

1. Open a new Firefox window and browse to Infor PLM Accelerate.
2. You should now be able to log into Infor PLM Accelerate.

## Optional Settings

The Gantt chart in Infor PLM Accelerate may appear different when printed due to missing background colors and images.

You can fix or prevent this issue by configuring the following settings:

1. Open the Firefox browser.
2. Select **Preferences -> Print -> Show Details**.

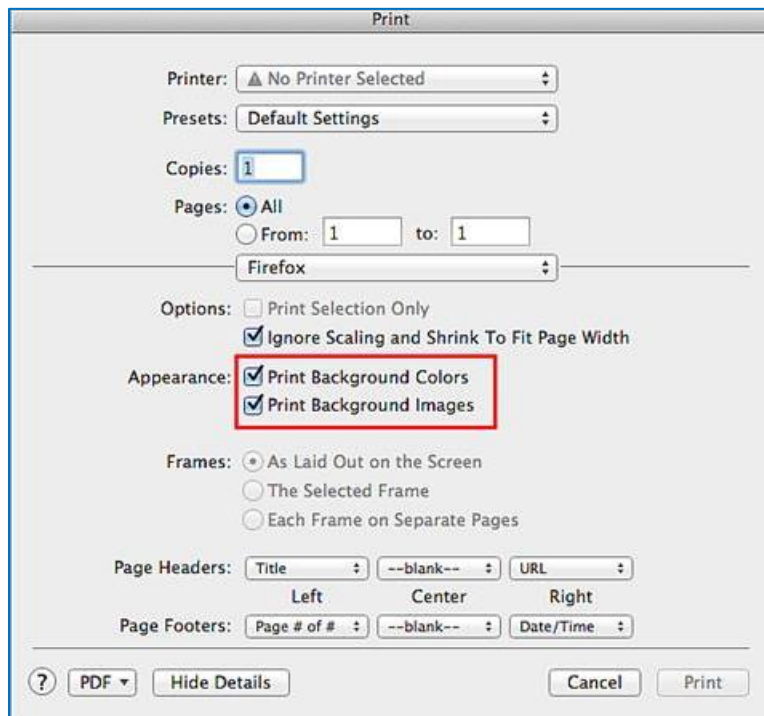


Figure 5.

3. Select the **Print Background Colors** check box.

4. Select the **Print Background Images** check box.
5. Exit the browser.



## Chapter 2. Troubleshooting

In this section, we describe some of the common problems people can encounter when setting up the client.

### My pre-defined language pack and locale are not properly displaying when connected to Infor PLM Accelerate

The localization settings for the client are pulled from the Firefox browser 'Languages' setting as opposed to the system 'Region and Language Settings'.

Use the following procedure to change the language settings in Firefox for Mac.

1. Open Firefox browser and select **Preferences**.
2. Scroll down to the **Language and Appearance** section.
3. In the Languages section, click **Choose**.
4. Click **Select a language to add...**

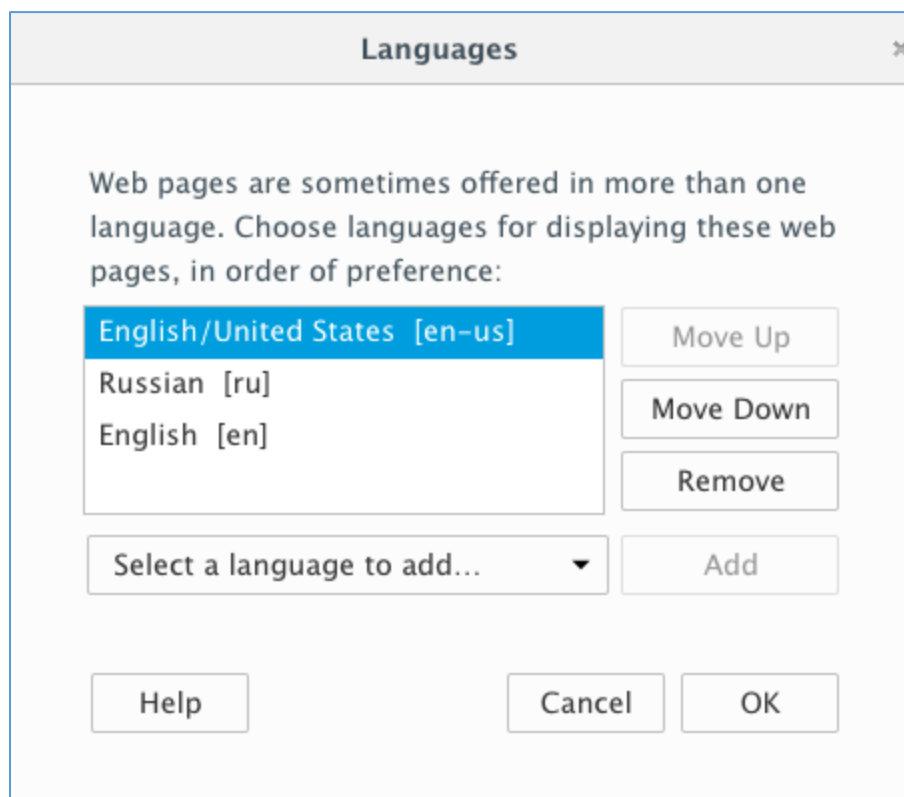


Figure 6.

5. Select the required language and locale. For example, Japanese [ja]

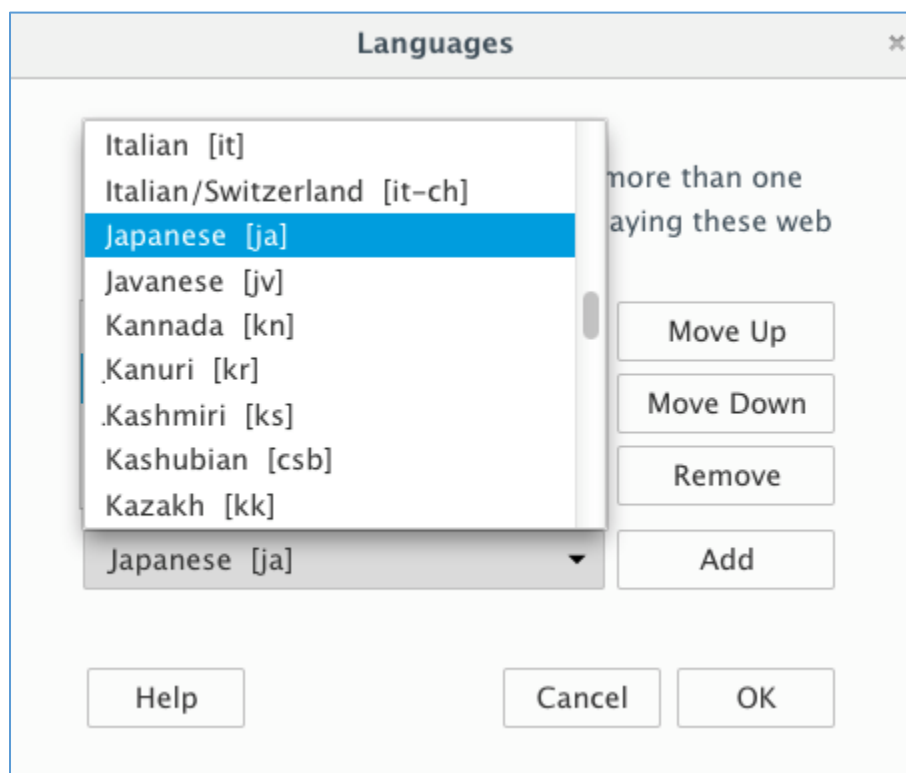
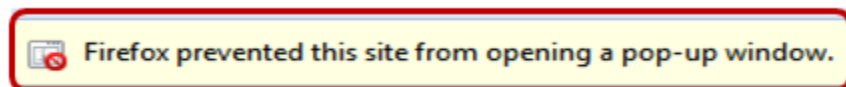


Figure 7.

6. Click **Add**.
7. Move the selected language to the top using **Move Up**.
8. Close the browser.
9. Login to Infor PLM Accelerate as administrator/innovator.
10. Confirm that the selected language is applied.

## Firefox Allows a Maximum of 20 Pop-ups

By default, Firefox allows a maximum of 20 pop-up windows. If you try to open more than 20 pop-up windows, the following error appears:



*Use the following procedure to resolve this issue:*

1. Open a Firefox browser.
2. Type **about:config**. The preference list appears.

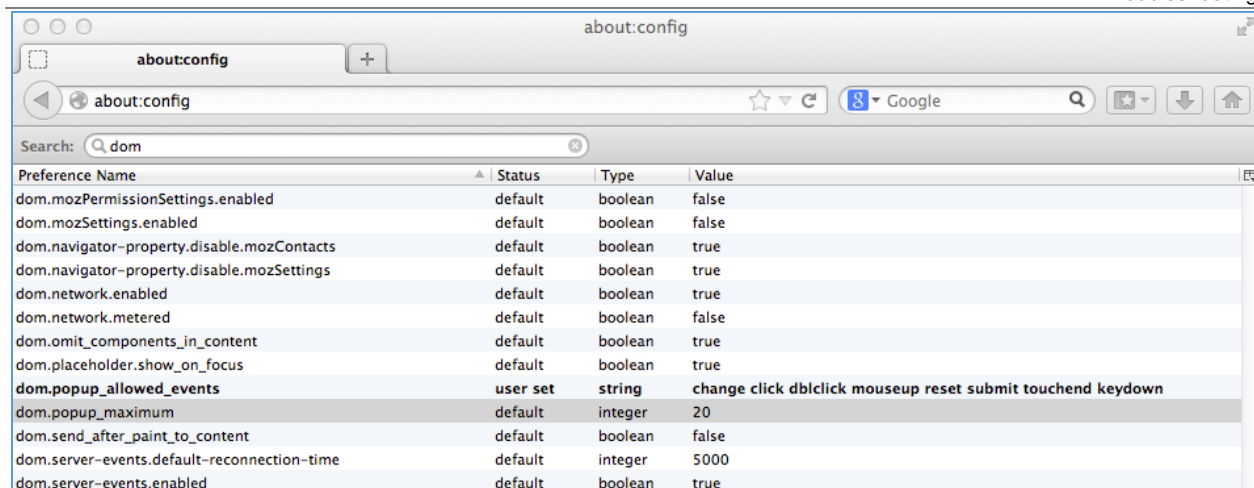


Figure 8.

3. Scroll to locate **dom.popup\_maximum**, right-click and select **Modify**. The **Enter integer value** pop-up appears.

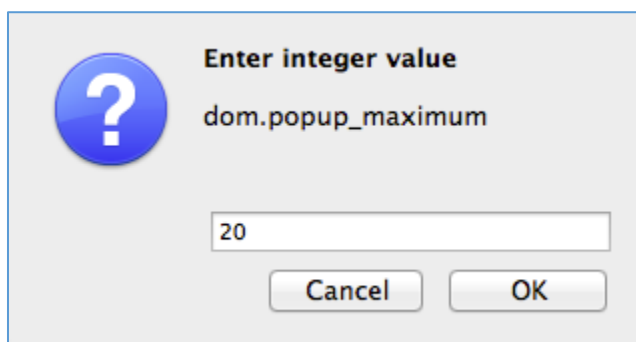


Figure 9.

4. Specify a very high integer value such as 5000 for **dom.popup\_maximum**.
5. Click **OK**.

## Note about PDF Viewer

PDF Viewer is a feature included in Infor PLM Accelerate to display PDF documents as part of the Visual Collaboration feature. The technology used to make the feature display PDFs is browser-specific. Users may experience differences in behavior when loading in Internet Explorer vs FireFox or Chrome. While all browsers provide the same functionality, the user experience will be slightly different.