



# Infor PLM Accelerate 10.12.5

Client Settings for Firefox on Windows

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# Contents

- Intended audience ..... 4
- Related documents ..... 4
- Contacting Infor..... 4
- Chapter 1. Client Configuration ..... 5
  - Installed Software ..... 5
  - Required Settings ..... 5
  - Optional Settings ..... 6
- Chapter 2. Troubleshooting ..... 8
  - My pre-defined language pack and locale are not properly displaying when connected to Infor PLM Accelerate ..... 8
  - Firefox Allows a Maximum of 20 Pop-ups..... 9
  - .hvf file not displayed in the viewer..... 11
  - Note about PDF Viewer..... 13

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## 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.

## Required Settings

You need to have administrative rights to disable automatic updates for FireFox:

1. Open a new FireFox window.
2. Click the **Menu** icon and select Options.
3. Scroll down to **FireFox Updates**.

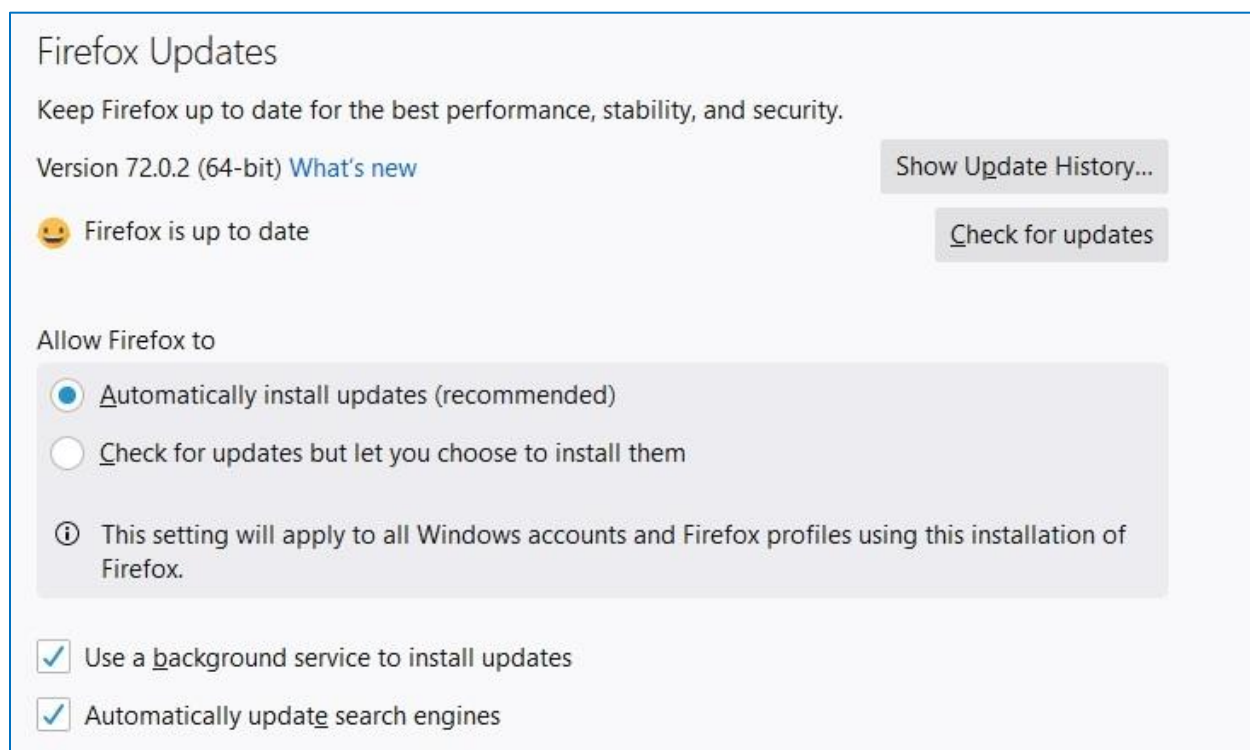


Figure 1.

4. You must set the browser.tabs.remote.autostart and browser.tabs.remote.autostart.2 preferences to false as follows:
  - a. Open a new Firefox window.
  - b. Navigate to **about:config**. The following message appears:

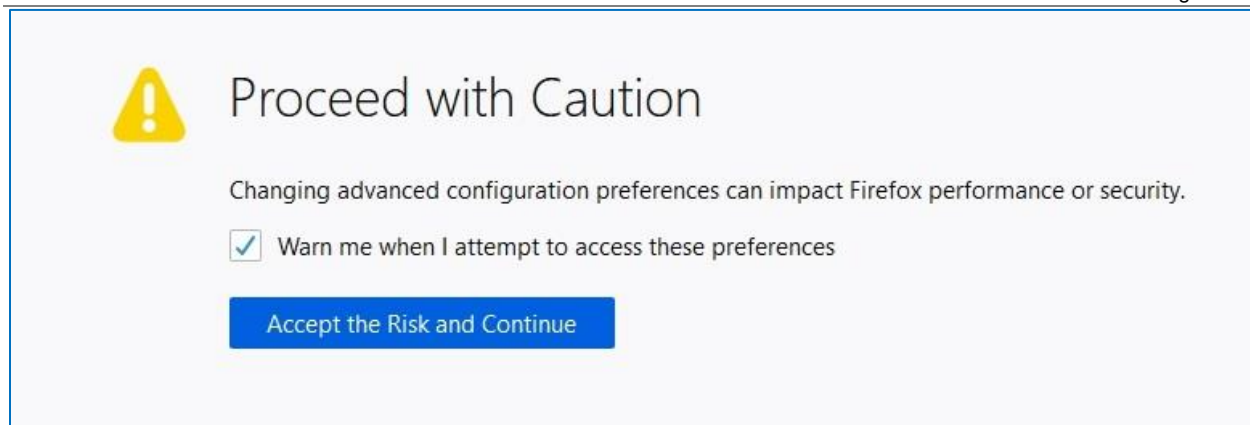


Figure 2.

- c. Click **Accept the Risk and Continue**.
- d. Set **browser.tabs.remote.autostart** to false.
- e. Set **browser.tabs.remote.autostart.2** to false.



Figure 3.

5. Open a new Firefox window and browse to Infor PLM Accelerate.
6. 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. The printed Gantt chart may appear different due to the missing background colors and images. You can fix this issue by configuring a few settings on the client machine.

To fix or prevent this issue, configure the following settings:

1. Open Firefox browser.
2. Navigate to **Menu --> Print and click on Page Setup**.

The **Page Setup** dialog box appears.

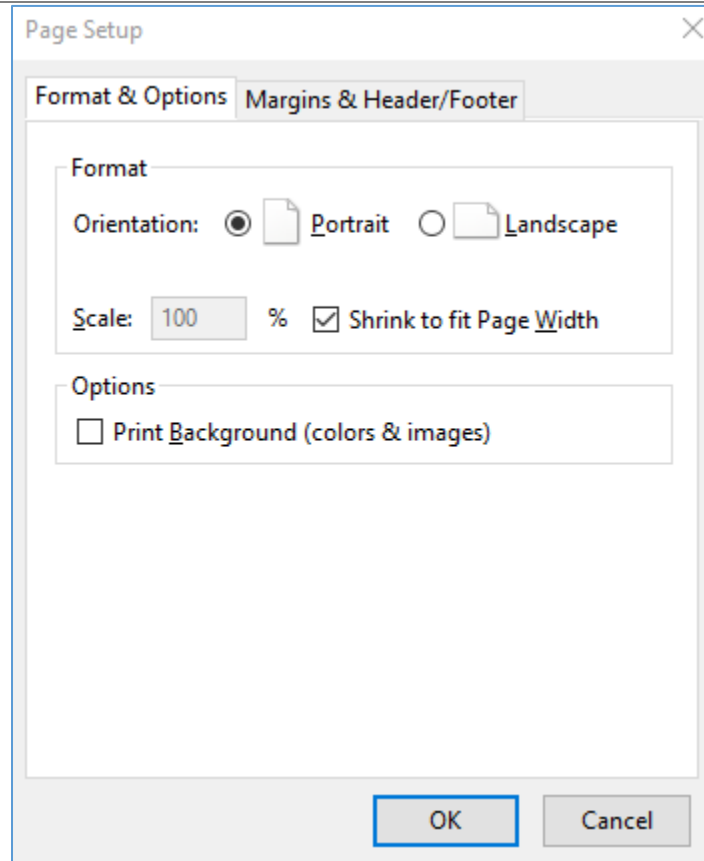


Figure 4.

3. Select the **Print Background (colors and images)** check box.
4. Click **OK**.

## Chapter 2. Troubleshooting

This section describes some of the common problems people encounter when they set 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 'Languages' setting of Firefox browser as opposed to the 'Region and Language Settings' of the system.

Use the following procedure to change language settings:

1. Open Firefox browser and go to **Menu > Options**.
2. Scroll down to the **Language and Appearance** section.

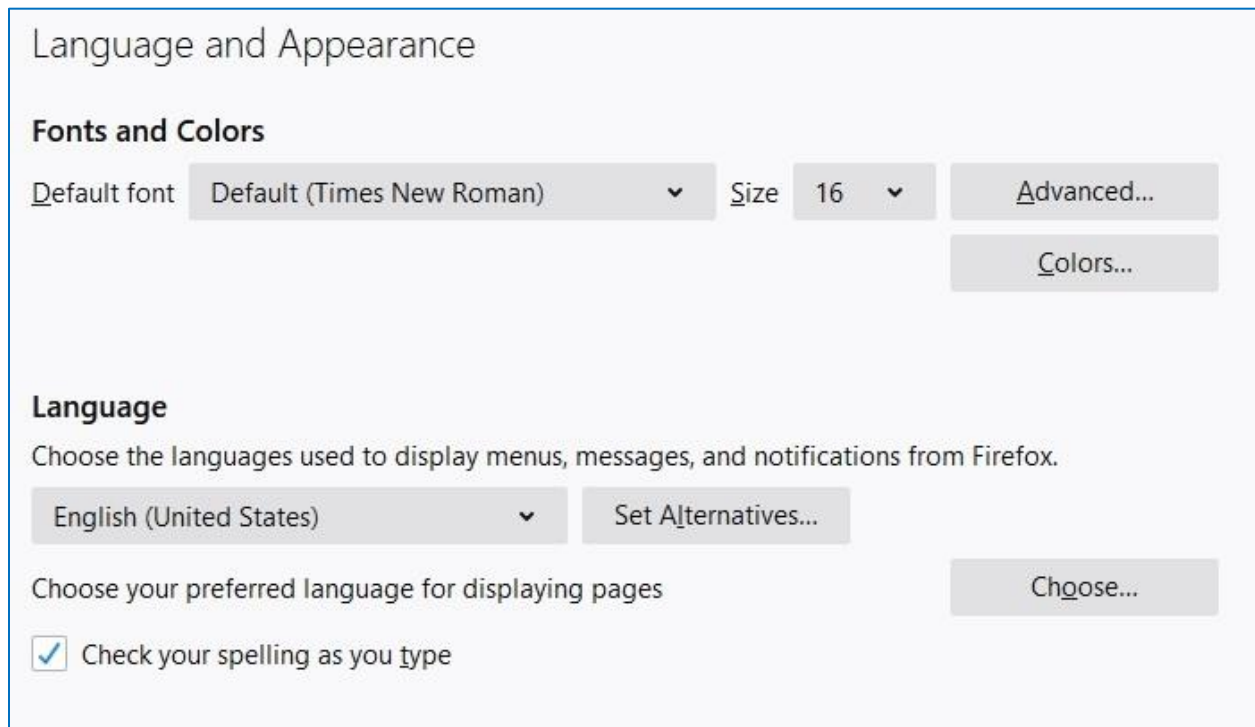


Figure 5.

3. Click **Choose** in the Languages section. The Languages dialog box appears.



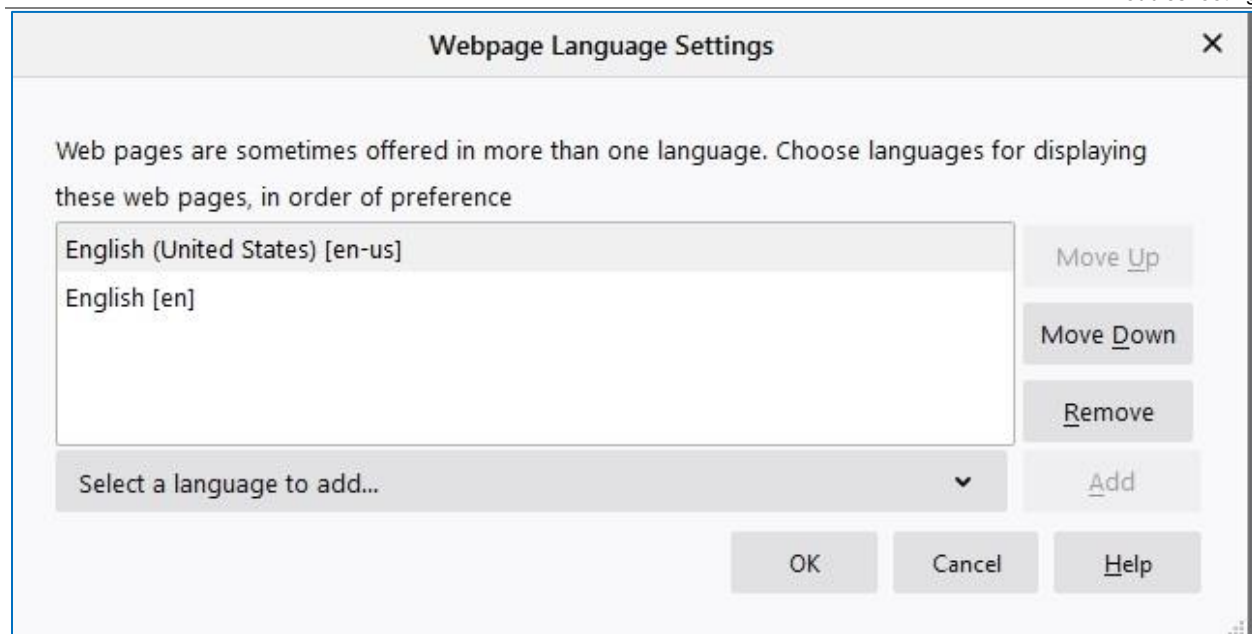


Figure 6.

4. Click **Select a language to add...**
5. Select the required language and locale. For example, Japanese [ja-JP].
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.
10. Confirm that the selected language is applied.

## Firefox Allows a Maximum of 20 Pop-ups

A user cannot open more than 20 pop-up windows in the Firefox browser by default. If a user tries to open more than 20 pop-up windows, the following error appears:

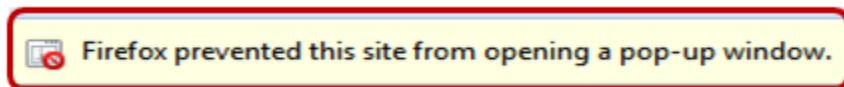


Figure 7.

To resolve this issue, use the following procedure:

1. Open a Firefox browser.
2. Type **about:config** in the header bar. The following warning message appears.

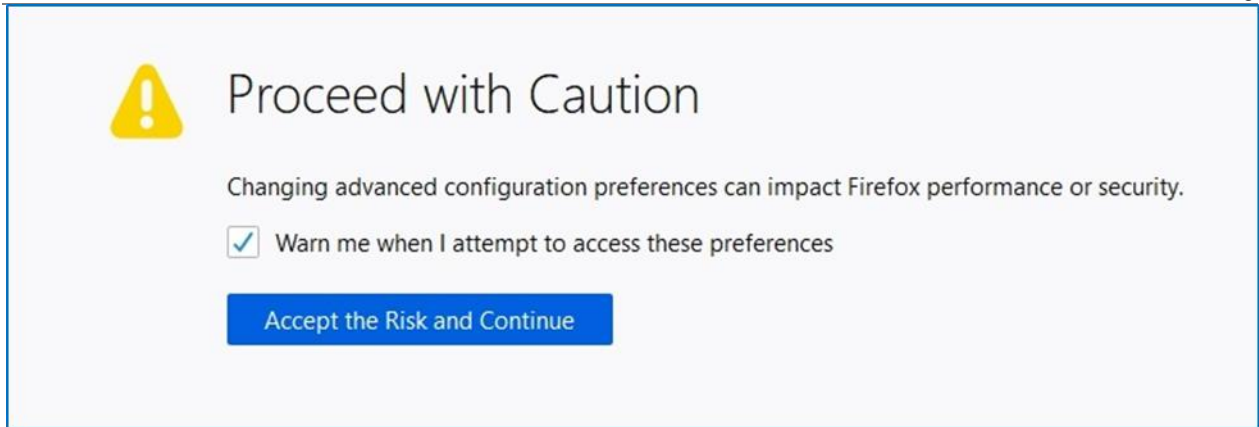


Figure 8.

3. Click **Accept the Risk and Continue**. The following screen appears:

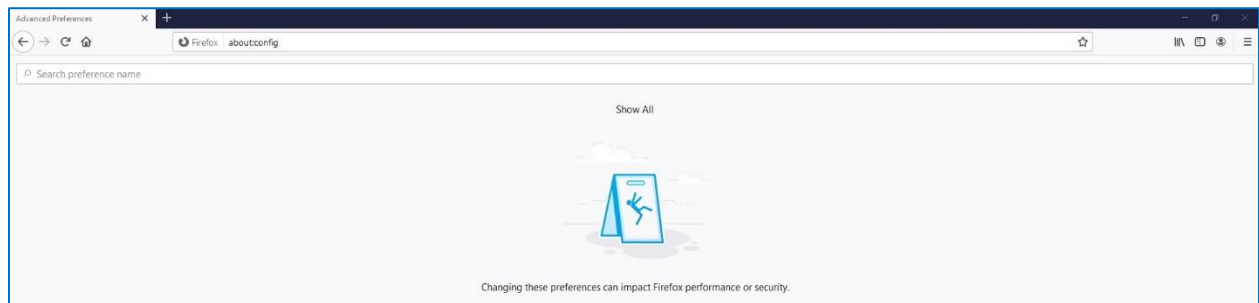


Figure 9.

4. Click **Show All**. A list similar to the following appears:

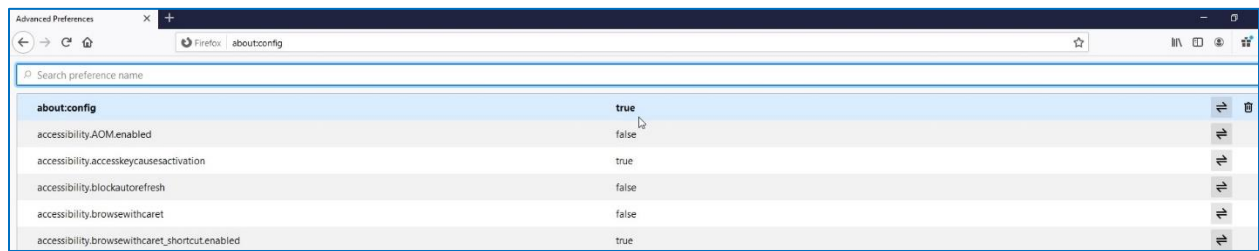
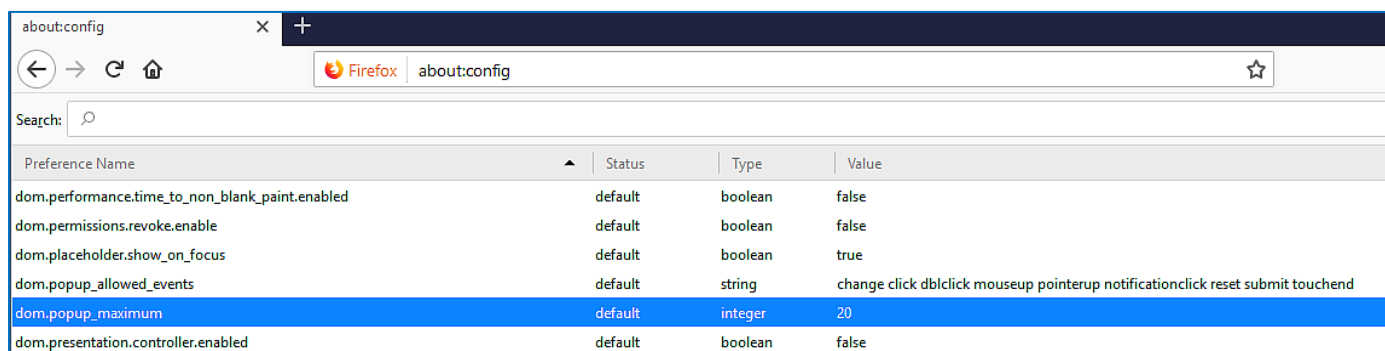


Figure 10.

5. Enter **dom.popup\_maximum** in the search field. Right-click on it and select **Modify from the popup menu**.



Preference Name	Status	Type	Value
dom.performance.time_to_non_blank_paint.enabled	default	boolean	false
dom.permissions.revoke.enable	default	boolean	false
dom.placeholder.show_on_focus	default	boolean	true
dom.popup_allowed_events	default	string	change click dblclick mouseup pointerup notificationclick reset submit touchend
<b>dom.popup_maximum</b>	default	integer	20
dom.presentation.controller.enabled	default	boolean	false

Figure 11.

The **Enter integer value** pop-up appears.

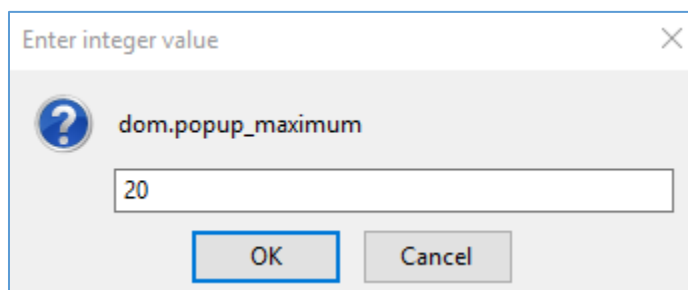


Figure 12.

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

## .hvf file not displayed in the viewer

When a user clicks on the “3D Viewer” icon on the sidebar of an Item window, .hvf file must be appear in the Viewer. But the user sees an error and the file does not appear.

Use the following procedure to resolve this issue:

- Open a Firefox browser.
- Type in **about:config** in the menu bar.

The following warning message appears.

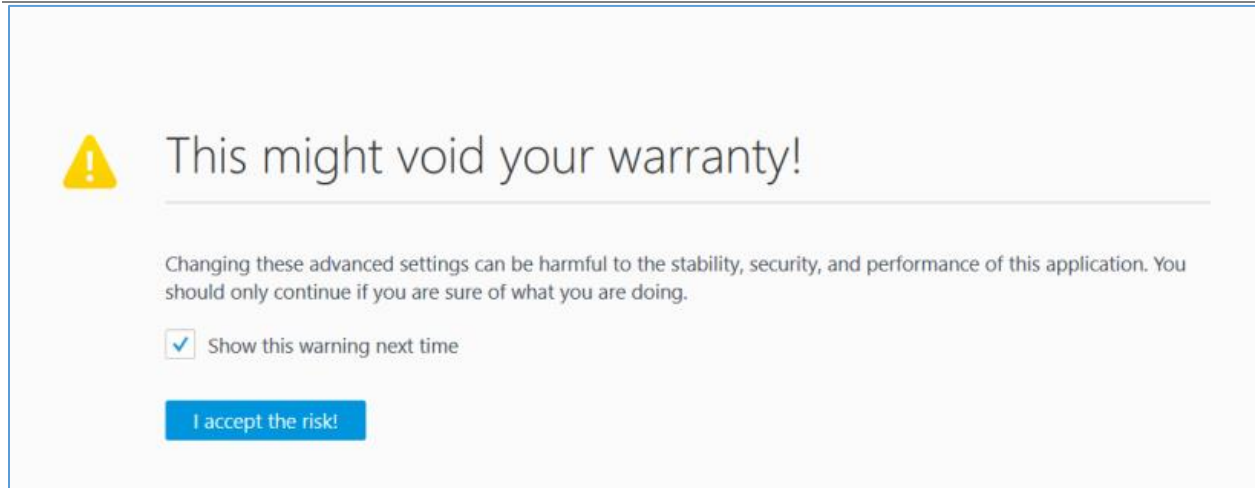


Figure 13.

3. Click **I accept the risk!**
4. Type **webgl** in the search input.

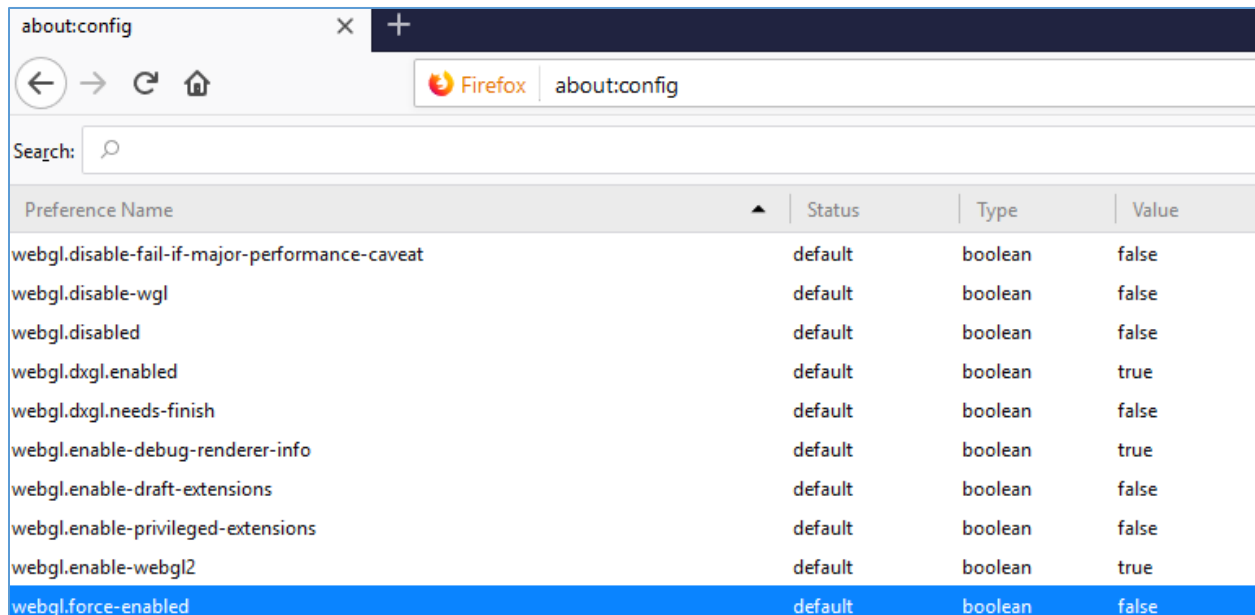


Figure 14.

5. Right-click on **webgl.force-enabled** and select **Toggle** to change its value to **true**.
6. Close and restart Firefox.
7. Login to Infor PLM Accelerate as an administrator.
8. Click on the 3D viewer icon on the sidebar of an Item window to confirm if the .hwf file appears in the viewer.

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## 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. However, 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.