Infor PLM Accelerate 10.12.5

Client Settings for Internet Explorer on Windows

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 5

Internet Explorer Settings 5

Optional Settings 9

Chapter 2. Troubleshooting 10

Errors During Login 10

Files Display in the Infor PLM Accelerate Window 10

IE Settings for Disabling Files from Opening in Infor PLM Accelerate Windows 10

MSXML 11

ActiveX control is deactivated when other applications are docked with Internet Explorer on the Windows Desktop 11

Login Screen randomly takes a long time to load 12

Disabling Auto Detect proxy settings 12

My pre-defined language pack and locale are not properly displaying when connected to Infor PLM Accelerate 13

Internet Explorer 11 14

Closing Tear-off Window Causes IE to Crash 16

Requests to a web application cause a timeout error 17

Note about PDF Viewer 17

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.

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.

Chapter 1. Client Configuration

Installed Software

This release of Infor PLM Accelerate requires the following:

- Internet Explorer 11 on Windows 7, 8.1, or 10.
- MSXML6.

Required Settings

Note: You must have administrative rights to complete the following procedure.

Internet Explorer Settings

Once you have logged into the client PC machine as an administrator, use the following procedure to configure Internet Explorer 11:

1. Open an Internet Explorer window.
2. Select **Tools --> Internet Options --> Security**.
3. Select the **Trusted sites** zone and click **Sites**. The **Trusted sites** window appears.

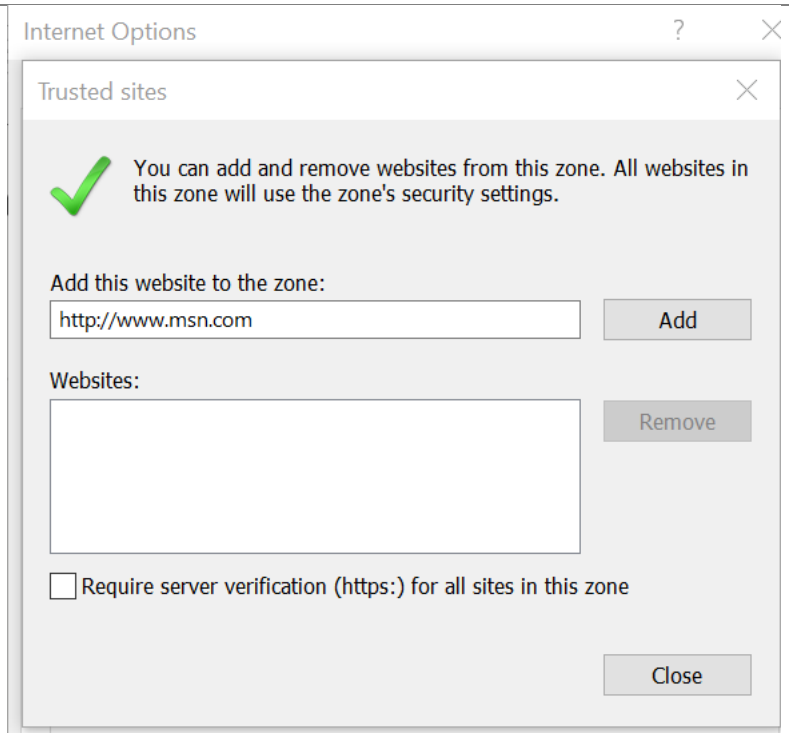


Figure 1.

4. Enter the URL for Infor PLM Accelerate in **Add this website to the zone:** and click **Add**.

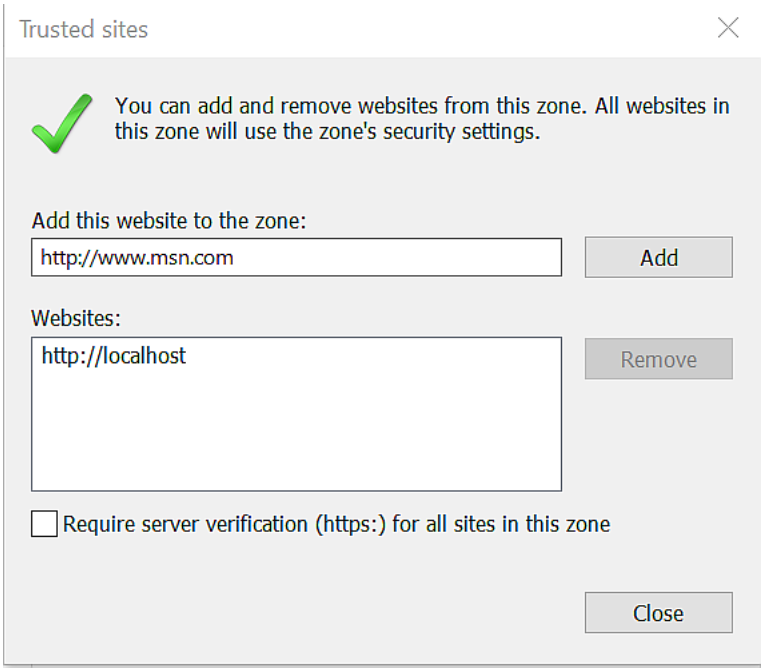


Figure 2.

5. Clear the **Require the server verification (https:) for all sites in this zone** checkbox.
6. Click **Close** to exit from the **Trusted sites** window.

7. In the **Security** tab, clear the **Enable Protected Mode** checkbox.
8. Click **Custom level…**.

   The **Security Settings - Trusted Sites Zone** window appears.

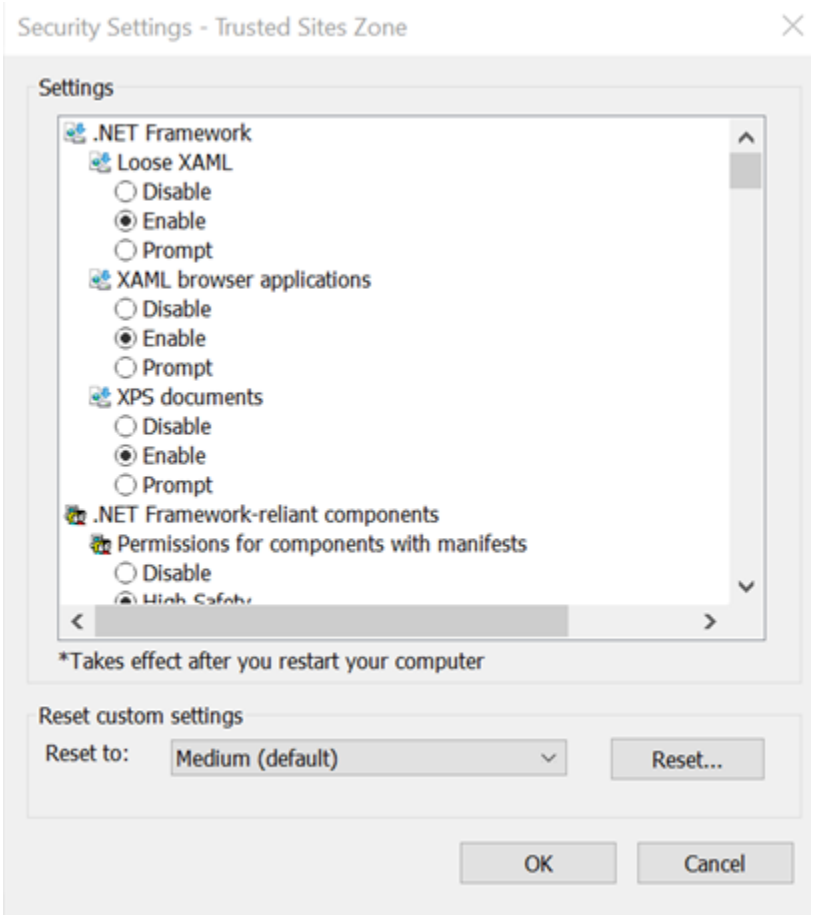


Figure 3.

9. Configure the following settings (scroll down to find an appropriate option).
   - Downloads
     - Select **Enable** for **File download**.
   - Miscellaneous
     - Select **Enable** for **Allow script-initiated windows without size or position constraints**
     - Select **Enable** for **Allow websites to open windows without address bar or status bar**.
   - Scripting
     - Select **Enable** for **Active scripting**.
10. Click **OK**.
11. Click **General** tab.

12. In the **Browser History** section, click **Settings**.

    The **Temporary Internet Files and History Settings** window is displayed.

13. Select **Automatically** for **Check for newer versions of stored pages**.
14. Click **OK**.
15. In the **Tabs** section, click **Tabs**.

    The **Tabbed Browsing Settings** window appears.

16. Select **Always open Pop-ups in a new window** for the When a pop-up is encountered.
17. Click **OK**.
18. Click **Advanced** tab and configure the following settings:
    - Select the **Disable script debugging (Internet Explorer)** checkbox.

      Infor PLM Accelerate recommends disabling script debugging for any user not actively debugging their client machine. This is only recommendation and not a requirement. For more information, refer to ActiveX Control is deactivated when other applications are docked with Internet Explorer on the Windows Desktop.

    - Select the **Disable script debugging (Other)** checkbox.

      Infor PLM Accelerate recommends disabling script debugging for any user not actively debugging their client machine. This is only recommendation and not a requirement. For more information, refer to ActiveX Control is deactivated when other applications are docked with Internet Explorer on the Windows Desktop.

    - Clear the **Display a notification about every script error** checkbox.
19. Click **OK**.
20. In the Internet Explorer menu, Navigate to **Tools** --> **Compatibility View Settings**.
21. If the URL for the Infor PLM Accelerate instance exists in the **Websites you've added to Compatibility View:** list, click **Remove**.

    Note: You should also uncheck Display intranet sites in compatibility view. If Infor PLM Accelerate is installed in the intranet, this setting needs to be made.

22. Click **Close** to commit the changes to **Compatibility View Settings**.

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 few settings on the client machine.

To fix or prevent this issue, you can configure the following settings (for Internet Explorer 11):

1. Open an Internet Explorer window.
2. Navigate to **Tools --> Print --> Page Setup…**.

   The **Page Setup** dialog box appears.

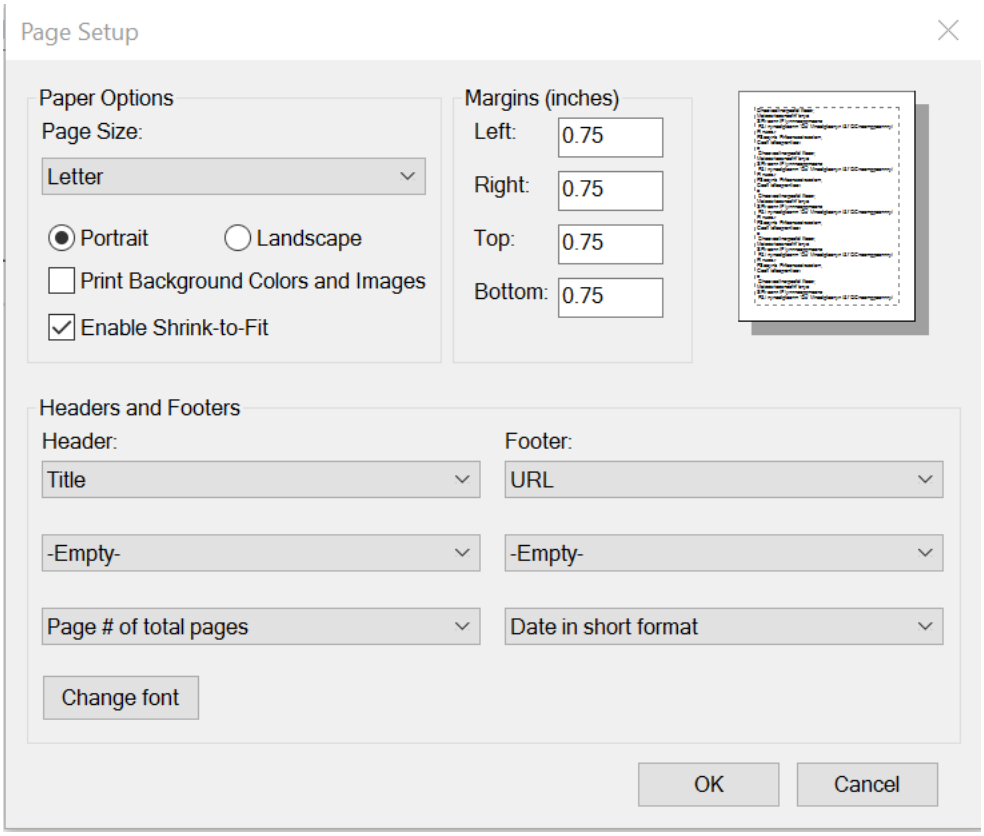


Figure 4.

3. Select the **Print Background Colors and Images** check box.
4. Click **OK**.

Chapter 2. Troubleshooting

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

Errors During Login

This section describes the common error messages shown during login to Infor PLM Accelerate when there are problems with the .NET security policies.

Files Display in the Infor PLM Accelerate Window

Certain file types can use Internet Explorer as the default program to be viewed in. The example in this section uses an XML document. When an XML document is open in most systems, it uses Internet Explorer as the viewer. The default setting has the XML file open in any open Internet Explorer windows, if possible. If this file opens in the main Infor PLM Accelerate window, it can invalidate the entire Infor PLM Accelerate session for the user.

At this time, there are two main solutions for this problem:

- Solution 1: Associate the file type with a viewer other than Internet Explorer. Changing the viewer associated with the file type must be done on a file type by file type basis.
- Solution 2: Disable the ability for these files to open in existing Internet Explorer windows. This second option forces the XML file to be opened in a new Internet Explorer window, rather than any existing window. Refer to the below section on how to disable this feature.

IE Settings for Disabling Files from Opening in Infor PLM Accelerate Windows

1. Open Internet Explorer
2. Select **Tools** --> **Internet Options** in the main menu.
3. Click **Tabs**. The Tabbed Browsing dialog appears.

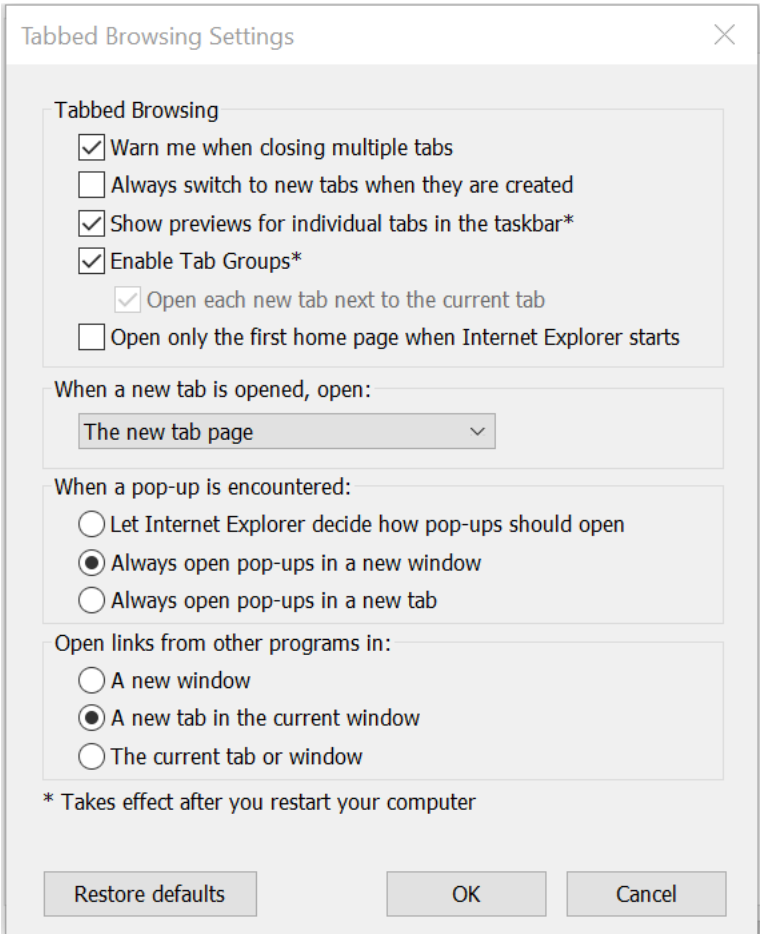


Figure 5.

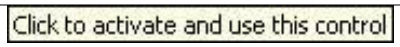
4. Select **A new window** in the Open links from other programs.
5. Click **OK**.

MSXML

Infor PLM Accelerate requires MSXML6 on the client. This may not be installed by default on some PCs, and may require explicit installation from the Microsoft website.

ActiveX control is deactivated when other applications are docked with Internet Explorer on the Windows Desktop

Certain applications, such as chat programs, have a docking feature with the Windows Desktop. This docking allows the program to appear to snap into the displayed desktop along one of the edges. The effect this has on Infor PLM Accelerate is that the user is prompted to activate UI controls (menus, grids, trees, etc). The following is an example of the type of prompt a user can see.



The cause of the problem is that Internet Explorer is incorrectly determining the script debugging state once an application is docked. Once an application is docked, a windows message is sent to all top-level windows. When Internet Explorer receives the message, it is misinterpreting the script debugging state and disabling script debugging internally. This disabling of script debugging internally leads to controls prompting for activation when a page is loaded.

This issue should be fixed in a future update to Internet Explorer. At this time, Infor PLM Accelerate recommends that you disable script debugging on client PC machines. The steps for disabling script debugging in Internet Explorer are outlined in Internet Explorer and Client Configuration. If users choose not to disable script debugging, there is a workaround when the error occurs. If a user encounters this error, log out of Infor PLM Accelerate and log back in to refresh the client.

Login Screen randomly takes a long time to load

Certain settings in Internet Explorer could possibly cause the Infor PLM Accelerate login screen to take an extended period of time to load. In this instance, for the first login of the day, the login window appears to be loading with a blank white screen for around 90 seconds. After the initial load the login window works fine.

A possible cause for this problem is the system is trying to automatically detect proxy settings on the network. With this setting set to true, your connection will spend time trying to determine whether there is proxy settings on your network it must adhere to.

Disabling Auto Detect proxy settings

1. Open Internet Explorer
2. Select **Tools -->Internet Options.**
3. Select the **Connections** tab
4. Click **LAN Settings**.
5. Clear the **Automatically detect settings** checkbox.

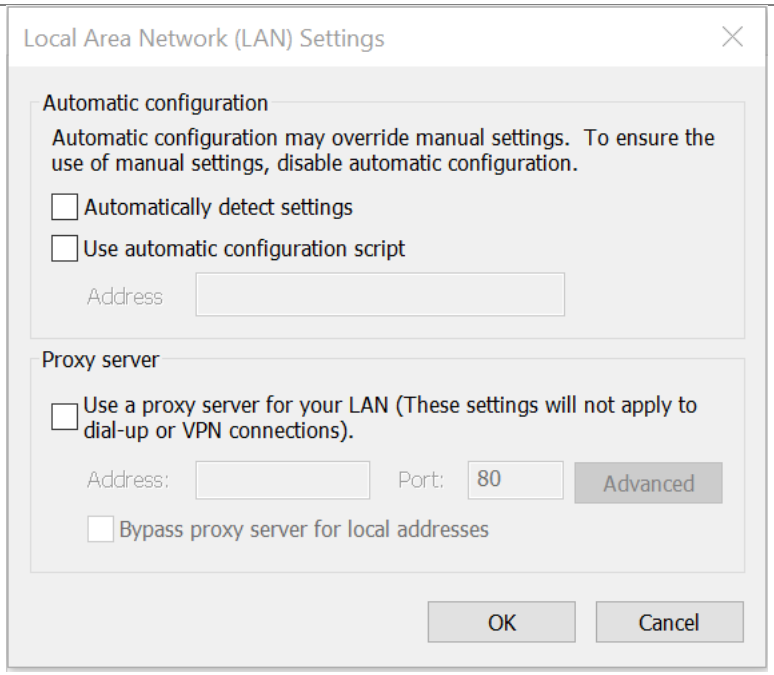


Figure 6.

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 Internet Explorer as opposed to the 'Region and Language Settings' of the system. Use the following procedure to change the language settings.

Internet Explorer 11

1. Open Internet Explorer browser and go to **Tools** --> **Internet Options**.
2. In the **General** tab, click **Languages**.

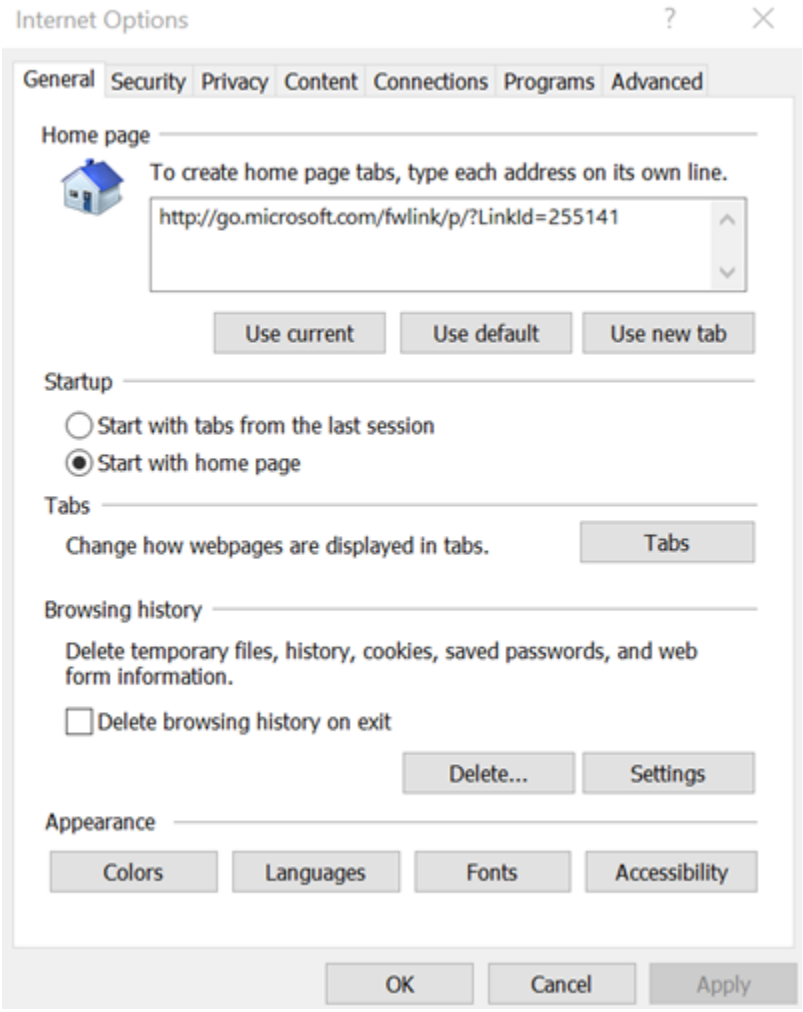


Figure 7.

3. In the **Language Preference** dialog box, click **Set Language Preferences**.

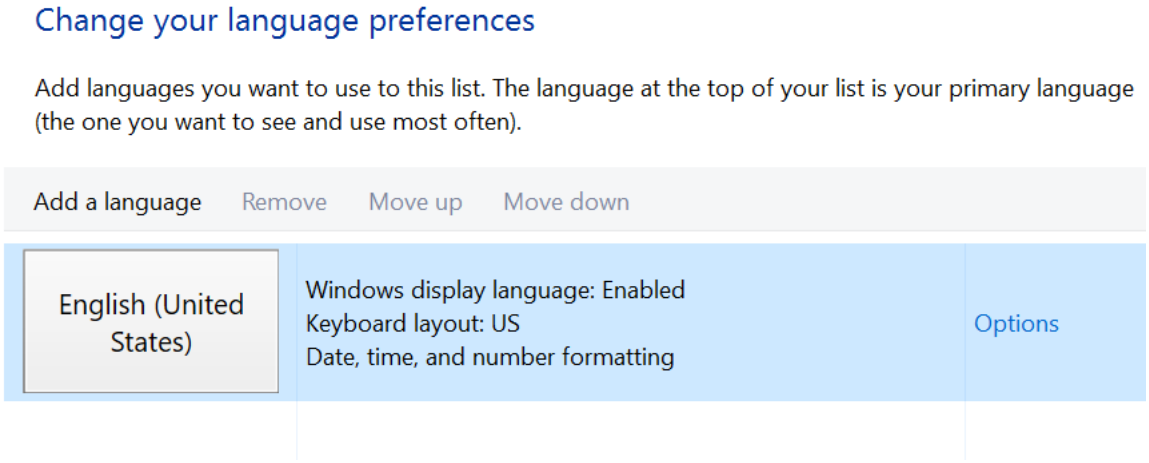


Figure 8.

4. Click **Add a Language**.
5. Select a language such as Japanese [ja-JP].
6. Click **Add** (bottom right corner).
7. Select the language box and click **Move up** to move the language box at the top.

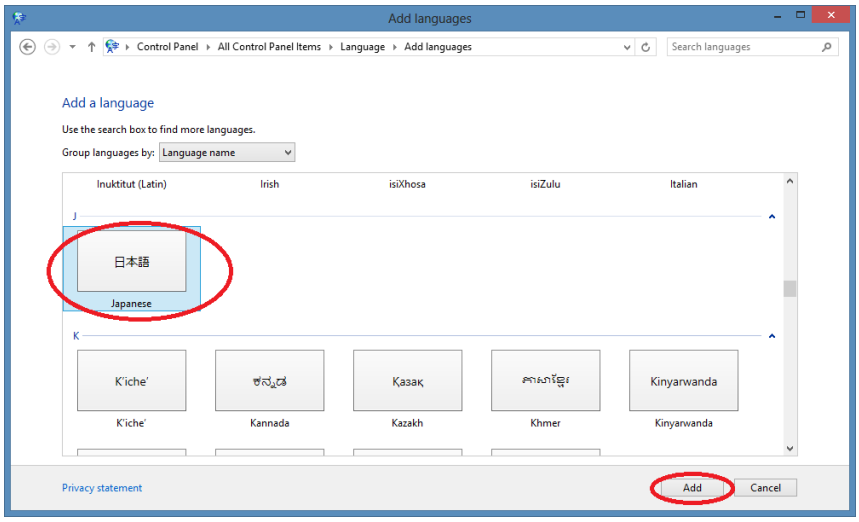


Figure 9.

8. Close the browser.
9. Login to Infor PLM Accelerate as administrator/innovator.
10. Confirm that Japanese Language is applied.

Closing Tear-off Window Causes IE to Crash

Closing the tear-off window can lead the Internet Explorer window to crash.

The cause behind the crash is the Hang Resistance feature. By default, the Hang Resistance feature is enabled in Internet Explorer 9 (IE9). This leads to long asynchronous requests and causes the crash in IE9.

To resolve this issue, the Hang Resistance feature needs to be disabled. You can disable the feature by setting the HangRecovery value to 0 in the registry key.

To fix this issue, use the following procedure:

1. On the client PC, click **Start**, type regedit.

   The **Registry Editor** window appears.

2. In the left pane, navigate to **HKEY_CURRENT_USER --> Software --> Microsoft --> Internet Explorer --> Main**.
3. In the left pane, click **New** --> **DWORD (32-bit value)** to create a new D-Word.

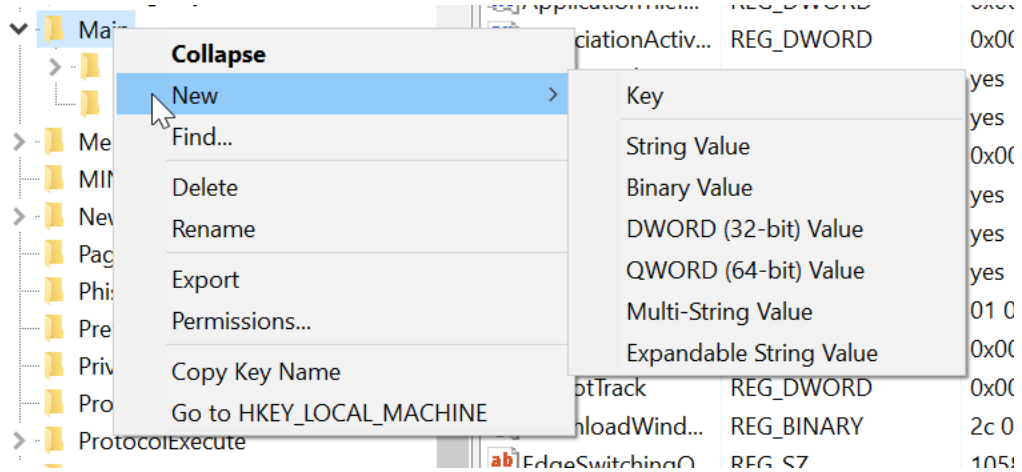


Figure 10.

4. Set the following values:
   - **Type**: REG_DWORD
   - **Name**: HangRecovery
   - **Value**: 0
5. Click **File --> Exit** to close the **Registry Editor** window.

Requests to a web application cause a timeout error

When you send many concurrent requests that have the same SessionId to an ASP.NET 4web application, some requests may result in a timeout error. The error is due to some of the requests getting stuck in RequestAcquireStage.

This is a known issue for .NET 4 on Windows Server 2012. Microsoft recommends installing the following hotfix to fix the issue: http://support.microsoft.com/kb/2828842.

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 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.