Aras Innovator 12

Client Settings for Internet Explorer on Windows

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Document Conventions

The following table highlights the document conventions used in the document:

Table 1: Document Conventions

Convention	Description			
Bold	Emphasizes the names of menu items, dialog boxes, dialog box elements, and commands. Example: Click OK .			
Code	Code examples appear in courier font. It may represent text you type or data you read.			
Yellow highlight	Code highlighted in yellow draws attention to the code that is being indicated in the content.			
Yellow highlight with red text	Red text highlighted in yellow indicates the parameter that needs to be changed or replaced.			
Italics	Reference to other documents.			
Note:	Notes contain additional useful information.			
Warning	Warnings contain important information. Pay special attention to information highlighted this way.			
Successive menu choices	Successive menu choices may appear with a greater than sign (>) indicating the items that you select consecutively. Example: Navigate to File > Save > OK .			



1 Client Configuration

1.1 Installed Software

This release of Aras Innovator requires the following:

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

1.2 Required Settings

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

1.2.1 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 Aras Innovator in Add this website to the zone: and click Add.

Trusted sites	\times				
You can add and remove websites from this zone. All websit this zone will use the zone's security settings.	es in				
Add this website to the zone:					
http://www.msn.com Add					
Websites:					
http://localhost Remov	e				
Require server verification (https:) for all sites in this zone					
Close					



- 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.



S NET	Framework		
0	Disable		
i õi	nable		
ŏ	Prompt		
💐 XAN	AL browser applications		
0	Disable		
() E	Enable		
OF	Prompt		
🗟 XPS	documents		
0	Disable		
• E	inable		
·			
0	Prompt		
O F NET F	Prompt Framework-reliant components		
OF Ref F Per	Prompt Framework-reliant components missions for components with manifes	sts	
⊖F Terrf Terrf OC	Prompt Framework-reliant components missions for components with manifes Disable	sts	
OF ∰ .NET F ∰ Peri O D ■ L	Prompt Framework-reliant components missions for components with manifes Disable High Safety	sts	
○ F 2 .NET F 2 Pen ○ C < *Takes eff	Prompt Framework-reliant components missions for components with manifes Disable High Safety fect after you restart your computer	sts	>
Per Takes eff	Prompt Framework-reliant components missions for components with manifes Disable High Safety fect after you restart your computer m settings	sts	>
Pen Takes eff eset custor teset to:	Prompt Framework-reliant components missions for components with manifes Disable High Safaty fect after you restart your computer m settings Medium (default)	sts ~	>
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Pen Pen Takes eff eset custor Reset to:	Prompt Framework-reliant components missions for components with manifes Disable High Safaby fect after you restart your computer m settings Medium (default)	sts ~	Reset

Figure 3.

- 9. Configure the following settings (scroll down to find an appropriate option).
 - o Downloads
 - Select Enable for File download.
 - o 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.
 - o 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:** section.
- 17. Click **OK**.
- 18. Click Advanced tab and configure the following settings:
 - Select the **Disable script debugging (Internet Explorer)** checkbox.

Aras 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 section 2.5.

• Select the Disable script debugging (Other) checkbox.

Aras 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 section 2.5.

- 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 Aras Innovator 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 Innovator is installed in the intranet, this setting needs to be made.

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



1.3 Optional Settings

1

The Gantt chart in Aras Innovator 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.

Page Setup	×
Paper Options Page Size: Letter Portrait Landscape Print Background Colors and Images Enable Shrink-to-Fit	Margins (inches) Left: 0.75 Right: 0.75 Top: 0.75 Bottom: 0.75
Headers and Footers Header: Title	Footer:
-Empty-	∼ -Empty- ∽
Page # of total pages	 ✓ Date in short format
Change font	
	OK Cancel

Figure 4.

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



2 Troubleshooting

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

2.1 Errors During Login

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

2.2 Files Display in the Aras Innovator 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 Aras Innovator window, it can invalidate the entire Aras Innovator 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.

2.2.1 IE Settings for Disabling Files from Opening in Innovator Windows

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



Tabbed Browsing Settings					
Tabbed Browsing Warn me when closing multiple tabs Always switch to new tabs when they are created Show previews for individual tabs in the taskbar* Enable Tab Groups* Open each new tab next to the current tab Open only the first home page when Internet Explorer starts					
When a new tab is opened, open: The new tab page \checkmark					
When a pop-up is encountered: Let Internet Explorer decide how pop-ups should open Always open pop-ups in a new window Always open pop-ups in a new tab					
 Open links from other programs in: A new window A new tab in the current window The current tab or window 					
* Takes effect after you restart your computer					
Restore defaults OK Cancel					

Figure 5.

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

2.3 MSXML

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

2.4 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 Aras Innovator 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.

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Click to activate and use this control

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, Aras Corporation recommends that you disable script debugging on client PC machines. The steps for disabling script debugging in Internet Explorer are outlined in <u>Internet Explorer and Client Configuration</u>. 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 Aras Innovator and log back in to refresh the client.

2.5 Login Screen randomly takes a long time to load

Certain settings in Internet Explorer could possibly cause the Aras Innovator 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.

2.5.1 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.



Local Area Network (LAN) Setting	S	\times					
Automatic configuration Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration. Automatically detect settings Use automatic configuration script Address							
Proxy server	N (These settings will r	not apply to					
└── dial-up or VPN connections).							
Address:	Port; 80	Advanced					
Bypass proxy server for local addresses							
	ОК	Cancel					

Figure 6.

2.6 My pre-defined language pack and locale are not properly displaying when connected to Aras Innovator

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.



2.6.1 Internet Explorer 11

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

Internet Options	?	\times					
General Security Privacy Content Connections Programs Ad	dvanced						
Home page To create home page tabs, type each address on its http://go.microsoft.com/fwlink/p/?LinkId=255141	s own line.]					
Use current Use default Use	se new tab						
Startup		-					
 Start with tabs from the last session Start with home page 							
Tabs		_					
Change how webpages are displayed in tabs. Tabs							
Browsing history		_					
Delete temporary files, history, cookies, saved passwords, a form information.	nd web						
Delete browsing history on exit							
Delete	Settings						
Appearance							
Colors Languages Fonts A	ccessibility						
OK Cancel	Appl	y					

Figure 7.

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



Change your language preferences

Add languages you want to use to this list. The language at the top of your list is your primary language (the one you want to see and use most often).

Add a language Remove Move up Move down						
English (United States)	Windows display language: Enabled Keyboard layout: US Date, time, and number formatting	Options				

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.

*		Add language	s		- 🗆 🗙	
€ ∋ ▼ ↑ 😤 ► 0	ontrol Panel All Control Panel I	tems → Language → Add language	15	V C Search languages	م	
Add a langua	je					
Use the search box to find more languages. Group languages by: Language name 🗸						
Inuktitut (Latin) Irish	isiXhosa	isiZulu	Italian	^	
J 日本語 Japane	ā				- •	
K'iche	: ಕನ್ನಡ	Қазақ	កាសាខ្មែរ	Kinyarwanda		
K'iche	Kannada	Kazakh	Khmer	Kinyarwanda		
Privacy statement				Add	Cancel	



- 8. Close the browser.
- 9. Login to Aras Innovator as administrator/innovator.
- 10. Confirm that Japanese Language is applied.

2.7 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.

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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.

	Main		-54) 'PP	icación nen	NEG_0OND	0.00
		Collapse		ciationActiv	REG_DWORD	0x0(
		New	>	Key		yes
>-	Me	Find		String Va	lue	yes 0x0(
	MI	Delete		Binary Va	lue	yes
> -	Ne	Rename		DWORD	(32-bit) Value	yes
	Pag	Export		QWORD	(64-bit) Value	yes
	Pre	Permissions		Multi-Stri	ng Value	01 0
	Priv	Conv Key Name		Expandal	ole String Value	0x0(
	Pro			ptTrack	REG_DWORD	0x0(
	Proto		ACHINE	hloadWind	REG_BINARY	2c 0
1	11010		ab Edge	Switchina∩	REG S7	105

Figure 10.

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

2.8 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: <u>http://support.microsoft.com/kb/2828842</u>.



2.9 Note about Aras PDF Viewer

Aras PDF Viewer is a feature included in Aras Innovator 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.

