

Aras Innovator 11

Client Settings for Firefox on Windows

Document #: 11.0.02015040601

Last Modified: 12/29/2015



Copyright Information

Copyright © 2015 Aras Corporation. All Rights Reserved.

Aras Corporation
300 Brickstone Square
Suite 700
Andover, MA 01810

Phone: 978-691-8900

Fax: 978-794-9826

E-mail: Support@aras.com

Website: <http://www.aras.com>

Notice of Rights

Copyright © 2015 by Aras Corporation. This material may be distributed only subject to the terms and conditions set forth in the Open Publication License, V1.0 or later (the latest version is presently available at <http://www.opencontent.org/openpub/>).

Distribution of substantively modified versions of this document is prohibited without the explicit permission of the copyright holder.

Distribution of the work or derivative of the work in any standard (paper) book form for commercial purposes is prohibited unless prior permission is obtained from the copyright holder.

Aras Innovator, Aras, and the Aras Corp "A" logo are registered trademarks of Aras Corporation in the United States and other countries.

All other trademarks referenced herein are the property of their respective owners.

Notice of Liability

The information contained in this document is distributed on an "As Is" basis, without warranty of any kind, express or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose or a warranty of non-infringement. Aras shall have no liability to any person or entity with respect to any loss or damage caused or alleged to be caused directly or indirectly by the information contained in this document or by the software or hardware products described herein.

Table of Contents

Send Us Your Comments 4

Document Conventions 5

1 Client Configuration 6

 1.1 Installed Software 6

 1.2 Required Settings 6

 1.3 Optional Settings 10

2 Troubleshooting..... 11

 2.1 My pre-defined language pack and locale are not properly displaying when connected to Aras Innovator 11

 2.2 Firefox Allows Maximum 20 Pop-ups 12

 2.3 .hvf file not displayed in the viewer..... 14

Send Us Your Comments

Aras Corporation welcomes your comments and suggestions on the quality and usefulness of this document. Your input is an important part of the information used for future revisions.

- Did you find any errors?
- Is the information clearly presented?
- Do you need more information? If so, where and what level of detail?
- Are the examples correct? Do you need more examples?
- What features did you like most?

If you find any errors or have any other suggestions for improvement, indicate the document title, and the chapter, section, and page number (if available).

You can send comments to us in the following ways:

Email:

Support@aras.com

Subject: Aras Innovator Documentation

Or,

Postal service:

Aras Corporation
300 Brickstone Square
Suite 700
Andover, MA 01810
Attention: Aras Innovator Documentation

Or,

FAX:

978-794-9826
Attn: Aras Innovator Documentation

If you would like a reply, provide your name, email address, address, and telephone number.

If you have usage issues with the software, visit <http://www.aras.com/support/>

Document Conventions

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

Table 1: Document Conventions

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

1 Client Configuration

1.1 Installed Software

Aras Innovator 11 requires the use of Mozilla Firefox version 31 ESR or 38 ESR.

Note: Windows 10 supports Firefox 38 ESR only. It does not support Firefox 31 ESR.

1.2 Required Settings

The following steps may require administrative rights to complete.

1. Disable automatic updates for FireFox;
 - a. Open a new FireFox window
 - b. Go to **Menu --> Options** and click on the **Advanced** tab.
 - c. Under the **Update** tab select **Never check for updates**:

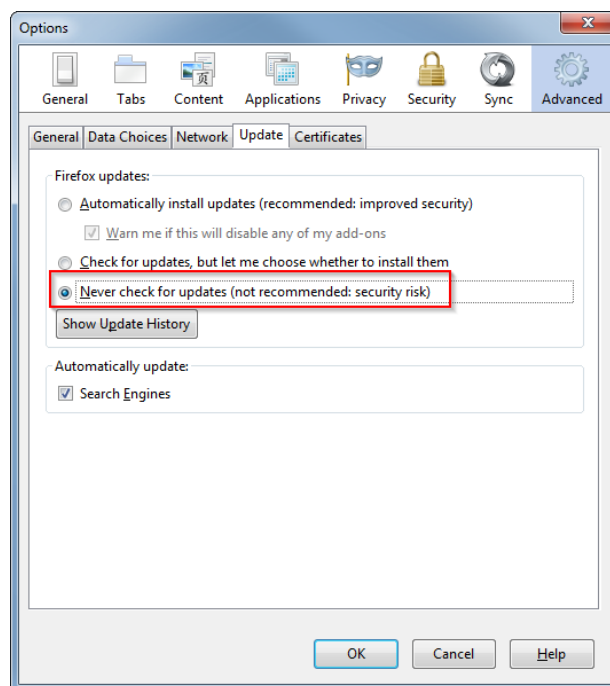


Figure 1.

2. Open a new Firefox window and browse to Aras Innovator.
3. The first time you connect to Aras Innovator, you are prompted that Aras Innovator is attempting to run an add-on to Firefox. Click **Allow**.

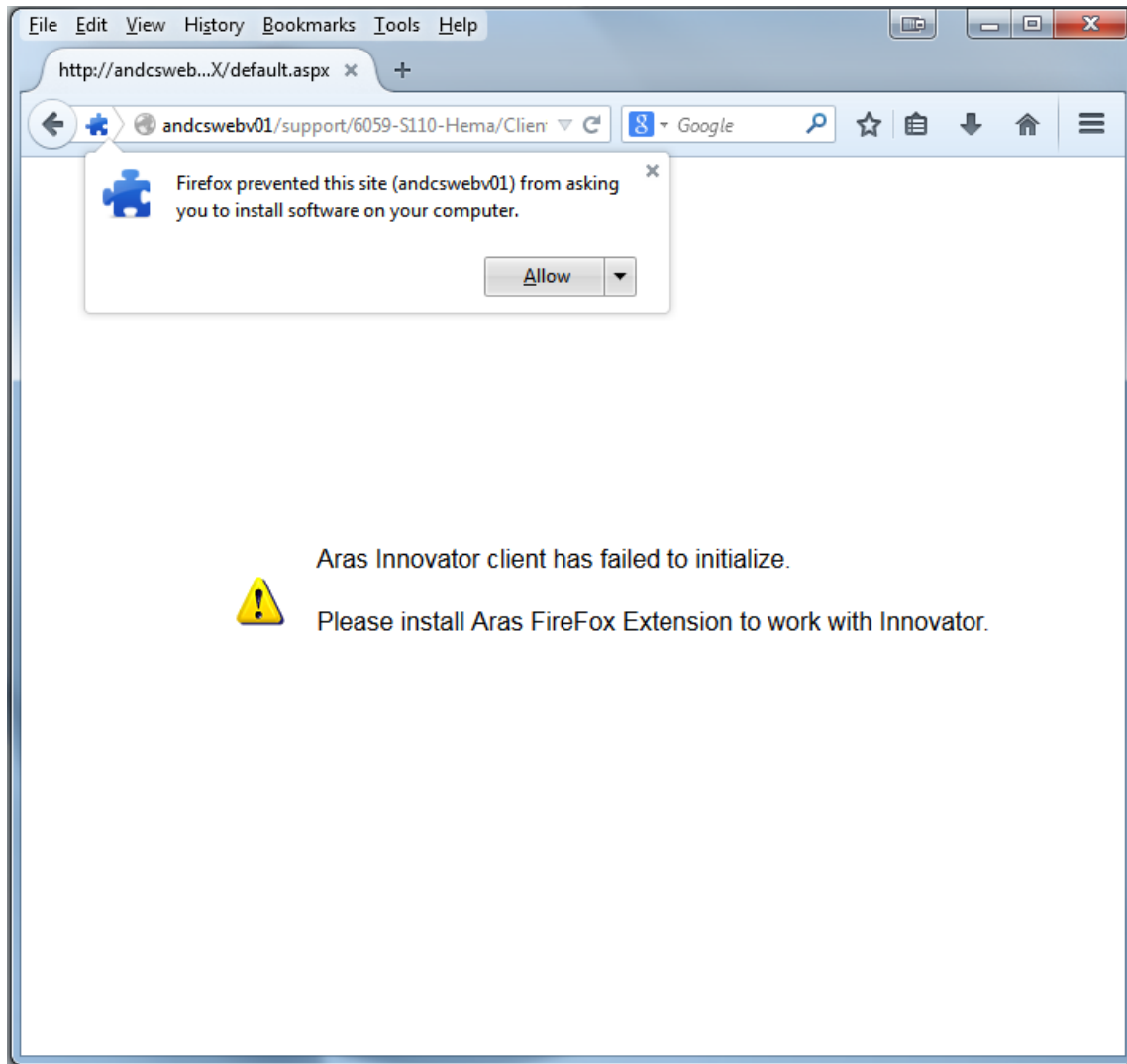


Figure 2.

4. Next you are prompted to install the add-on. Click **Install Now**.

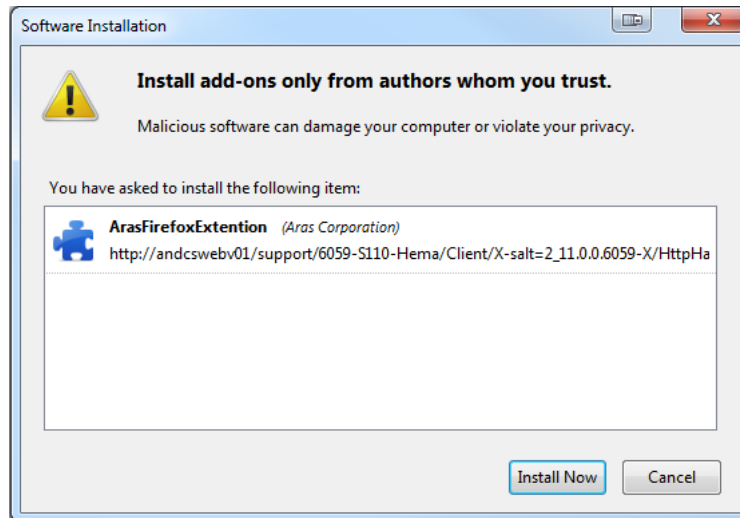


Figure 3.

5. Once installed, you are prompted to restart Firefox to initialize the add-on. Click **Restart Now**.

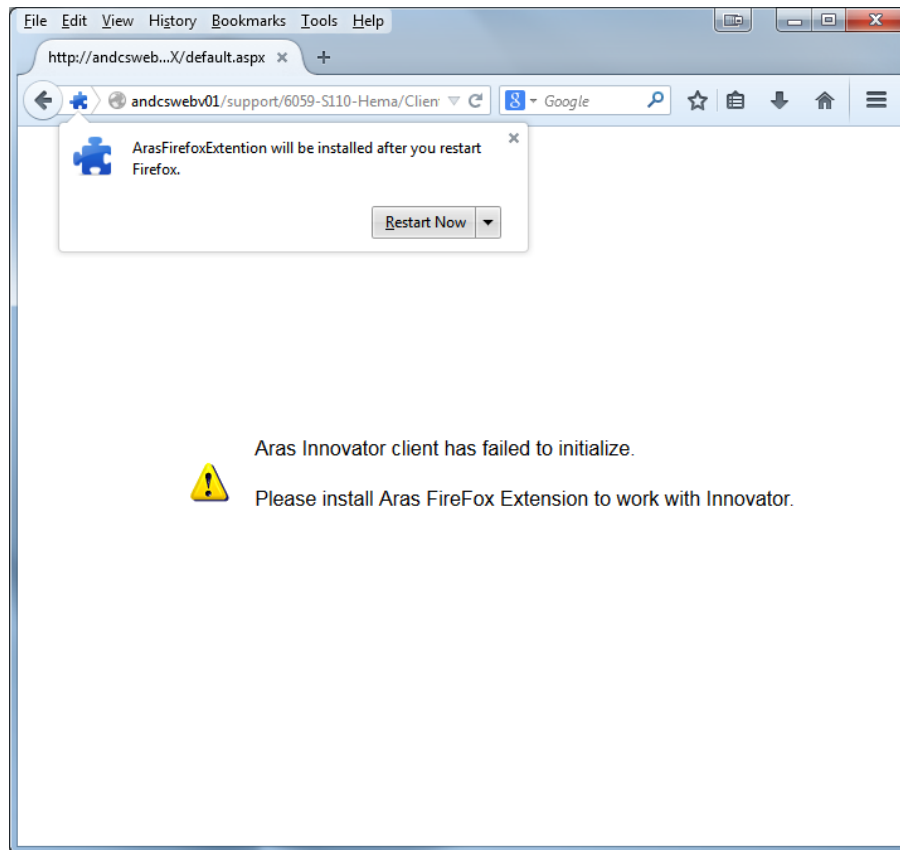


Figure 4.

6. Click **OK** to permit the add-on to alter your Firefox settings to allow Aras Innovator access to your system for checking Files in and out of the system.

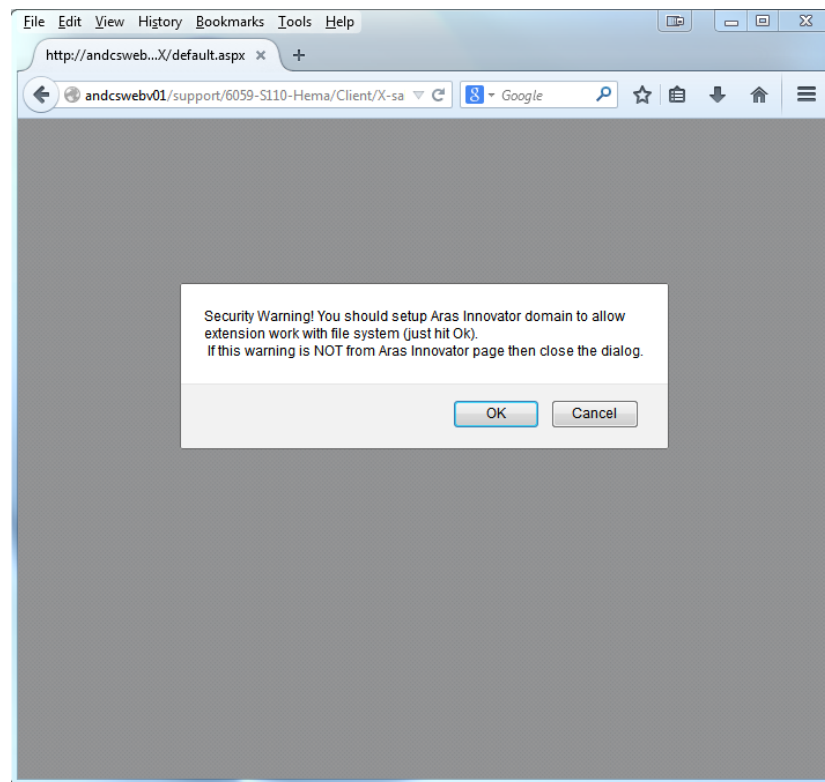


Figure 5.

Note: This operation should only be done for trusted sites.

7. You should now be able to log into Aras Innovator.



Figure 6.

1.3 Optional Settings

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:

1. Open Firefox browser.
2. Navigate to **File --> Page Setup**.

The **Page Setup** dialog box is displayed.

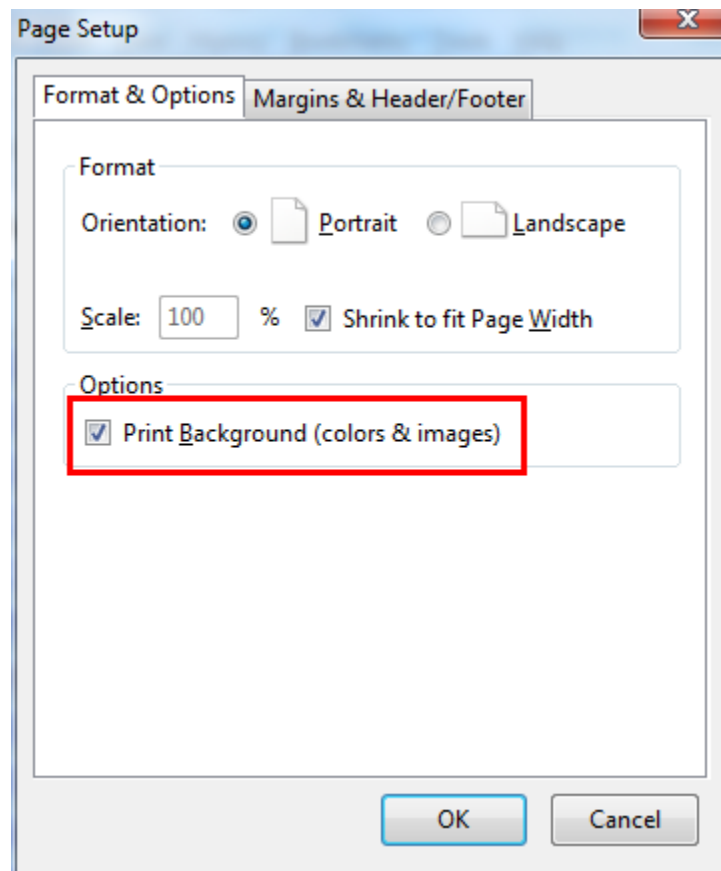


Figure 7.

3. Select **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 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 Firefox browser as opposed to the 'Region and Language Settings' of the system.

To change the language settings, refer to the steps below:

1. Open Firefox browser, and go to **Tools > Options**.
2. Select the **Content** Tab.
3. In the **Languages** section, click **Choose**.

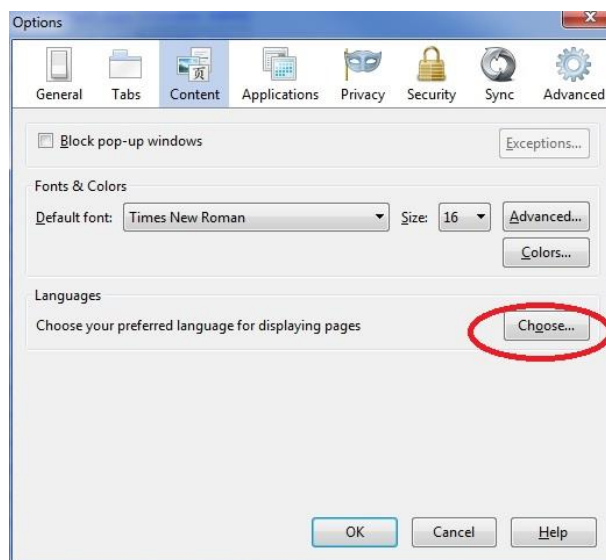


Figure 8.

4. In the **Languages** dialog box, 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**.



Figure 9.

8. Close the browser.
9. Login to Aras Innovator as administrator.
10. Confirm that the selected language is applied.

2.2 Firefox Allows Maximum 20 Pop-ups

A user cannot open more than 20 pop-up windows in Firefox browser. By default, Firefox allows maximum 20 pop-up windows. The following error is displayed.

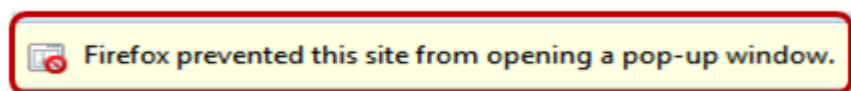


Figure 10.

To resolve this issue, follows the steps below:

1. Open a Firefox browser.
2. Type in about:config.

The following warning message is displayed.

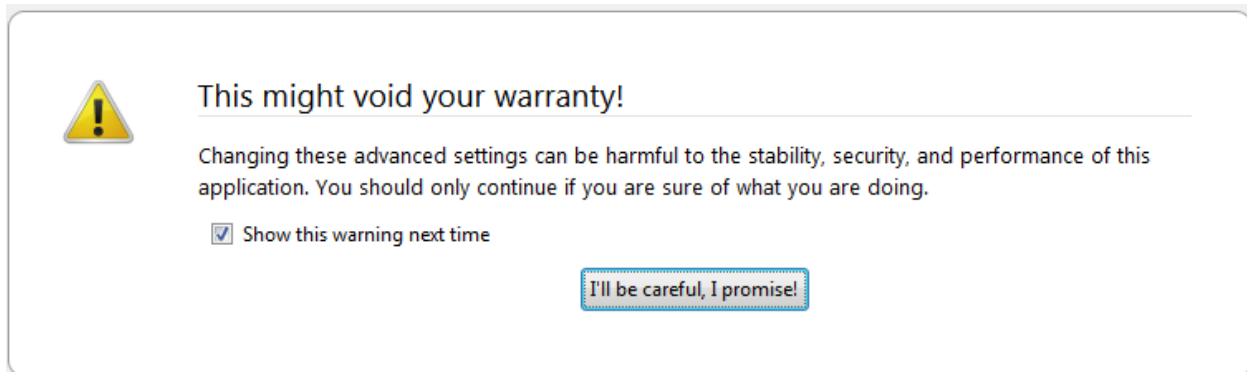


Figure 11.

3. Click **I'll be careful, I promise!**.

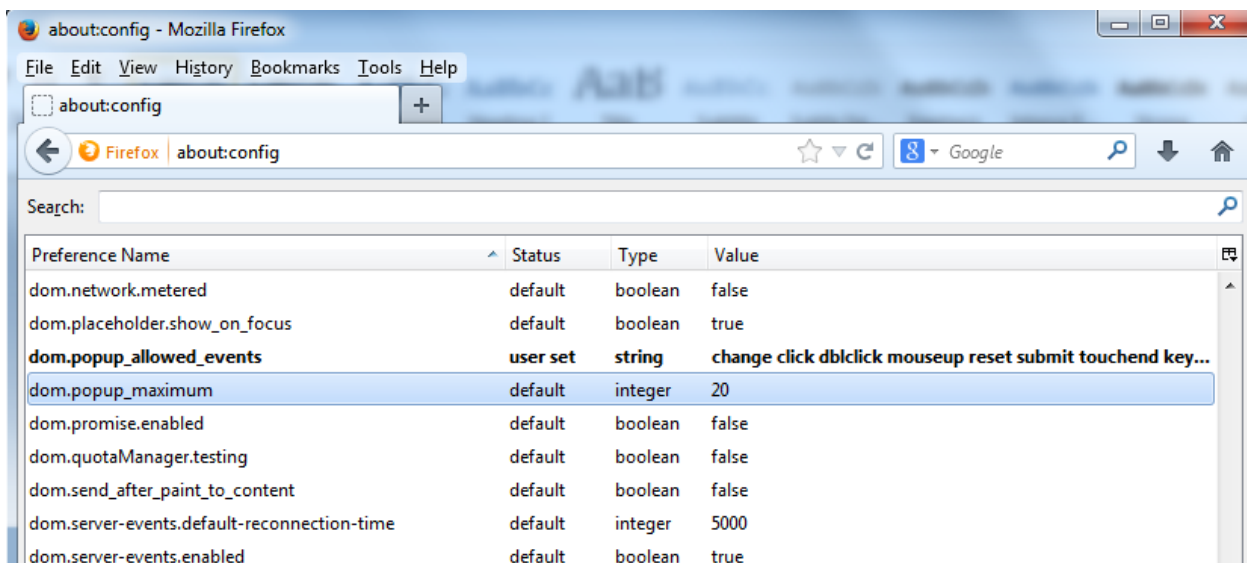


Figure 12.

4. Scroll to locate `dom.popup_maximum`, right-click and select **Modify**.

The **Enter integer value** pop-up is displayed.

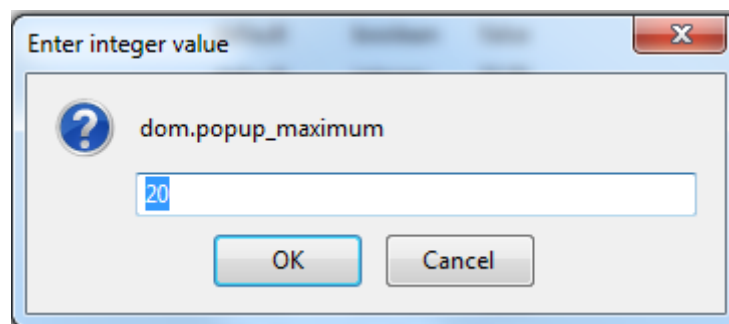


Figure 13.

5. Specify a very high integer value such as 5000 for `dom.popup.maximum`.
6. Click **OK**.

2.3 .hwf file not displayed in the viewer

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

To resolve this issue in Firefox, follows the steps below:

1. Open a Firefox browser.
2. Type in about:config.

The following warning message is displayed.



Figure 14.

3. Click **I'll be careful, I promise!**
4. Type “webgl” in the search input.

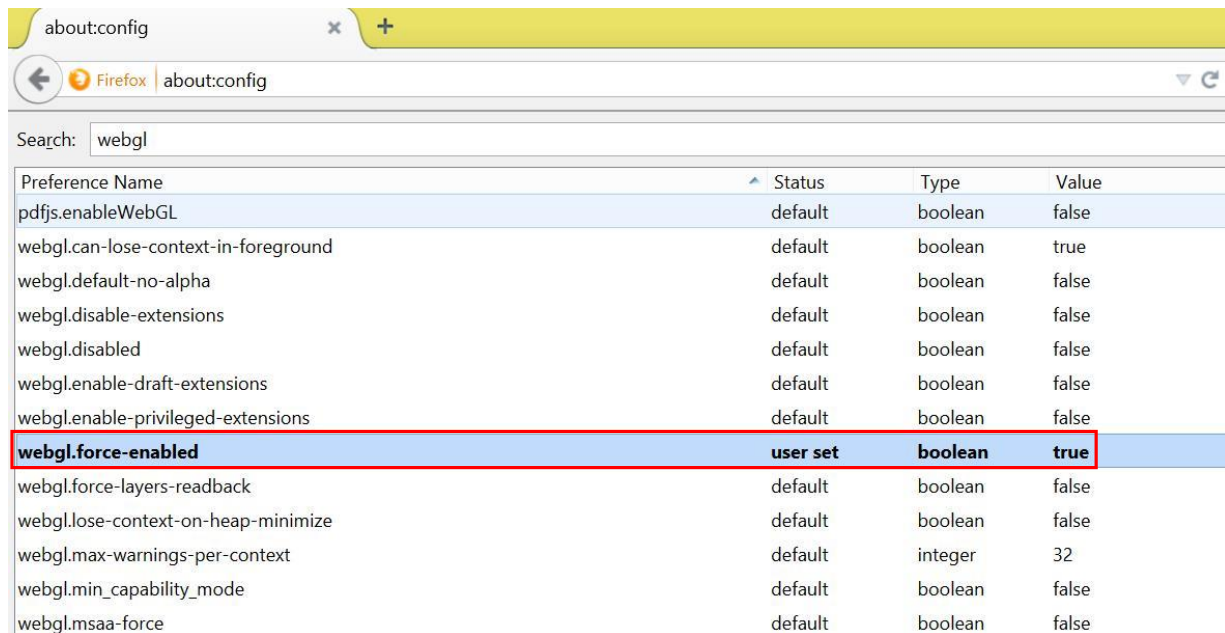


Figure 15.

5. Set “webgl.force-enabled” = “true”
6. Close and restart Firefox.
7. Login to Aras Innovator as an administrator.
8. Click on the 3D viewer icon on the sidebar of an Item window to confirm if the .hwf file displays in the viewer.