Aras Innovator 11

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	This shows the names of menu items, dialog boxes, dialog box elements, and commands. Example: Click **OK**.
`Code`	Code examples appear in `courier` 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.
Italics	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 following:

- Internet Explorer 9, 10, or 11 on Windows 7, 8, 8.1, or 10.
- .NET 3.5 SP1.
- MSXML6.

1.2 Required Settings

The following steps require administrative rights to complete.

1.2.1 Internet Explorer Settings

Once you have logged into the client PC machine as an administrator, configure Internet Explorer 9, 10 or 11 using the following steps:

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

   The **Trusted sites** window is displayed.
4. Type the URL for the Innovator in **Add this website to the zone:** and click **Add**.
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 is displayed.
9. Configure the following settings (scroll down to find an appropriate option).
   - NET Framework-reliant components
     - Select **Enable** for **Run components signed with Authenticode**.
   - ActiveX controls and plug-ins
     - Select **Disable** for **Allow ActiveX Filtering**.
     - Select **Enable** for **Download signed ActiveX controls**.
     - Select **Enable** for **Run ActiveX controls and plug-ins**.
     - Select **Enable** for **Script ActiveX controls marked safe for scripting**.
   - 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**.

   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 **Settings**.

   The T**abbed Browser Settings** window is displayed.

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:

   o 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.

   o 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.

   o 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**.

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

1.2.2   .NET Framework Security Policy Settings

While the Aras Innovator 11.0 client does not require a .NET security policy for FireFox, one is still required for Internet Explorer. The Internet Explorer client uses the .NET controls for features not yet available in Firefox.

Aras has supplied a batch file that can be run on the PC client machine called the Manual .NET Security Configuration Tool. The file (sdns.exe) can be obtained from the Aras Corporation support website.

1. Open Internet Explorer

2. Type in the following web address:

```
http://www.aras.com/support/downloads/download.aspx
```

3. Download the Manual .NET Security Config Tool [sdns.exe utility] to your hard drive

   a. Click **Manual .NET Security Config Tool [sdns.exe utility]**.
   b. When prompted to Run or Save, click **Save**.

   The desktop is the easiest location to download to and find the file later.

Note:	This utility [sdns.exe] must be executed from a local hard drive and not internet cache or a network drive. Once you have the file on your hard drive, you can execute the utility to set your security policy. For ease of explanation, we assume, you saved the file on the desktop of the logged in user.

4. Close all Internet Explorer windows.

5. Right-click on the file and select **Run as administrator** from the menu.
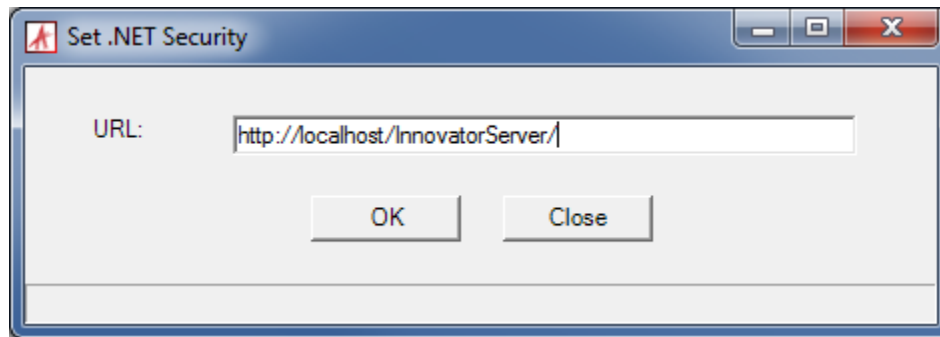
   The **Set .Net Security** window is displayed

Figure 1.

6. In the **URL** field enter the full URL path, provided by your administrator, used to login.

   o Example: In the case of a default local install, it would be,
    `http://localhost/InnovatorServer/`

   o Example: In the case of myInnovator.com, this would be `http://myInnovator.com/`

7. Select **OK**.

   o While your security policies are being set, it displays the progress in the status bar 'Setting security settings for .NET 2.0'

8. Once the security policies are set, click **Close**.

9. Open a new Internet Explorer window, when ready to log into the site.

If the configuration tool fails to load when double clicked, it indicates that no .NET Framework is installed. You should contact your system administrator about installing the necessary framework.

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 (for Internet Explorer 9, 10, or 11):

1. Open an Internet Explorer window.

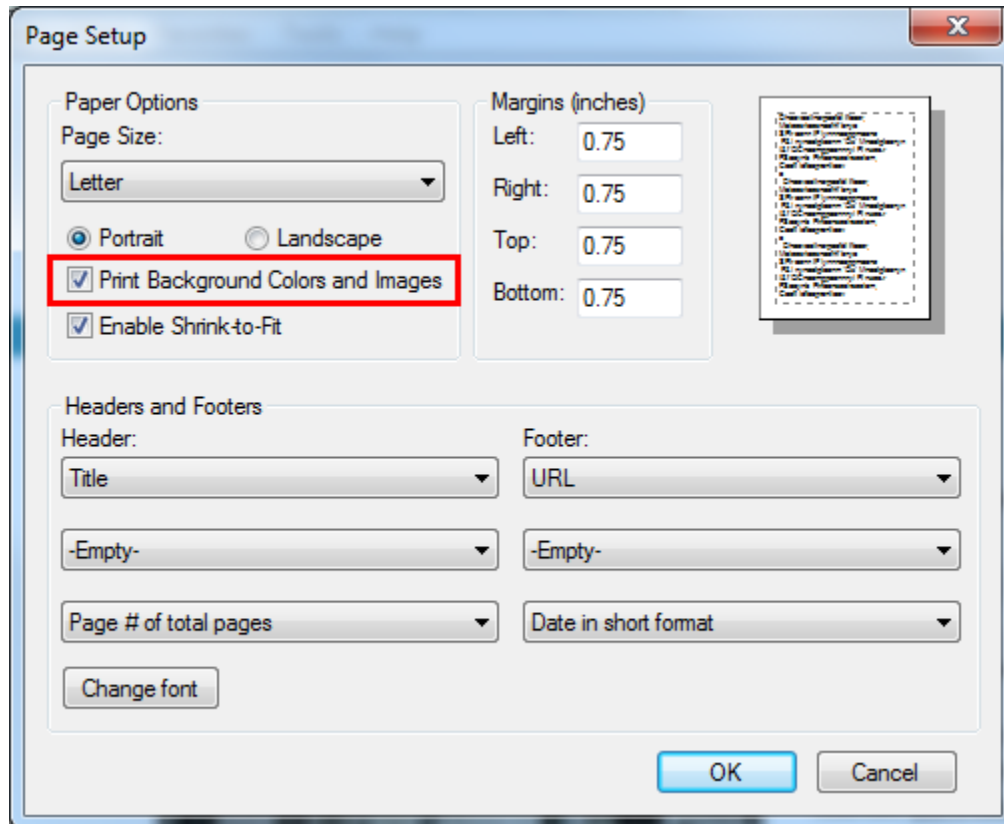2. Navigate to **File --> Page Setup…**.

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

Figure 2.

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 Manual .NET Security Configuration Tool Errors

This section describes various issues logged with Aras support using the Manual .NET Client Configuration Tool.

2.1.1 Running the Tool without Downloading

If you attempt to run the tool without downloading it to the local machine first, an error is displayed telling the tool failed to run. Follow these alternate steps for downloading the tool.

1.   Open Internet Explorer
2.   Type in the web address: http://www.aras.com/support/downloads/download.aspx.
3.   Download the **Manual .NET Security Config Tool [sdns.exe utility]** to your hard drive
     a.   Click **Manual .NET Security Config Tool [sdns.exe utility]** link.
     b.   Click **Save As…**.

     The desktop is the easiest location to download to and find the file later.

2.1.2 Application Error Running sdns.exe

If the configuration tool fails to load when double clicked with the following error, it indicates that no .NET Framework is installed. You should contact your system administrator about installing the necessary framework.
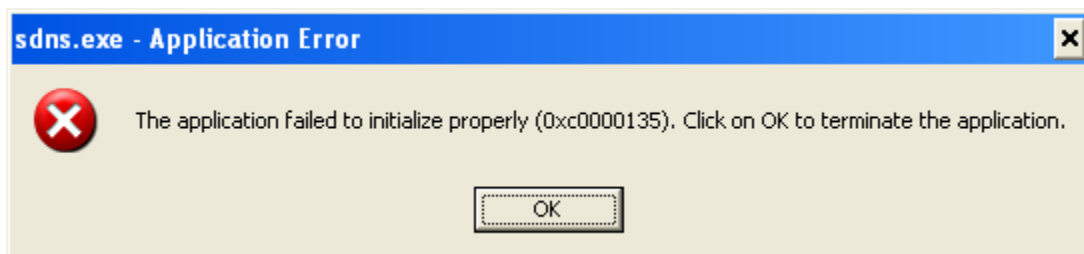

Figure 3.

If you want to do this yourself, use the following link to download the .NET Framework 3.5 SP1:

Microsoft .NET Framework 3.5 Service Pack 1

http://www.microsoft.com/en-us/download/details.aspx?id=22

After installing this, repeat the steps in this section.

2.1.3 sdns.exe Error: Access denied

If the configuration tool gives the error 'ERROR: Runtime error: Access denied. You might not have administrative credentials to perform this task. Contact your system administrator for assistance.' You

should first make sure you ran the sdns.exe by right-clicking on the file and selecting 'Run as administrator' from the context menu. If this menu option is not present, it indicates that you do not have administrative privileges on your machine to modify the .NET security policies. You need to contact your system administrator to request the change to the .NET Security policies on your machine.
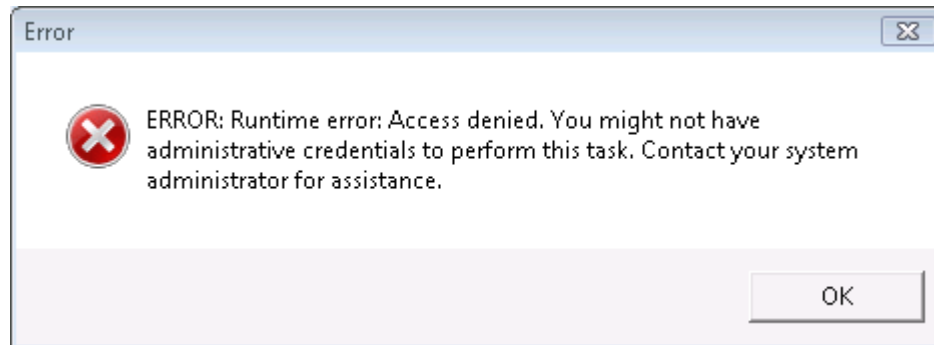

Figure 4.

2.2 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.

2.2.1   .NET Error During login

If the login screen fails to load with the following error, this indicates one of two things. Either you do not have a security policy set, or you do not have any .NET Framework installed.
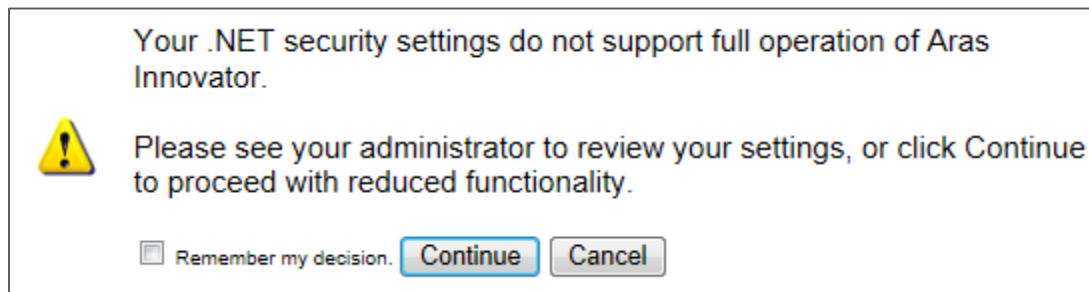
Figure 5.

Confirm that you have gone through the steps in section 2 to configure the security policy. To confirm the policy was set correctly, run the following command in a command prompt:

```
C:\Windows\Microsoft.NET\Framework\v2.0.50727\CasPol.exe –a -ld
```

The URL for your Aras Innovator instance should be listed once in the return of this command. If your policy is listed in the response from the command, contact your system administrator about installing the necessary .NET framework.

If you want to do this yourself, use the following link to download the .NET Framework 3.5 SP1:

Microsoft .NET Framework 3.5 Service Pack 1

http://www.microsoft.com/en-us/download/details.aspx?id=22.

After installing this, repeat the steps in section 2 to configure your security policy.

2.2.2 Microsoft .NET 4.5

When .NET 4.5 is installed, a message is displayed that indicates your .NET policy must be applied again.
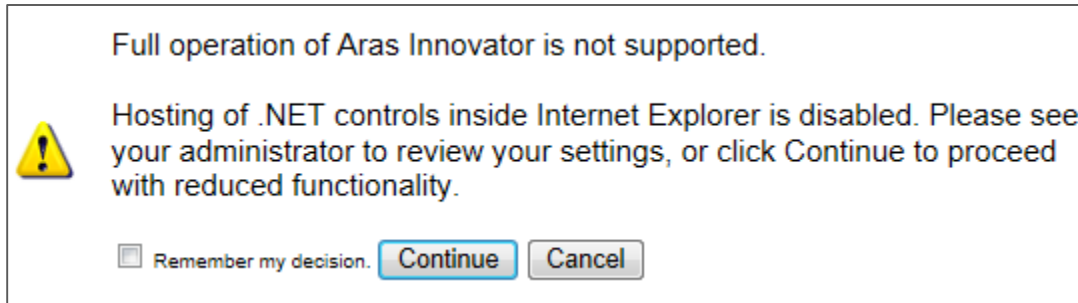

Figure 6.

In .NET 4.5, the .NET browser hosting controls for Internet Explorer have been removed. When .NET 4.5 is installed the existing hosting is also disabled for .NET 3.5. You need to manually enable this hosting for Internet Explorer to return to your previous working state.

To fix this issue, add the following registry key on the client PC:

- For 32-BIT environments:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\.NETFramework
"EnableIEHosting"=dword:00000001
```

- For 64-BIT environments:

```
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\.NETFramework
"EnableIEHosting"=dword:00000001
```

2.3 Files Display in the Aras Innovator Window

Certain file type 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 Aras Innovator window, it can invalidate this window for further use with the Aras Innovator session. 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.

2.3.1 IE Settings for Disabling Files from Opening in Innovator Windows

1. Open Internet Explorer
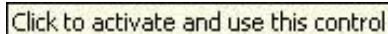2. Select **Tools --> Internet Options** in the main menu.

3. Select **Advanced** tab

4. In the Browsing section, clear **Reuse windows for launching shortcuts** option.

5. Click **Apply**.

2.4 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.

2.5 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). Below is an example of the type of prompt a user can see.

Click to activate and use this control

Figure 7.

 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 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 Aras Innovator and log back in to refresh the client.

2.6 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.

2.6.1 Disabling Auto Detect proxy settings

1. Open Internet Explorer

2. Select **Tools -->Internet Options**.

3. Select the **Connections** tab

4. Click **LAN Settings**.

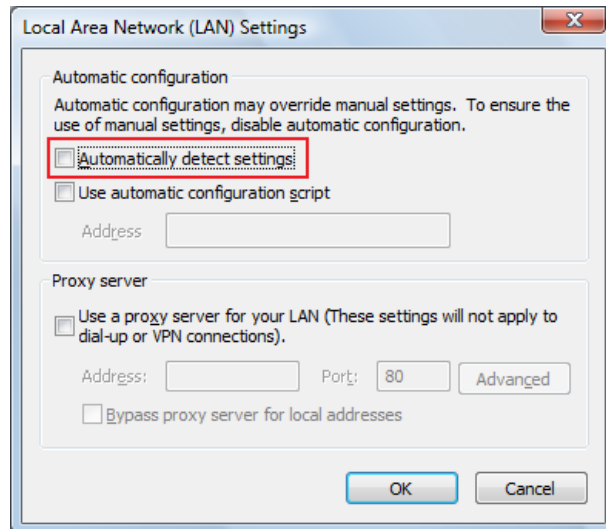5. Clear the **Automatically detect settings** checkbox.

Figure 8.

2.7 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. To change the language settings, refer to the steps below.

2.7.1 Internet Explorer 9

1. Open Internet Explorer browser and go to **Tools** --> **Internet Options**.
2. In the **General** tab, click **Languages**.
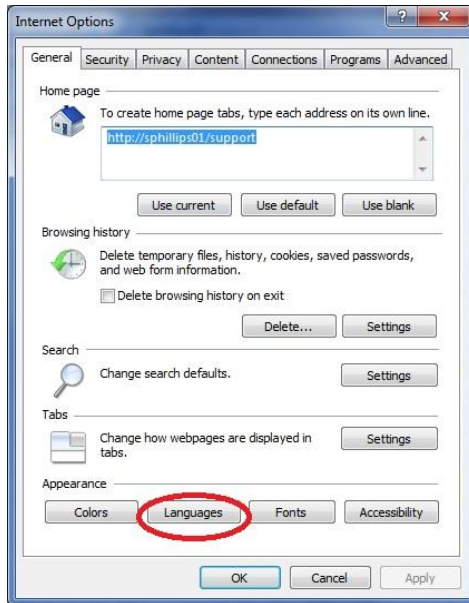
Figure 9.

3. In the **Language Preference** dialog box, click **Add**.

Figure 10.

4. Click **Add** to add a language such as Japanese (Japan) [ja-JP].
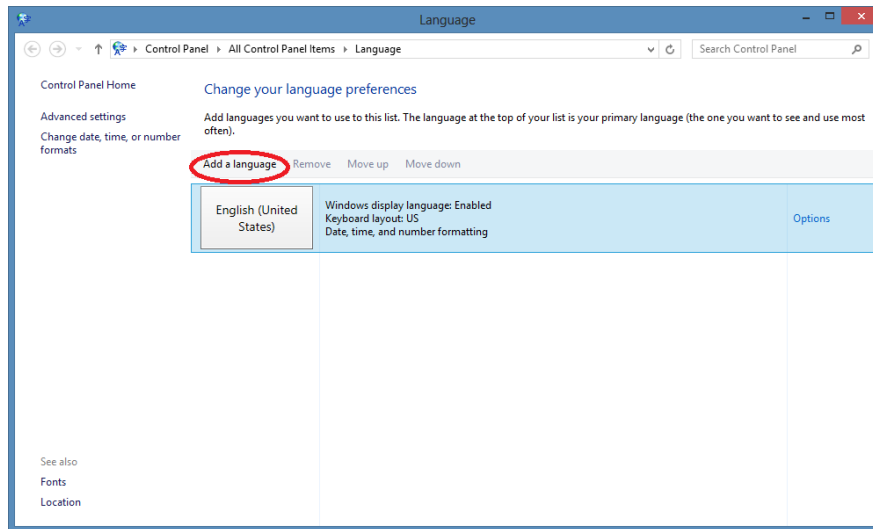5. Select the language and click **OK**.
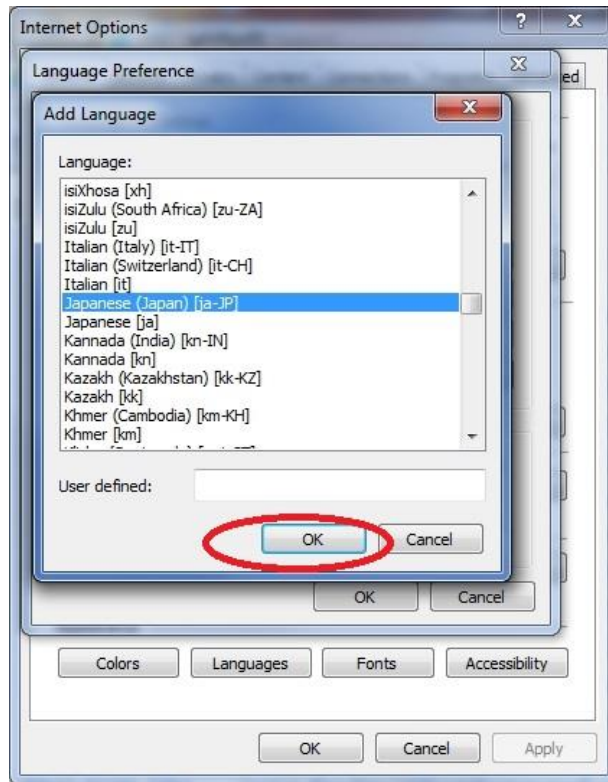
Figure 11.

6. Close the browser

7. Login to Aras Innovator as administrator/innovator.

8. Confirm that the selected language is applied.

2.7.2 Internet Explorer 10 or Internet Explorer 11

1. Open Internet Explorer browser and go to **Tools** --> **Internet Options**.

2. In the **General** tab, click **Languages**.
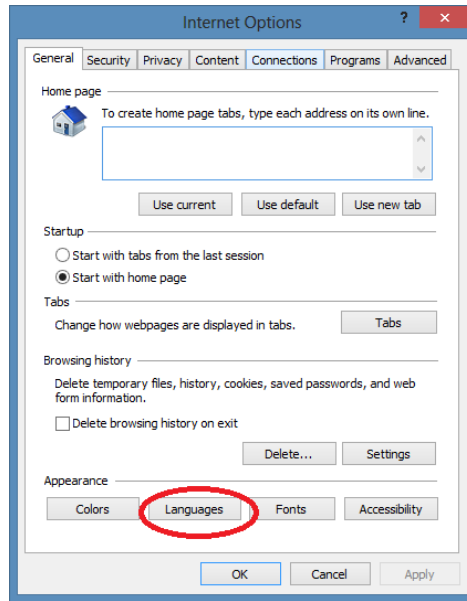
Figure 12.

3. In the **Language Preference** dialog box, click **Set Language Preferences**.
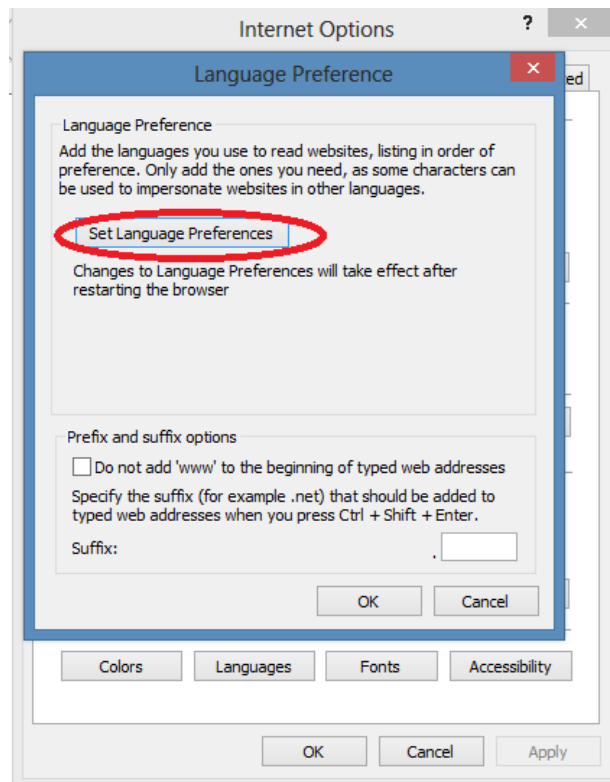
Figure 13.

4. Click **Add a Language**.

Figure 14.

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.
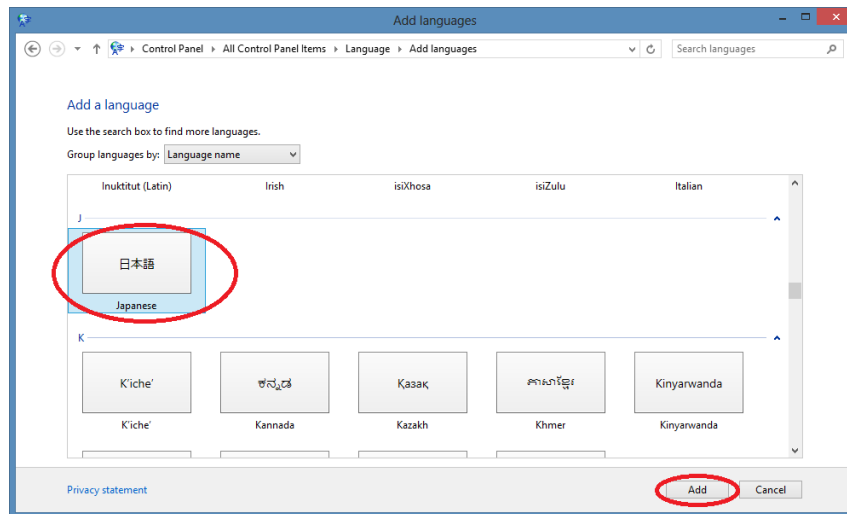
Figure 15.

8. Close the browser.

9. Login to Aras Innovator as administrator/innovator.

10. Confirm that Japanese Language is applied.

2.8 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, follow the steps below:

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

   The **Registry Editor** window is displayed.

2. In the left pane, navigate to **HKEY_CURRENT_USER --> Software --> Microsoft --> Internet Explorer --> Main**.

3. In the right pane, click **New** --> **DWORD (32-bit value)** to create a new D-Word.
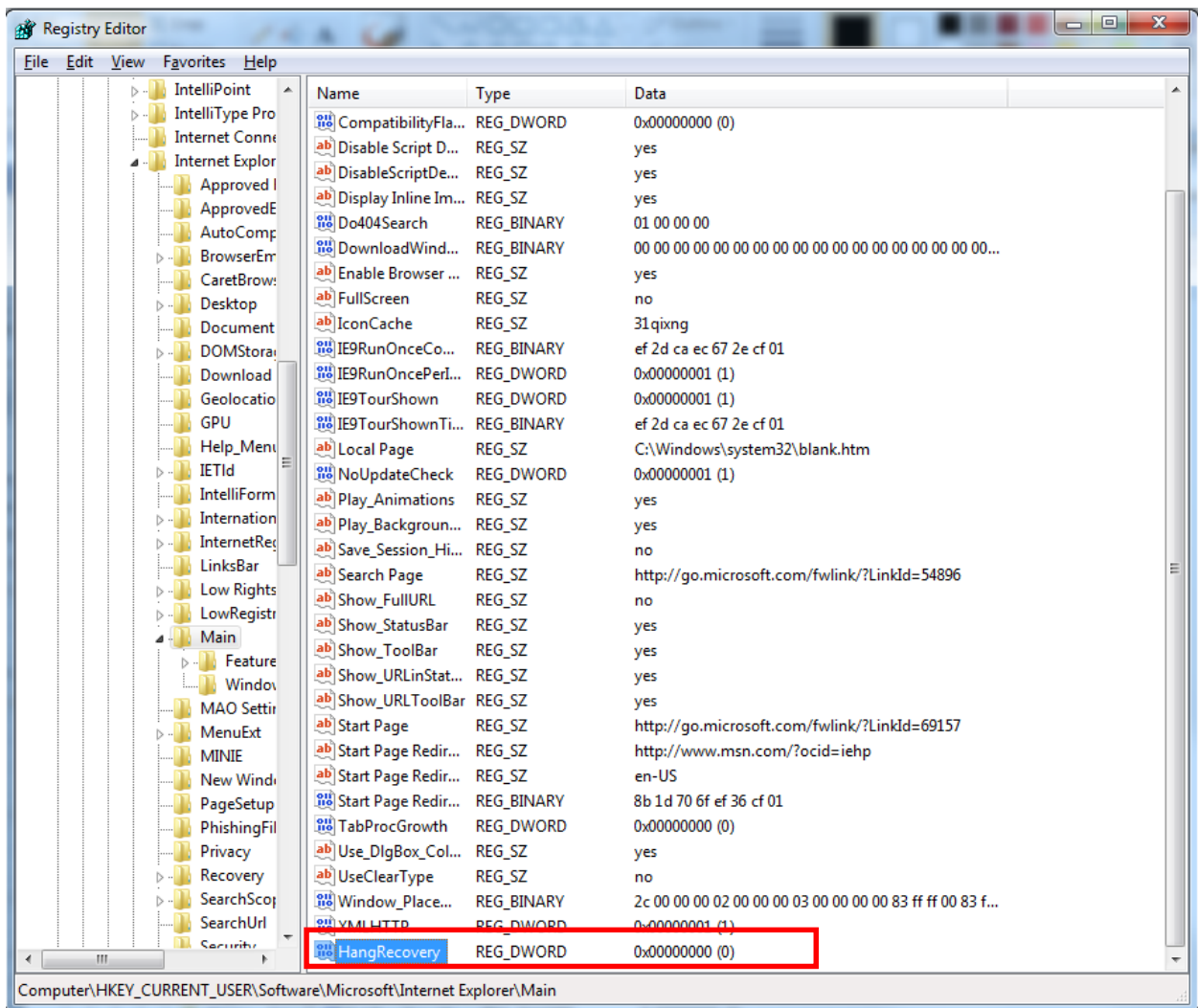
4. Set the following values:
   - o **Type**: REG_DWORD
   - o **Name**: HangRecovery
   - o **Value**: 0

5. Click **File --> Exit** to close the **Registry Editor** window.

2.9 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.

3 IT System Administrator Push Configuration

The .NET Framework comes with a GUI configuration tool that can be used by the system administrator to create and deploy this policy. Microsoft® provides documentation on how to use this tool at the following link:

http://msdn.microsoft.com/en-us/library/2bc0cxhc(v=vs.90).aspx

Microsoft® provides documentation on how to deploy this software, as well, at the following link:

http://msdn.microsoft.com/en-us/library/13wcxx6y(v=vs.90).aspx

In this section, we outline the use of the .NET Framework Configuration tool. This tool must be used to set the security policies that should be deployed. The .NET Framework 2.0 GUI requires the .NET Framework 2.0 SDK in addition to .NET 3.5 SP1 in order to access this configuration UI.

.NET 3.5 SP1 can be obtained through Windows Updates, through 'Turn Windows Features on or off', or from the following Microsoft link:

Microsoft .NET Framework 3.5 Service Pack 1

http://www.microsoft.com/en-us/download/details.aspx?id=22

The SDK can be obtained through the following Microsoft link:

.NET Framework Version 2.0 Software Development Kit (x86 required for x64 and x86 systems)

http://www.microsoft.com/en-us/download/details.aspx?id=19988

3.1 .NET Framework 2.0 Configuration

1. Navigate to **Start** --> **Settings** --> **Control Panel** and open the Control Panel.

2. Double click **Administrative Tools**.

3. Double click **Microsoft .NET Framework 2.0 Configuration**.

4. In the tree on the left hand side, open **My Computer** --> **Runtime Security Policy** --> **Enterprise** --> **Code Groups** --> **All Code**.

5. Click **All Code**.
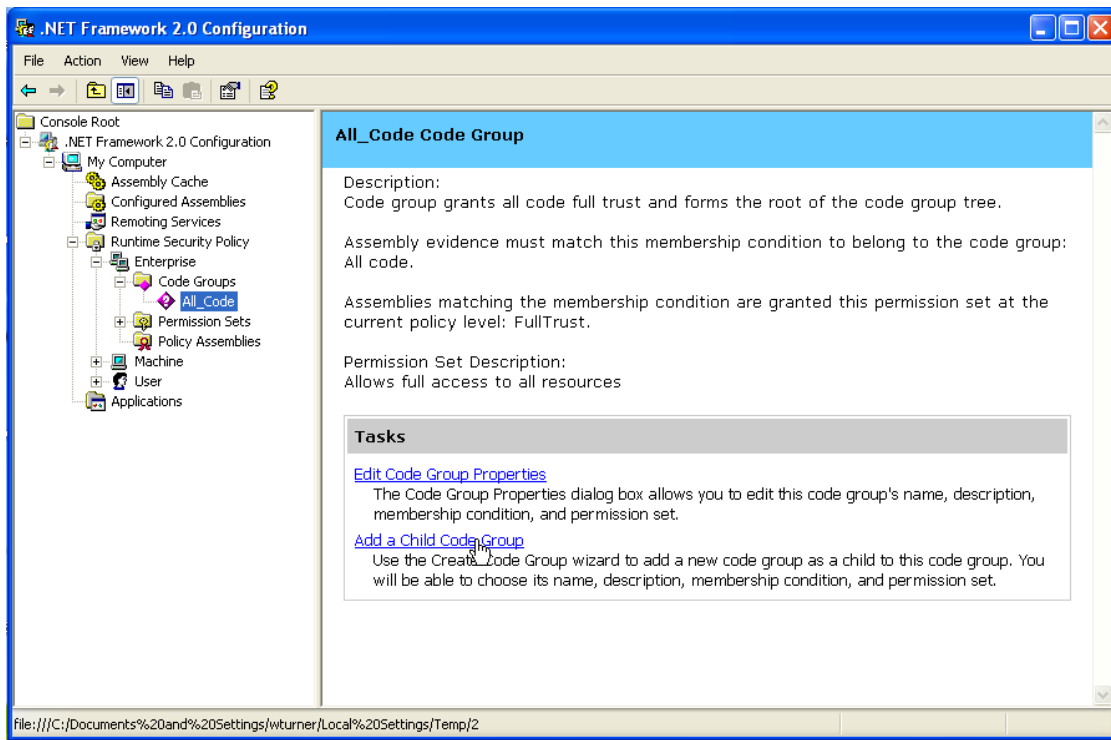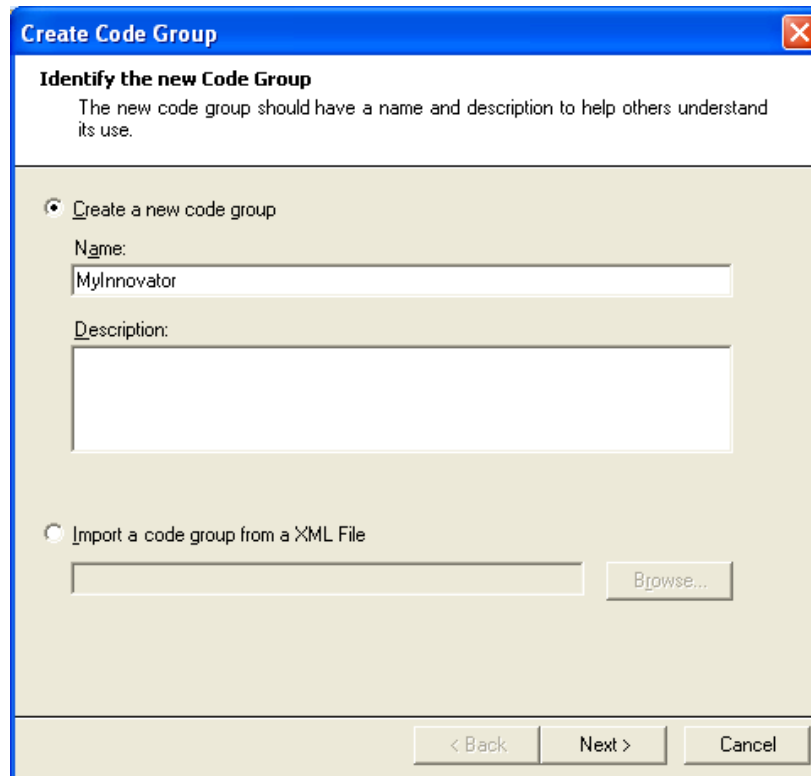
6. In the frame to the right, select **Add a Child Code Group**.

Figure 16.

7. Select **Create a new code group**.

   a. Give it a meaningful name for you to interpret later
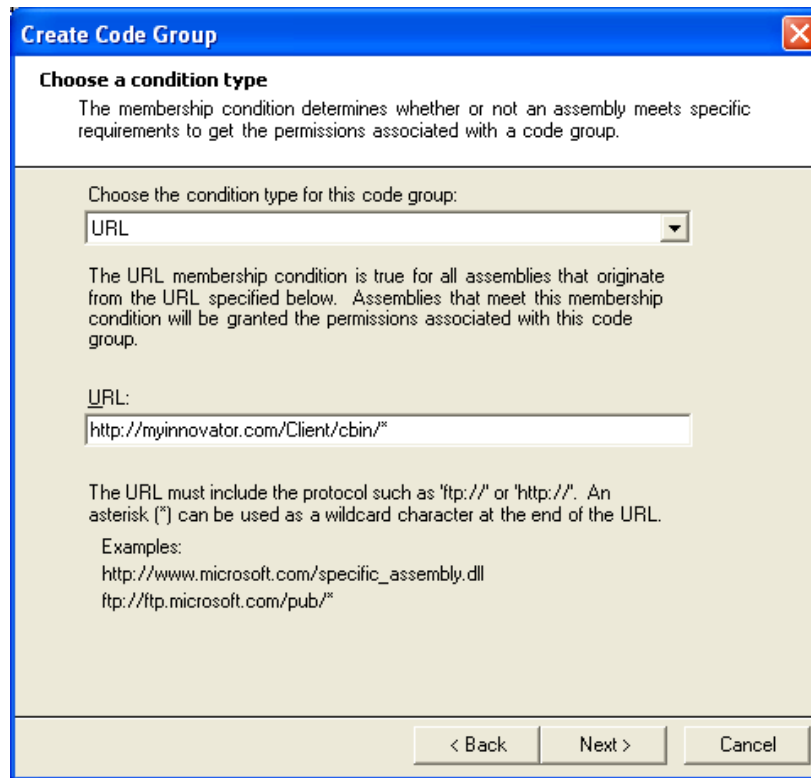
Figure 17.

8. Click **Next**.

Figure 18.

9. For **Choose a condition type**, select **URL**.

10. In the **URL** text box, enter the full site name along with the '/Client/cbin/*' web folder

Example: http://myinnovator.com/Client/cbin/*
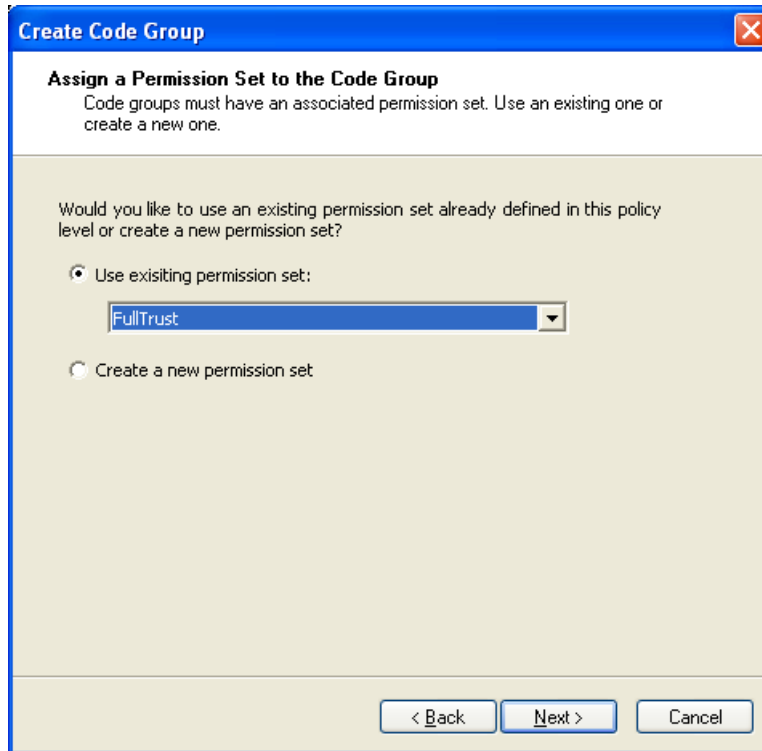
11. Click **Next**.
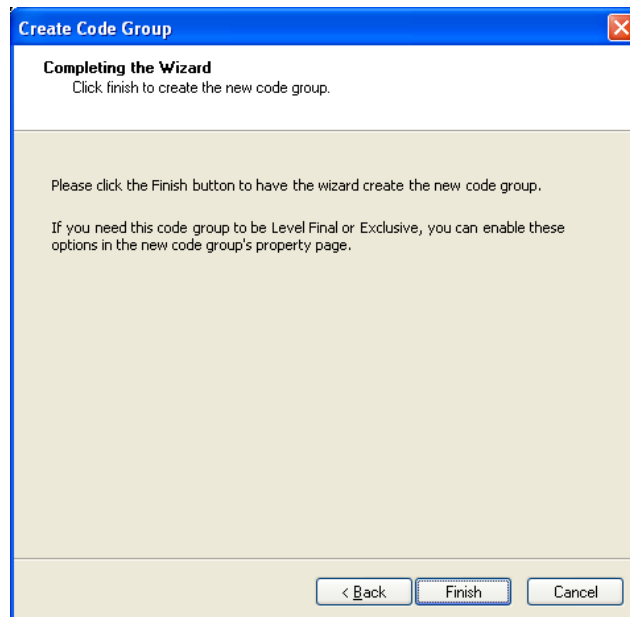
Figure 19.

12. Click **Next**.

Figure 20.

13. Click **Finish**.

14. In the Microsoft .NET Framework 2.0 Configuration window, right-click on the newly created node in the Code Group (name you assigned) and select **Properties**.
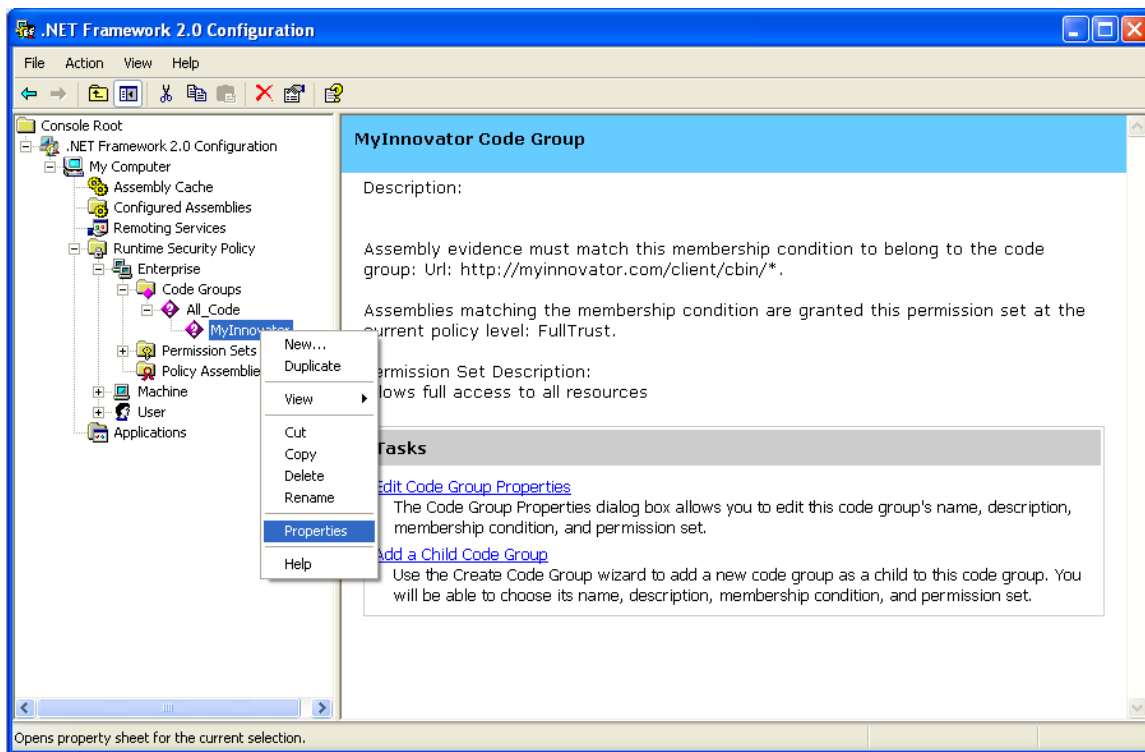

Figure 21.

15. On the **General** tab,

- o Select the **This policy level will only have the permissions from the permission set associated with the code group** checkbox.

- o Select the **Policy levels below this level will not be evaluated** checkbox.
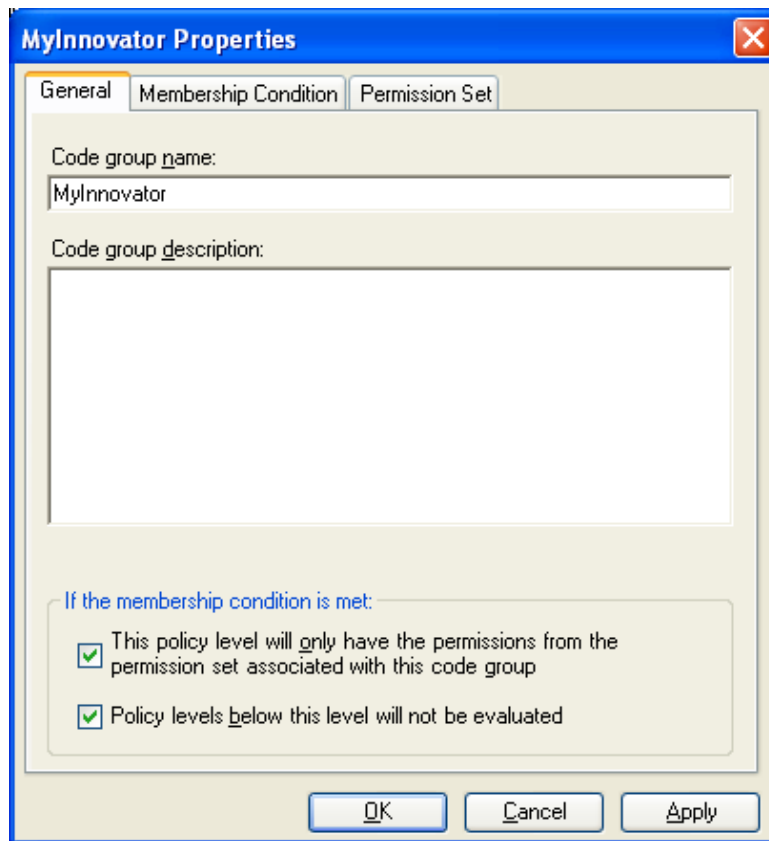
Figure 22.

16. Select **OK**.

17. Close the **Microsoft .NET Framework 2.0 Configuration** window.