Aras Innovator 12

Client Settings for Firefox 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 code 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 (-->) between the items that you will select consecutively. Example: Navigate to **File** --> **Save** --> **OK**.

1 Client Configuration

1.1 Installed Software

This release of Aras Innovator requires the use of Mozilla Firefox version 68 ESR and 78 ESR.

1.2 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.
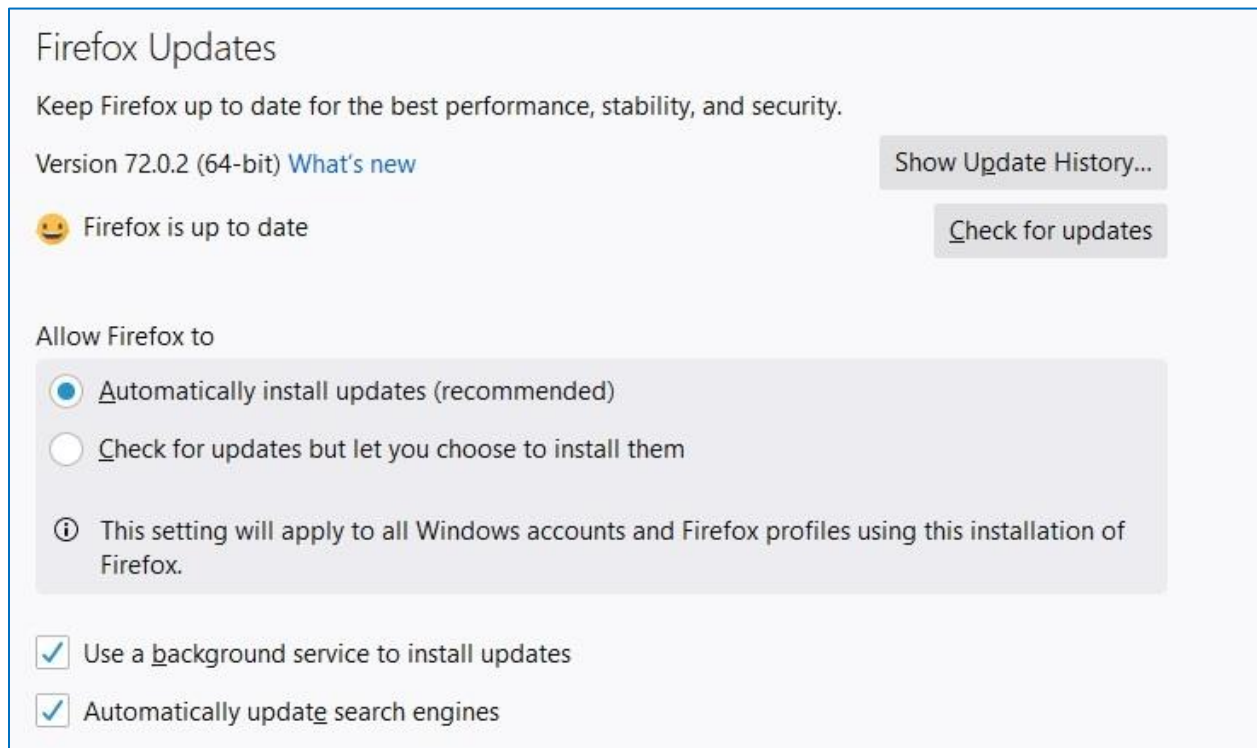3. Scroll down to **Firefox Updates**.

Figure 1.

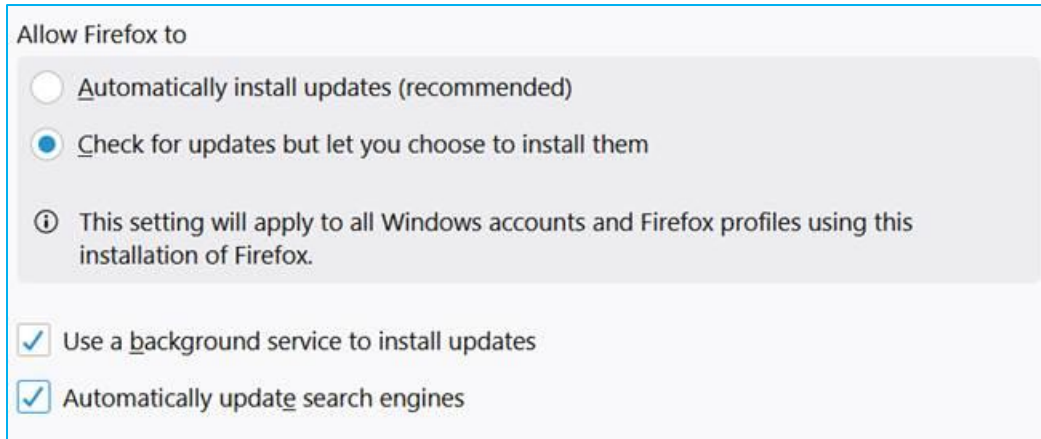4. Select **Check for updates but let you choose when to install them**.

Figure 2.

5. 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.

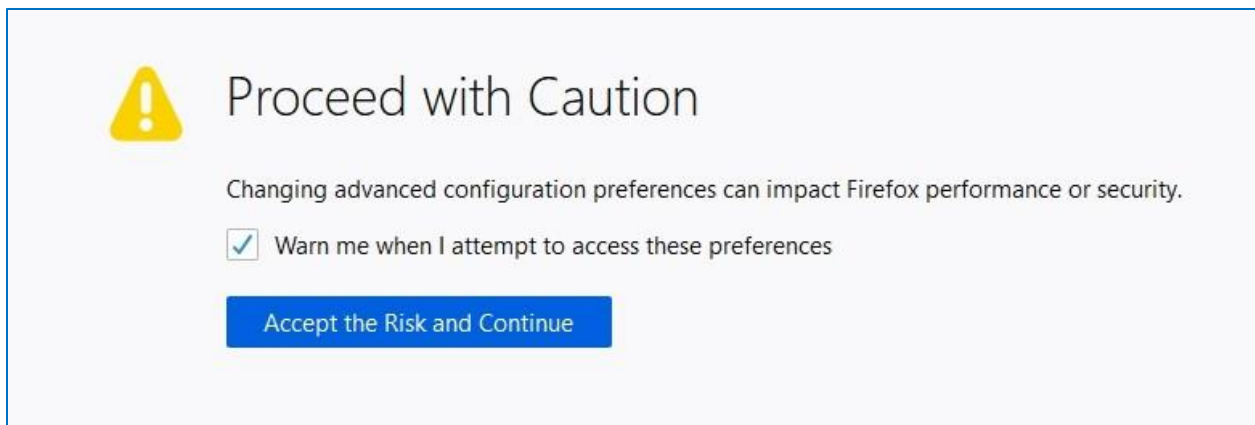   b. Navigate to **about:config**. The following message appears:

Figure 3.

   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 4.

6. Open a new Firefox window and browse to Aras Innovator.

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

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 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**.
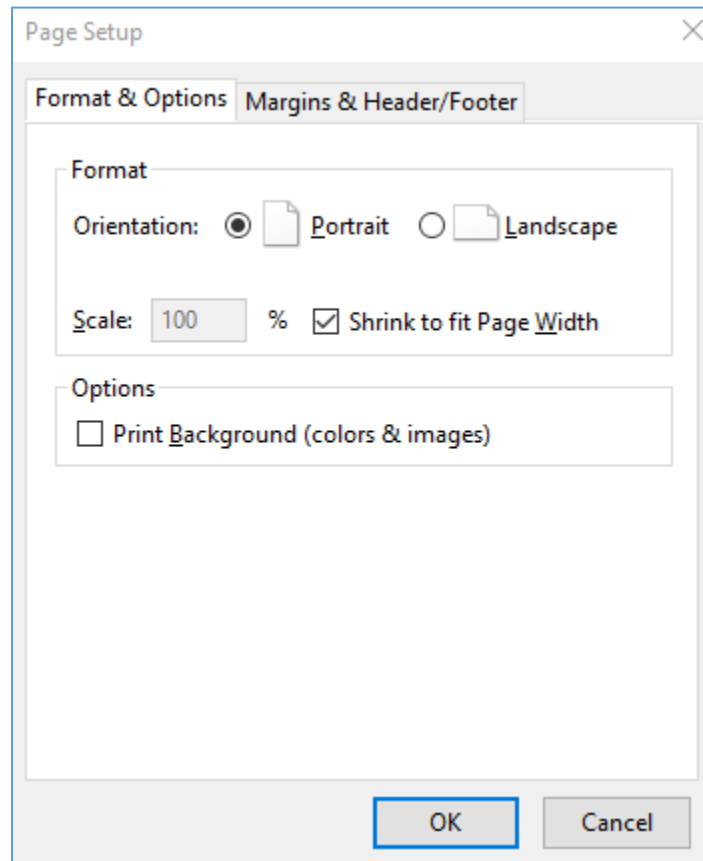
    The **Page Setup** dialog box appears.

Figure 5.

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

2 Troubleshooting

This section describes some of the common problems people encounter when they set 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.

Use the following procedure to change language settings:

1. Open Firefox browser and go to **Menu > Options**.

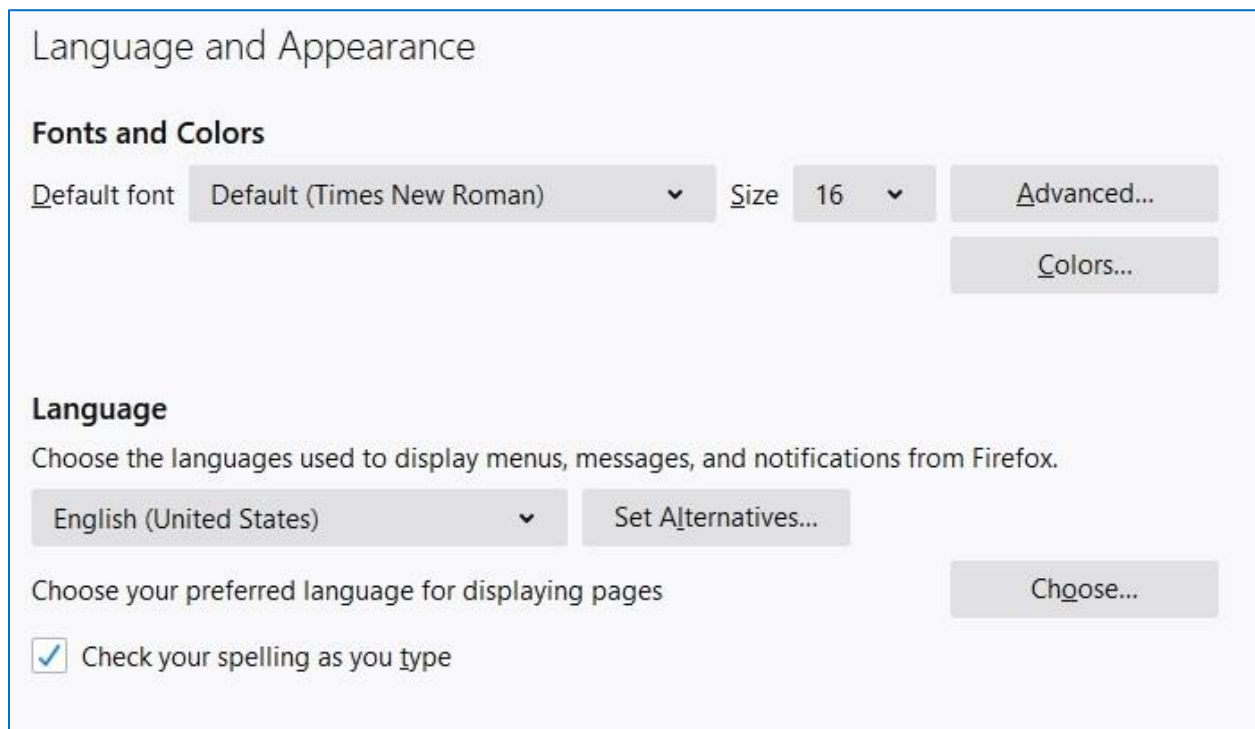2. Scroll down to the **Language and Appearance** section.

Figure 6.

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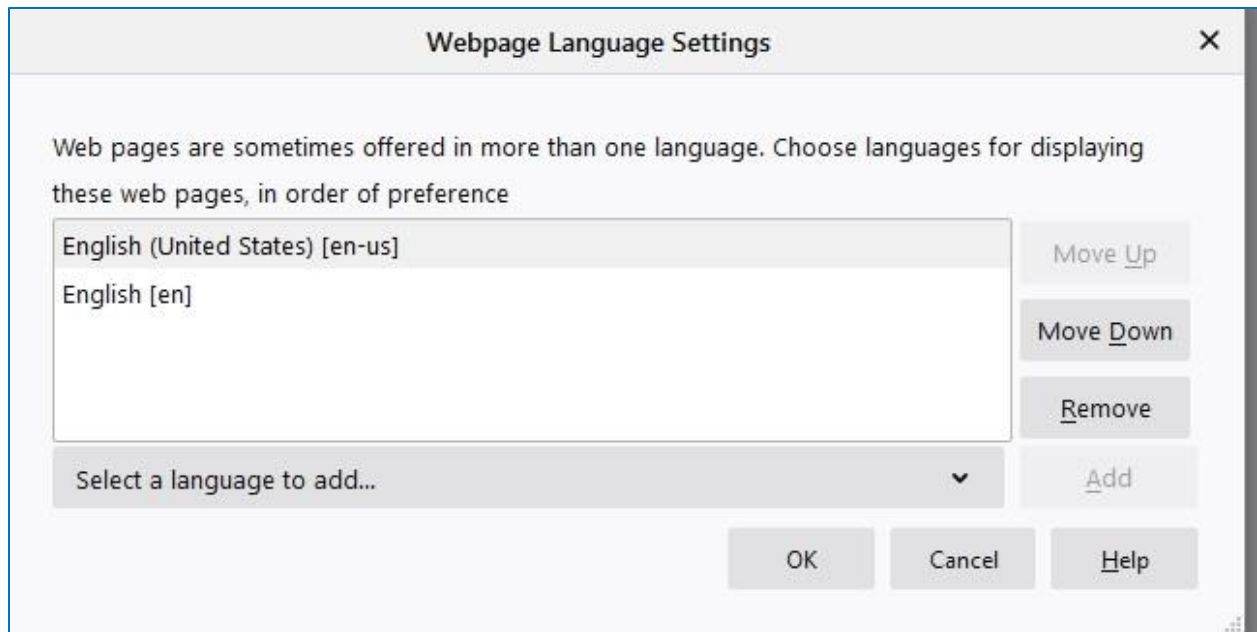

Figure 7.

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 Aras Innovator as administrator.

10. Confirm that the selected language is applied.

2.2 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:
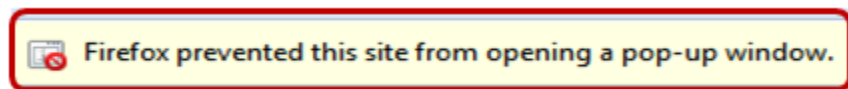

Figure 8.

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.
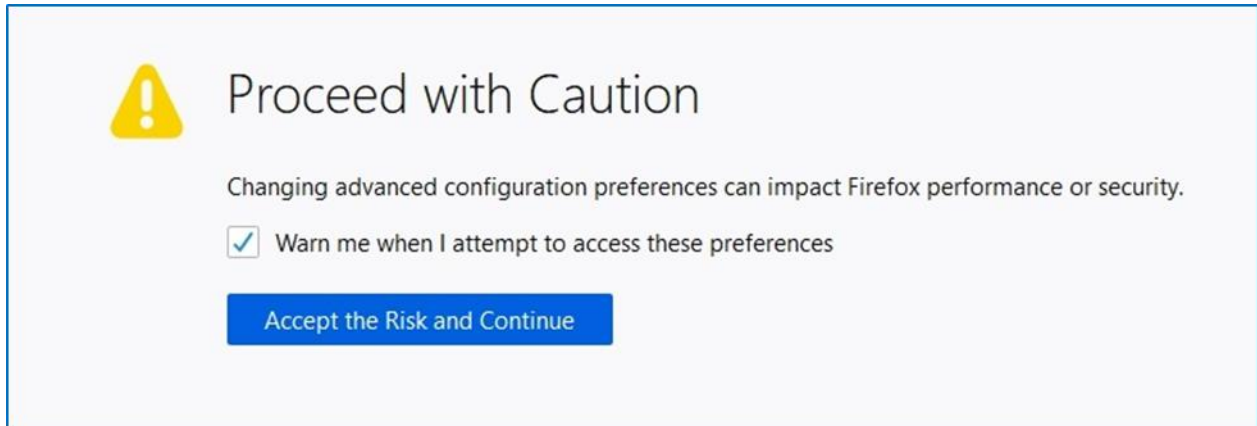
Figure 9.

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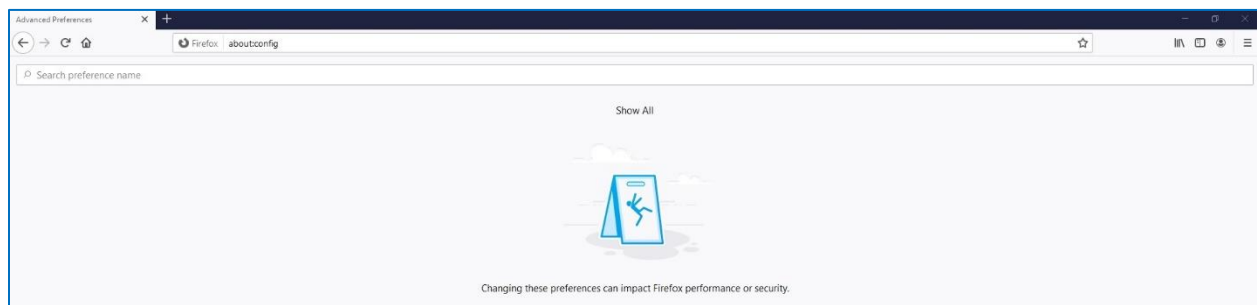

Figure 10.

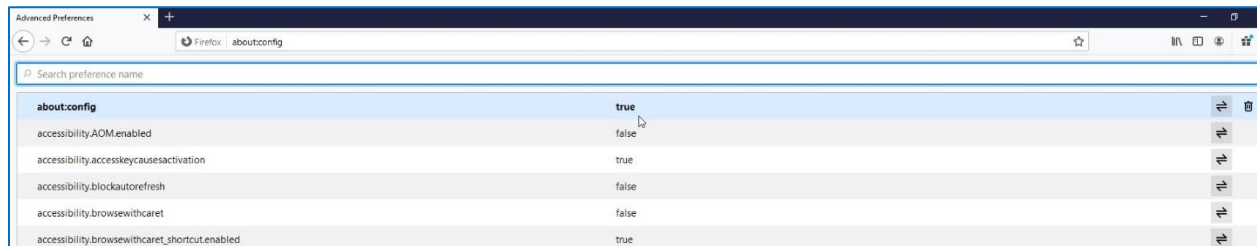4. Click **Show All**. A list similar to the following appears:

Figure 11.

5. Enter dom.popup_maximum in the search field. Right-click on it and select **Modify** from the popup menu.
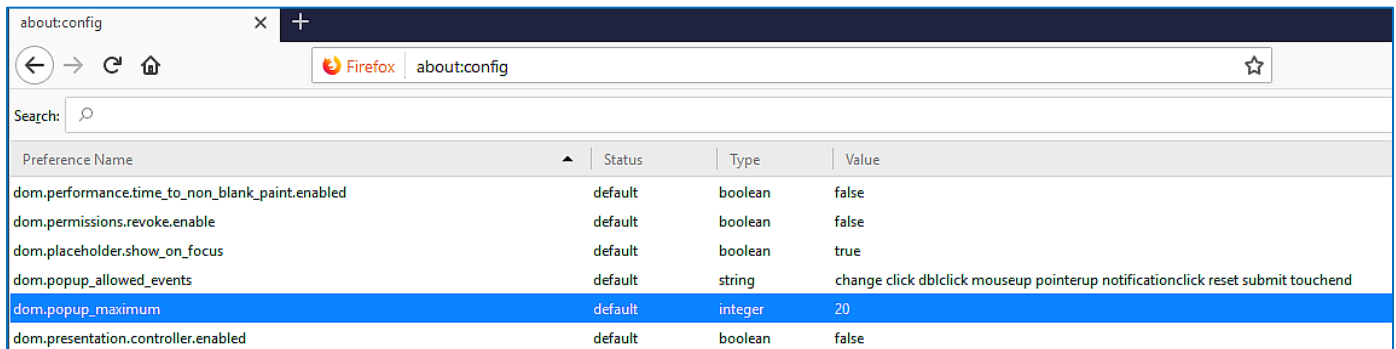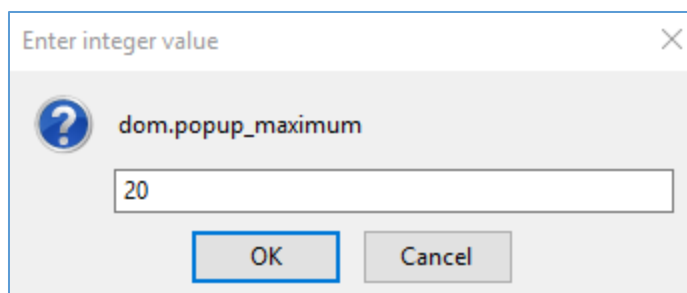
Figure 12.

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

Figure 13.

6. Specify a very high integer value such as 5000 for **dom.popup_maximum**.

7. 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 appear in the Viewer. But the user sees an error and the file does not appear.

Use the following procedure to resolve this issue:

1. Open a Firefox browser.

2. Type in **about:config** in the menu bar.

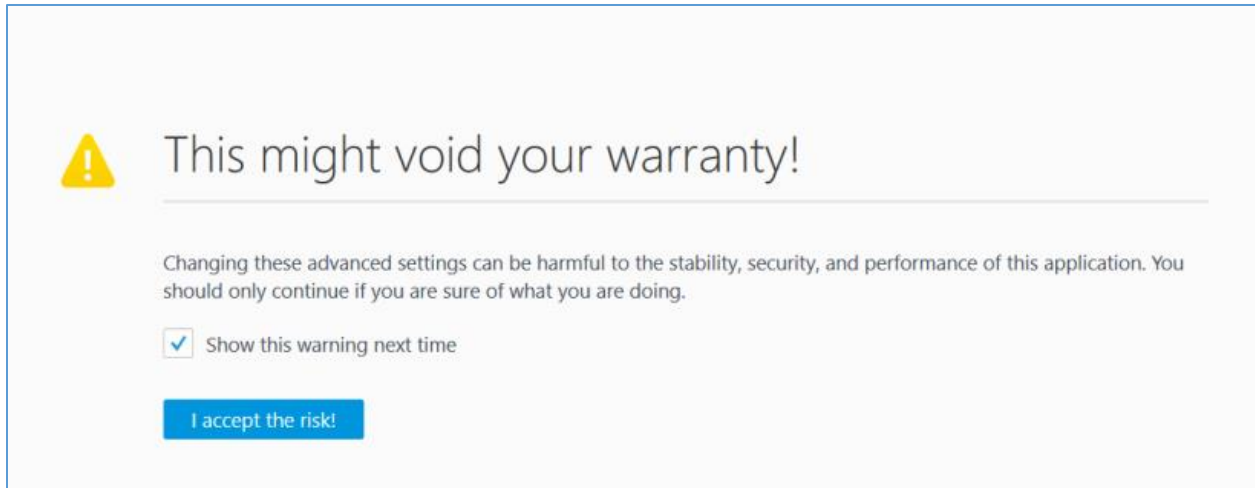   The following warning message appears.

Figure 14.

3. Click **I accept the risk!**

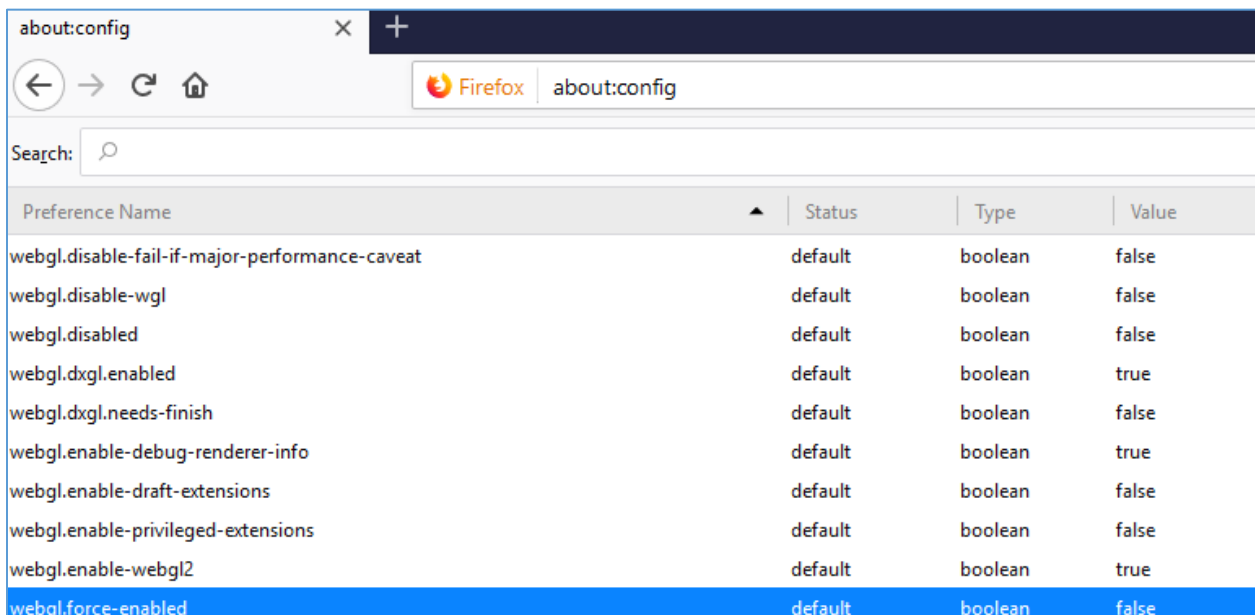4. Type **webgl** in the search input.

Figure 15.

5. Right-click on **webgl.force-enabled** and select **Toggle** to change its value to **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 appears in the viewer.

2.4 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 the feature display PDFs is browser specific. Users may experience differences in behavior when loading in Firefox vs Edge or Chrome. While all browsers provide the same functionality, the user experience will be slightly different.