Aras Innovator 11

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	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

This release of Aras Innovator requires the use of Mozilla Firefox version 38 ESR or 45 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**:
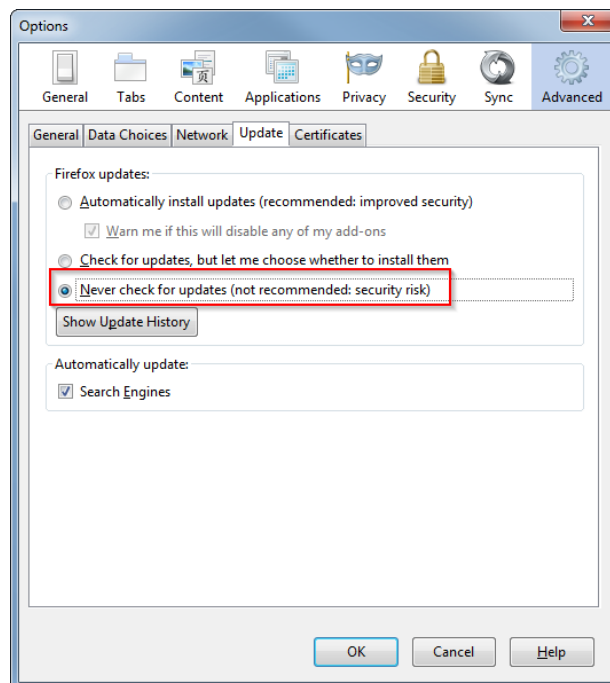

Figure 1.

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

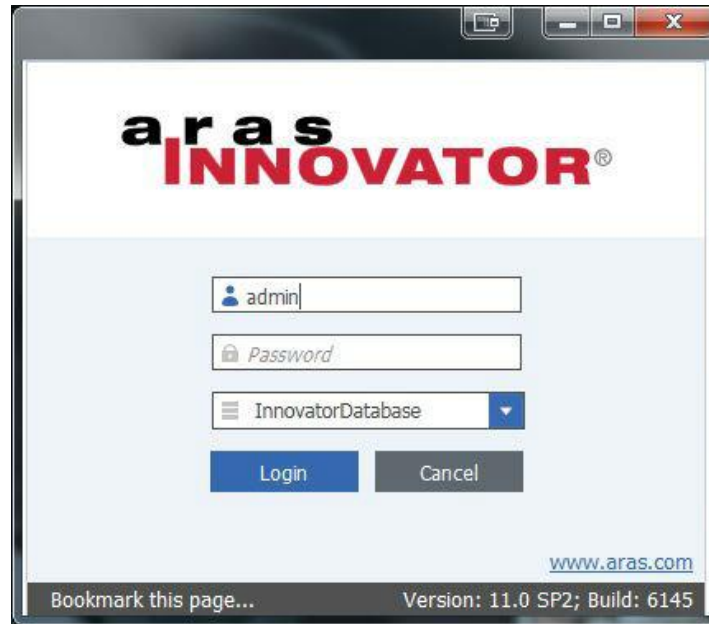3. You should now be able to log into Aras Innovator.

Figure 2.

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**.

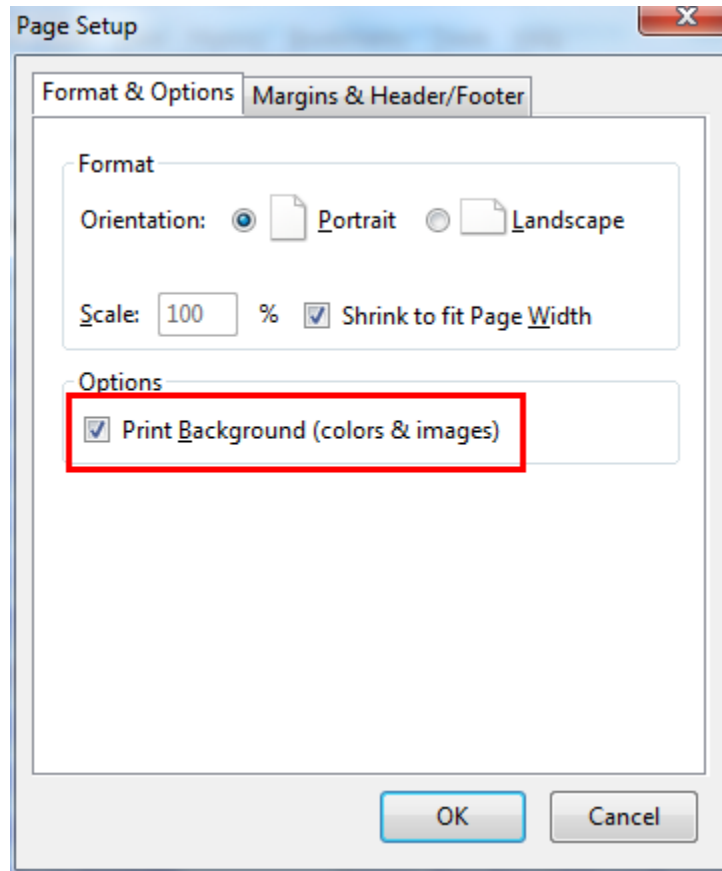   The **Page Setup** dialog box is displayed.

Figure 3.

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.
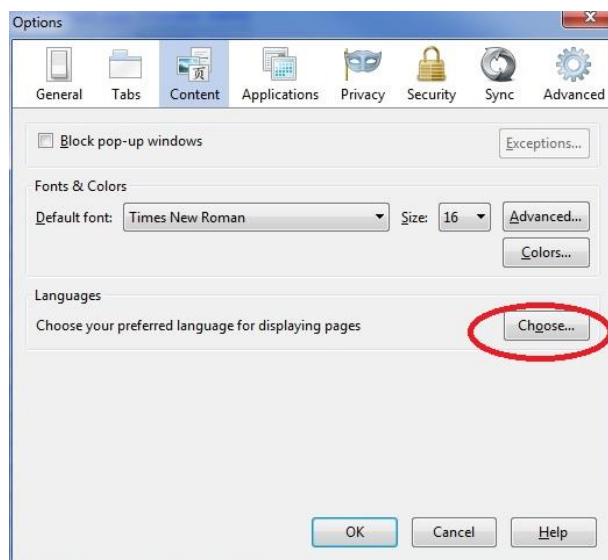3. In the **Languages** section, click **Choose**.

Figure 4.

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 5.

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.
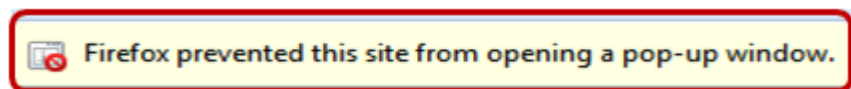

Figure 6.

To resolve this issue, follows the steps below:

1. Open a Firefox browser.

2. Type in about:config.
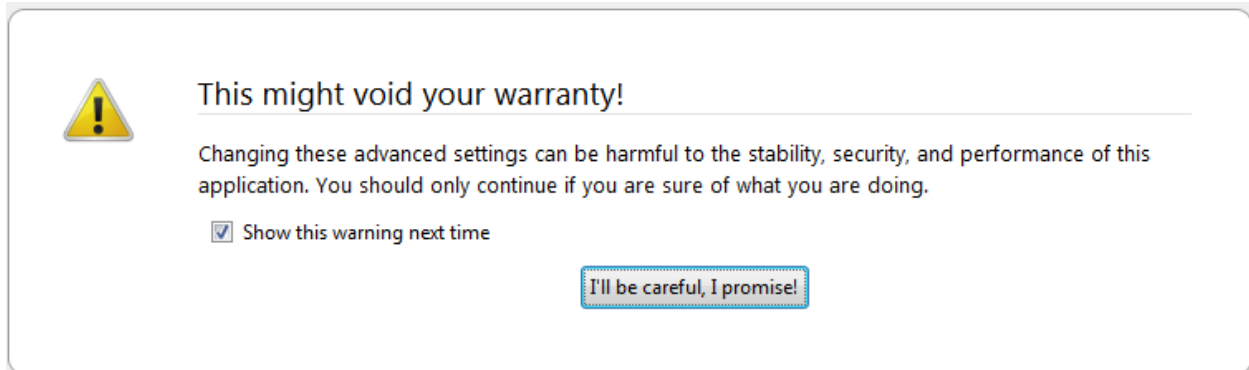
The following warning message is displayed.

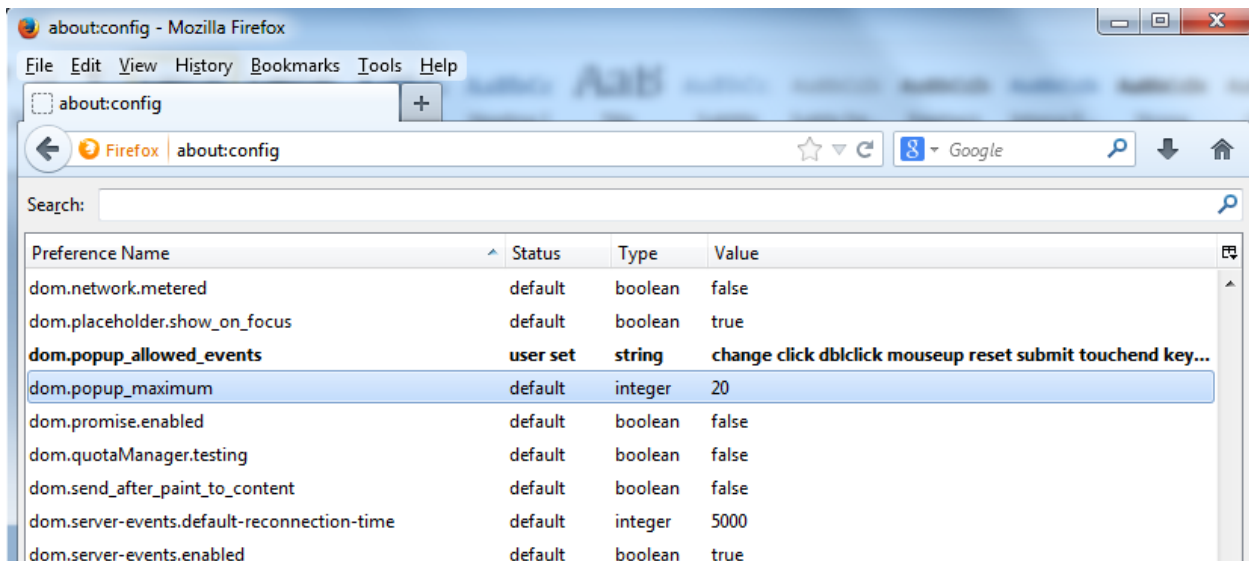Figure 7.

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

Figure 8.

4. Scroll to locate dom.popup_maximum, right-click and select **Modify**.
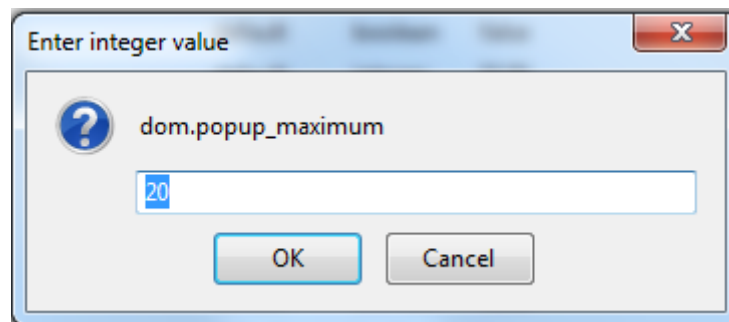
    The **Enter integer value** pop-up is displayed.

Figure 9.

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.

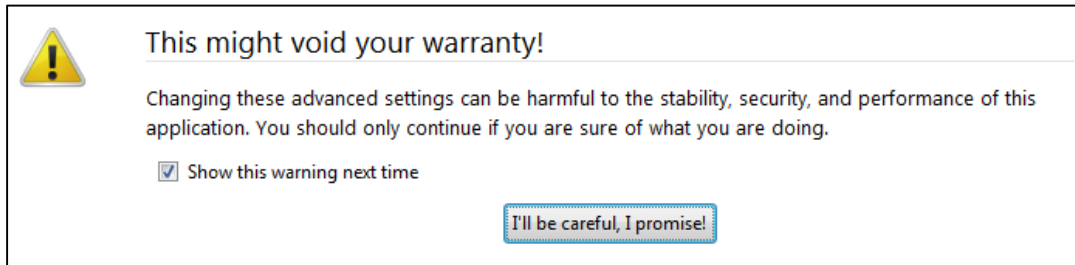   The following warning message is displayed.

Figure 10.

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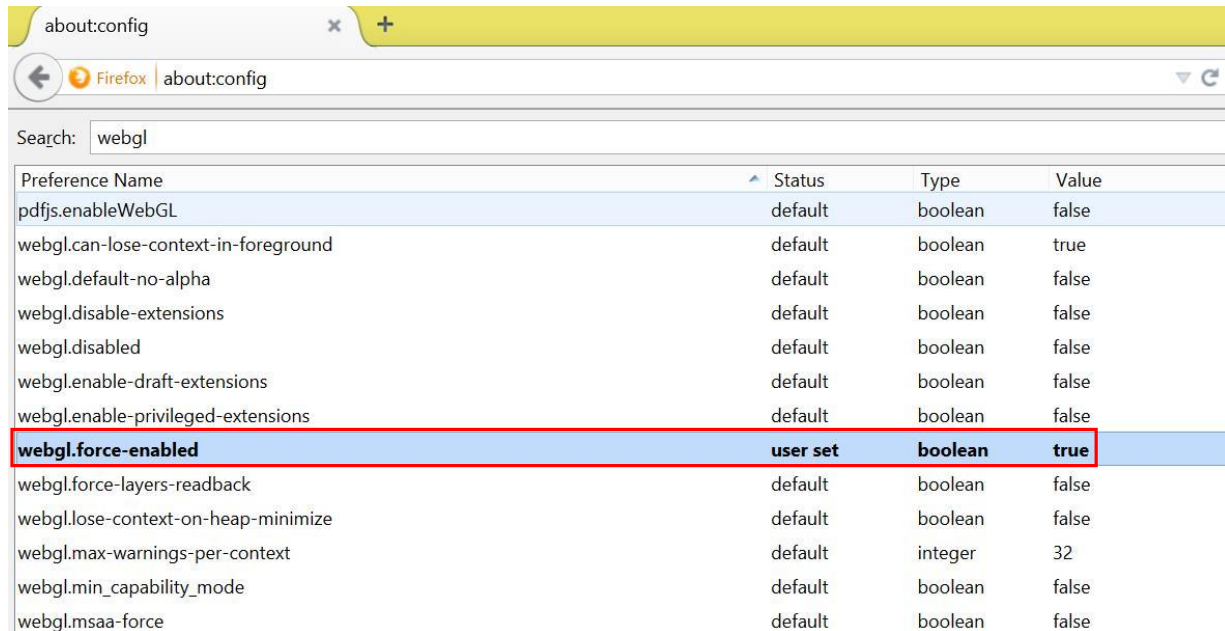
4. Type "webgl" in the search input.

Figure 11.

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.

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 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.