Aras Innovator 11

Client Settings for Internet Explorer on Windows

a r a s **corp** ®

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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 following:

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

1.3 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 11):

1. Open an Internet Explorer window.

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

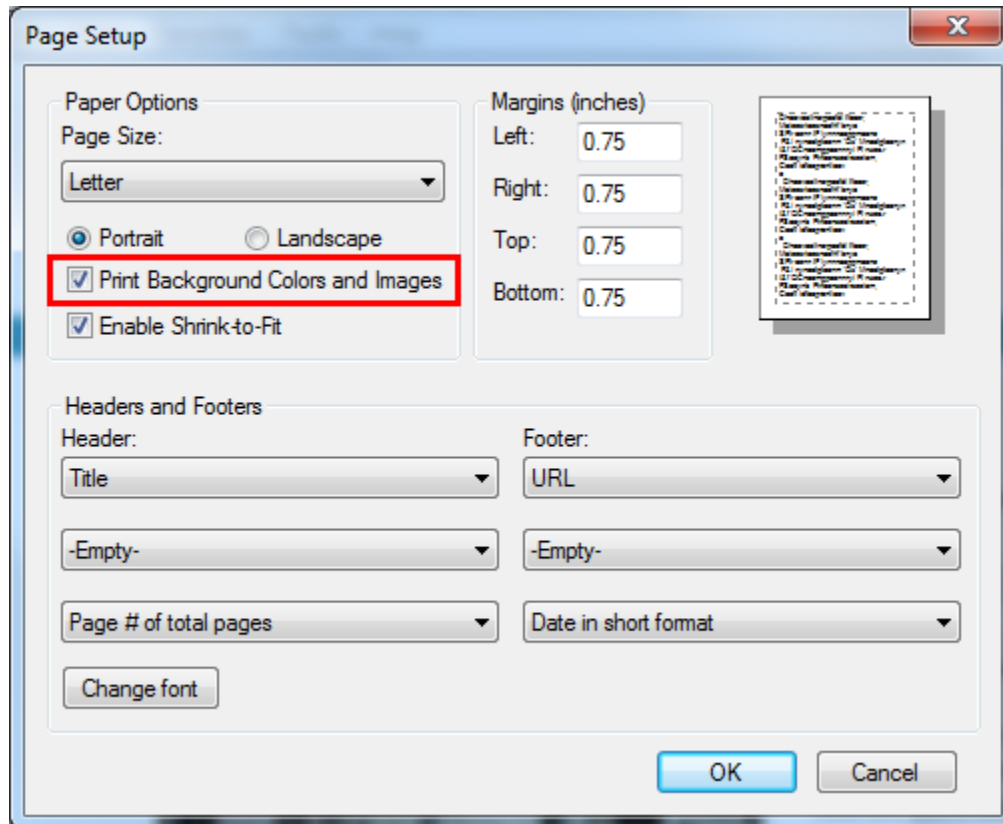   The **Page Setup** dialog box is displayed.

Figure 1.

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 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 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.

2.2.1 IE Settings for Disabling Files from Opening in Innovator Windows
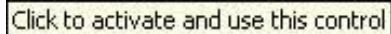
1. Open Internet Explorer
2. Select **Tools** --> **Internet Options** in the main menu.
3. Select **Advanced** tab
4. In the Browsing section, clear **Reuse windows for launching shortcuts** option.
5. Click **Apply**.

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

Click to activate and use this control

Figure 2.

 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.

2.5 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**.

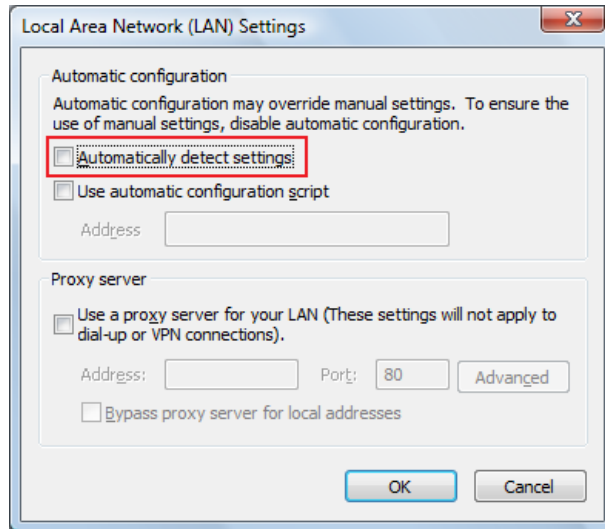5.   Clear the **Automatically detect settings** checkbox.

Figure 3.

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

2.6.1   Internet Explorer 11

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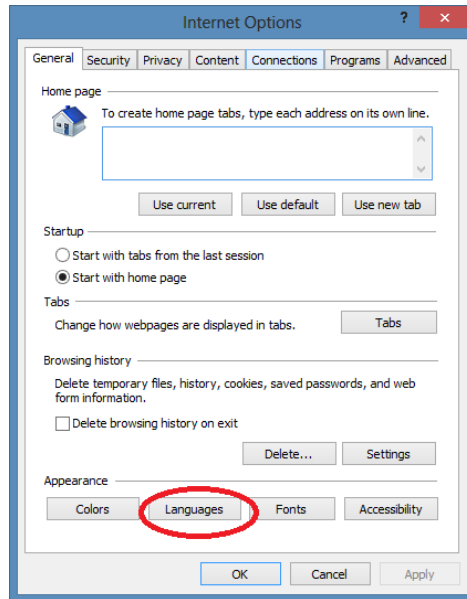2. In the **General** tab, click **Languages**.

Figure 4.

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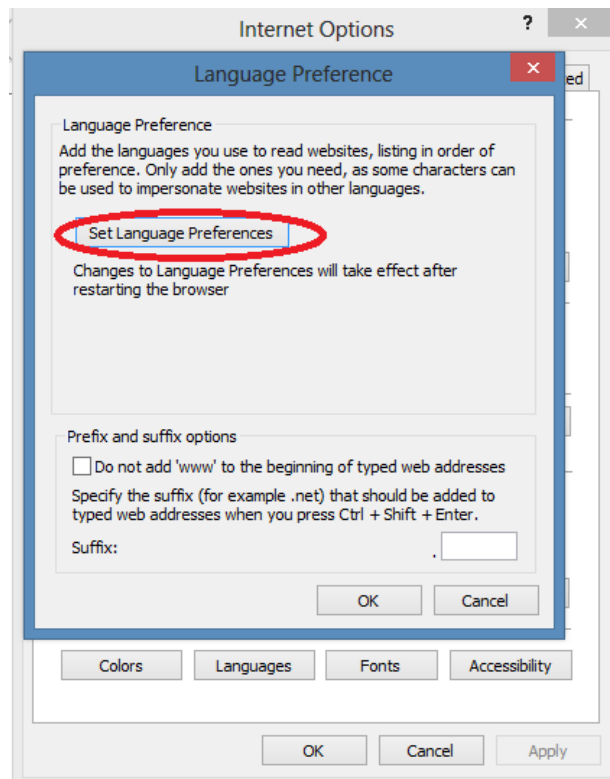

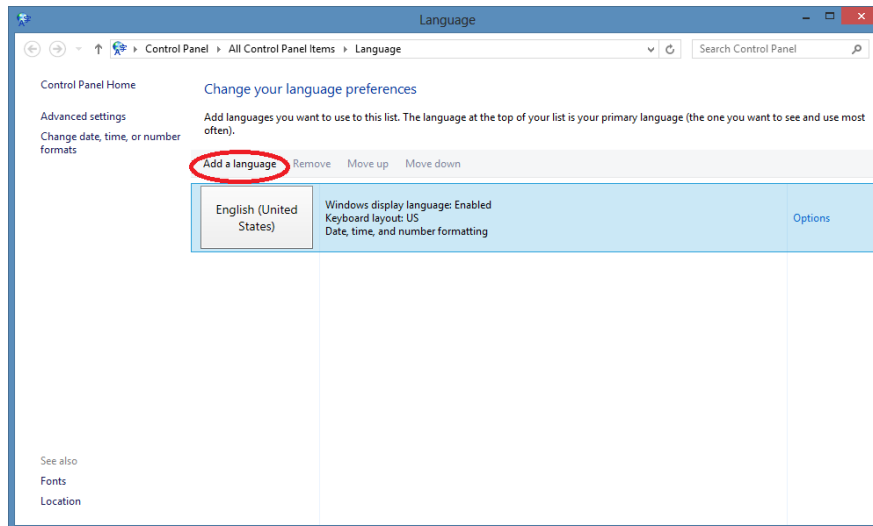Figure 5.

4. Click **Add a Language**.

Figure 6.

5. Select a language such as Japanese [ja-JP].

6. Click **Add** (bottom right corner).

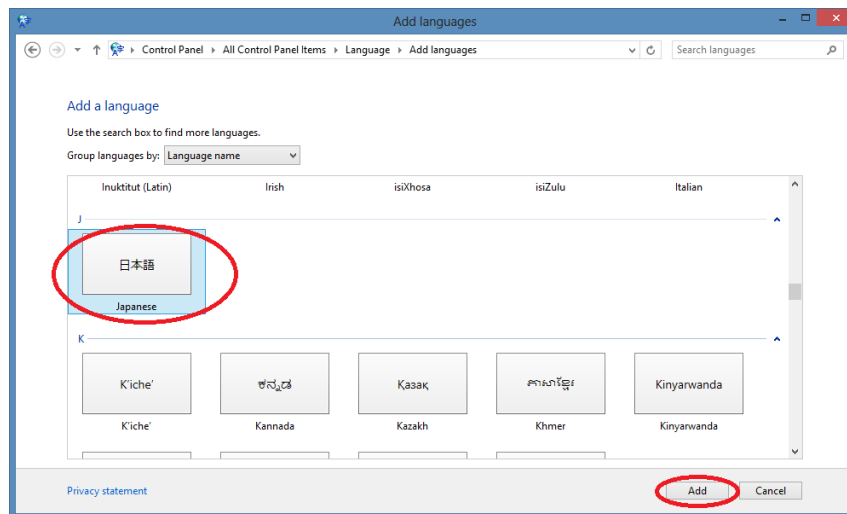7. Select the language box and click **Move up** to move the language box at the top.

Figure 7.

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.

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.
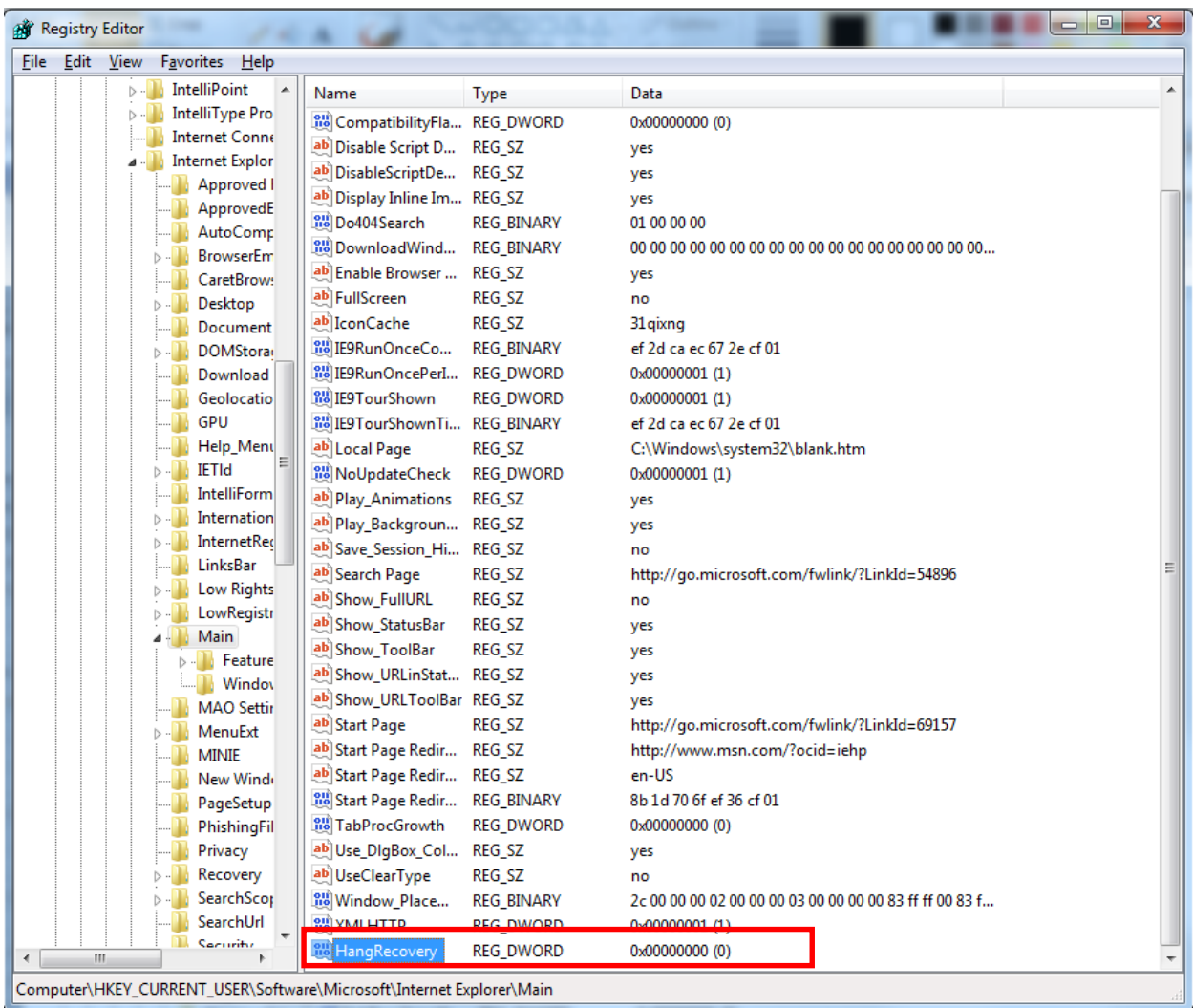
4. Set the following values:
   o **Type**: REG_DWORD
   o **Name**: HangRecovery

   o   **Value**: 0

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

2.8 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: http://support.microsoft.com/kb/2828842.

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.