




Aras Innovator Internet Explorer Client Configuration



Aras Innovator 9.3
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ARAS CORPORATION

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Aras Corporation
300 Brickstone Square
Suite 904
Andover, MA 01810

Phone: 978-691-8900
Fax: 978-794-9826

E-mail: Support@aras.com
Website: <http://www.aras.com>

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Overview

This is a basic guide to verifying that a client machine is configured correctly for use with Aras Innovator.

It is limited in scope to the Internet Explorer web browser client.



1 Internet Explorer and Client Configuration

1.1 Installed Software

Aras Innovator 9.3 requires the use of Microsoft Internet Explorer version 9, 8, or 7.

1.1.1 Checking the version of Internet explorer

- 1) Open an Internet Explorer window.
- 2) From the Menu Bar select Help → About
 - a. If the version number is earlier than 7.0, then you should download and install the upgraded browser software from the Microsoft® web site.

1.2 Recommended Settings

A user must be a member of the computer's Administrators group in Windows to make the changes required in this section.

1.2.1 Internet Explorer 9 Settings

Once you have logged into the client PC machine as an administrator, you may configure Internet Explorer using the following steps

1. Open an Internet Explorer window.
2. In the upper right select Tools → Internet Options
 - a. Select the Security tab
 - i. Select the Trusted Sites Zone
 1. Select the Sites button
 - a. Add the URL for Innovator to this zone.
 2. Enable Protected Mode (*Windows 7 and Vista Only*) – **Disable**
 - ii. Select the Custom Level button and insure the following settings (scroll down to find an appropriate option):
 1. .NET Framework-reliant components
 - a. Run components signed with Authenticode – **Enable**
 2. ActiveX controls and plug-ins
 - a. Allow ActiveX Filtering - **Disable**
 - b. Download signed ActiveX controls – **Enable**
 - c. Run ActiveX controls and plug-ins – **Enable**
 - d. Script ActiveX controls marked safe for scripting – **Enable**
 3. Downloads
 - a. File download – **Enable**.
 4. Miscellaneous
 - a. Allow websites to open windows without address bar or status bar – **Enable**
 5. Scripting
 - a. Active scripting – **Enable**
 - b. Select the General tab
 - i. In the "Browser History" section, Select the Settings button
 1. Select 'Every time I visit the webpage'
 2. Select OK



- ii. In the "Tabs" section, Select the Settings button
 - 1. In the "When a pop-up is encountered:" section select **Always open Pop-ups in a new window** (*Let internet explorer decides how pop-ups should open is the minimum setting allowed.*)
- c. Select the Advanced tab
 - i. Browsing
 - 1. Disable script debugging (Internet Explorer) - **Enable**
 - a. 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 please see [ActiveX control is deactivated when other applications are docked with Internet Explorer on the Windows Desktop](#)
 - 2. Disable script debugging (Other) - **Enable**
 - a. 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 please see [ActiveX control is deactivated when other applications are docked with Internet Explorer on the Windows Desktop](#)
 - 3. Display a notification about every script error. – **Disable**
 - d. Select OK
- 3. In the Internet Explorer menu, select Tools → "Compatibility View Settings"
 - a. Add your Aras Innovator Server name to the list of "Websites you've added to Compatibility View"
 - b. Select Close

1.2.2 Internet Explorer 8 Settings

Once you have logged into the client PC machine as an administrator, you may configure Internet Explorer using the following steps

- 4. Open an Internet Explorer window.
- 5. From the Menu Bar select Tools → Internet Options
 - a. Select the Security tab
 - i. Select the Trusted Sites Zone
 - 1. Select the Sites button
 - a. Add the URL for Innovator to this zone.
 - 2. Enable Protected Mode (*Windows 7 and Vista Only*) – **Disable**
 - ii. Select the Custom Level button and insure the following settings (scroll down to find an appropriate option):
 - 1. .NET Framework-reliant components
 - a. Run components signed with Authenticode – **Enable**
 - 2. ActiveX controls and plug-ins
 - a. Download signed ActiveX controls – **Enable**
 - b. Run ActiveX controls and plug-ins – **Enable**
 - c. Script ActiveX controls marked safe for scripting – **Enable**
 - 3. Downloads
 - a. File download – **Enable.**



4. Miscellaneous
 - a. Allow websites to open windows without address bar or status bar – **Enable**
 5. Scripting
 - a. Active scripting – **Enable**
- b. Select the General tab
- i. In the “Browser History” section, Select the Settings button
 1. Select ‘Every time I visit the webpage’
 2. Select OK
 - ii. In the “Tabs” section, Select the Settings button
 1. In the “When a pop-up is encountered:” section select **Always open Pop-ups in a new window** (*Let internet explorer decides how pop-ups should open is the minimum setting allowed.*)
- c. Select the Advanced tab
- i. Browsing
 1. Disable script debugging (Internet Explorer)
 - a. 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 please see [ActiveX control is deactivated when other applications are docked with Internet Explorer on the Windows Desktop](#)
 2. Disable script debugging (Other)
 - a. 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 please see [ActiveX control is deactivated when other applications are docked with Internet Explorer on the Windows Desktop](#)
 3. Display a notification about every script error. – **Disable**
- d. Select OK

It is recommended that you do **not** use the “Compatibility View” feature in IE8 with Aras Innovator. To check websites being run in compatibility mode you may do the following:

1. Open an Internet Explorer window.
2. From the Menu Bar select Tools → “Compatibility View Settings”

1.2.3 Internet Explorer 7 Settings

Once you have logged into the client PC machine as an administrator, you may configure Internet Explorer using the following steps

1. Open an Internet Explorer window.
2. From the Menu Bar select Tools → Internet Options
 - a. Select the Security tab
 - i. Select the Trusted Sites Zone
 1. Select the Sites button
 - a. Add the URL for Innovator to this zone.
 2. Enable Protected Mode (*Windows 7 and Vista Only*) – **Disable**



- ii. Select the Custom Level button and insure the following settings (scroll down to find an appropriate option):
 - 1. .NET Framework-reliant components
 - a. Run components not signed with Authenticode – **Enable**
 - b. Run components signed with Authenticode – **Enable**
 - 2. ActiveX controls and plug-ins
 - a. Download signed ActiveX controls – **Enable**
 - b. Run ActiveX controls and plug-ins – **Enable**
 - c. Script ActiveX controls marked safe for scripting – **Enable**
 - 3. Downloads
 - a. File download – **Enable.**
 - 4. Miscellaneous
 - a. Allow websites to open windows without address bar or status bar – **Enable**
 - 5. Scripting
 - a. Active scripting – **Enable**
- b. Select the General tab
 - i. In the “Browser History” section, Select the Settings button
 - 1. Select ‘Every time I visit the webpage’
 - 2. Select OK
 - ii. In the “Tabs” section, Select the Settings button
 - 1. In the “When a pop-up is encountered:” section select **Always open Pop-ups in a new window** (*Let internet explorer decides how pop-ups should open is the minimum setting allowed.*)
- c. Select the Advanced tab
 - i. Browsing
 - 1. Disable script debugging (Internet Explorer)
 - a. 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 please see [ActiveX control is deactivated when other applications are docked with Internet Explorer on the Windows Desktop](#)
 - 2. Disable script debugging (Other)
 - a. 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 please see [ActiveX control is deactivated when other applications are docked with Internet Explorer on the Windows Desktop](#)
 - 3. Display a notification about every script error. – **Disable**
- d. Select OK



2 Pop-Up Blockers

Internet Explorer versions 7 and up include a built in popup blocker and more explicit security warnings when downloading Internet content. Also, many add-ons to Microsoft Internet Explorer have introduced pop-up blockers into their software. It is recommended that pop-up blockers be disabled on client PC machines, but if this is not possible, please refer to you pop-up blocker documentation for instructions on how to create exceptions for the Aras Innovator software.

3 .NET Framework Client Configuration

This document outlines the steps needed to configure a client PC machine's Internet Explorer to run the Aras Innovator software. The system administrator must also review and deploy the .Net Framework client configuration before the Aras Innovator software can be run on a client machine.

The *Aras Innovator - .NET Client Configuration* document presents options for how individual IT departments will deploy the .Net Framework Security policies to client PCs. This document contains the instructions for configuring the .Net Framework 2.0, 3.0, or 3.5.

This document can be found at <http://www.aras.com/support/> or in the Documentation folder of the Aras Innovator CD Image.



4 Troubleshooting

4.1 Files Display in the Aras Innovator Window

Certain file type can use Internet Explorer as the default program to be viewed in. The example this section will use is an XML document. When an XML document is open in most systems it will use 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. One, 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. Or two, disable the ability for these files to open in existing Internet Explorer windows. This second option will force the XML file to be opened in a new Internet Explorer window, rather than any existing window. See section 4.1.1 for instructions to disable this feature.

4.1.1 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 Uncheck "Reuse windows for launching shortcuts" option. Apply.

4.2 ActiveX control is deactivated when other applications are docked with Internet Explorer on the Windows Desktop

Certain applications, like 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 will be 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

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.

4.3 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.

4.3.1 Disabling Auto Detect proxy settings

1. Open Internet Explorer
2. Select Tools->Internet Options
3. Select the Connections Tab
4. Click the LAN Settings Button
5. Uncheck "Automatically detect settings" if it is checked(screen shot below)

