



# Aras Innovator Internet Explorer Client Configuration



**Aras Innovator 9.4**  
**Document #: 9.4.012282009**  
**Last Modified: 7/31/2013**

<p><b>aras</b> <b>INNOVATOR</b><sup>®</sup></p>	<p><b>Additional Info</b></p>
<p>Microsoft Enterprise Solutions with Unlimited Users</p>	<ul style="list-style-type: none"> <li>▶ <a href="#">Documentation</a></li> <li>▶ <a href="#">Training</a></li> <li>▶ <a href="#">Support</a></li> </ul>
<p><b>Download Now</b></p>	

# ARAS CORPORATION

Copyright © 2013 Aras Corporation. All rights reserved

Aras Corporation  
300 Brickstone Square  
Suite 700  
Andover, MA 01810

Phone: 978-691-8900

Fax: 978-794-9826

E-mail: [Support@aras.com](mailto:Support@aras.com)

Website: <http://www.aras.com>

## Notice of Rights

Copyright © 2013 by Aras Corporation. This material may be distributed only subject to the terms and conditions set forth in the Open Publication License, V1.0 or later (the latest version is presently available at <http://www.opencontent.org/openpub/>).

Distribution of substantively modified versions of this document is prohibited without the explicit permission of the copyright holder.

Distribution of the work or derivative of the work in any standard (paper) book form for commercial purposes is prohibited unless prior permission is obtained from the copyright holder.

Aras Innovator, Aras, and the Aras Corp "A" logo are registered trademarks of Aras Corporation in the United States and other countries.

All other trademarks referenced herein are the property of their respective owners.

## Notice of Liability

The information contained in this document is distributed on an "As Is" basis, without warranty of any kind, express or implied, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose or a warranty of non-infringement. Aras shall have no liability to any person or entity with respect to any loss or damage caused or alleged to be caused directly or indirectly by the information contained in this document or by the software or hardware products described herein.



# Table of Contents

<b>SEND US YOUR COMMENTS</b> .....	<b>5</b>
<b>OVERVIEW</b> .....	<b>6</b>
<b>1 INTERNET EXPLORER AND CLIENT CONFIGURATION</b> .....	<b>7</b>
1.1 INSTALLED SOFTWARE.....	7
1.1.1 <i>Checking the version of Internet explorer</i> .....	7
1.2 RECOMMENDED SETTINGS .....	7
1.2.1 <i>Internet Explorer 10 Settings</i> .....	7
1.2.2 <i>Internet Explorer 9 Settings</i> .....	8
1.2.3 <i>Internet Explorer 8 Settings</i> .....	10
<b>2 POP-UP BLOCKERS</b> .....	<b>12</b>
<b>3 .NET FRAMEWORK CLIENT CONFIGURATION</b> .....	<b>12</b>
<b>4 TROUBLESHOOTING</b> .....	<b>13</b>
4.1 FILES DISPLAY IN THE ARAS INNOVATOR WINDOW.....	13
4.1.1 <i>IE Settings for Disabling Files from Opening in Innovator Windows</i> .....	13
4.2 MSXML.....	13
4.3 ACTIVE X CONTROL IS DEACTIVATED WHEN OTHER APPLICATIONS ARE DOCKED WITH INTERNET EXPLORER ON THE WINDOWS DESKTOP .....	13
4.4 LOGIN SCREEN RANDOMLY TAKES A LONG TIME TO LOAD.....	14
4.4.1 <i>Disabling Auto Detect proxy settings</i> .....	14
4.5 INNOVATOR ATTEMPTING TO LOAD IN 64-BIT IE.....	15
<b>APPENDIX</b> .....	<b>17</b>



# Send Us Your Comments

---

Aras Corporation welcomes your comments and suggestions on the quality and usefulness of this document. Your input is an important part of the information used for future revisions.

- Did you find any errors?
- Is the information clearly presented?
- Do you need more information? If so, where and what level of detail?
- Are the examples correct? Do you need more examples?
- What features did you like most?

If you find any errors or have any other suggestions for improvement, please indicate the document title, and the chapter, section, and page number (if available).

You can send comments to us in the following ways:

- Email:  
**Support@aras.com**  
**Subject: Aras Innovator Documentation**

Or,

- Postal service:  
**Aras Corporation**  
**300 Brickstone Square**  
**Suite 700**  
**Andover, MA 01810**  
**Attention: Aras Innovator Documentation**

Or,

- FAX:  
**978-794-9826**  
**Attn: Aras Innovator Documentation**

If you would like a reply, please provide your name, email address, address, and telephone number.

If you have usage issues with the software, please visit <http://www.aras.com/support/>



# 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 9.4 requires the use of Microsoft Internet Explorer version 10, 9, or 8.

### 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 8.0, 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 10 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 – **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. Under "Check for newer versions of stored pages," select 'Automatically'
      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**
  - ii. Security
    - 1. Enable Enhanced Protected Mode\* - **Disable**
      - a. Enabling this setting will force IE10 to run using the 64-bit iexplore.exe process which is currently not supported by Aras Innovator.
- d. Select OK

It is recommended that you do **not** use the "Compatibility View" feature in IE10 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."  
*A new window should pop up with a list of sites added to the "Compatibility View."*
3. Remove all references to the Aras Innovator site from the list (if there are any).

### 1.2.2 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. Under “Check for newer versions of stored pages,” select ‘Automatically’
    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





### 1.2.3 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

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 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. Under “Check for newer versions of stored pages,” select ‘Automatically’
        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:

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



## 2 Pop-Up Blockers

---

Internet Explorer versions 8 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 3.5 SP1.

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 MSXML

Aras Innovator requires MSXML4 SP3 on the client. This may not be installed by default on some PCs, and may require explicit installation from the Microsoft website.

### 4.3 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.

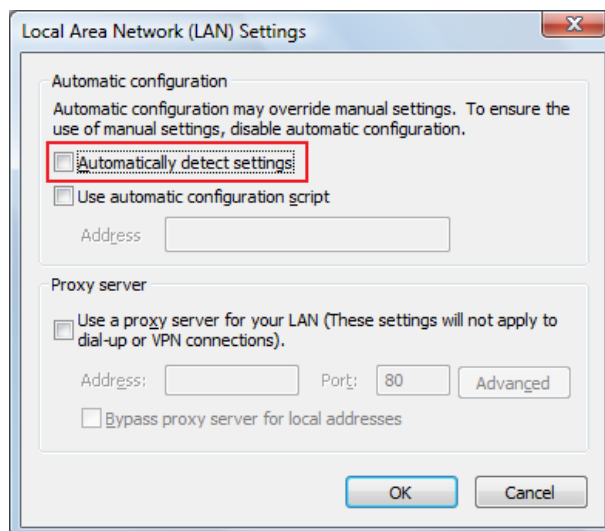
#### 4.4 Login Screen randomly takes a long time to load

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.

##### 4.4.1 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)



## 4.5 Innovator attempting to load in 64-bit IE

If the login screen fails to load with the following error, this indicates that the 64-bit version of Internet Explorer is being used.

Aras Innovator client has failed to initialize.



You have attempted to load Aras Innovator in the 64-BIT version of Internet Explorer. Please close this process and reopen Aras Innovator in the 32-BIT version of Internet Explorer.

### Internet Explorer 9

In Internet Explorer 9, there are two executables that are available on 64-bit operating systems. Please confirm that you are loading the "iexplore.exe" process from the following Windows directory:

C:\Program Files (x86)\Internet Explorer\iexplore.exe

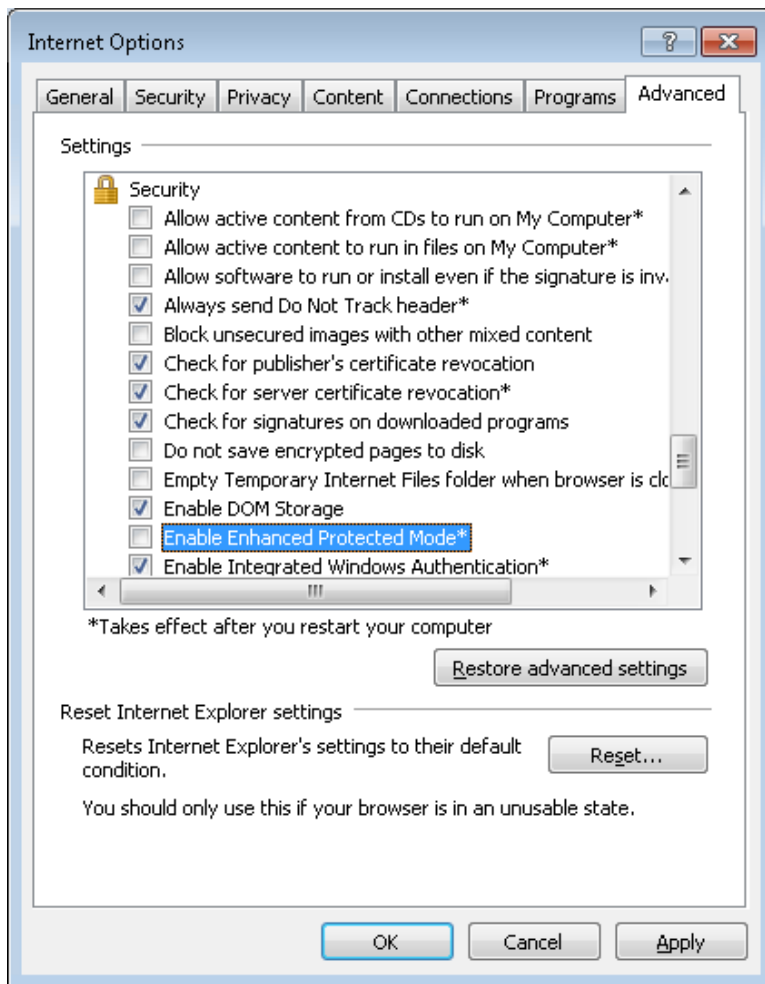
If you are using the 64-bit version of Internet Explorer, the following will be displayed in the "Help" → "About":



## Internet Explorer 10

In Internet Explorer 10, the main "iexplore.exe" process is always run using the 64-bit Internet Explorer. Depending on the following settings, the tabs within Internet Explorer will run using either the 32-bit or the 64-bit process.

Please confirm that "Enable Enhanced Protected Mode\*" is disabled. Please note that any changes to this flag require that the computer be restarted.



In addition to this setting, there is a registry entry that can prevent the tabs of Internet Explorer from loading using the 32-bit iexplore.exe process. Please confirm that the following entry does not have a value of "0" set:

`HKEY_CURRENT_USER\Software\Microsoft\Internet Explorer\Main "TabProcGrowth"`

If this entry is set to value of "0", you will need to modify the value to some integer value larger than "0" (for example, "1").

For more information on this setting, please see the following Microsoft KB article:

<http://support.microsoft.com/kb/2716529>



# Appendix

---

If a user selects a Windows setting to “Never combine” buttons in the taskbar, it may be useful to hide the URL and show a more useful text in each taskbar button. A typical user working in Aras Innovator has multiple windows open simultaneously, and this setting would help them to quickly identify each window from the taskbar.

To hide the URL:

1. Open Internet Explorer
2. Select **Tools->Internet Options**
3. Select **Security** tab
4. Select the **Custom Level** button.
5. Under **Miscellaneous**, set **Allow script-initiated windows without size or position constraints** - **Enable**.

