Infor Support Portal Browser References

This document describes the list of supported browsers, browser recommendations and known issues.

November 2018
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Browsers Supported

The following browsers are recommended for the Infor Support Portal:

- Internet Explorer 10 and 11
- Microsoft Edge
- Google Chrome versions 68 and up.
- Mozilla Firefox versions 61 and up.

The above versions are supported along with any changes to the current version and the current -1 version.

Browser Recommendations

The following sections describe the steps to configure your browser’s Popup Blocker, Temporary Internet Files and Trusted Sites.
Internet Explorer

Popup Blocker

The Infor Support Portal requires the browser to allow popups.

To enable popups using Internet Explorer, select Tools > Pop-up Blocker > Pop-up Blocker Settings
From the Pop-up blocker settings, enter an exception for the Support Portal.

To allow popups from the Support Portal, enter www.inforxtreme.com (the URL has not changed) below the "Address of website to allow" field, and then click the Add button.

The website is added as an allowed site.
Temporary Internet Files

The Infor Support Portal development team periodically deploys new updates and features. To ensure the newer code is loaded correctly, you may need to occasionally clear the browser’s cache and history.

To clear your browser history in Internet Explorer, click Tools and select **Delete Browsing History**.
In the Delete Browsing History dialog, select the applicable browsing history check boxes for any items you want to delete, and then click **Delete**.

NOTE: click the “about deleting browsing history” link to access a Microsoft guide for viewing and deleting your browsing history in Internet Explorer.
Internet Explorer includes the option to check for newer versions of stored pages when visiting a webpage. This option is recommended for the Support Portal.

To enable this option, open Internet Explorer and select **Tools > Internet Options**
From the Internet Options, on the **General** tab, select the **Settings** button in the Browsing History group.

Then set **Check for newer versions of stored pages** = *Every time I visit the webpage*

Click **OK** and then click **Ok** again at the Internet Options page.
Trusted Sites

It is also recommended but not required that you define the Support Portal as a trusted site. If you encounter a problem while using the Support Portal, you should add it as a trusted site.

To add the Support Portal as a Trusted Site using Internet Explorer, open Internet Explorer and select Tools > Internet Options

From the Internet Options, select the Security tab, select a zone to view or change security settings, select Trusted Sites, and then click the Sites button.
From the Trusted Sites, and “Add this website to the zone,” enter www.inforxtreme.com and click the **Add** button.
Microsoft Edge

Popup Blocker

Microsoft Edge does not allow for popup blocker exceptions, so popups are either allowed or not allowed.

To enable popups using Microsoft Edge click on the Edge menu and select Settings.

On the list of Settings, click on the View Advanced Settings button.
By default, the Block Pop-ups option is turned off.

The Support Portal requires the browser to allow popups, so the Block Pop-Ups option should be configured as depicted below.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Show the home button</td>
<td>Off</td>
</tr>
<tr>
<td>Block pop-ups</td>
<td>Off</td>
</tr>
<tr>
<td>Use Adobe Flash Player</td>
<td>On</td>
</tr>
</tbody>
</table>

**Temporary Internet Files**

The Support Portal development team periodically deploys new updates and features. To ensure the newer code is loaded correctly, you may need to occasionally clear the browser’s cache and history.

To clear your browser history in Edge, click on the Edge menu and select Settings.

On the list of Settings, scroll down to the Clear Browsing Data section and click on the Choose what to clear button.

On the Clear browsing data form select which browsing options to clear.
Trusted Sites

Microsoft Edge does not allow individual trusted sites to be added. You can click on the three dots on the upper right corner of Edge and select "open in internet explorer" and then add a trusted site in IE as described in this document.

Google Chrome

Popup Blocker

The Infor Support Portal requires the browser to allow popups.

To enable popups using Google Chrome, click the Chrome Menu and then click Settings and then scroll to the bottom of the chrome://settings page and click on Advanced.
Below the Privacy and security options, click on **Content settings**

From the content settings page, click the arrow for **Popups**:  

Now add an exception for the Support Portal by clicking the **Add** button  

No sites added
On the Add a Site form enter www.inforxtreme.com (the URL has not changed) and then click Add:

Add a site

Site
www.inforxtreme.com

The allowed popup exception is displayed:

Allow

Temporary Internet Files

The Support Portal development team periodically deploys new updates and features. To ensure the newer code is loaded correctly, you may need to occasionally clear the browser’s cache and history.

To clear the browser cache using Google Chrome, click the Chrome menu on the browser toolbar. Select Settings.

Click Advanced and then Clear Browsing Data.

Clear browsing data
Clear history, cookies, cache, and more
In the dialog that appears, select the checkboxes for the types of browser data you want to remove. Use the drop-down menu to select the amount of data that you want to delete. To delete everything, use the beginning of time option, and then click Clear browsing data.

Clear the following items from the beginning of time:
- Browsing history: 18 items
- Download history: None
- Cached images and files: 6.7 MB
- Cookies and other site data: This will sign you out of most websites.
- Passwords: 1 password
- Autofill form data: None
- Hosted app data: 5 apps (Cloud Print, Gmail, and 3 more)
- Media licenses: You may lose access to protected content from some sites.

NOTES:

Google Chrome does not offer an option to check for newer versions of stored pages.

Use the “Learn more” link to view an official document from Google on how to Clear Browsing Data.
**Trusted Sites**

It is also recommended but not required that you define the Support Portal as a trusted site. If you encounter a problem with using the Support Portal, you should add it as a trusted site.

To add the Support Portal as a Trusted Site using Google Chrome, click the Chrome Menu on the browser toolbar. Click **Settings**. Click the **advanced** menu at the bottom of the page.

Scroll down to **System** and select the option to **Open proxy settings**:

From the Internet Options, on the **Security** tab, in the select a zone group select **Trusted Sites**. Then click the **Sites** button.
From the Pop-up blocker settings, enter an exception for the Support Portal.

To allow popups from the Support Portal, enter www.inforxtreme.com (the URL has not changed) below the “Address of website to allow” field, and then click the Add button.

The website is added as an allowed site.
Firefox

Popup Blocker

The Infor Support Portal requires the browser to allow popups.

To enable popups using Firefox, click the Firefox menu and select Options:
From the Options page click on the Privacy & Security menu.

On the Block Pop-Up windows option, click the **Exceptions** button to add an exception for the Support Portal.

From the Allowed Websites window, enter https://www.inforxtreme.com (the URL has not changed) in the address of website field and click the **allow** button:
The allowed website is displayed. Click on the **Save Changes** button.

[Image of Allowed Websites - Pop-ups dialog]

**Temporary Internet Files**

The Support Portal development team periodically deploys new updates and features. To ensure the newer code is loaded correctly, you may need to occasionally clear the browser’s history and cache.
Clear History

To clear the Firefox history and cache, click the Firefox menu and select Options.

From the Options page click on the Privacy & Security menu.

In the History section, click the Clear your recent history link:

In the Clear Recent History dialog – select the time range to clear and select details to specify that recent history data should be cleared.

Once completed click the Clear Now button:
Clear Cached Web Content

To clear the Firefox cached web content, click the Firefox menu and select Options.

From the Options page click on the Privacy & Security menu.

In the Cached Web Content section, click the Clear Now button:

Once the cached web content is cleared, the cached web content indicates 0 bytes of disk space is being used.

NOTE: Firefox does not offer an option to check for newer versions of stored pages.
Trusted Sites

It is also recommended but not required that you define the Infor Support Portal as a trusted site. If you encounter a problem with using the Support Portal, you should add it as a trusted site.

To add the Support Portal as a Trusted Site using Firefox, open the Windows Control Panel and select Internet Options:

Adjust your computer’s settings

From the Internet Properties settings, select the Security tab and click on the Trusted Sites option and then click the Sites button:
In the Trusted Sites settings, enter https://www.inforxtreme.com and click the Add button.

https://www.inforxtreme.com is displayed below the trusted sites websites.
Other Recommendations

The following recommendations are provided to ensure that your Infor Support Portal browsing experience is optimized.

Logging onto the Support Portal

To access the Support Portal, use the URLs www.inforxtreme.com or www.infor.com/inforxtreme to display the login page, and enter your credentials to complete the login process.

Note that it’s best not to use a different URL to bypass the normal login process by defining it as a browser favorite or a browser home page. When in the portal, the URL that is displayed differs by page and contains session variables and other parameters that can expire or change. By designating one of these URLs as a favorite, it bypasses the normal login process.

Following the normal login process:

• Allows proper session initialization of your account information as relevant to your login credentials.

• Directs you to the fastest responding web server instead of re-using the previous web server cache information from the prior day.

• The site map and user workflow is designed to originate from the home page.

• Ensures proper routing and account cache refresh after a code deployment / Site maintenance.

• Ensures the tested and validated user flow coming in from the login page works properly.

Logging off the Infor Support Portal home page

When you have finished using the Support Portal, you should use the “log off” option on the home page instead of the browser “X” to close the browser page. This will ensure that all residual programs, session history, settings, cookies, cache, etc. are closed / removed correctly.

You should also log off from the Support Portal at the end of every work day. When you log in the next day, you will be routed to the web server that will offer you the best performance available.
Verify HTTPS transactions are open for ports 443

The Infor Support Portal uses HTTPS transmissions using port 443. To ensure proper connectivity, firewalls should be configured to allow traffic to pass over port 443.

To test that connectivity on port 443 exists, open a web browser and type https://www.inforxtreme.com:443 in the Address bar, and then press ENTER.

If you can access the Support Portal web site, then port 443 is accessible.

If your browser displays an error message such as "connection timed out," the corresponding port may be blocked.