Infor Concierge Browser References

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

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2. Screen Resolution

Infor Concierge® recommends the following screen resolutions:

- Desktop - 1280px and up
  Recommended desktop resolution: 1280 x 1024

- Tablet - between 768px and 1279px

- Mobile - between 320px and 767px

3. Browsers Supported

The following browsers are recommended for the Infor Concierge:

- Google Chrome for Windows and Mac OS versions 94 and up.

- Safari 13.x and 14.x for Mac OS only

- Microsoft Edge/Microsoft Edge Chromium

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

4. Google Chrome

Google Chrome is the preferred browser for Infor Concierge®

4.1 Enable use for TLS (Transport Layer Security) 1.2.

To enable TLS 1.2 for Google Chrome:

1. Open the Control Panel.

2. Select Internet options.

3. Go to the **Advanced** tab.

4. In the list, scroll down to security and select Use TLS 1.2.

5. Click **OK**.

6. Restart Google Chrome.

4.2 Temporary Internet Files

The Infor Concierge® 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* and select **Settings.**
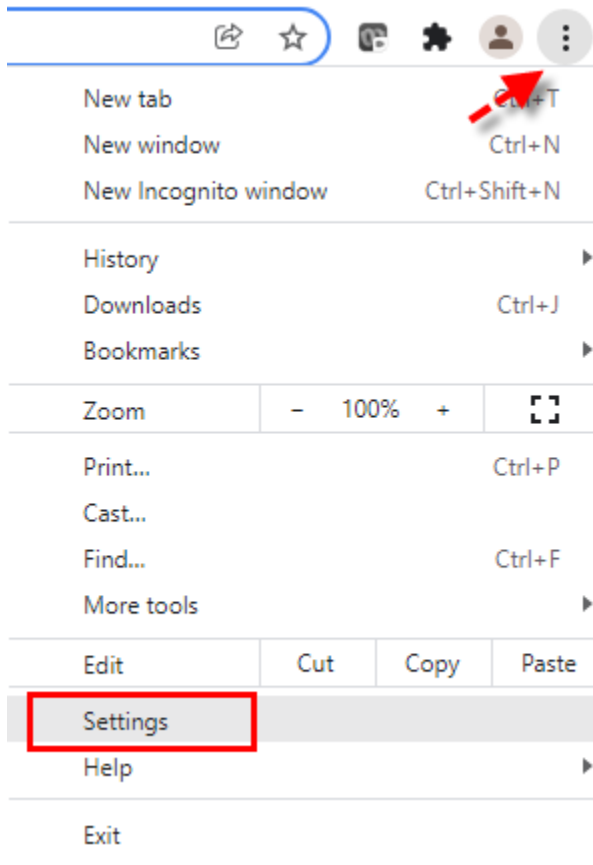
On the Settings Page, select **Privacy & Security** from the left-hand tab navigation, and then select **Clear Browsing Data.**
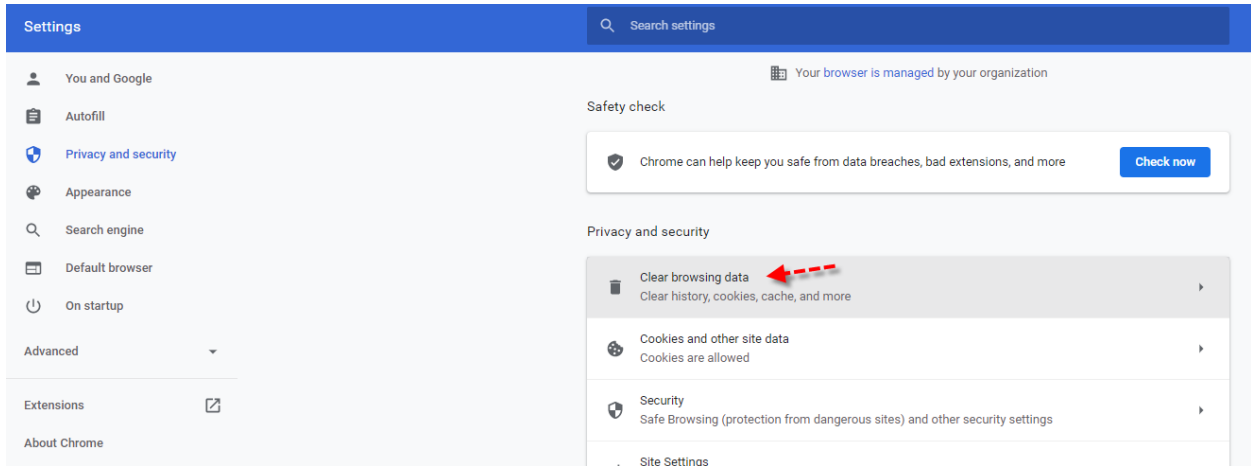
From the Clear browsing data window, you can select either the *Basic* or *Advanced* Tab.   On each tab, select the checkboxes for the types of browser data you want to remove.

Use the drop-down menu to select the time range for deletion. To delete everything, select Time range = All time, and then click **Clear data**.
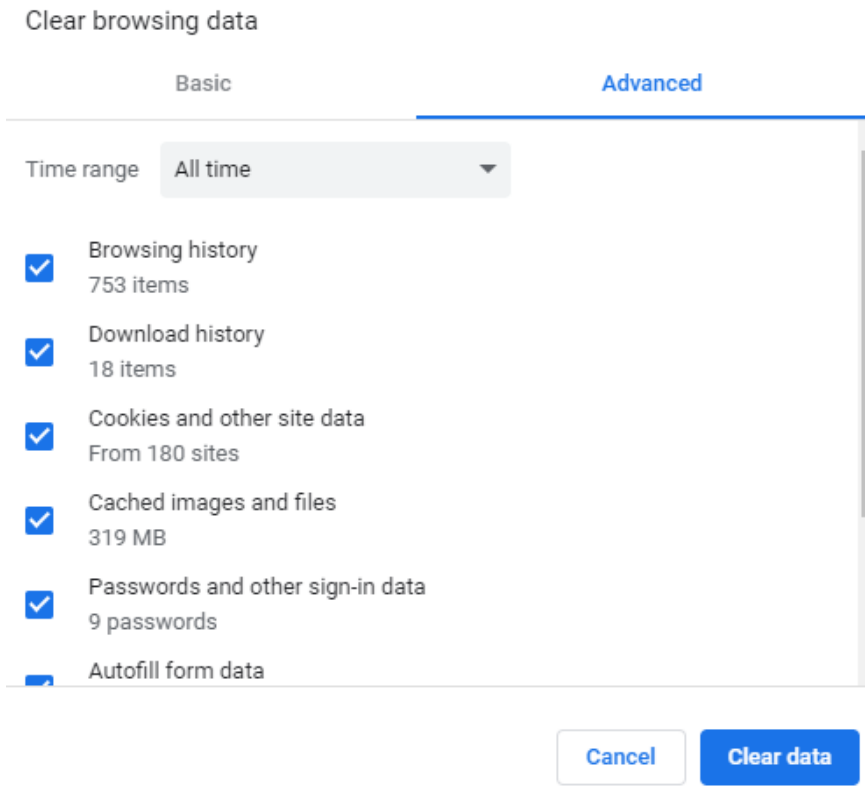
4.3 Trusted Sites

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

To add the Infor Concierge® as a Trusted Site using Google Chrome, click *the Chrome Menu* and select **Settings**.

From the left-hand navigation, select **Advanced**

Below Advanced, select **System**

Scroll down to **System** and select **Open your computer's proxy settings**
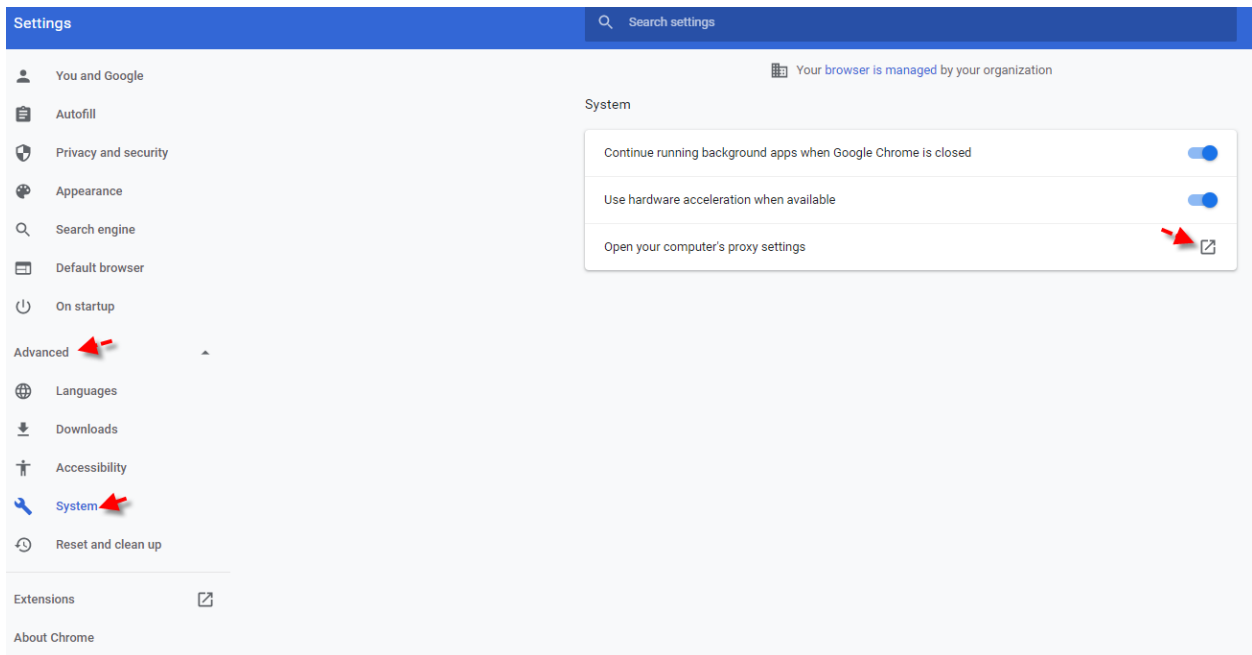
On the Settings page, select the **Status** tab from the left-hand navigation, and then select **Network and Sharing Center**

On the Network and Sharing Center panel, select **Internet Options** from the lower left-hand navigation.

From Internet Options, select the **Security** tab, **Trusted Sites zone**, and then click the **Sites** button.
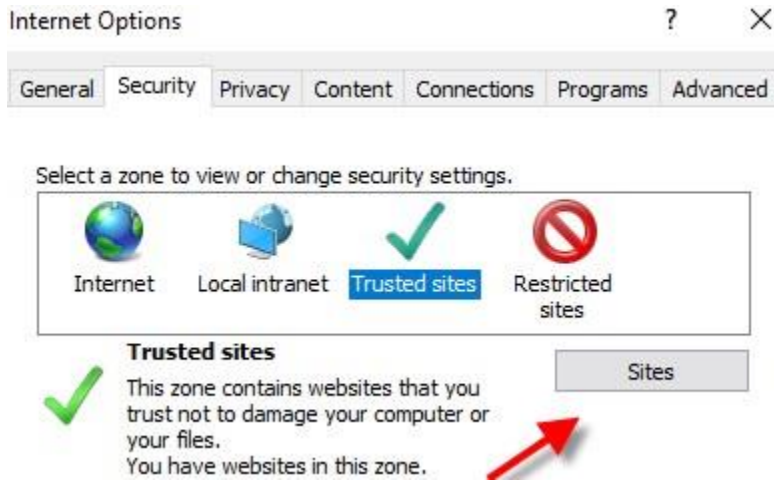
From the Trusted Sites, **enter *.cloud.infor.com** below Add this website to the zone and then click **Add**.

At the bottom of the Trusted Sites page, **uncheck** the *Require server verification (https) for all sites in this zone*
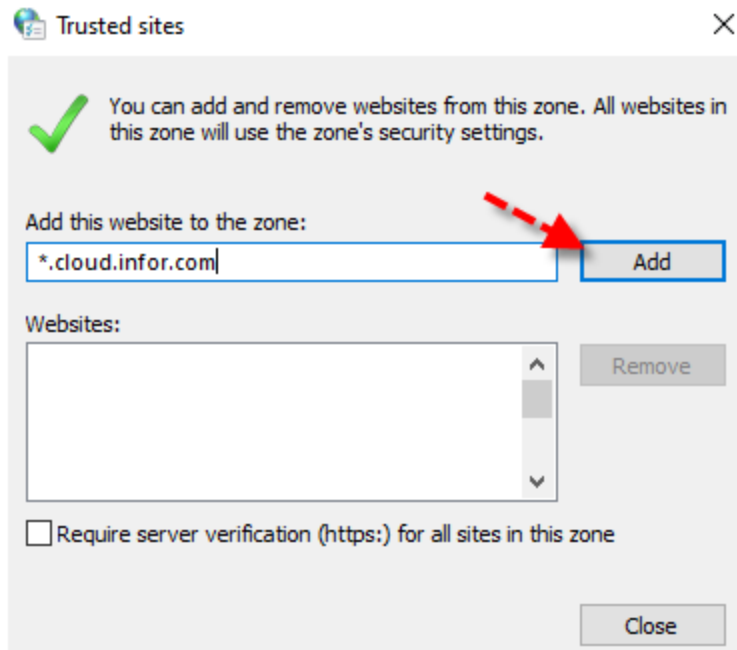
The trusted sites are displayed. Click the **Close** button.
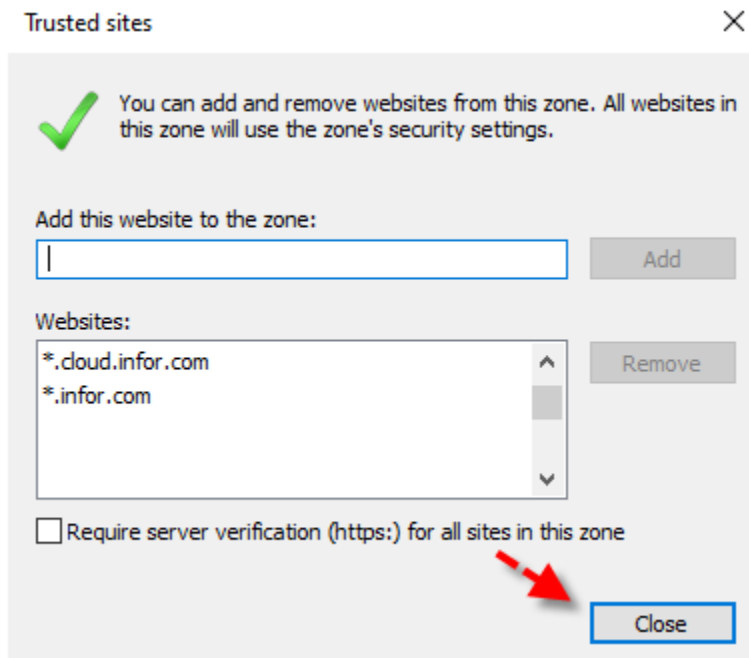
5. Safari

5.1 Enable use for TLS (Transport Layer Security) 1.2

No additional configurations are required for Safari. TLS 1.2 is automatically enabled for Safari.

5.2 Temporary Internet Files

The Infor Concierge® 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 Safari website history, open Safari and then select **Safar**i > **Clear History**

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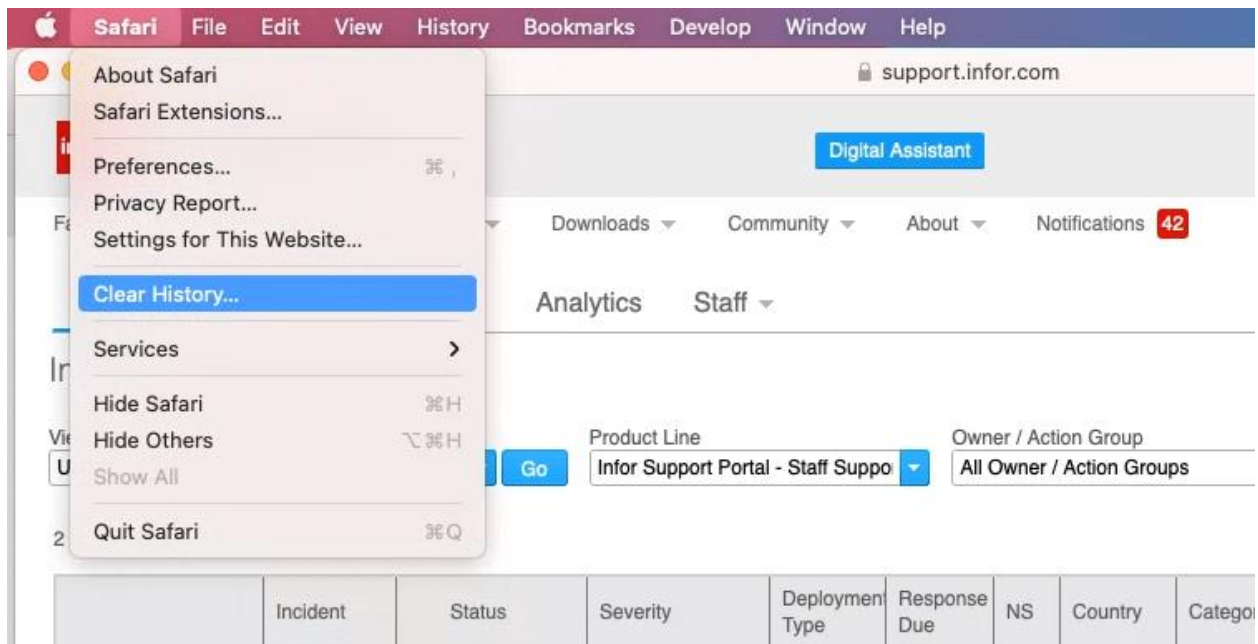
Select the *history to clear* and then click **Clear History**

To clear the Website Cache, open Safari and then select **Develop** > **Empty Caches**.
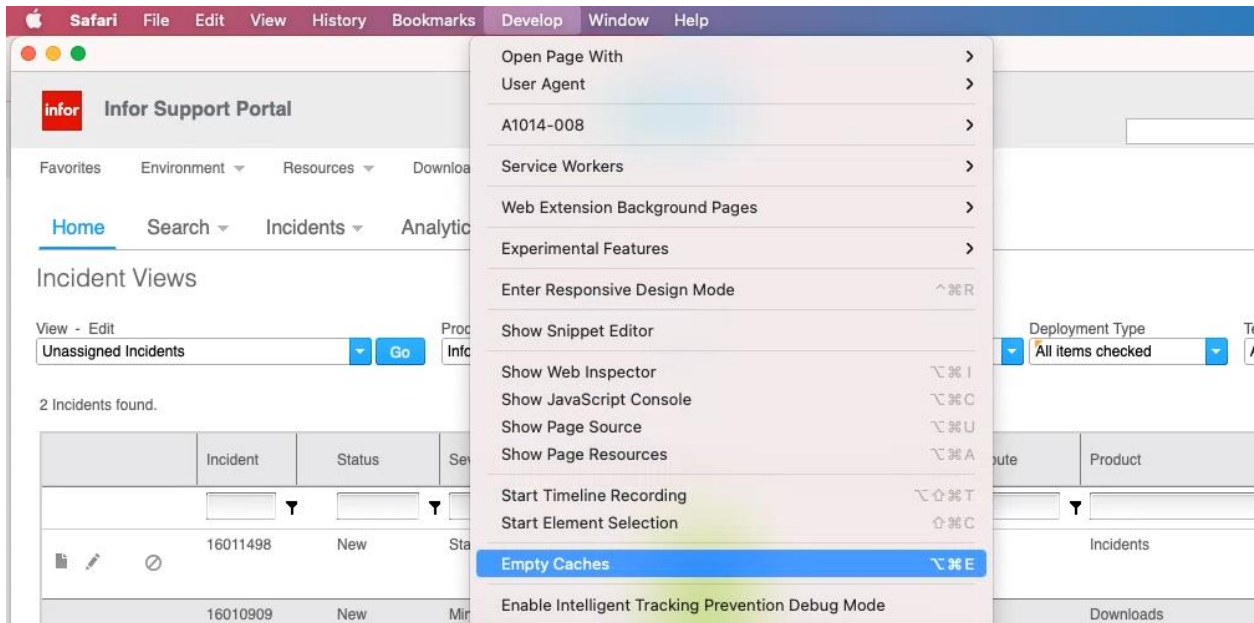
This option is available when the Develop menu option has been enabled.

To enable the Develop menu, open Safari, and select **Safari** > **Preferences** > **Advanced** tab. Select **Show Develop menu in menu bar**.
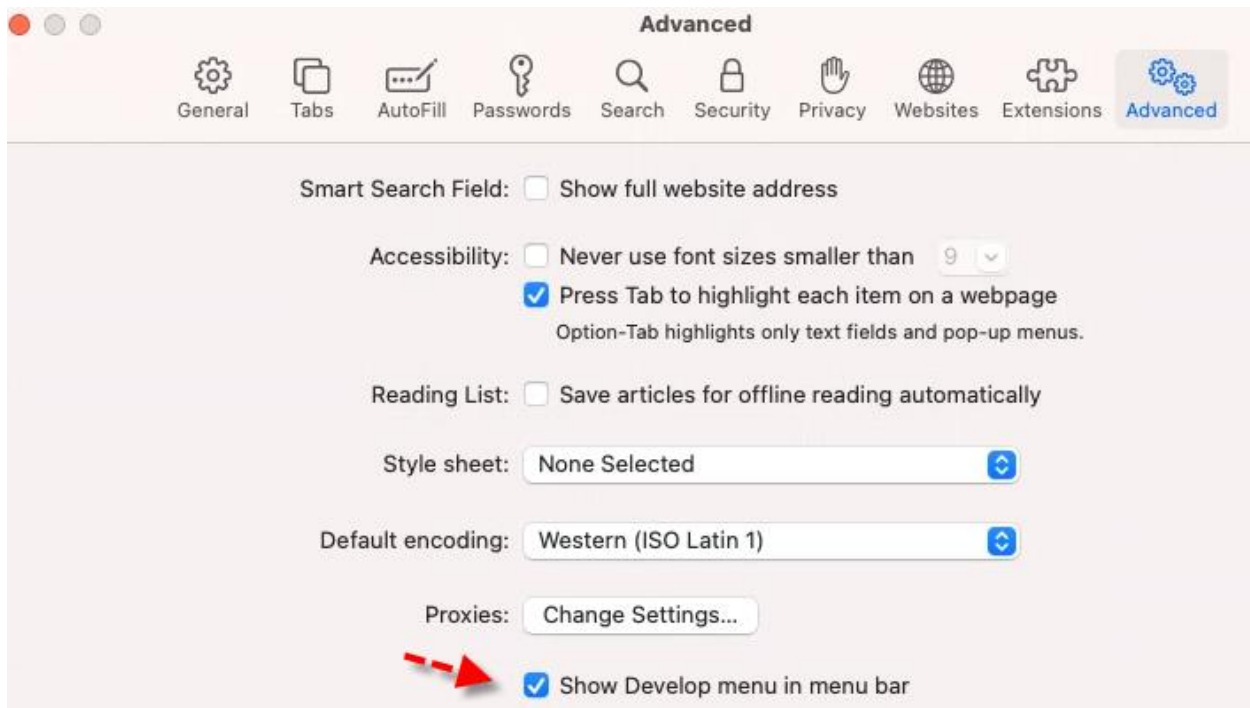
6. Microsoft Edge / Chromium

6.1 Enable use for TLS (Transport Layer Security) 1.2

To enable TLS 1.2 for Microsoft Edge / Chromium:

1. Open the Control Panel.

2. Select Internet options.

3. Go to the **Advanced** tab.

4. In the list, scroll down to security and select Use TLS 1.2.

5. Click **OK**.

6. Restart Edge.

6.2 Temporary Internet Files

The Infor Concierge® 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 using Microsoft Edge click on the **Edge** menu and select **Settings**

On the Settings Page, select **Privacy, Search and Services** from the left-hand tab navigation

Scroll to the **Clear Browsing Data** section and select the **Choose what to clear** button.

On the Clear browsing data form **select which browsing options to clear**, and then click **Clear Now**

Clear browsing data

×

Time range

All time ⌄

☑ **Browsing history**
3 items. Includes autocompletions in the address bar.

☑ **Download history**
None

☑ **Cookies and other site data**
From 16 sites. Signs you out of most sites.

☑ **Cached images and files**
Frees up 16.3 MB. Some sites may load more slowly on your next visit.

Clear browsing data for Internet Explorer mode

[Clear now] [Cancel]

6.3 Trusted Sites

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

To add the Infor Concierge® as a Trusted Site using for Microsoft Edge:

1. Open the Control Panel.

2. Select Internet options.

3. Go to the **Security** tab.

4. Select the Trusted Sites Zone and then click the **Sites** button

5. Below *Add this website to the zone*, enter ***.cloud.infor.com** and click the **Add** button.

6. Below *Add this website to the zone*, enter ***.infor.com** and click the **Add** button

   > NOTE: When adding this trusted site *uncheck* the option to require server verification (https:)

7. Click **Close**.

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7. Other Recommendations

The following recommendations are provided to ensure your Infor Concierge® browsing experience is optimized.

7.1 Logging into Infor Concierge

To access Infor Concierge®, use the URL https://concierge.infor.com to display the login page, and enter your credentials to complete the login process.

Please do not use a URL to bypass the normal login process by defining it as a browser favorite or a browser home page.

This normal login process ensures:

- Proper session initialization of your account information as relevant to your login credentials.

- The 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.

7.2 Logging off Infor Concierge

When you have finished using Infor Concierge, you should use the **Sign Out** option below the user menu. This will ensure that all residual programs, session history, settings, cookies, cache, etc. is closed correctly.
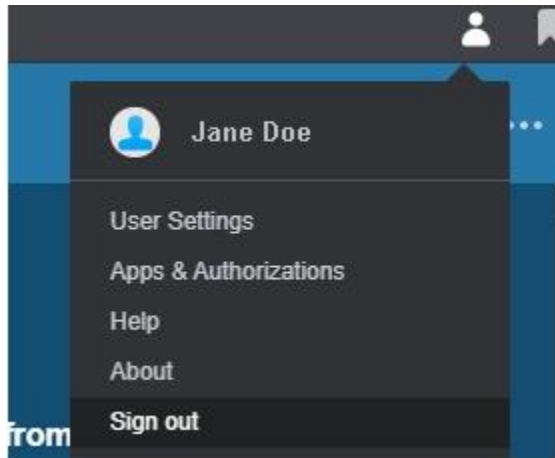
7.3 Verify HTTPS transactions are open for ports 443

Infor Concierge 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://concierge.infor.com:443 in the address bar, and then press ENTER.

If you can access the Support Portal logon page, then port 443 is accessible.

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