

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.**

Settings	Q Search settings				
L You and Google	Your browser is managed by your organization				
â Autofill	Safety check				
Privacy and security	Chrome can help keep you safe from data breaches, bad extensions, and more Check now				
Appearance					
Q Search engine	Privacy and security				
Default browser	Clear browsing data				
() On startup	clear history, cookies, cache, and hore				
Advanced 👻	Cookies and other site data Cookies are allowed				
Extensions	Security Safe Browsing (protection from dangerous sites) and other security settings				
About Chrome	Site Settings				

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**.

		Basic		Advanced	i
Time	e range	All time	*		
~	Browsi 753 ite	ng history ms			
~	Downlo 18 item	bad history ns			
~	Cookie From 1	s and other site data 80 sites			
~	Cacheo 319 MB	d images and files 3			
~	Passw 9 pass	ords and other sign-in data words			
	Autofill	form data			
				Cancel	Clear data

Clear browsing 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

Settings		Q Search settings				
*	You and Google	Your browser is managed by your organization				
Ê	Autofill	System				
0	Privacy and security	Continue running background apps when Google Chrome is closed				
۲	Appearance	Use hardware acceleration when available				
Q	Search engine	Open your computer's proxy settings				
	Default browser					
Ċ	On startup					
Adva	nced 4					
\oplus	Languages					
<u>+</u>	Downloads					
Ť	Accessibility					
٩	System 📥					
Ð	Reset and clean up					
Exten	sions					
Abou	t Chrome					

On the Settings page, select the **Status** tab from the left-hand navigation, and then select **Network and Sharing Center**

ம் Home	Status					
Find a setting	Network status					
Network & Internet						
<i>候</i> Wi-Fi 臣 Ethernet	You're connected to the Internet If you have a limited data plan, you can make this network a metered connection or change other properties.					
ଳ Dial-up	From the last 30 days					
% VPN	Properties Data usage					
دیں۔ Airplane mode (۱) Mobile hotspot	Show available networks View the connection options around you.					
Proxy	Advanced network settings					
	Change adapter options View network adapters and change connection settings.					
	Network and Sharing Center For the networks you connect to, decide what you want to share.					
	Network troubleshooter Diagnose and fix network problems. View hardware and connection properties					
	Windows Firewall					
	Network reset					

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

Network and Sh	aring Center					
$\leftarrow \rightarrow \land \uparrow$	> Control Panel >	All Co	ntrol Panel Items > Network and Sharing Cer	nter		
Control Panel H	ome	/iew yo	our basic network information and s	set up connecti	ons	
Change adapter	vi settings	iew you	r active networks			
Change advanced sharing settings Put		Public	c network	Access type: Connections:	Internet Ethernet	
Media streamin	g options					
Uniden Private i			e ntified network e network	Access type: Connections:	No network access Cisco AnyConnect Secure Mobility Client Connection	
	C	hange y	our networking settings			
		1	Set up a new connection or network Set up a broadband, dial-up, or VPN connecti	on; or set up a rout	er or access point.	
Troubleshoot problems Diagnose and repair network problems, or get troubleshooting information.					nformation.	
				-		



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

🔁 Trusted sites	×
You can add and remove websites from this zone. All websites this zone will use the zone's security settings.	in
Add this website to the zone:	
*.cloud.infor.com Add	
Websites:	
∧ Remove	
· · ·	
Require server verification (https:) for all sites in this zone	
Close	

The trusted sites are displayed. Click the **Close** button.

Trusted sites	×
You can add and remove websites from this z this zone will use the zone's security settings	one. All websites in
Add this website to the zone:	
1	Add
Websites:	
*.cloud.infor.com	Remove
*.infor.com	
· · · · · · · · · · · · · · · · · · ·	*
Require server verification (https:) for all sites in t	his zone
	Close

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 Safari > Clear History



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

Cle and	aring history will remove re d other website data.	elated cookies
Cle	al 🗸 the last hour	
)	today today and yesterday	Clear History
	all history	manning defects/

To clear the Website Cache, open Safari and then select **Develop > Empty Caches**.

Safari File Edit View History Bookmarks	Develop Window Help		
•••	Open Page With User Agent	> >	
Infor Support Portal	A1014-008	>	
Favorites Environment - Resources - Downloa	Service Workers	>	
Hame Coareb - Incidente - Anolutio	Web Extension Background Pages	>	
Home Search + Incidents + Analytic	Experimental Features	>	
Incident Views	Enter Responsive Design Mode	^%R	
View - Edit Proc	Show Snippet Editor		Deployment Type
	Show Web Inspector	√ 96 1	All items checked
2 Incidents found.	Show JavaScript Console	√ 3€ C	
r r r	Show Page Source	\7.9€ U	
Incident Status Ser	Show Page Resources	∧ 3€ X	pute Product
	Start Timeline Recording	て合設す	
	Start Element Selection	☆ % C	
16011498 New Sta	Empty Caches	℃ ₩E	Incidents
16010909 New Mir	Enable Intelligent Tracking Prevention Debug Mode		Downloads

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**.

00	Advanced								
	දිටුදි General	Tabs AutoFill	Passwords	Q Search	A Security	D Privacy) Websites	ද්ධි Extensions	<mark>මා</mark> ල Advanced
		Smart Search Fi	ield: 🗌 Sh	now full w	vebsite ad	dress			
		Accessib	ility: 🗌 Ne	ever use	font sizes	smaller t	han 9	2	
	Press Tab to highlight each item on a webpage								
			Op	tion-Tab h	ighlights or	ly text fiel	ds and pop-	up menus.	
	Reading List: 🗌 Save articles for offline reading automatically								
	Style sheet: None Selected							0	
		Default encod	ling: Wes	tern (ISC	Latin 1)			0	
		Prov	cies: Cha	inge Sett	ings				
			Sł	now Deve	lop 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.

Settings		Hi Craig, we value your privacy. We will always protect and respect your privacy, while giving you the transparency									
 Search sett Profiles 	Search securitys and control you deserve. Learn about our privacy efforts and control you deserve. Learn about our privacy efforts										
Privacy, sea	Drivacy, search, and services										
 Appearance 	Appearance Websites use trackers to collect info about your browsing. Websites may use this info to improve sites and show you content like										
🗄 Start, home,	personalized ads. Some trackers collect and send your info to sites you haven't visited. Start, home, and new tabs										
🖄 Share, copy	🖄 Share, copy and paste Tracking prevention										
🕞 Cookies and	d site permissions										
Default bro	wser	Basic	Balanced (Recommended)	U Strict							
↓ Downloads		Allows most trackers across all sites	Blocks a majority of trackers from all siter								
왕 Family		 Content and ads will likely be personalized 	Content and ads will likely be less	Content and ads will likely have							
A ^카 Languages		Sites will work as expected	personalized	minimal personalization							
Printers		Blocks known harmful trackers	Blocks known harmful trackers	Blocks known harmful trackers							
System											
© Reset settings Blocked trackers											
Phone and	other devices	View the sites that we've blocked from tracking) you								
🕱 Accessibility	>										
About Micro	osoft Edge	Allow all trackers on sites you choose									
		Always use "Strict" tracking prevention	when browsing InPrivate								
	deleted. <u>Manage your data</u> Choose what to clear >										

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.
\checkmark	Download history None
\checkmark	Cookies and other site data From 16 sites. Signs you out of most sites.
 Image: A start of the start of	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.

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 <u>https://concierge.infor.com</u> 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 <u>https://concierge.infor.com:443</u> 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.