



# **Infor Support Portal Browser References**

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

January 2022

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## 2. Browsers Supported

The following browsers are recommended for the Infor Support Portal:

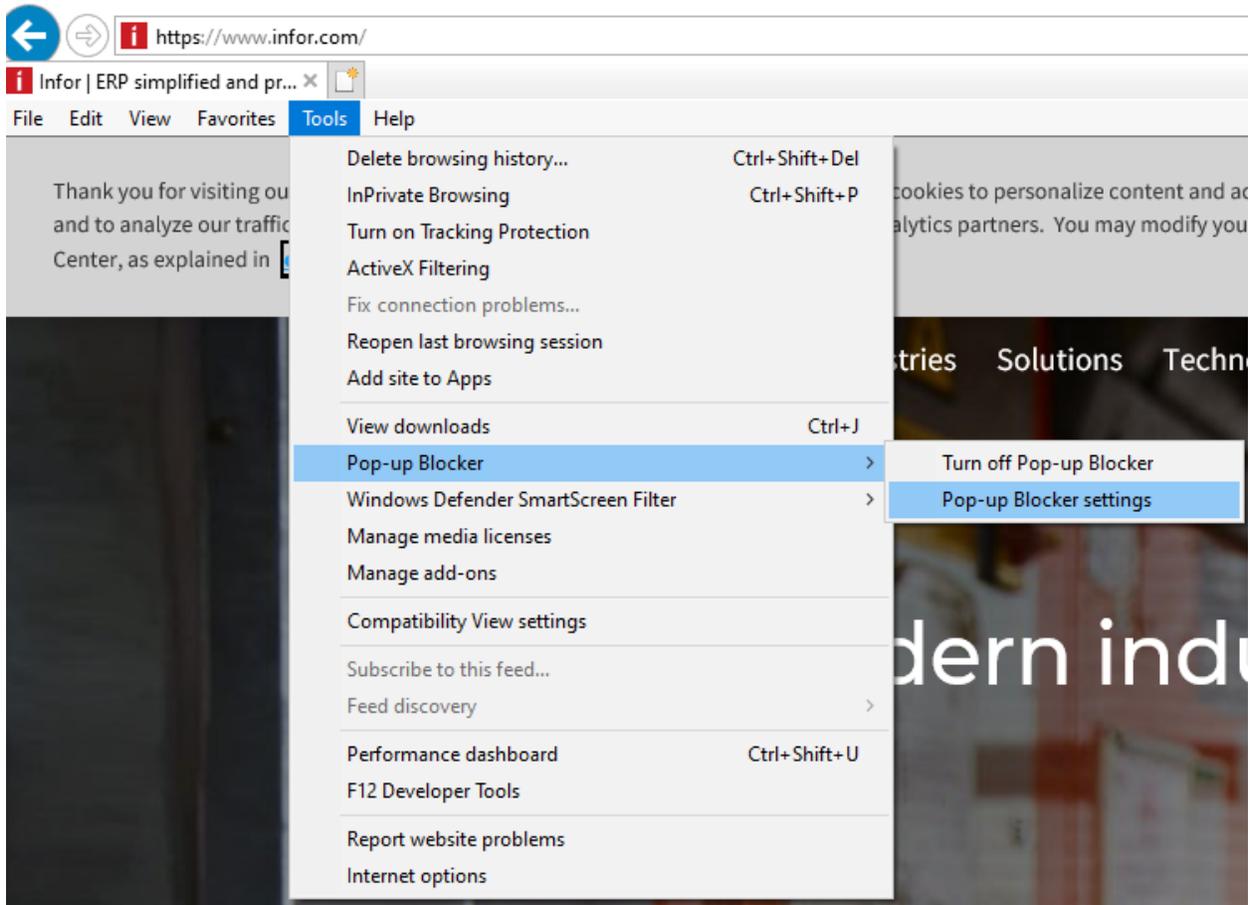
- Internet Explorer 11
- Microsoft Edge
- Google Chrome versions 94 and up.
- Mozilla Firefox versions 92 and up.
- Safari 14.1

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

## 3. Internet Explorer

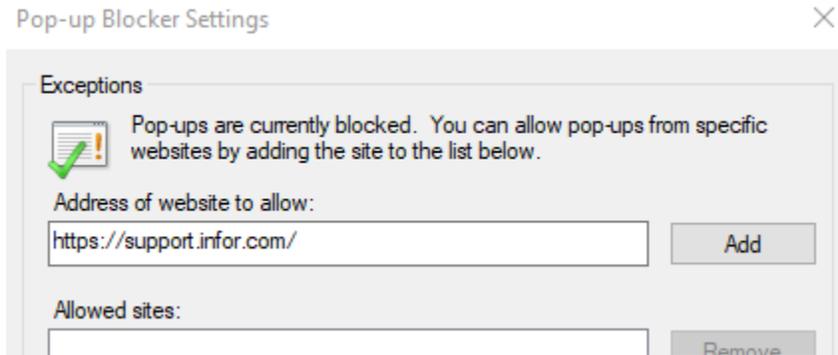
### 3.1 Popup Blocker

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**

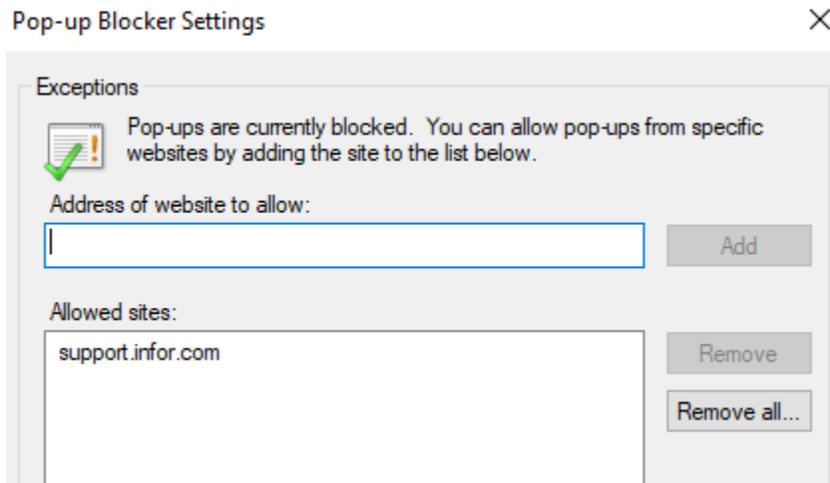


From the Pop-up blocker settings, enter an exception for the Support Portal.

To allow popups from the Support Portal, enter **https://support.infor.com** below “Address of website to allow”, then click the **Add** button.



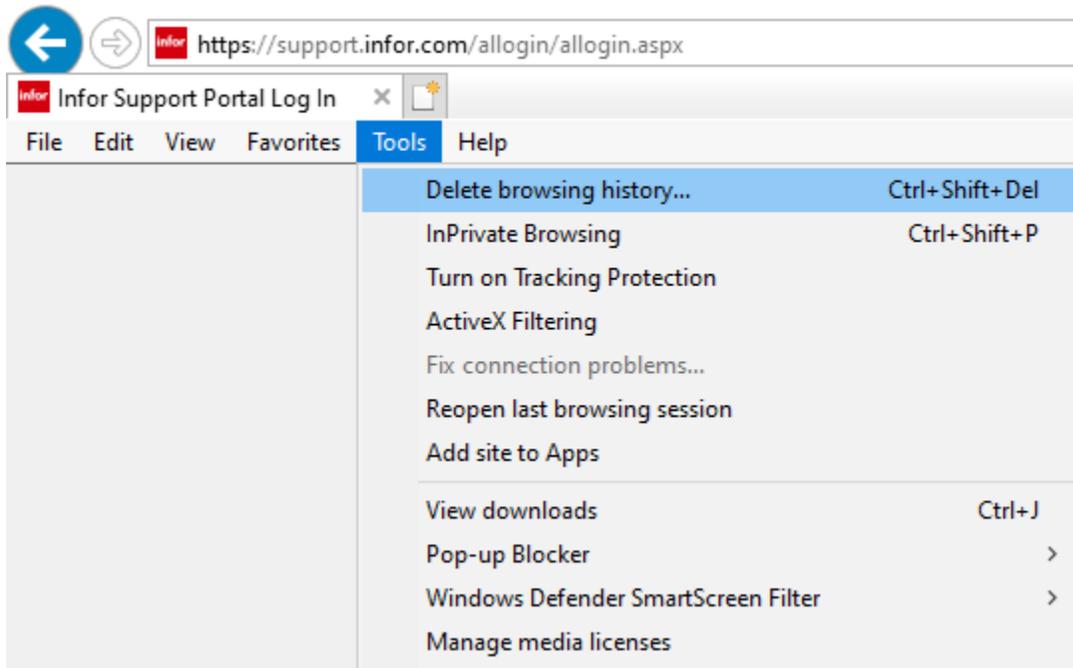
The website is added as an allowed site



### 3.2 Temporary Internet Files

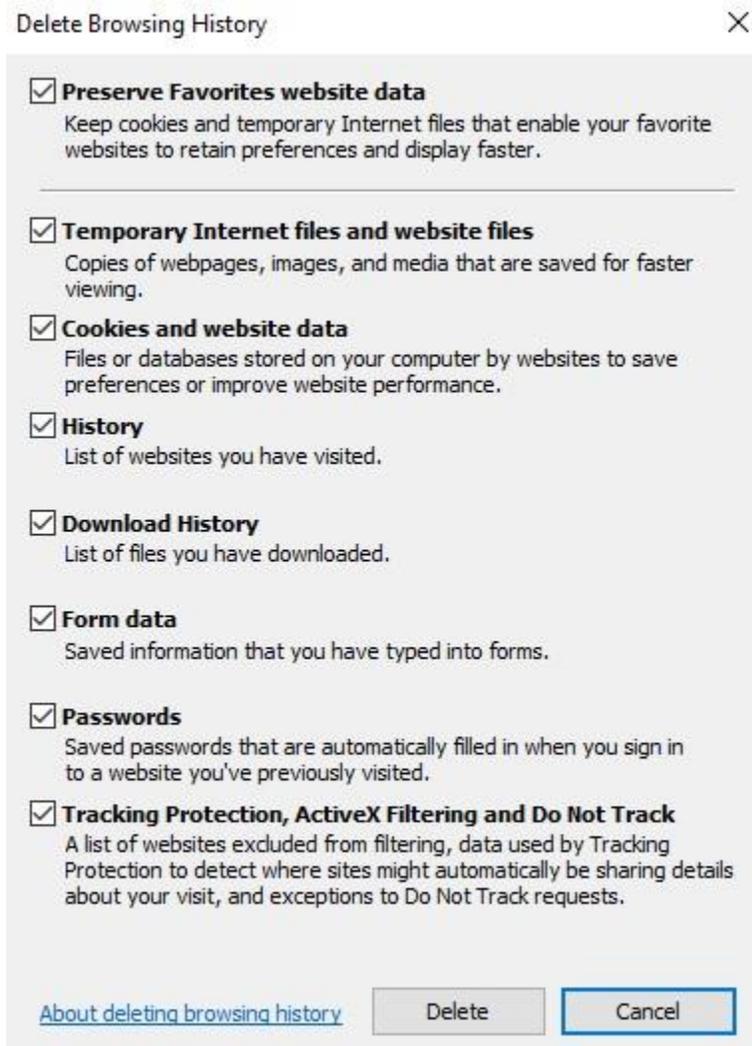
The Infor Support Portal team periodically deploys new updates and features. To ensure the newer code is loaded correctly, you may need to occasionally clear the browser's cache and history.

To clear your browser history in Internet Explorer, click **Tools** and select **Delete Browsing History**.



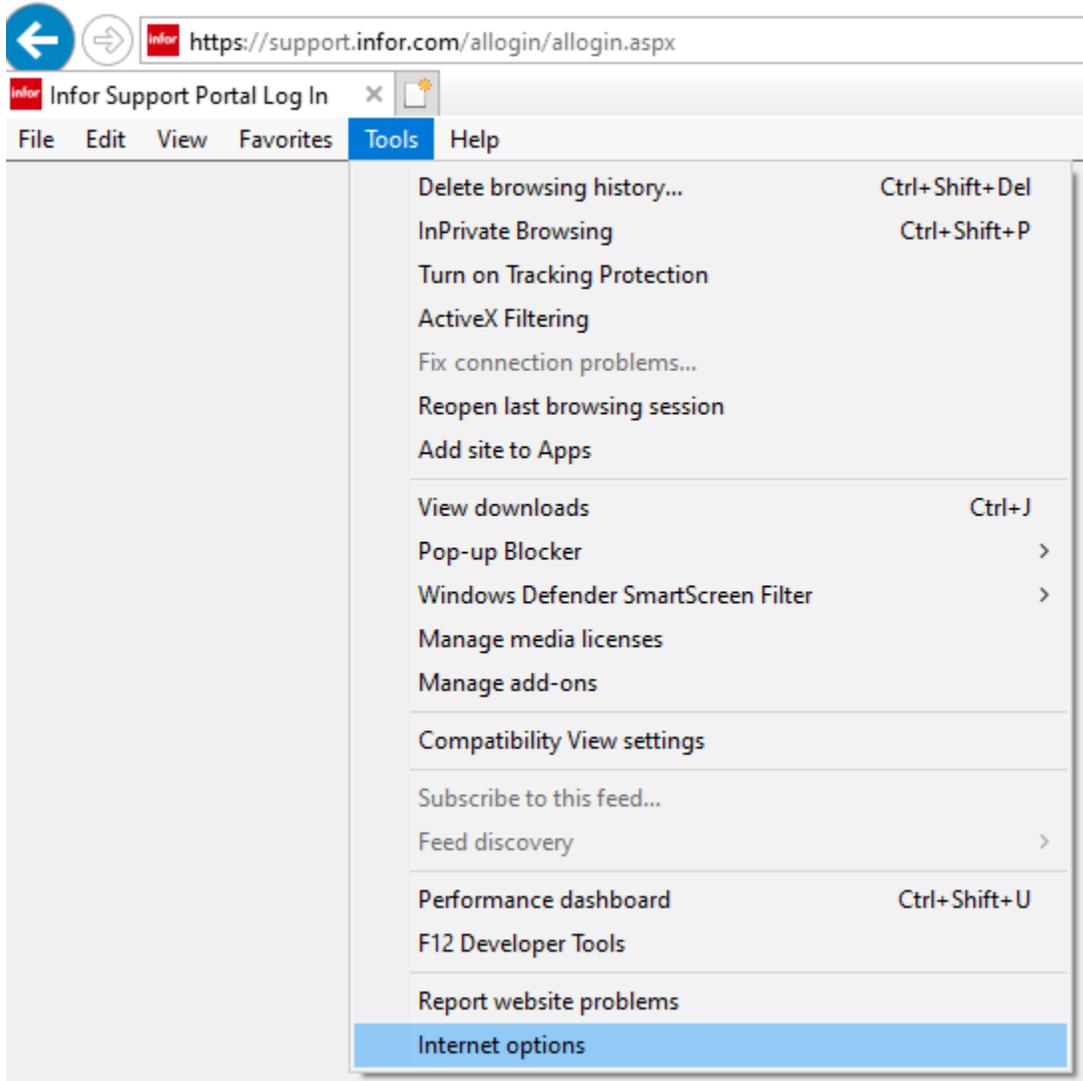
In the Delete Browsing History dialog, select the check boxes for any items you want to delete, and then click **Delete**.

NOTE: click the “about deleting browsing history” link to access a Microsoft guide for viewing and deleting your browsing history in Internet Explorer.

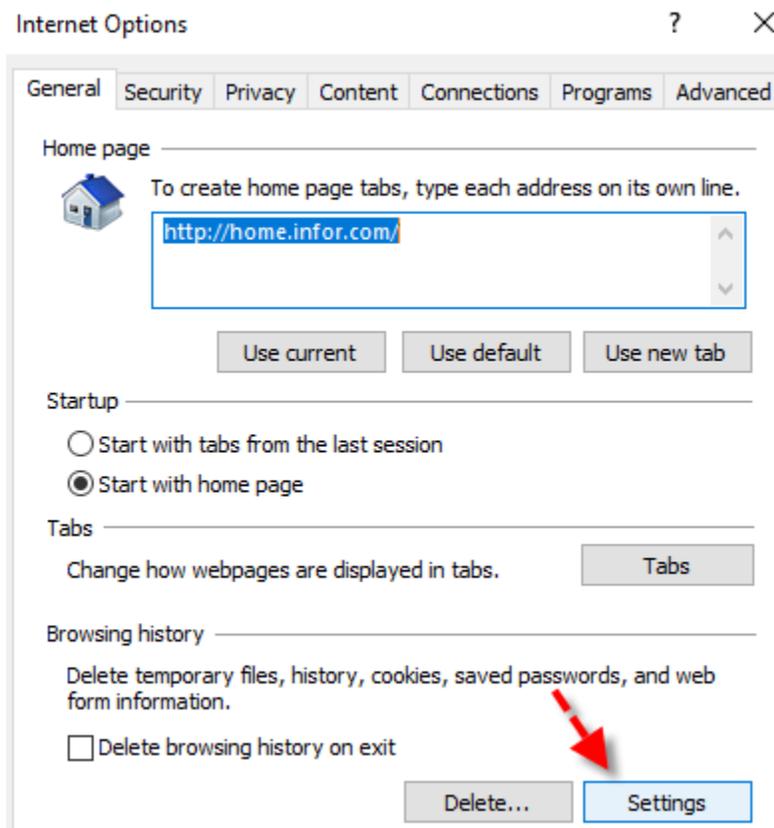


Internet Explorer includes the option to check for newer versions of stored pages when visiting a webpage. This option is recommended for the Support Portal.

To enable this option, open Internet Explorer and select **Tools > Internet Options**

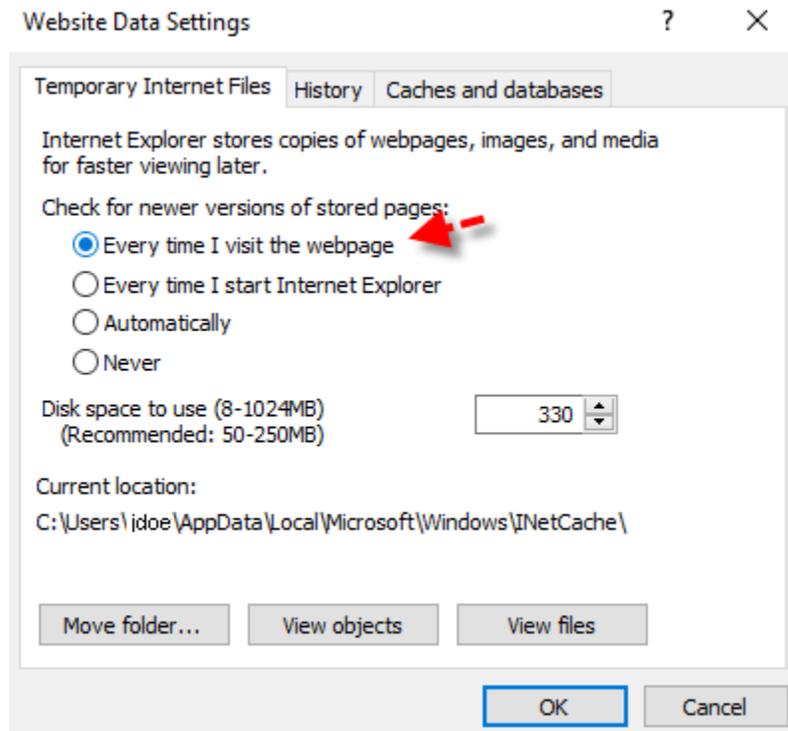


From the Internet Options **General** tab, select the **Settings** button in the Browsing History group.



Below 'Check for newer versions of stored pages', select **Every time I visit the webpage**

Click **OK** and then click **OK** again to close the page

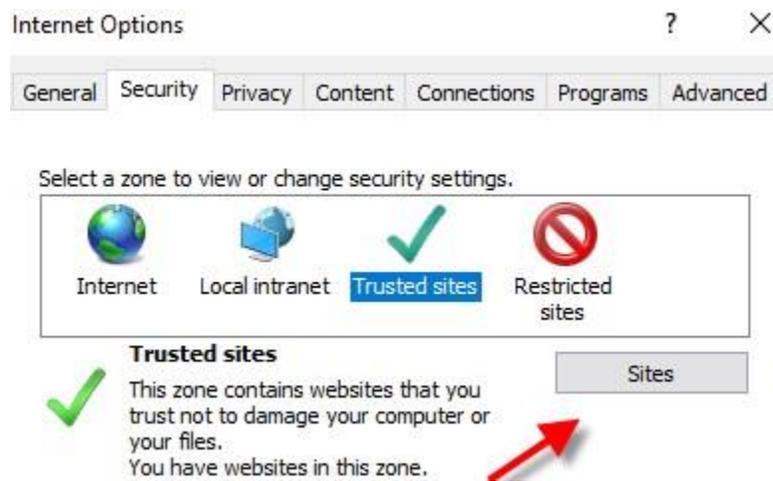


### 3.3 Trusted Sites

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 the Support Portal as a trusted site.

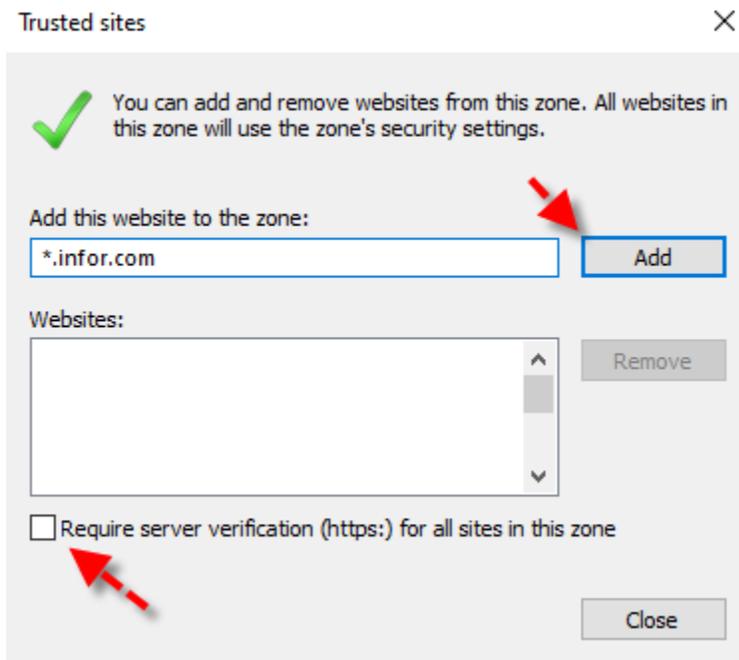
To add the Support Portal as a Trusted Site using Internet Explorer, open Internet Explorer and select **Tools > Internet Options**

From Internet Options, select the **Security** tab, **Trusted Sites** zone, and then click the **Sites** button.



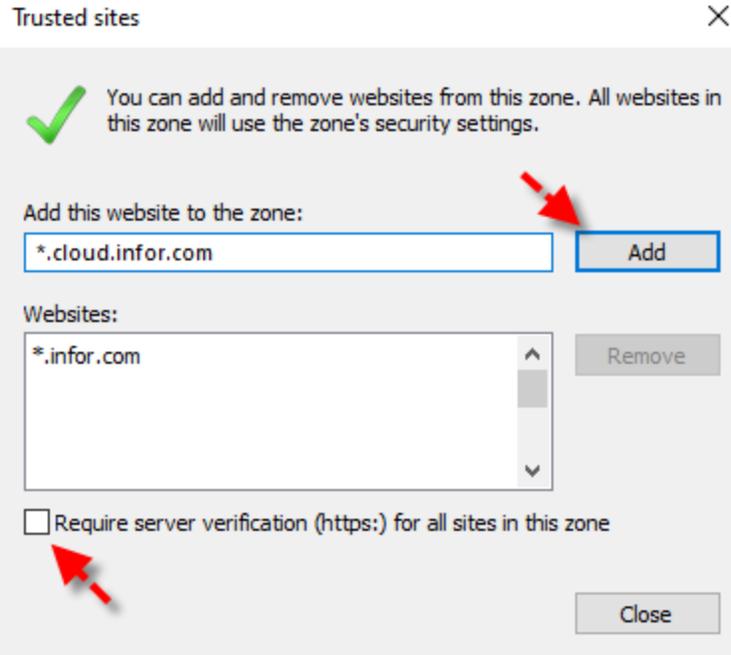
From the Trusted Sites prompt, below *Add this website to the zone*, enter **\*.infor.com** and click the **Add** button.

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

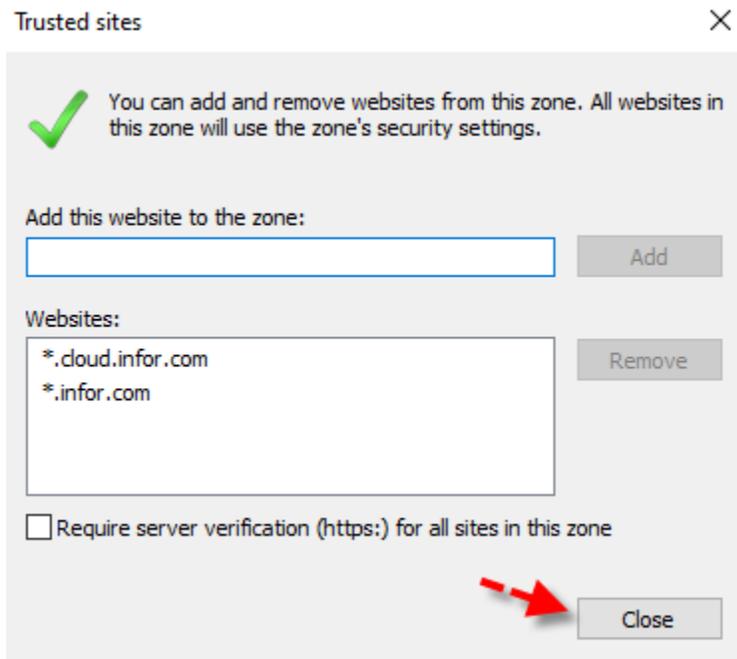


It is also recommended to add Infor Concierge as a trusted site in the same way.

From the Trusted Sites prompt, below *Add this website to the zone*, enter **\*.cloud.infor.com** and click the **Add** button.



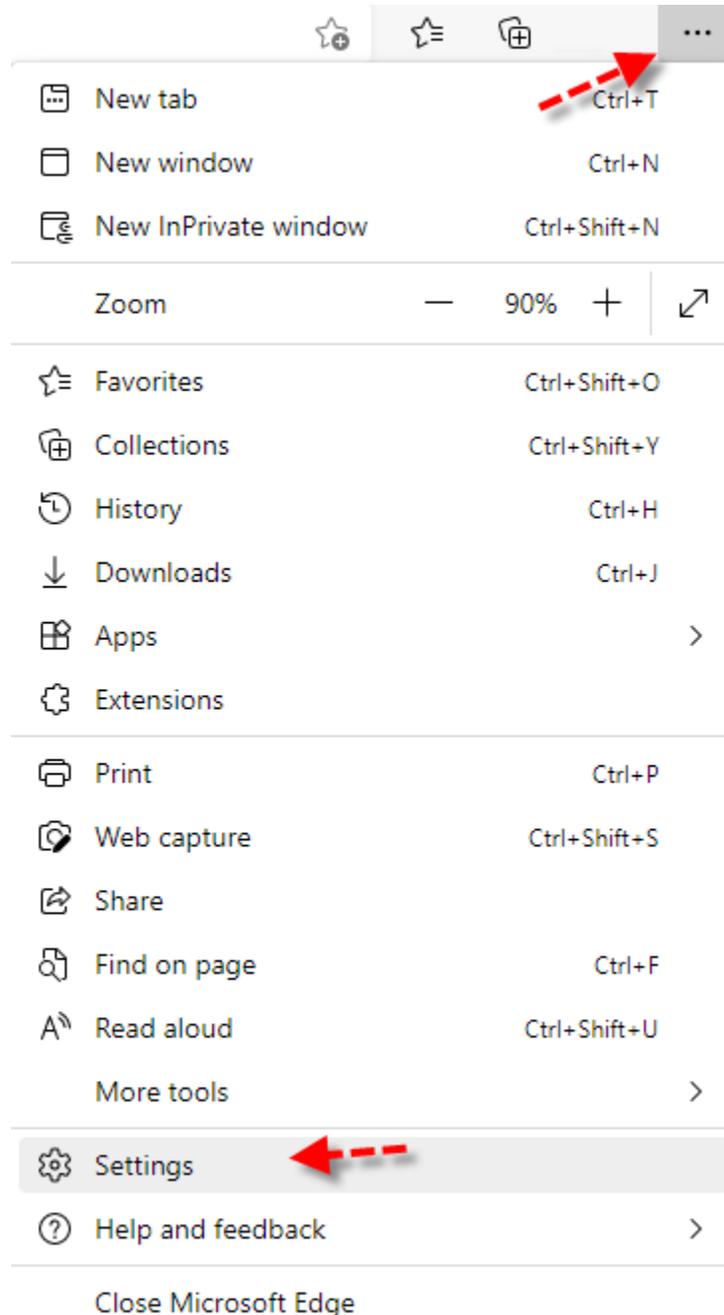
The trusted sites are displayed. Click the **Close** button.



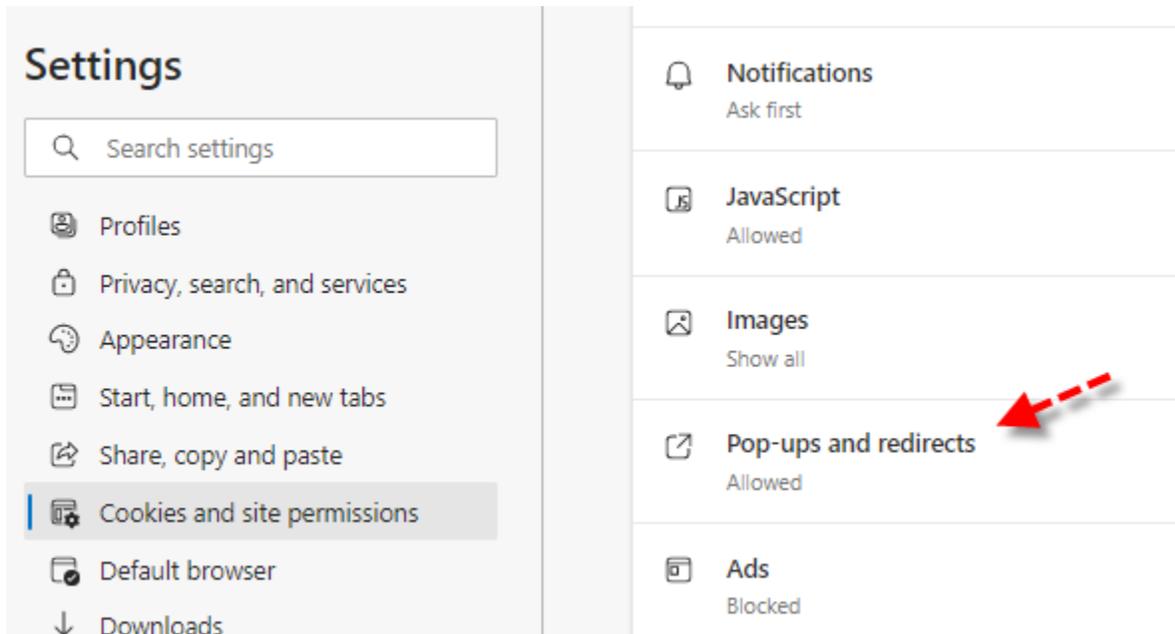
## 4. Microsoft Edge

### 4.1 Popup Blocker

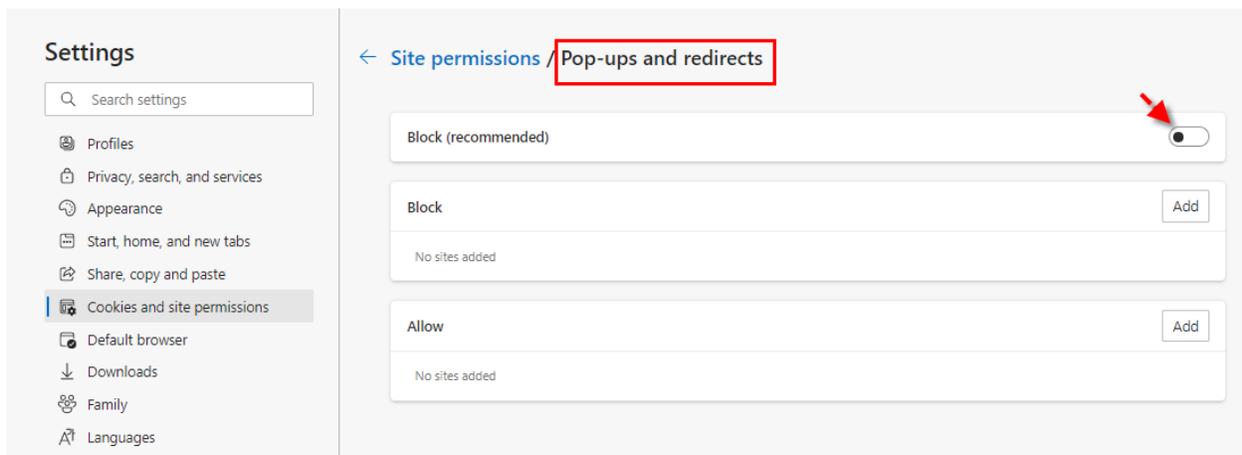
Microsoft Edge does not allow for popup blocker exceptions, so popups are either allowed or not allowed. To enable popups using Microsoft Edge click on the **Edge menu** and select **Settings**



On the Settings Page, select **Cookies and site permissions** from the left-hand tab navigation and then click on **Pop-ups and redirects**



To enable popups for the Support Portal, click on the Block pop-ups slider, so that **Block pop-ups = off**



## 4.2 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 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.

The screenshot displays the Microsoft Edge Settings application. On the left is a sidebar with the 'Settings' title and a search bar. Below the search bar is a list of settings categories: Profiles, Privacy, search, and services (highlighted), Appearance, Start, home, and new tabs, Share, copy and paste, Cookies and site permissions, Default browser, Downloads, Family, Languages, Printers, System, Reset settings, Phone and other devices, Accessibility, and About Microsoft Edge.

The main content area is titled 'Hi Craig, we value your privacy.' and includes a privacy message with a link to 'Learn about our privacy efforts'. Below this is the 'Tracking prevention' section, which is currently turned on. It offers three levels of protection: 'Basic' (allows most trackers), 'Balanced' (recommended, blocks trackers from unvisited sites), and 'Strict' (blocks most trackers). Below these are links for 'Blocked trackers', 'Exceptions', and a toggle for 'Always use "Strict" tracking prevention when browsing InPrivate'.

The 'Clear browsing data' section follows, with a note that it includes history, passwords, and cookies. It features a 'Clear browsing data now' button, which is highlighted with a red dashed arrow pointing to a 'Choose what to clear' button. Below this is a link to 'Manage your data' and a toggle for 'Choose what to clear every time you close the browser'.

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

### 4.3 Trusted Sites

Microsoft Edge does not allow individual trusted sites to be added, so it is recommended to add a trusted site via the Internet Options.

To add the Infor Support Portal 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 **\*.infor.com** and click the **Add** button.
6. It is also recommended to add Infor Concierge as a trusted site in the same way.

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

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

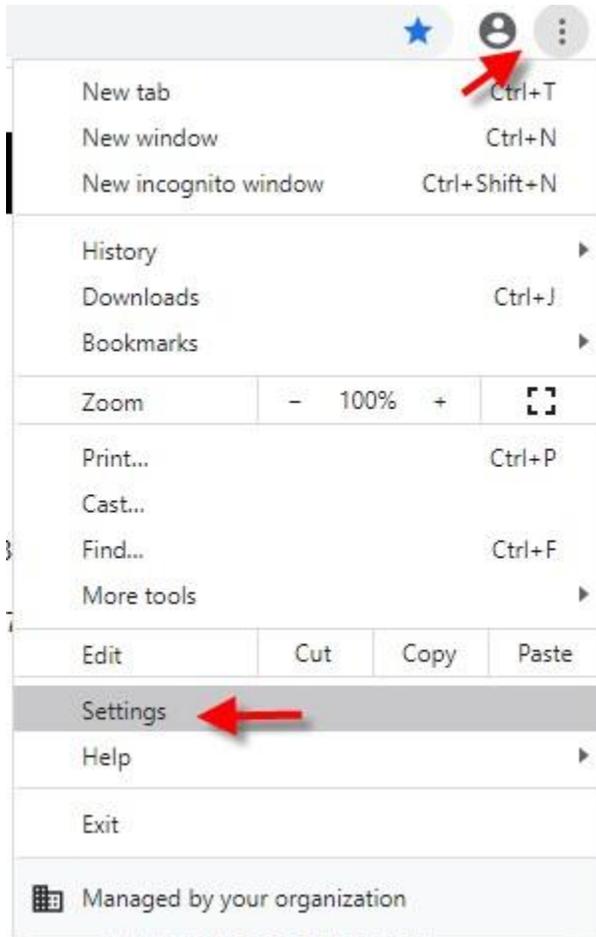
7. Click Close.

## 5. Google Chrome

### 5.1 Popup Blocker

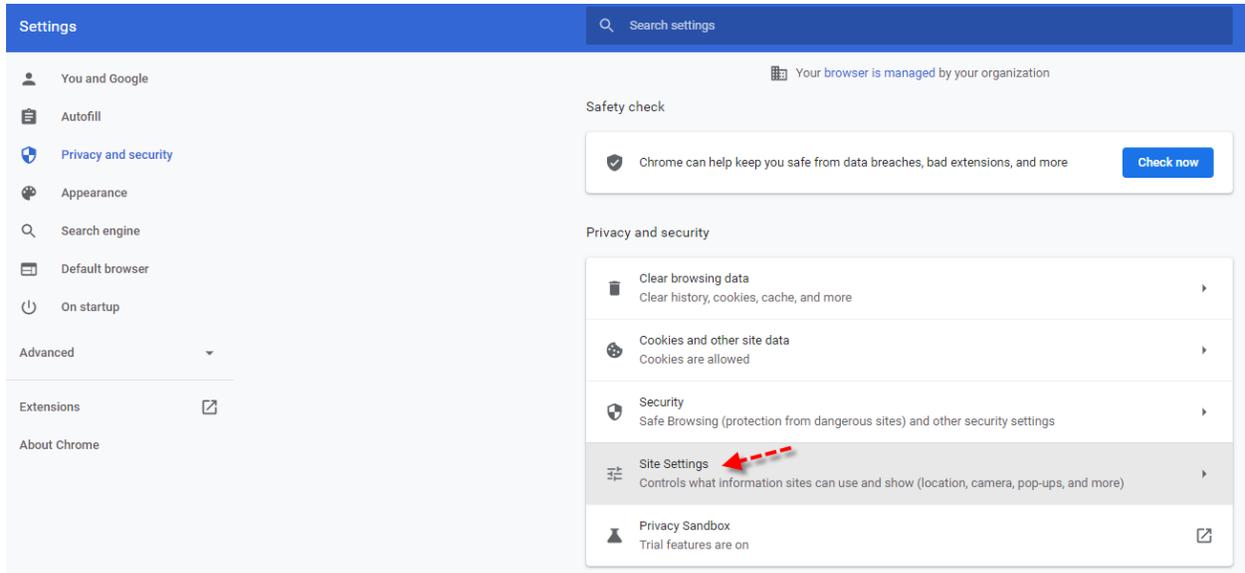
The Infor Support Portal requires the browser to allow popups.

To enable popups using Google Chrome, click the **Chrome Menu** and then select **Settings**

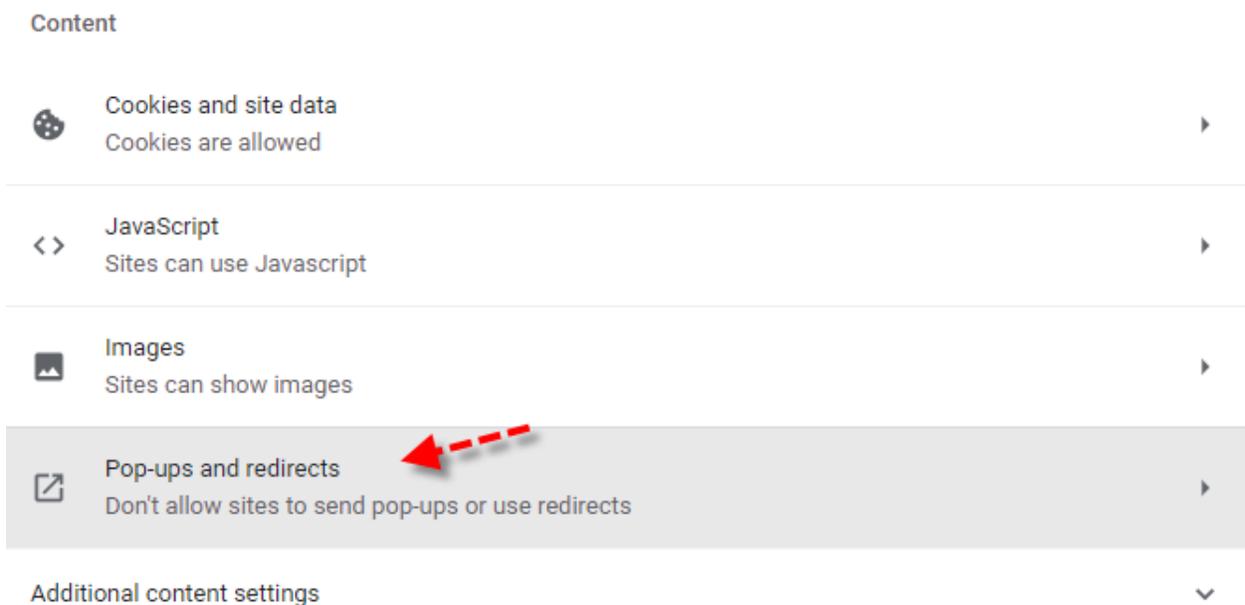


On the Settings Page, select **Privacy & Security** from the left-hand tab navigation.

Below Privacy and Security select **Site Settings**



Then below *Content*, select **Pop-ups and redirects**



To allow popups for the Infor Support Portal, select the **Add** button, to the right of *Allowed to send pop-ups and use redirects*



After clicking Add, the Add a Site dialog opens. Enter *https://support.infor.com/* and then click **Add**

### Add a site

Site

https://support.infor.com/

Cancel

Add

The Pop-Up allowed website is displayed

Allowed to send pop-ups and use redirects

Add

 https://support.infor.com

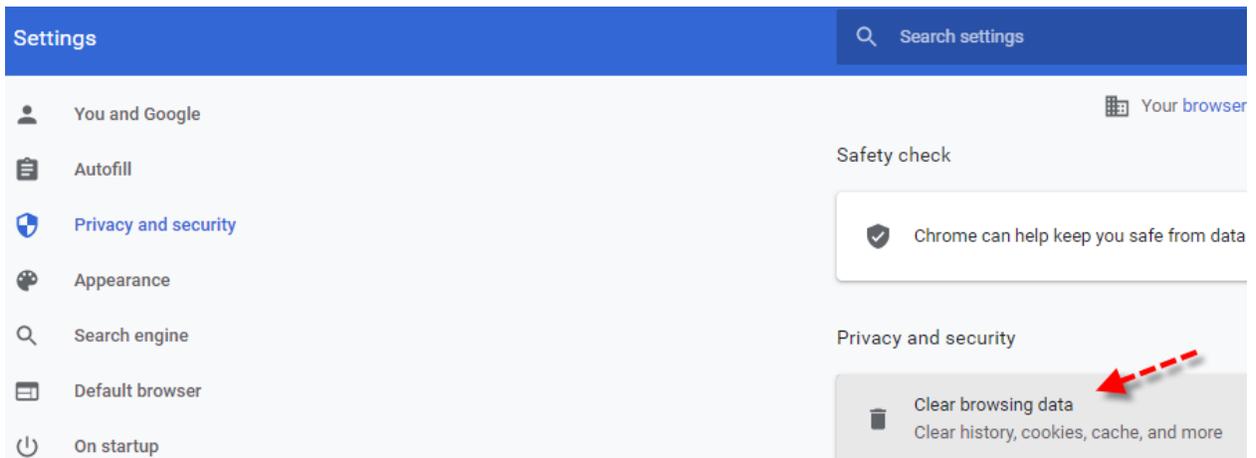


## 5.2 Temporary Internet Files

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** and select **Settings**.

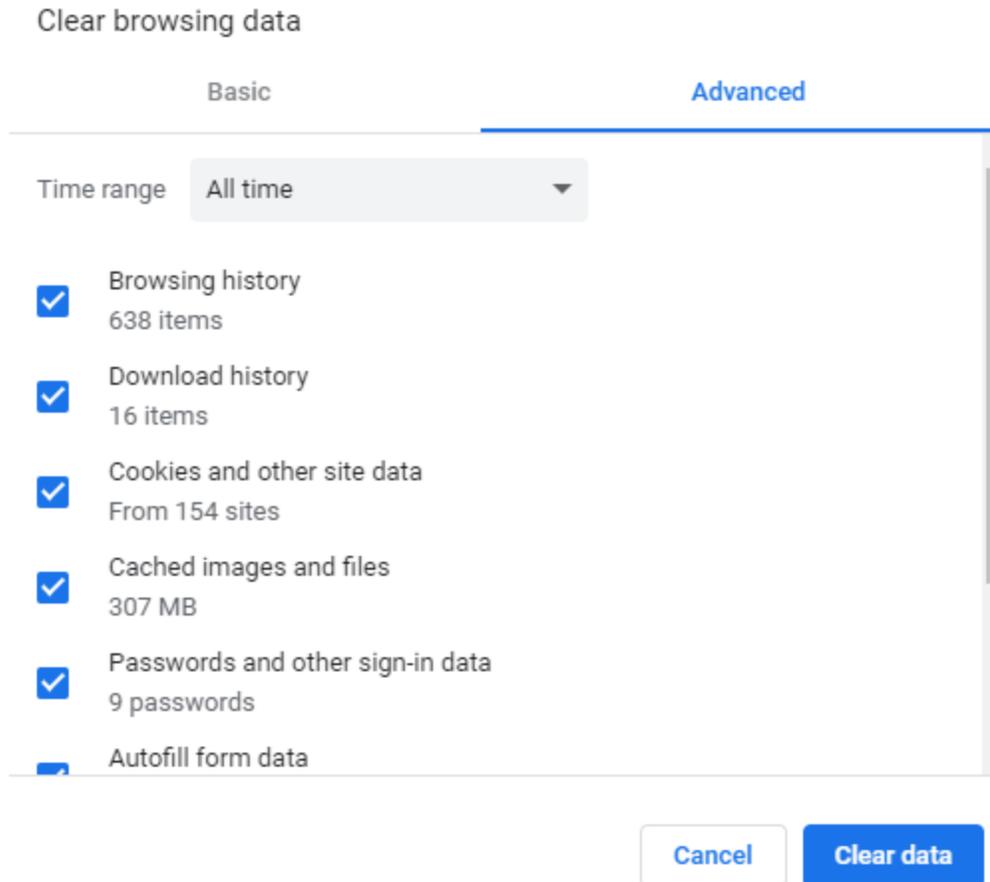
On the Settings Page, select **Privacy & Security** from the left-hand tab navigation, and then select **Clear Browsing Data**.



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**.



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

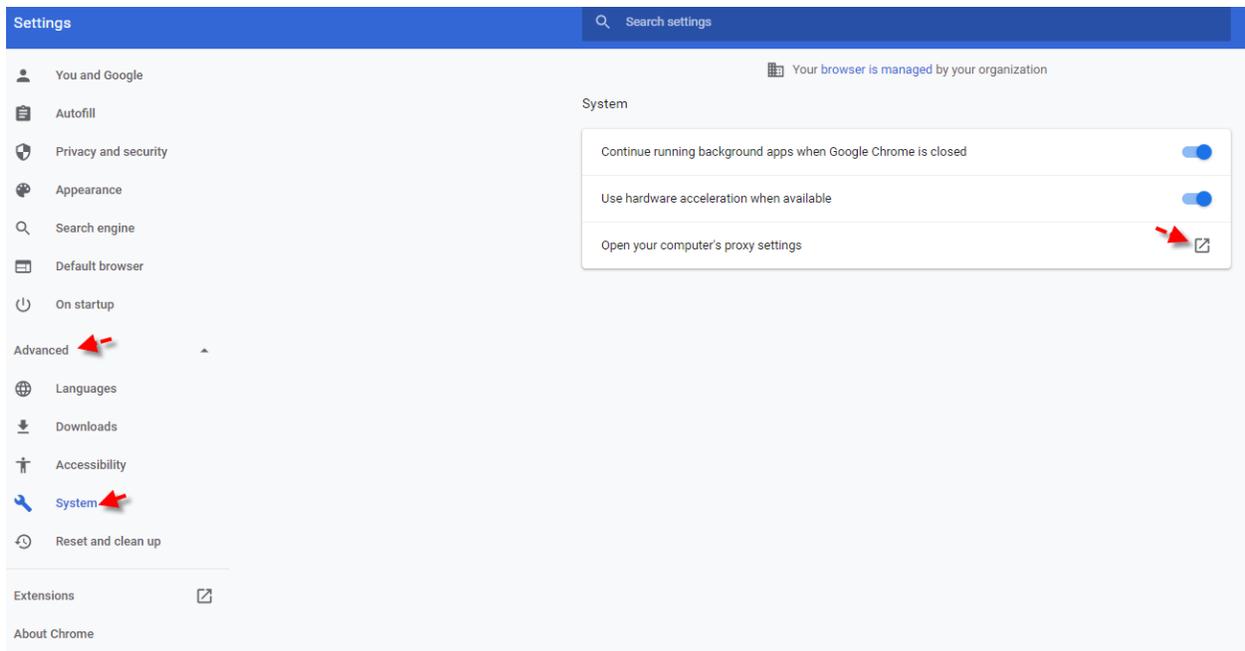
### 5.3 Trusted Sites

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** and then select **Settings**.

Scroll to the bottom of the Settings page and select **Advanced**

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**

Home

Find a setting

**Network & Internet**

- Status
- Wi-Fi
- Ethernet
- Dial-up
- VPN
- Airplane mode
- Mobile hotspot
- Proxy

## Status

### Network status

Diagram: Laptop — Ethernet — Public network — Internet

**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.

Ethernet 1.55 GB  
From the last 30 days

Properties Data usage

Show available networks  
View the connection options around you.

### Advanced network settings

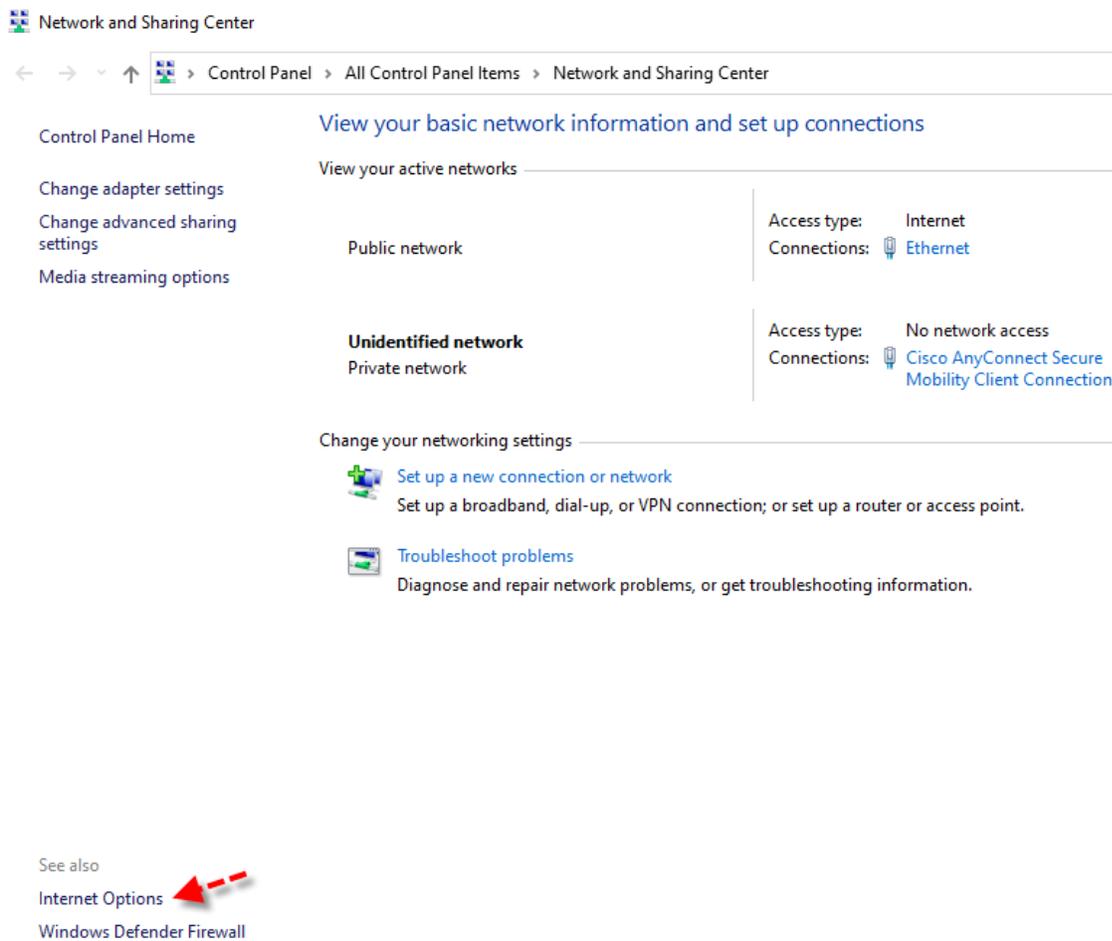
- Change adapter options  
View network adapters and change connection settings.
- Network and Sharing Center**  
For the networks you connect to, decide what you want to share.
- Network troubleshooter  
Diagnose and fix network problems.

[View hardware and connection properties](#)

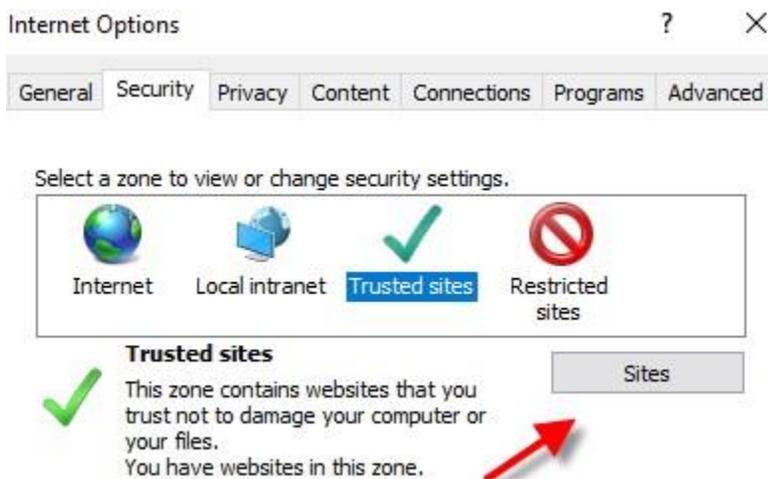
[Windows Firewall](#)

[Network reset](#)

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



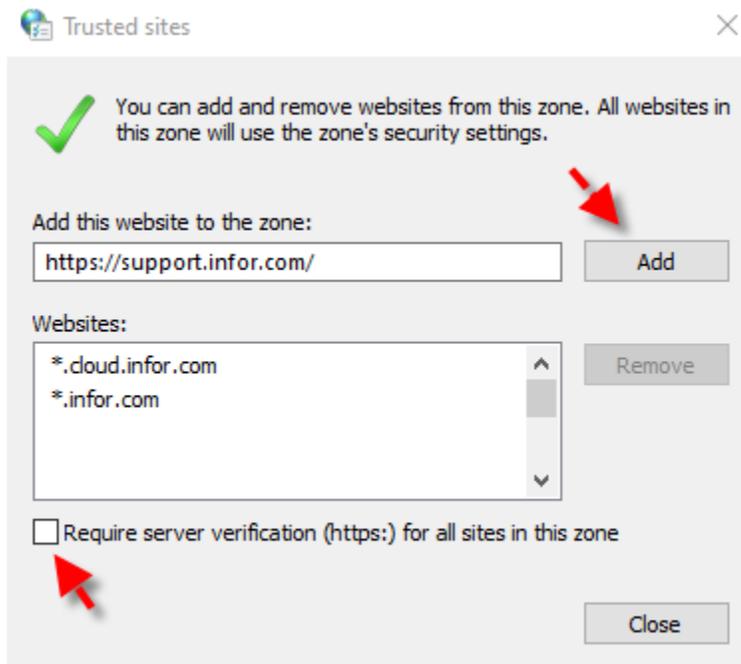
From Internet Options, select the **Security** tab, **Trusted Sites zone**, and then click the **Sites** button.



From the Trusted Sites, **enter https://support.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*

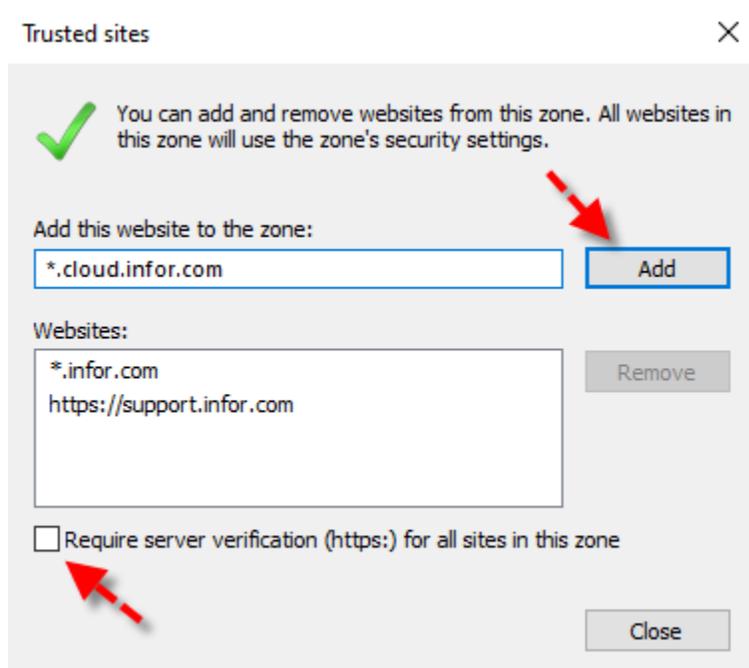
Then click the **Close** button.



It is also recommended to add Infor Concierge as a trusted site in the same way.

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*



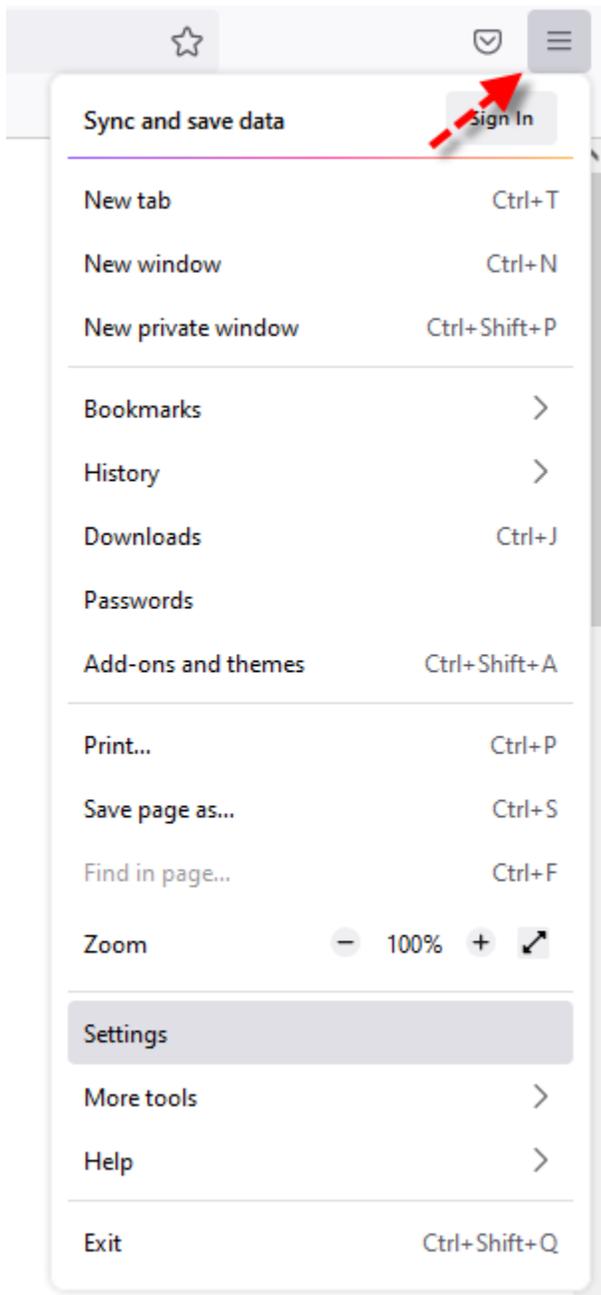
The trusted sites are displayed. Click the **Close** button.

## 6. Firefox

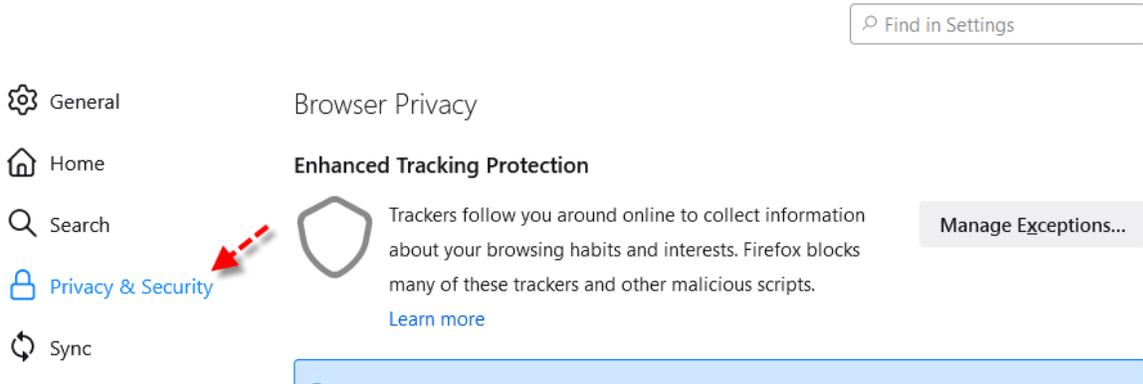
### 6.1 Popup Blocker

The Infor Support Portal requires the browser to allow popups.

To enable popups using Firefox, click the **Firefox menu** and select **Settings**



From the **Options** page click on the **Privacy & Security** menu from the left-hand navigation.

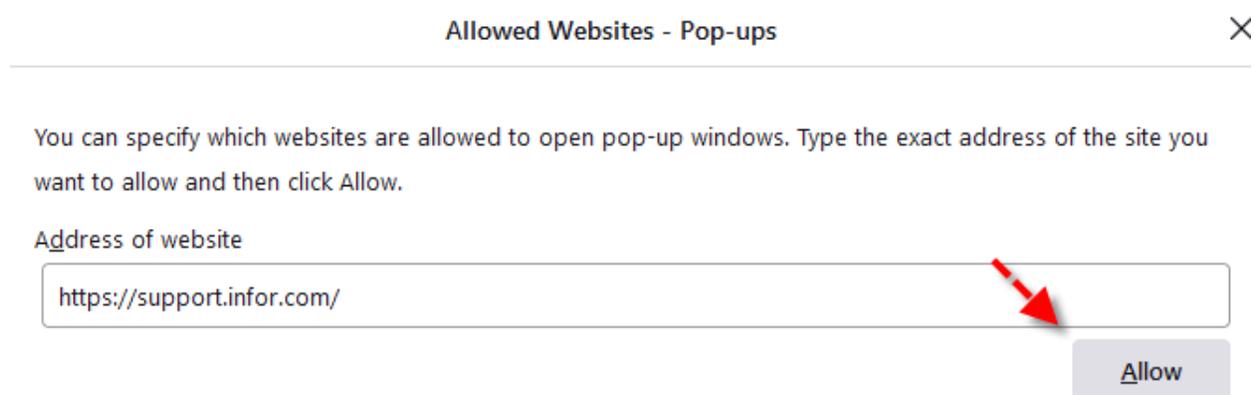


Scroll down to the **Permissions** section and select '*Block pop-up Windows*' and then select the **Exceptions** button.

Block pop-up windows

Exceptions...

In the Allowed Websites – pop ups window, below address of website, enter **https://support.infor.com/** and then click **Allow**



The allowed website is displayed. Click on **Save Changes** button.

**Allowed Websites - Pop-ups** ✕

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You can specify which websites are allowed to open pop-up windows. Type the exact address of the site you want to allow and then click Allow.

Address of website

  
AllowRemove WebsiteRemove All WebsitesSave ChangesCancel

## 6.2 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.

## 6.3 Clear History

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

From the **Settings** page click the **Clear History** button below History

### History

Firefox will Remember history ▼

Firefox will remember your browsing, download, form, and search history.

Clear History...

On the Clear History popup, *select the desired options to clear*, and then click the **OK** button

Clear All History ✕

Time range to clear: Everything ▼



All history will be cleared.  
This action cannot be undone.

### History

<input checked="" type="checkbox"/> Browsing & download history	<input checked="" type="checkbox"/> Cookies
<input checked="" type="checkbox"/> Active logins	<input checked="" type="checkbox"/> Cache
<input checked="" type="checkbox"/> Form & search history	

### Data

<input checked="" type="checkbox"/> Site settings	<input checked="" type="checkbox"/> Offline website data
---	--

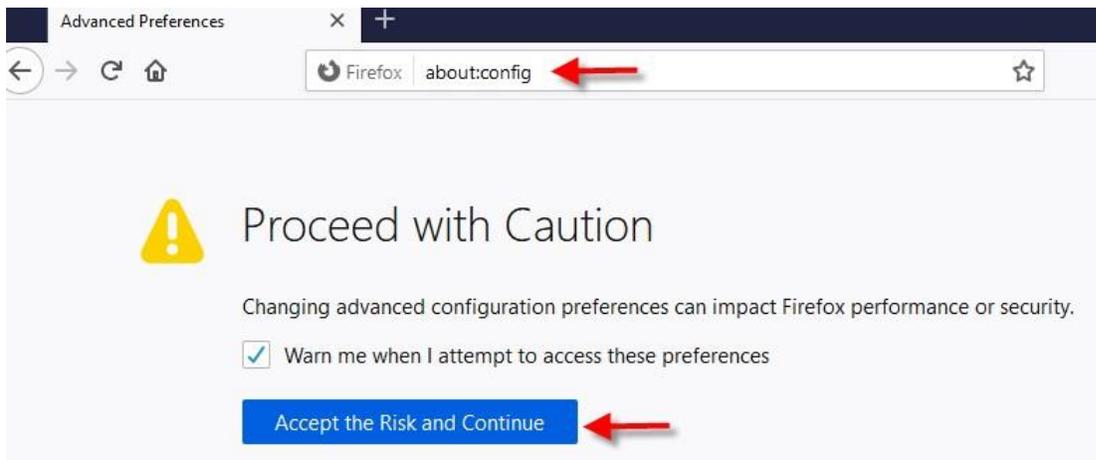
OKCancel

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

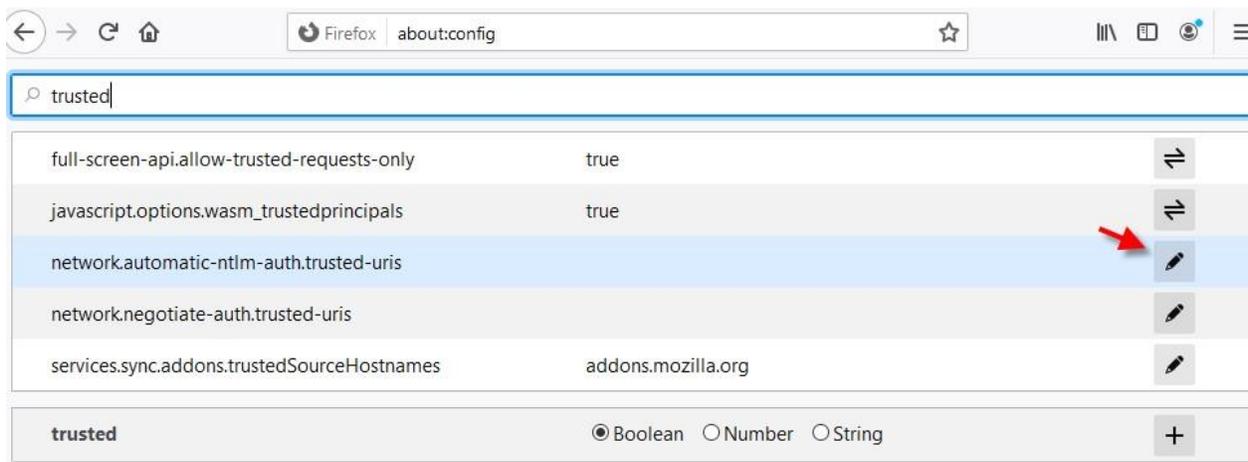
## 6.4 Trusted Sites

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, type in **about:config** in the address bar. Click the **Accept the Risk and Continue** button.



In the preference search box, type in **trusted** and then edit the preference **network.automatic-ntlmauth.trusted-uris**



Then in the highlighted blue textbox, enter **\*.support.infor.com**, **\*.cloud.infor.com** and then click on the **blue checkmark**.

Select the **String** radio button at the bottom of the page.

Repeat the same steps for preference **network.negotiate-auth.trusted-uris**

Q trusted  Show only modified preference

<b>app.update.lastUpdateTime.telemetry_untrustedmodules_ping</b>	1638795214	 
dom.forms.submit.trusted_event_only	false	
dom.window.content.untrusted.enabled	true	
full-screen-api.allow-trusted-requests-only	true	
javascript.options.wasm_trustedprincipals	true	
<b>network.automatic-ntlm-auth.trusted-uris</b>	support.infor.com,*.cloud.infor.com	 5
<b>network.negotiate-auth.trusted-uris</b>	<input type="text" value="support.infor.com,*.cloud.infor.com"/>	 5
services.sync.addons.trustedSourceHostnames	addons.mozilla.org	

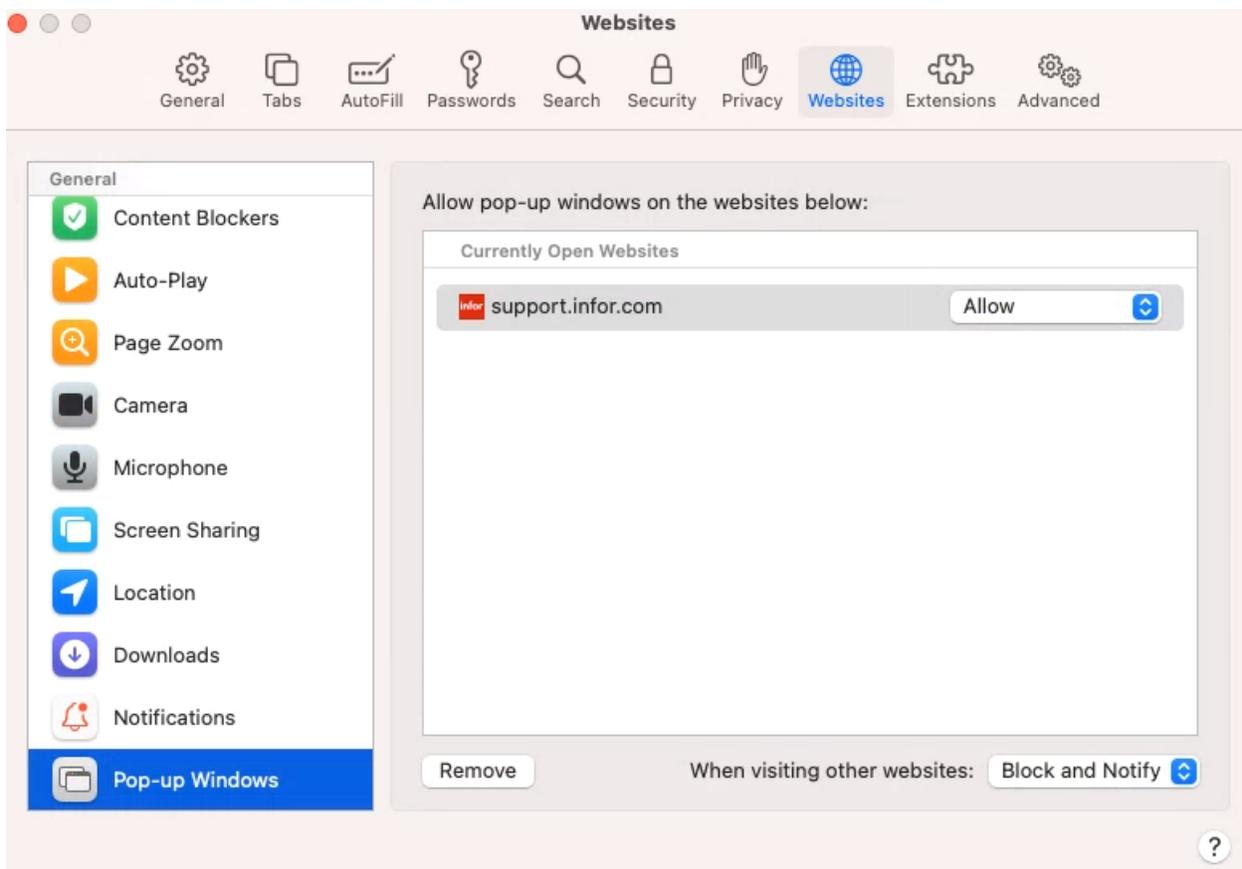
trusted  Boolean  Number  String 

Once completed the Infor Support Portal and Infor Concierge are identified as Firefox trusted URLs

## 7. Safari

### 7.1 Popup Blocker

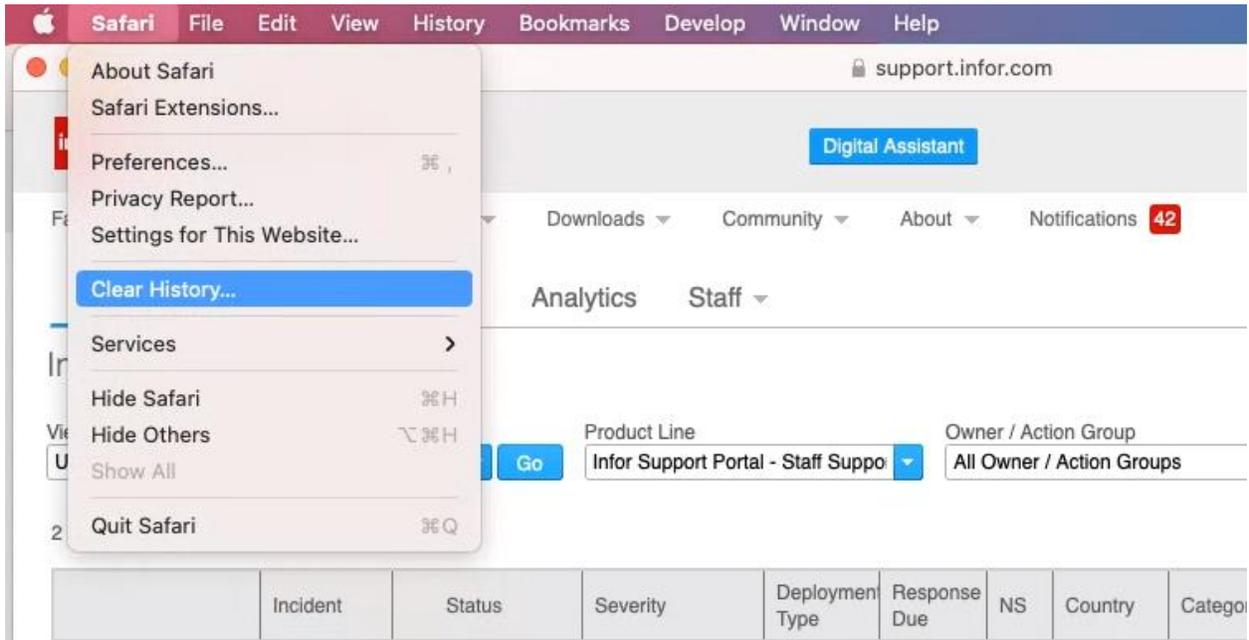
To allow popups for the Infor Support Portal. Open Safari to <https://support.infor.com/> and select Safari > Preferences. Then click the Websites tab. From the left-hand navigation select Pop-up Windows, and then set Allow Pop-up windows on the websites below = **Allow**



## 7.2 Clear History

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.

To clear your website history, open Safari and then select Safari > Clear History

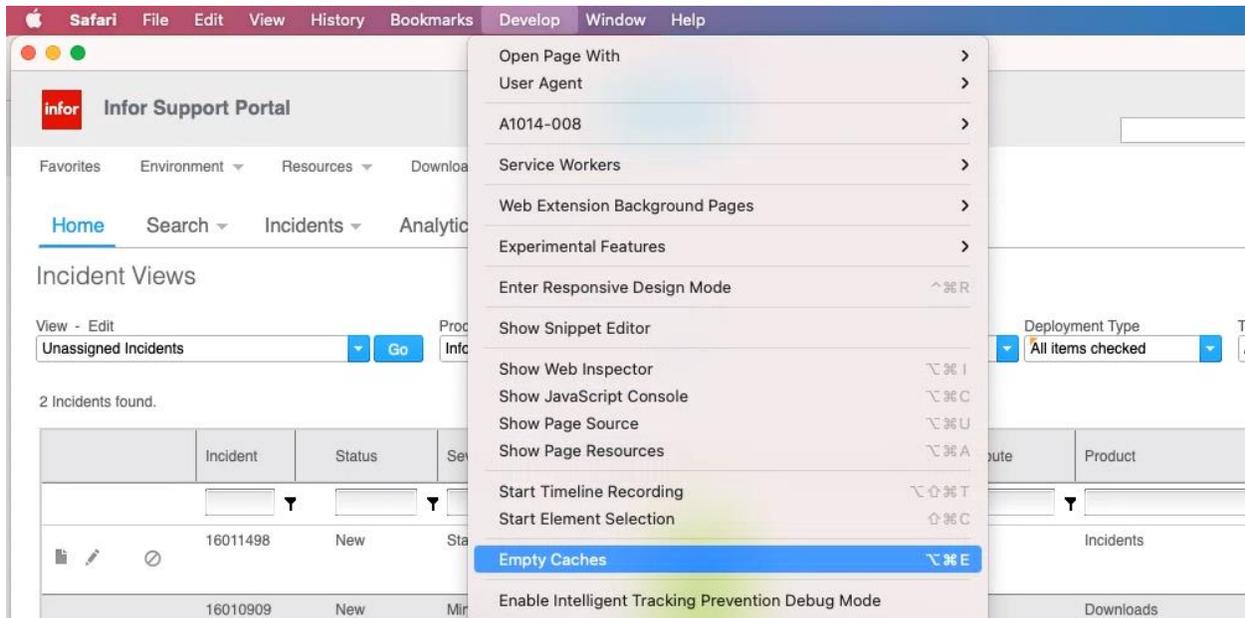


Select the history to clear and then click Clear History

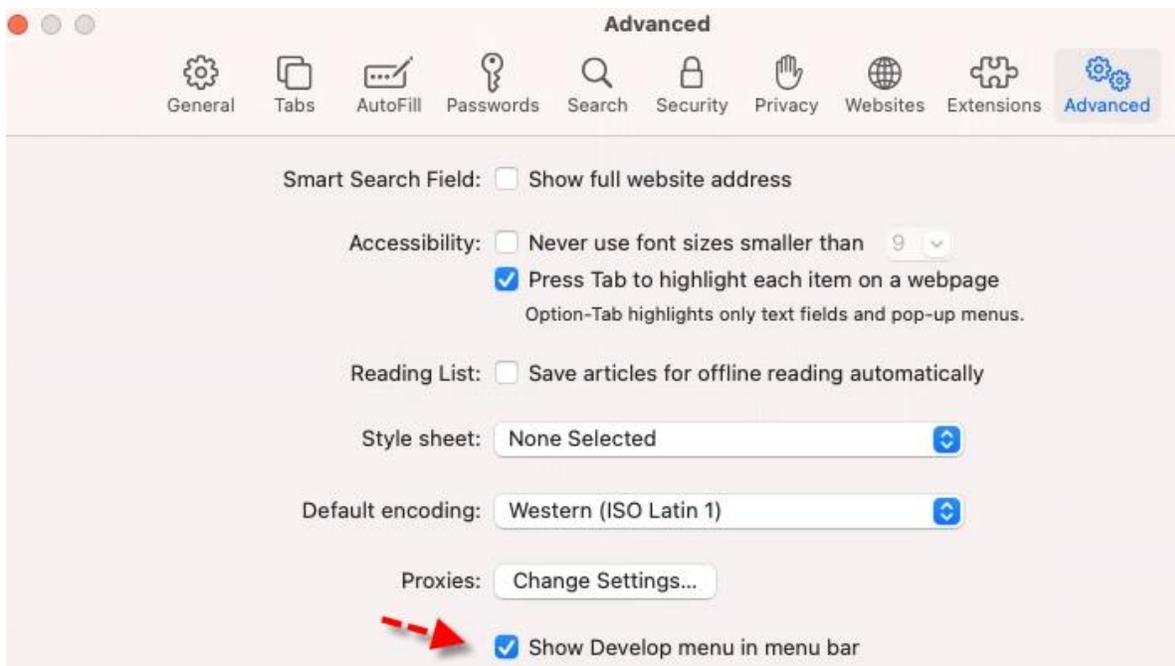


### 7.3 Clear Cache

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.



## 8. Other Recommendations

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

### *8.1 Logging onto the Support Portal*

To access the Support Portal, use the URL <https://support.infor.com/> 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 are 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.

## 8.2 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 workday. When you log in the next day, you will be routed to the web server that will offer you the best performance available.

## 8.3 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://support.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.