

Infor Support Portal Browser References

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

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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.

p-up B	locker Settings	
	Pop-ups are currently blocked. You can allow pop-ups f websites by adding the site to the list below.	rom specific
Addres	s of website to allow: /support.infor.com/	Add
Allowe	d sites:	

The website is added as an allowed site

Pop-up Blocker Settings	×
Exceptions Pop-ups are currently blocked. You can allow pop-ups websites by adding the site to the list below.	from specific
Address of website to allow:	Add
support.infor.com	Remove Remove all

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.

Delete Browsing History	×
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster.	e
Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.	
Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.	
History List of websites you have visited.	
Download History List of files you have downloaded.	
Saved information that you have typed into forms.	
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.	
Tracking Protection, ActiveX Filtering and Do Not Track A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing det about your visit, and exceptions to Do Not Track requests.	ails
About deleting browsing history Delete Cancel	

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**

A	-	^{infor} http	ps://support	.infor.co	m/allogin/allogin.aspx	
^{infor} In	for Sup	port Po	rtal Log In	× 📑		
File	Edit	View	Favorites	Tools	Help	
				D	elete browsing history	Ctrl+Shift+Del
				In	Private Browsing	Ctrl+Shift+P
				Tu	urn on Tracking Protection	
				A	ctiveX Filtering	
				Fi	x connection problems	
				Re	eopen last browsing session	
				A	dd site to Apps	
				Vi	iew downloads	Ctrl+J
				Po	op-up Blocker	>
				W	/indows Defender SmartScreen Filter	>
				M	lanage media licenses	
				M	lanage add-ons	
				C	ompatibility View settings	
				Su	ubscribe to this feed	
				Fe	eed discovery	>
				Pe	erformance dashboard	Ctrl+Shift+U
				F1	12 Developer Tools	
				Re	eport website problems	
				In	ternet options	

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

Internet Options							\times		
General	General Security Privacy Content Connections Prog								
Home page To create home page tabs, type each address on its own line. http://home.infor.com/									
Startup	Use current Use default Use new tab								
⊖ si ⊚ si	tart with ta tart with he	bs from t	he last ses	sion					
Tabs Change how webpages are displayed in tabs. Tabs									
Browsing history									
Delete temporary files, history, cookies, saved passwords, and web form information.									
D	Delete browsing history on exit								
			[Delete	Set	tings			

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

Click \mathbf{OK} and then click \mathbf{OK} again to close the page

Website Data Settings		?	×					
Temporary Internet Files	and databases							
Internet Explorer stores of for faster viewing later.	Internet Explorer stores copies of webpages, images, and media for faster viewing later.							
Check for newer versions	ofstored	pages:	-					
Every time I visit the	e webpa	ge 🥌						
O Every time I start I	nternet E	xplorer						
 Automatically 								
○ Never								
Disk space to use (8-1024 (Recommended: 50-250	330 🚔							
Current location:								
C:\Users\idoe\AppData\Lo	ocal (Micro	soft\Win	dows\INetCache\					
Move folder	View files							
			ОК	Ca	ancel			

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:)

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

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.

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:	Add					
cioud.inior.com	Add					
Websites:						
*.infor.com	Remove					
·						
Require server verification (https:) for all sites in this zone						
~	Change					
-	Close					

 \times

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

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

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**

Settings	Site permissions / Pop-ups and redirects	
Q Search settings		<u> </u>
Profiles	Block (recommended)	
Privacy, search, and services		
Appearance	Block	Add
🗁 Start, home, and new tabs	No flooded	
🖄 Share, copy and paste	No sites added	
🕞 Cookies and site permissions		
Default browser	Allow	Add
↓ Downloads	No sites added	
왕 Family		
A ² t Languages		

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.



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

Clear browsing data		
Time range		
All time \checkmark		
 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

Settings		Q. Search settings		
•	You and Google		Your browser is managed by your organization	
Ê	Autofill	Safety check		
•	Privacy and security	Chrome can help keep you safe from data breaches, bad extensions, and more		eck now
۲	Appearance			
Q Search engine Privacy and security				
Default browser		Clear browsing data	•	
Ģ	On startup	_	Clear history, cookies, cache, and more	
Adva	nced -	٩	Cookies and other site data Cookies are allowed	•
Exter	nsions	Ø	Security Safe Browsing (protection from dangerous sites) and other security settings	•
ADOU	i unrome	1 1	Site Settings Controls what information sites can use and show (location, camera, pop-ups, and more)	•
		×	Privacy Sandbox Trial features are on	ß

Then below Content, select Pop-ups and redirects

Content

٩	Cookies and site data Cookies are allowed	۲
<>	JavaScript Sites can use Javascript	۲
	Images Sites can show images	۲
Ø	Pop-ups and redirects Don't allow sites to send pop-ups or use redirects	۲
Addit	ional content settings	~

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

Allowed to send pop-ups and use redirects



No sites added

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
the 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**.

	0				
	Basic		Advanced	ł	
Time range	All time	-			Í
Browsi 638 ite	ng history ms				l
Downlo 16 item	bad history ns				l
Cookie From 1	s and other site data 54 sites				l
Cacheo 307 MB	d images and files B				ł
Passw 9 pass	ords and other sign-in data words	1			
Autofill	form data				
			Cancel	Clear data	

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

Clear browsing data

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

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	
	Languages	
<u>+</u>	Downloads	
Ť	Accessibility	
٩	System 🕊	
Ð	Reset and clean up	
Exten	sions	
About Chrome		

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

ப் Home	Status		
Find a setting	Network status		
Network & Internet	┌── ผ ── क़		
Status	Ethernet Public network		
// Wi-Fi	You're connected to the Internet		
문 Ethernet	metered connection or change other properties.		
📅 Dial-up	From the last 30 days		
% VPN	Properties Data usage		
心 Airplane mode	Show available networks		
(I) Mobile hotspot	view the connection options around you.		
Proxy	Advanced network settings		
	Change adapter options View network adapters and change connection settings.		
	Retwork 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.

🍖 Trusted sites	\times			
You can add and remove websites from this zon this zone will use the zone's security settings.	e. All websites in			
Add this website to the zone:	×			
https://support.infor.com/	Add			
Websites:				
*.cloud.infor.com	Remove			
*.infor.com				
~				
Require server verification (https:) for all sites in this zone				
	Close			

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

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

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.

ତ General	Browser Privacy	
Home	Enhanced Tracking Protection	
Q Search	Trackers follow you around online to collect informatio	n Manage E <u>x</u> ceptions
A Privacy & Security	many of these trackers and other malicious scripts.	2
🗘 Sync	Learn more	

Scroll down to the **Permissions** section and select '*Block pup-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

Allowed Websites - Pop-ups

 \times

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

https://support.infor.com/

Allow

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

Allowed	Websites -	Pop-ups
---------	------------	---------

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

	<u>A</u> llow
Website	Status 🔺
https://support.infor.com	Allow
Remove Website Remove All Websites	
	Save Changes Cancel

 \times

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 <u>w</u> ill	Remember history	~	
Firefox will re	Clear Hi <u>s</u> tory		

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 v This action	vill be cleared. cannot be undone.						
History							
✓ Browsing & download	l history 🔽 <u>C</u> ookies						
✓ Active <u>l</u> ogins ✓ C <u>a</u> che							
✓ Form & search history	y						
Data	Offline website data						
<u> </u>	ОК	Cancel					

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.automaticntlmauth.trusted-uris**

trusted		
full-screen-api.allow-trusted-requests-only	true	÷
javascript.options.wasm_trustedprincipals	true	⇒
network.automatic-ntlm-auth.trusted-uris		1
network.negotiate-auth.trusted-uris		
services.sync.addons.trustedSourceHostnames	addons.mozilla.org	1
trusted	Boolean ONumber OString	+

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
$app.update.lastUpdateTime.telemetry_untrustedmodules_ping$	1638795214	Ø Ü
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	⇒
network.automatic-ntlm-auth.trusted-uris	support.infor.com,*.cloud.infor.com	1 5
network.negotiate-auth.trusted-uris	support.infor.com,*.cloud.infor.com	<u>م</u> ا
services.sync.addons.trustedSourceHostnames	addons.mozilla.org	1
trusted	O Boolean O Number O 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 <u>https://support.infor.com/</u> and select Safari > Preferences. Then click the Websites tab. From the left-hand navigation select Popup Windows, and then set Allow Popup 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

Cleand	aring history will remove re other website data.	lated cookies
Clea	v the last hour	
9	today today and yesterday	Clear History

7.3 Clear Cache

r = 0

Safari File	Edit View	History Bo	okmarks	Develop Window Help		
••				Open Page With User Agent	> >	
infor Infor Support Portal				A1014-008	>	
Favorites Environment v Resources v Downloa				Service Workers	>	
Home Sear	ch – Incid	lonte – A	nalutio	Web Extension Background Pages	>	
Home Search V Incidents V Analytic			inalyuc	Experimental Features	>	-
Incident Views	3			Enter Responsive Design Mode	^ % R	
View - Edit			Proc	Show Snippet Editor		Deployment Type
			inic	Show Web Inspector	_ 96 I	Ail items checked
2 Incidents found.				Show JavaScript Console	\C 9€ C	
	1		_	Show Page Source	√ 36 U	1
	Incident	Status	Set	Show Page Resources	A 36 7	pute Product
		-		Start Timeline Recording	て合肥工	
	I			Start Element Selection	☆ ೫ C	
∎ / ⊘	16011498	New	Sta	Empty Caches	∕∵⊯E	Incidents
	16010909	New	Mir	Enable Intelligent Tracking Prevention Debug M	lode	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										
	ŝ		P	Q	8	G		ഹ്നം	00		
	General	Tabs AutoFill	Passwords	Search	Security	Privacy	Websites	Extensions	Advanced		
		Smart Search Fi	eld: 🗌 Sh	now full w	ebsite ad	dress					
		Accessibi	lity: 🗌 Ne	ever use t	ont sizes	smaller t	han 900	-			
			🗹 Pr	ess Tab t	o highligh	t each ite	em on a we	bpage			
			Op	tion-Tab h	ighlights or	ly text fiel	ds and pop-	up menus.			
		Reading L	.ist: 📃 Sa	ive article	es for offli	ne readin	g automat	ically			
		Style she	eet: Non	e Selecte	d			0			
		Default encodi	ing: Wes	tern (ISO	Latin 1)			0			
		Prox	ies: Cha	nge Sett	ings						
		-	🕨 🗹 SH	iow Deve	lop 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 <u>https://support.infor.com/</u> 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 <u>https://support.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.