

Viewing InTouch Application Graphics in a Web Browser



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CHAPTER 1

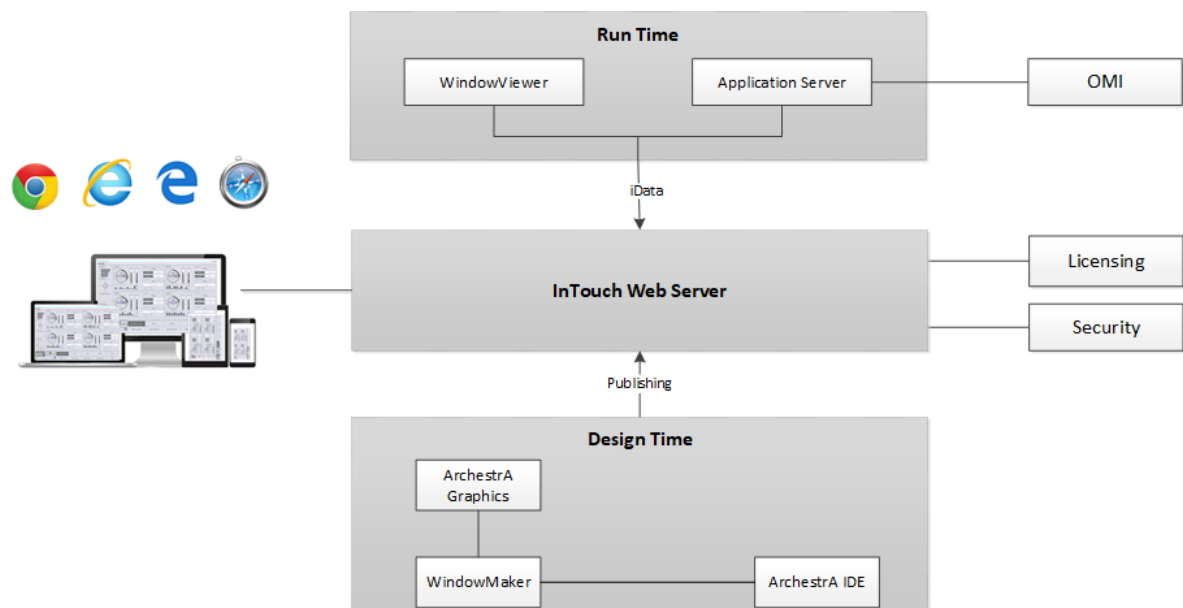
Using the InTouch Web Client

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About the InTouch Web Client

The InTouch Web Client feature allows you to view selected ArchedrA graphics used within an InTouch HMI application on any HTML5 supported web browser. A built-in Web Server provides web browsers access to application graphics, from any Microsoft Windows client or server operating system without the use of Remote Desktop Protocol (RDP) or Internet Information Services (IIS) for Microsoft Windows® Server. You can view application ArchedrA graphics in a web browser for both modern and managed applications. InTouch Web Client does not support graphics from InTouch Stand-Alone applications.



Enabling the Web Client Feature

By default, on installation the InTouch Web Client feature will be disabled. You must enable the Web Client feature before you can use it. The Web Client feature will be automatically enabled if you configure one of the following options in the Configurator:

- Common Platform > Machine Trust (configure the certificate and communication ports)
- InTouch Web Client > InTouch Web Client Access (configure the graphic refresh rate and alarm refresh rate)

To enable or disable the Web Client feature manually, you must have administrative privileges. You can enable the Web Client feature from Application Manager or InTouch WindowMaker.

Enabling the Web Client Feature from Application Manager

To enable the Web Client feature, launch Application Manager and select one of the following options:

- Click the **Enable Web Client** toolbar icon.
- Right-click and select **Enable Web Client**.
- From the **File** menu, click **Enable Web Client**.

Enabling the Web Client Feature from WindowMaker

A user with administrative privileges can enable the web client feature from WindowMaker.

1. Launch an application in WindowMaker.
2. Click the **Web Client** fast switch button.

The following dialog box appears 'InTouch Web Client feature is currently disabled on this system. Do you want to enable it?'

3. Click **Yes**.

The InTouch Web client page will appear.

If you try to launch the Web Client when it is disabled, you will receive the following error message: **HTTP Error 404.0 – Not Found**.

If a non-administrative user attempts to enable the Web Client feature from WindowMaker, they will be directed to enable the feature from Application Manager.

Configuring InTouch Application Graphics for Viewing in a Web Browser

Using the ArcestrA Graphic Toolbox, you can configure the folder containing the application graphics that will be displayed on the web browser. Only graphics stored within the folder set as the Web Client Root folder are displayed on the web browser.



Note: The operating system user group **aaInTouchUsers** will be created on the InTouch runtime node during installation. Only users in the aaInTouchUsers user group will have access to view graphics from an application in the web browser. Add relevant users to the group before configuring the application. By default, the installation user will be added to the group.

1. Start **InTouch WindowMaker**.
2. Open an application.

In the **ArcestrA Graphic Toolbox**, create or identify the folder that will contain the hierarchy of folders and graphics you want displayed on the web browser.

3. Right-click the folder and select **Set the Web Client Root Folder**.

The icon thumbnail will change to reflect the setting.

Icon	Description
	When the root folder is set as the Web Client Root folder
	When a folder is set as the Web Client Root folder

By default, the root of the ArcestrA Graphic Toolbox is set as the Web Client Root folder.


Setting the Web Client Home Symbol

You can set the default symbol displayed on the InTouch Web Client page when it is launched by setting the Web Client Home Symbol.

1. Set the Web Client Root Folder, see *Configuring InTouch Applications Graphics for Viewing in a Web Browser*.

The Home Symbol must be a child of the Web Client Root folder.

2. Under the Web Client Root folder, identify the home symbol.
3. Right-click the symbol and click **Set Web Client Home Symbol**.

The icon thumbnail () will change to reflect the setting. If no home symbol is set, the InTouch Client web page will display a blank page when launched. While viewing the InTouch Web Client in a browser, click the Home icon on the Title bar to navigate to the home symbol.

Viewing InTouch Application Graphics in a Web Browser

After you configure the InTouch Web Client application you can view the graphics in the web browser. For a list of tested and supported browsers, refer to the *Browser and Mobile Support* section of this guide.

1. Launch an HTML5 supported browser, enter the URL: `http://<hostname>/InTouchWeb` or `http://<IPAddress>/InTouchWeb`.

If your credentials are authenticated and a valid InTouch Web Server license is acquired, the InTouch Web page is displayed. The Home Symbol will be displayed by default.

You can access the web client using the URL: `https://<hostname>/InTouchWeb` or `https://<IPAddress>/InTouchWeb`. The InTouch Web Client will automatically use the HTTPS protocol when the system is configured with a certificate (local or remote server).

If the InTouch Web Client page is not displayed, refer to *Troubleshooting Viewing Graphics in a Web Browser*.

2. Click the  icon.

The overlay on the left displays the hierarchical structure of the ArcestrA graphics, under the selected Web Client Root folder within the running application.

3. Click a folder name.

The graphics within the folder are displayed.

4. Click a graphic.

The selected graphic is displayed on the InTouch Web Client.

Only graphics stored within the folder set as the Web Client Root folder are displayed on the web browser. The user account accessing the graphics must be part of the **aaInTouchUsers** user group.

InTouch WindowViewer must be running on the host machine for symbols displayed in the InTouch Web Client to receive live data from InTouch tags. You can also run WindowViewer as a service. Application Server must be running to receive live data from application objects. The InTouch Web Client is read-only. Values cannot be written to the control system from the browser. Scripts and animations affecting ArchestrA Graphic custom properties will work, in so far as they do not cause data to be written to the control system.

InTouch Web Client Fast Switch

During the development of the application (only Modern and Managed) you can use the Web Client Fast Switch feature to toggle between WindowMaker and the InTouch Web Client.

- To use the Web Client Fast Switch feature, click the **Web Client** button in InTouch WindowMaker.

Any changes in WindowMaker will reflect automatically on the InTouch Web page, if the same application is being edited in WindowMaker and viewed in the InTouch Web page. For automatic refresh to work, only one application can be edited and viewed at a time. The InTouch Web page refreshes to the symbol previously displayed. If WindowViewer is run for another application, then the Web Client page will automatically switch to that application.

You can specify the **Graphic Refresh Rate** from the **Configurator**. By default the polling rate will 1000 milliseconds.

You can also specify the **Alarm Refresh Rate** from the **Configurator**. By default the polling rate will 1000 milliseconds.

Alarm Refresh Rate should be greater than the Graphic Refresh Rate, and the value of the Graphic Refresh Rate should be less than 180 seconds.

Note: To enable the InTouch Web Client to run in Fast Switch mode while editing a Managed InTouch application from a remote IDE, first configure the **InTouch Web** Windows service to run as a user account that is a member of the **aaConfigTools** user group, in both the GR and Remote IDE machines. For more information, refer to the Application Server User Guide.

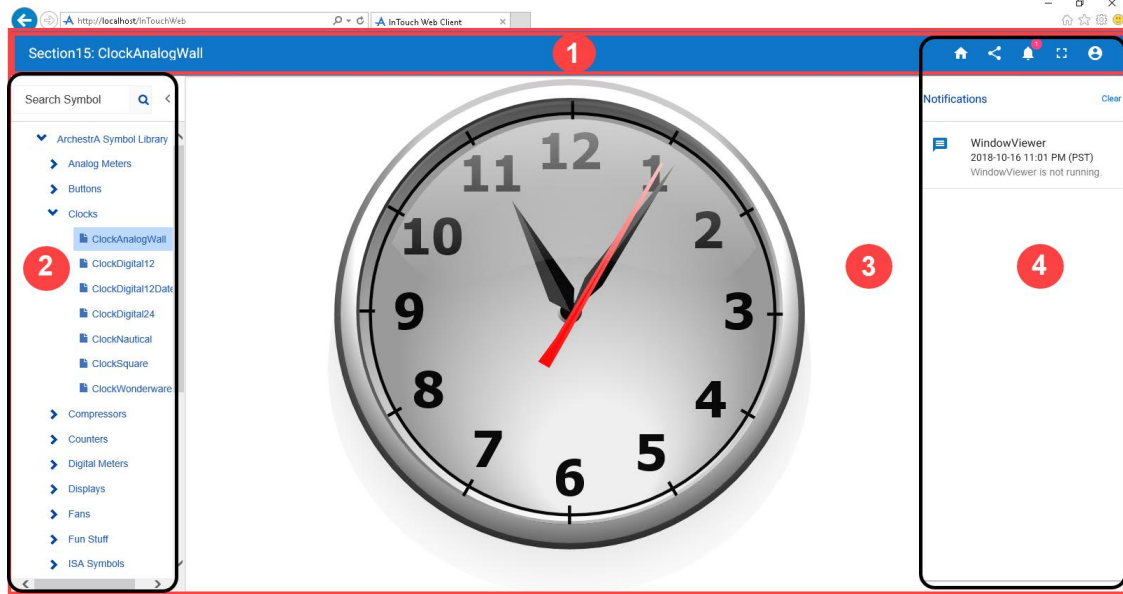
For a given InTouch application, the Web Client fast switch button in WindowMaker is disabled by default. The button is automatically enabled when the application is run in WindowViewer.







Note: The web client fast switch feature is available





- only during development,
- only on the computer with InTouch WindowMaker and InTouch WindowViewer installed,
- only on a web browser accessing the Web Client pointing to *http://localhost/InTouchWeb* in the URL.

Understanding the InTouch Web Client Page

The InTouch Web Client page provides various options to inform and organize the user experience using icons on the page. The following table describes these options.

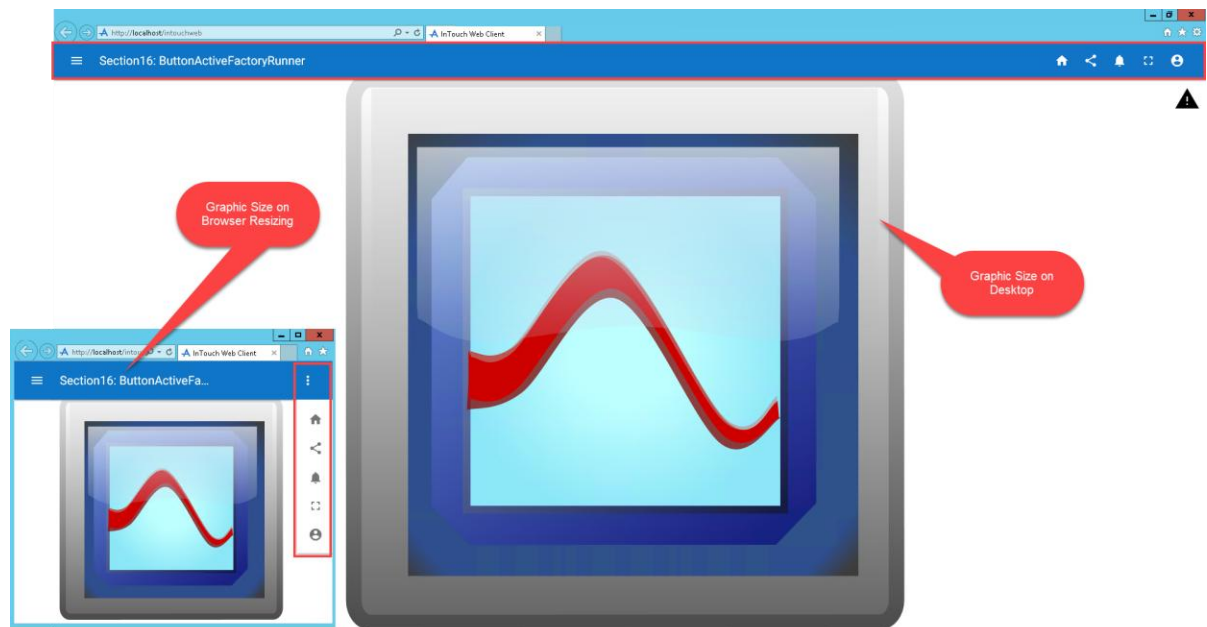


Element	Description
1	The Title bar displays the InTouch Application name, symbol name, home icon, notifications icon, full screen icon and profile icon.
Application Name: Symbol Name	The Title bar will display the application and symbol name. For example – <i>PlantA: Section16</i> - where PlantA is the application name and Section16 is the symbol name.
	Click to view the symbol set as the web client home symbol.
	Click to view the iFrame code snippet for the selected graphic.
	Click the Notifications icon messages related to License status change and WindowViewer status change messages. The number of notifications will be overlaid on the icon.
	Click to maximize the canvas area and display the InTouch web page in full screen mode. You can also use the F11 key. The title bar and navigation overlay will not be visible. To view the title bar: <ul style="list-style-type: none"> Move your cursor to the top of the page, the title bar will slide down. Click  to pin the title bar on the page. Click  to hide the title bar.

	<p>Click to minimize the canvas area and exit the full screen mode.</p>
	<p>The profile icon displays the user logged in.</p>
<p>2</p>	<p>Click the  icon to view the folder navigation overlay. All folders and symbols under the selected Web Client root folder are displayed.</p> <p>You can use the search box at the top of the overlay to search for symbols. The search box is enabled with the autocomplete feature, where symbol names matching the input search term will be listed as you are typing. Select the symbol name to view the symbol in the canvas area.</p>
<p>3</p>	<p>The canvas area displays the symbol selected from the navigation overlay. The symbol will be scaled to fit the browser viewport size, while maintaining the aspect ratio. The navigation and notifications overlays do not consume any space on the canvas or affect the size of the graphic.</p>
<p>4</p>	<p>Click the notifications icon to view the notifications related to connection and licensing issues.</p>
	<p>Click the warning icon to view the list of animations or properties not supported by the InTouch Web Client. This icon is available only during application development and when the browser points to the exact URL of http://localhost/InTouchWeb.</p>

InTouch Application Graphics and Browser Resizing

The InTouch Web Client page can be viewed in different screen sizes. As the browser is adjusted the graphics resize to fit the new browser viewport dimensions. The graphic will also resize when the mobile device is rotated between portrait and landscape orientation.

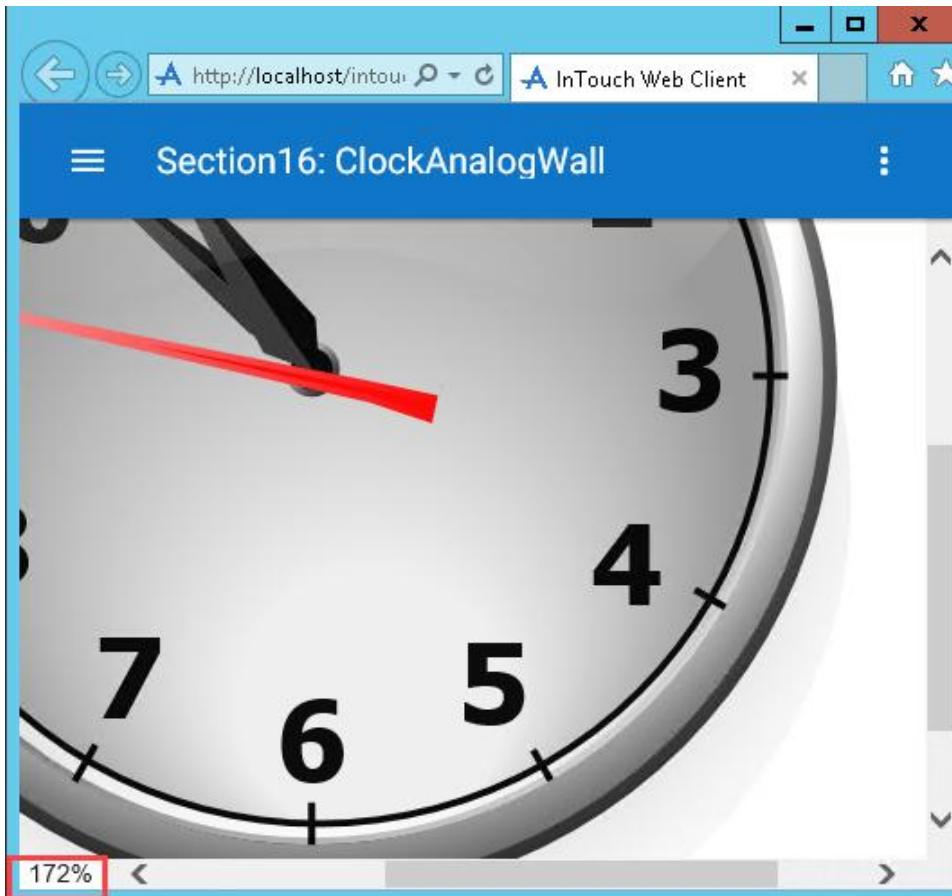


Title Bar and Smaller Screens

For very small screens, the icons on the right collapse into a vertical bar. The icons will be hidden to save screen space. You can view ArcestrA graphics on any mobile device, and use the pan and zoom gestures to view larger graphics.

Pan and Zoom Support

InTouch Web Client supports the Pan and Zoom gestures for all supported browsers and devices. The pan and zoom capabilities are similar to Frame Window support on WindowViewer. When a graphic in the web browser is zoomed in from a non-mobile device, the zoom percentage is displayed in the lower left corner of the horizontal scrollbar. The zoom percentage is limited up to 500%.



Pan and Zoom using Touch

You can zoom-in and zoom-out on a focused display by using two fingers.

- To zoom-in, place two fingers on the screen and expand. To zoom-out, pinch the display with two fingers.
- Double-tap to restore the display to 100% zoom.

To pan the display, press one finger on the display and move your finger.

Pan and Zoom using Mouse

You can zoom-in and zoom-out on a focused display by using the mouse's scroll wheel.

- Hold the **Ctrl** key and scroll the wheel up or down to zoom-in or zoom-out. If the mouse pointer is outside of a pane, then zooming will not be allowed.

- Double-click the left mouse button to restore the display to 100% zoom.

To pan a display, keep the center wheel pressed, move the mouse to the area and then release the center wheel.

Zoom using Keyboard

You can zoom-in and zoom-out on a focused display by using keyboard.

To zoom-in, use the **Ctrl** and **+** keys together. To zoom-out, use **Ctrl** and **-** keys together.

Zoom by Location

You can also zoom in the graphic from the location you click on.

Pan and Zoom toolbars are not supported. Pan and Zoom gestures are not supported for graphics displayed using the ShowSymbol animation or ShowGraphic script, Button Click and Slider.

Designing an InTouch Web Client Application

Designing InTouch Web Client applications involves the following stages:

Design

1. Create and/or edit a Modern or Managed Application. The InTouch Web Client feature is not available for InTouch native applications.
2. Identify the root folder that will contain all the graphics you want displayed on the InTouch web page.
3. Identify and set the Web Client Root folder.
4. Identify and set the Web Client Home symbol.
5. Fast switch to InTouch WindowViewer.
 - WindowViewer is required to run to access InTouch tags, but not ArcestrA object attribute references.
6. Use the Web Client fast switch button or launch a browser and navigate to <http://localhost/InTouchWeb>.

Iterative Development

1. The home symbol will be displayed on the web page.
2. Use the Navigation overlay to navigate to a symbol.
3. Make any graphic related changes in WindowMaker, the changes are automatically refreshed on the browser.

Changes in Quality and Status Style, Element Style, and Formatting Styles will be propagated only after making the following graphics changes or re-launching WindowViewer.

- Content of symbol is updated and saved
 - Symbol is created, imported, or deleted
 - Symbol is moved to different toolset folder
 - Root folder or home symbol assignment is updated
4. You can continue to build the application and test the output in the browser.

Deploy

1. Assign users to the aaInTouchUsers user group.
2. Publish (Modern) or deploy (Managed) the application.

3. Run the application in InTouch WindowViewer. WindowViewer must be running to get live data from InTouch tags.

After the application is published or deployed, it will be available from any computer on the intranet.

You can point to `http://<IPAddress>/InTouchWeb` or `http://<NodeName>/InTouchWeb`, where `<IPAddress>` or `<NodeName>` corresponds to the machine where the application is published or deployed.

Hosting InTouch Application Graphics on External Websites

You can configure graphics in InTouch WindowMaker and host them on external websites using the direct URL to the graphic.

1. Using the ArcestrA Graphic Toolbox, create a symbol.
2. Test the symbol on the InTouch Web Client.
3. In your external website, create a HTML `<iframe>` tag.
4. In the URL attribute, include the link to `http://<hostname>/InTouchWeb/api/symbol/<graphicname>` or `http://<IPAddress>/InTouchWeb/api/symbol/<graphicname>`, where `<hostname>` or `<IPAddress>` corresponds to the machine where the application is published or deployed and `<graphicname>` is the name of the graphic you want displayed.
5. Publish or deploy the application.
6. Run the application in InTouch WindowViewer. WindowViewer must be running to receive live data from InTouch tags.

Syntax:

```
<iframe
src="http://localhost/InTouchweb/api/symbol/YourGraphicName"></iframe>
or
<iframe
src="http://NodeName/InTouchweb/api/symbol/YourGraphicName"></iframe>
```


Example: Consider a symbol `ClockAnalogWall` in the web client application in the local machine

```
<iframe
src="http://localhost/InTouchweb/api/symbol/ClockAnalogWall"></iframe>
```

The same InTouch Web Client security and licensing will be enforced for accessing the symbol directly using the URL. Relevant error messages will be returned to the `<iframe>` section, similar to the InTouch Web Client error messages.

Generating the iFrame Code Block

You can generate the `<iframe>` block for a symbol directly from the web browser. You can then use this code block in an external website to view ArcestrA graphics in run time.

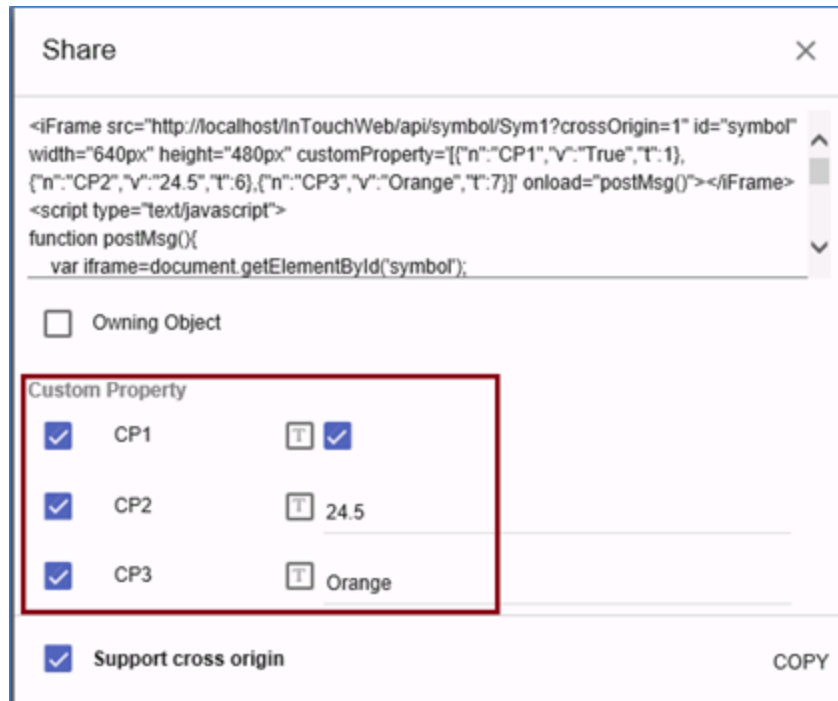
1. Navigate to the graphic.
2. Click the **Share** icon ().
3. In the **Owning Object** field, specify the Owning Object for this graphic.
4. The list of supported custom properties will be displayed. Select a custom property and provide a value.

All values provided will be verified against the data type. For example, if a custom property requires an integer value, you will not be allowed to enter a character value.

5. Click **Support cross origin** to use the script on any InTouch Web Client, either on the local or remote machines.

The embedded HTML code will change based on the selected options.

6. Click **Copy**.



7. You can now paste the generated code in your website in a .html file.

```
<iframe src="http://<hostname>/InTouchWeb/api/symbol/Sym1?crossOrigin=1"
id="symbol" width="640px" height="480px"
customProperty=' [{"n": "CP1", "v": "True", "t": 1}, {"n": "CP2", "v": "24.5", "t": 6}, {
"n": "CP3", "v": "Orange", "t": 7}] ' onload="postMsg()" "></iframe>
<script type="text/javascript">
function postMsg() {
    var iframe=document.getElementById('symbol');
    var obj={};
    for (var i=0;i<iframe.attributes.length;i++) {
        obj[iframe.attributes[i].nodeName]=iframe.attributes[i].nodeValue;
    }
    var win=iframe.contentWindow;
    win.postMessage(obj,obj['src']);
};
</script>
```

CHAPTER 2

Supported Graphical Elements and Known Limitations

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Known Limitations

The InTouch Web Client will be enhanced with each product release. The following list summarizes the major limitations in the current release.

- The InTouch Web page can be accessed only on the Intranet. Gateways through firewalls onto the Internet are not supported at this time.
- All interactions from the InTouch Web page are read-only. Values cannot be written back to graphic or animation properties from the web browser.
- InTouch WindowViewer running in an RDS session is not supported for data communication with the Web Server.
- Published applications from Wonderware System Platform 2017 and earlier versions are not supported by the InTouch Web Client. You must migrate the original application to the current version and then republish the application to work with Web Client.
- Only Windows authentication security is supported.
- Client controls are not supported.
- Localization is not supported.
 - The InTouch Web Client can run in the 5 languages supported by InTouch, however the Web Client user interface is not localized in the language operating system
- Indirect tags are not supported.
- Language switching is not supported.
- System tags will not return user name, access level and related details per user.
- Setting graphic properties using a script: Only the following properties are supported for reading or writing to a graphic element property using a script:
 - Position (X,Y)
 - Size(Height,Width)
 - Angle
 - StartAngle

- SweepAngle
- Text
- Visible
- Transparency
- ElementStyle

Several symbols in the ArcestraA symbol library incorporate graphic elements or color settings that are not supported by the InTouch Web Client in the current release. The following sections describe these limitations in detail.

Important: When loading a graphic in the InTouch Web Client, unsupported features are logged as warnings in the System Management Console (SMC) Logger. A generated report will include the warning path.

Properties Supported by All Graphical Elements

The following properties are supported by all graphic elements in a symbol:

- Angle
- X
- Y
- Width
- Height
- Enable
- Visible
- AbsoluteAnchor
- RelativeAnchor
- Transparency
- ElementStyle
- OwningObject
- Custom Property Overrides

Note: The ElementStyle property enables users to select a defined element style and apply it to a graphic element. An element style includes options that define color properties like FillColor, LineColor, TextColor and OutlineColor.

Properties Supported by All Graphic Elements With Some Limitations

The following table lists the properties of graphic elements that can be incorporated with some HTML5 rendering limitations.

Graphic Element Property	Property Limitations
FillColor	Pattern and Texture are not supported. Some other limitations on FillColor might apply to individual elements.

UnFilledColor	The same limitations of the FillColor property apply to the UnFilledColor property.
LineColor	Pattern and Texture are not supported.
Font	Only supports the Font Size, Font Type, and Bold or Regular Font Style options of the Font property.
TextColor	Only the Solid Color option of the TextColor property is supported.
FillOrientation	RelativeToScreen is not supported
FillBehavior	Will always be set to Both.

Supported Graphic Elements and Additional Properties

The following table lists the graphic elements that can be incorporated with some limitations. Any graphic element not listed in this table is not supported.

The table includes a column that lists any limitations of the supported graphic element properties. When using graphics that incorporate color properties, the colors have the same limitations applicable for FillColor, LineColor, and other related graphic properties.

Graphic Elements	Supported Properties	Limitation Notes
Rectangle	Fill Style:	No Limitations
Rounded Rectangle	HorizontalDirection	
Ellipse	HorizontalPercentFill	
Closed Polygon	VerticalDirection	
2 Point Pie	VerticalPercentFill	
3 Point Pie	Line Style:	
Closed Curve	LineWeight	
Path	LinePattern	
2 Point Chord		
3 Point Chord		
Line	Line Style:	StartCap: Only Flat is supported.
Polyline	LineWeight	EndCap: Only Flat is supported.
Curve	LinePattern	
2 Point Arc	StartCap	
3 Point Arc	EndCap	
Connector		

Button	ButtonStyle Text Word Wrap FillOrientation FillColor Alignment	ButtonStyle: Only Standard button style is supported. Word Wrap: Any caption that exceeds the button width will be truncated. FillOrientation: Only RelativeToGraphic is supported FillColor: Only Solid color is supported. If you have gradients with multiple colors selected, they will be converted to a single color using the first color. Alignment: Only Centers alignment is supported.
Text	Caption Alignment	Alignment: Only left-top supported.
Image	Has TransparentColor TransparentColor ImageStyle	ImageStyle: Only Stretch is supported.
Text Box	Text TextFormat WordWrap LineWeight LinePattern Alignment Font	WordWrap: Only the True option is supported.
Status	Graphics Expression	Status Style: Only Default configuration is supported.

Web Alarm Client (EAC)	Alarm Mode SAL Symbols Column Details Queries and Filters Time Settings Run-Time Behavior	<p>Alarm Mode</p> <ul style="list-style-type: none"> • Client Mode: Only supports Current Alarms, Recent Alarms and Events. • Alarm Query: Supports InTouch and Archedra alarms • Use Default Ack Comment: Only supports comments showing Alarms and Events. <p>SAL Symbols: SA_Alarm_RuntimePage and SA_Alarm_RuntimeBanner are not supported.</p> <p>Column Details: Does not support sorting.</p> <p>Queries and Filters: Only supports selected Query and Filter at design time. Does not support runtime selection of different query or filter. Does not support relative references in alarm query.</p> <p>Time Settings: Not supported.</p> <p>Run-Time Behavior: Only supports show heading, show grid and allow column resizing. Does not support Ack, Shelve, Unshelve, Hide, Unhide, and Freeze operations.</p> <p>Note: WindowViewer must be running to view InTouch or Application Server alarms.</p> <p>Note: Does not support embedded alarm client's methods or properties.</p>
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Web Trend Client	Pens Appearance Options	<p>Pens</p> <p>Does not support historical data backfill.</p> <p>Only supports Show, Pen Name (As description), Expression or Reference</p> <p>Pen Details: Min, Max</p> <p>Pen Options: Color Plot type(all will be treated as Line)</p> <p>Appearance</p> <p>PlotArea: Single tag mode,Grid (Show vertical grid, show horizontal grid, Color)</p> <p>X time axis:Show cursor(Cursor1:Color), Number of values</p> <p>Y value axis:Number of values, Value axis label (Multiple Scales,Single Scale)</p> <p>Options</p> <p>Only supports Retrieval:Trend Duration</p> <p>Historical Sources: Not Supported</p> <p>Data Binding: Not Supported</p> <p>Event: Not Supported</p> <p>Note: Does not support the Trend Client's methods and properties.</p>
Trend Pen	Data Source	<p>Does not support historical data backfill.</p> <p>Trend time Period: Does not support Fixed Type.</p>
Connection Point		<p>Size Property: Is not supported</p> <p>Will not be displayed if no connector is using it.</p>

Supported Animations

The following table lists animations supported by the InTouch Web Client. When using animations that incorporate color properties, the selected animation colors have the same limitations applicable for FillColor, LineColor, and other related graphic element properties. Furthermore, the InTouch Web Client does not support writing values. Any type of animation that updates attribute value is not supported.

Note: The following table lists only supported animations. Any animations not listed are not supported by the InTouch Web Client.

Animation	Limitations
Alarm Border	Alarm Border animation shows an alarm border around a graphic element whose visible appearance represents the graphic element's alarm type and acknowledgement status. The appearance of each alarm border is defined by an associated element style. Not all element style properties are supported. For instance, if Gradient is specified as the value of an element style's Line Color Override option in an alarm border element style, it will not be supported.
Element Style	Refer to the graphic elements limitations regarding color, line, and font. The same limitations applicable to graphic elements also apply to Element Style animation. Expression Or Reference: Time and Elapsed Time are not supported. Changes to an element style definition become effective only after redeploying or publishing the application.
Visibility	No limitations.
Fill Style Line Style	Refer to graphic element limitations regarding color, line, and font. The same limitations applicable to graphic elements also apply to Element Style animation. Expression Or Reference: Time and Elapsed Time states are not supported. Does not support Pattern or Texture. Only supports DiagonalCross used for AlarmBorder Animation.
Text Style	Text Style animation cannot be applied to CheckBox or ComboBox graphic elements. The only supported elements are Font Size, Font Type, and Bold or Regular fonts. The browser must support the font type.
% Fill Horizontal % Fill Vertical	The behavior will be similar to the Fill/Unfill property of the graphic object. <ul style="list-style-type: none"> • Does not support Relative to Screen. • Does not support Image for the graphic element.
Location Horizontal Location Vertical Slider Horizontal Slider Vertical	A slider cannot write data to InTouch tags, but can support data binding with a custom property. Slider only supports On Mouse Release when writing to a custom property. Slider does not support Cursor anchor Slider does not support Show Tooltip.
Width Height	Origin is not a supported value of the Anchor property.
Orientation	The Relative Anchor or RelativeOrigin are not supported when setting Orientation animation. (Only supported anchor at center).

Value Display	Text Format: Only supports Format String, when the States selected is Analog. States: The Time and Name states are not supported.
Disable	The RadioButton graphic element does not support Disable animation.
Point	Point animation on Curve and ClosedCurve are not supported.
Tooltip	InTouch Web Client supports Tooltip animation except for Image, Radio Button, Button, and Text graphic elements. Tooltip animation is not supported on Group or embedded symbol.
Action Scripts	Actions scripts are supported except for functions that invoke dialogs. Only supports On Left Click/Key/Touch Down.
Show Symbol	Title: Only displays the graphic name in uppercase. Type: Supports Modal and Modeless where the Close button option is checked. Position: Only supports the center where the Client Area x,y value is 0,0 Size: Only supports Relative To symbol option. Shortcut: Is not supported.
Push Button	Only supports binding with a custom property. In various states the push button animation supports different actions: <ul style="list-style-type: none"> • States: Boolean; Action: Only supports Toggle • States: Analog; Action Only supports Toggle/Increment/Decrement/Multiply/Divide; Send Value: "Continuously while button is pressed" not supported • States: String; Action: Direct/Set not supported; Send Value: "Continuously while button is pressed" not supported Shortcut: Is not supported.
ShowGraphic	Title: Only supports the default option. Type: Support Modal and Modeless with the Close Button option checked Position: Only supports center, Client Area and x,y value is 0,0 Size: Only supports the Relative To Symbol option Shortcut: Is not supported
Blink	Blink animations for Grouped and Embedded Graphics do not support: <ul style="list-style-type: none"> • "Treat as icon" property change by script. • "Enabled" property change by script.
Hyperlink	Does not support on windows common controls, button, text, and textbox.

CHAPTER 3

Managing the InTouch Web Client

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Licensing for Viewing InTouch Application Graphics in a Web Browser

You need a valid InTouch Web Server license to login and view selected InTouch application graphics from a web browser. Licensing also extends to hosting application graphics on external websites.

For detailed information on licensing, see the *AVEVA Enterprise Licensing* help.

The InTouch Web Server *Unlimited license* will allow you to connect to unlimited sessions for viewing application graphics in a web browser. If no license is available, the Web Server will allow only one session, which is assigned on a first come first serve basis.

- If a valid license is unavailable and the first session license has been acquired, the InTouch Web Client will notify the user that no licenses are available.
- The Web Server allows sessions a grace period if the Web Server has acquired an unlimited license, but subsequently loses the license.

The Web Server will enter the grace period under the below conditions:

- If a valid license is acquired and later expires.
- If a valid license is acquired, but cannot be acquired later.

During the grace period, all Web Client features will be available for connected and new sessions. The InTouch Web page will display a visual notification that the Web Server is in grace period mode. The grace period is 14 days. After the grace period has ended, the Web Server will continue to function and immediately switch to a single license for one session, on a first come first serve basis.

InTouch Web Client Error Handling

InTouch Web Client provides a uniform error page for displaying expected errors. The error page will be displayed for the following scenarios:

- **No Application** - The InTouch Web Client could not detect the necessary supporting files for the last application run on WindowViewer. Open the required application in WindowMaker.
- **Permission Denied** - The user currently logged in does not have adequate permission to view the web page. Add the user to the aaInTouchUsers user group.
- **No License Available** - A valid license status is not obtained for the current web session. Confirm that a valid web client license is available.

- **Fast Switch Mode** - The web client application is in fast switch mode, but the user tries to access the web client using an URL other than **http://localhost/intouchweb**.

Browser and Mobile Support

Browser Support

InTouch Web Client has been tested with the following web browsers:

- Google Chrome
 - Chrome on desktop version 64.0.3282.186 or later
 - Chrome on Android Phone & Pad version 64.0.3282.137 or later
- Microsoft Internet Explorer 11.0.9600.18861 or later
- Microsoft Edge
 - Microsoft Edge on Windows 10 version 41.16299.15.0 or later
 - Microsoft Edge on Surface version 41.16299.248.0 or later
- Apple Safari for IOS version 11.2.6

You will receive an error message if the web browser is not supported.

Mobile Device Support

InTouch Web Client supports the following mobile devices and their default browsers:

- Apple iPhone
- Apple iPad
- Android Phone & Tablet
- Microsoft Surface

Troubleshooting Viewing Graphics in a Web Browser

If the InTouch Web page does not appear, verify the following settings:

- Ensure that the *InTouch Web Service* is running on the node.
- Ensure the user account accessing the InTouch Web page is part of the *aaInTouchUsers* user group.
- If IIS is running on the same machine, it may conflict with the InTouch Web Server.
 - If IIS is running and it is not being used, stop and disable the service. If IIS must run, configure to use a port other than Port 80 to avoid conflict.

If you get a *HTTP Error 404.0 - Not Found* error when you attempt to launch the InTouch Web Client:

- Ensure that Web Client is enabled on the selected node. Contact your administrator.

If any graphic primitives or animations are not visible or working as expected:

- Check the list of unsupported features to see if is not yet supported by the Web Client.
- Run the Web Client locally via `http://localhost/InTouchWeb`, browse to the symbol, and look for the compatibility icon to view a list of the unsupported items in the graphic.
- If you use a primitive or animation in a graphic that is not supported, it will be removed and a message recorded in the System Management Console (SMC) Logger. The logged message contains the path to a generated CSV report file. You can view the Logger message, and navigate to the report for more information.

If the selected graphic is displayed but no data is shown or animations are not updated:

- Ensure InTouch WindowViewer is running, if the graphics point to InTouch tags.
- Ensure Application Server is running, if the graphics point to Application Object references.
- Ensure the InTouch iData service is running.