



Wonderware®  
InTouch® Access  
Anywhere User Guide

All rights reserved. No part of this documentation shall be reproduced, stored in a retrieval system, or transmitted by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of Invensys Systems, Inc. No copyright or patent liability is assumed with respect to the use of the information contained herein. Although every precaution has been taken in the preparation of this documentation, the publisher and the author assume no responsibility for errors or omissions. Neither is any liability assumed for damages resulting from the use of the information contained herein.

The information in this documentation is subject to change without notice and does not represent a commitment on the part of Invensys Systems, Inc. The software described in this documentation is furnished under a license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of these agreements.

© 2002-2014 by Invensys Systems, Inc. All rights reserved.

Invensys is a Schneider Electric company.

Invensys Systems, Inc.  
26561 Rancho Parkway South  
Lake Forest, CA 92630 U.S.A.  
(949) 727-3200

<http://www.wonderware.com>

For comments or suggestions about the product documentation, send an e-mail message to [ProductDocumentationComments@invensys.com](mailto:ProductDocumentationComments@invensys.com).

All terms mentioned in this documentation that are known to be trademarks or service marks have been appropriately capitalized. Invensys Systems, Inc. cannot attest to the accuracy of this information. Use of a term in this documentation should not be regarded as affecting the validity of any trademark or service mark.

Alarm Logger, ActiveFactory, ArchestrA, Avantis, DBDump, DBLoad, DT Analyst, Factelligence, FactoryFocus, FactoryOffice, FactorySuite, FactorySuite A<sup>2</sup>, InBatch, InControl, IndustrialRAD, IndustrialSQL Server, InTouch, MaintenanceSuite, MuniSuite, QI Analyst, SCADAAlarm, SCADASuite, SuiteLink, SuiteVoyager, WindowMaker, WindowViewer, Wonderware, Wonderware Factelligence, and Wonderware Logger are trademarks of Invensys plc, its subsidiaries and affiliates. All other brands may be trademarks of their respective owners.

---

# Contents

Chapter 1	Using InTouch Access Anywhere.....	5
	About InTouch Access Anywhere .....	5
	Supported Browsers .....	6
	Browsers Tested with WindowViewer .....	6
	Important Notes .....	6
	Configuring Firefox and Opera Web Browsers .....	7
	Enabling WebSocket for Firefox (earlier than version 6) .....	7
	Enabling WebSocket for Opera .....	7
Chapter 2	Logging On to InTouch Access Anywhere .....	9
	Logging on to InTouch Access Anywhere .....	9
	Advanced Connection Settings .....	12
	Securely Connecting to InTouch Access Anywhere .....	13
	Checking Connectivity .....	14
	Connecting to an InTouch Access Anywhere Session .....	15
	Ending an InTouch Access Anywhere Session .....	16
	Session Auto-logout .....	16
Chapter 3	Using InTouch Access Anywhere on Portable Devices .....	17
	Tablets and Smartphones .....	17

Running InTouch Access Anywhere on Different	
Web Browsers .....	19
Android .....	19
Google Chromebook .....	20
iOS .....	21
Windows RT .....	22
Windows 7/Windows 2008R2 .....	24
Operating System, Browser, and Platform	
Combinations .....	24
All Operating Systems and All Browsers .....	27

# Chapter 1

## Using InTouch Access Anywhere

InTouch Access Anywhere™ is a feature rich and flexible application. This guide describes how to use InTouch Access Anywhere to connect to your InTouch® applications via an HTML5-compatible web browser.

### About InTouch Access Anywhere

InTouch Access Anywhere allows you to remotely access plant operations with any device including tablets, smartphones, and laptop PCs. You are able to view and control operations through a secure web browser, with no installation necessary for the end-user. You can interact with the InTouch application from anywhere in real-time.

**InTouch Access Anywhere provides the following features:**

- Allows for end-user access and interaction with Wonderware InTouch applications from any device that has an HTML5 compatible web browser, with consistency across platforms and browsers
- Eliminates the need to install, configure, update or patch any software on the end-point device
- Works on platforms that only support web applications, and do not allow application installation, such as the Google Chrome operating system
- Integrates seamlessly with other web-based applications and portals

**InTouch Access Anywhere Secure Gateway provides the following alternative functions with InTouch Access Anywhere Server:**

- Eliminates the need to purchase, install, configure and manage VPN required for InTouch Access Anywhere Server
- Accesses internal resources using a single Secure Gateway that is installed in a perimeter network, while all other resources reside securely behind the internal firewall
- Installs a single Secure Socket Layer (SSL) digital certificate on the Secure Gateway node instead of installing on every host that needs to be accessed

## Supported Browsers

With InTouch Access Anywhere, users can access remote Wonderware InTouch applications from HTML5 compatible web browsers on any device including smartphones, tablets, and laptop PCs. To start a session, navigate to the start.html file that is installed in the InTouch Access Anywhere Server. To do this, simply point a browser to the InTouch Access Anywhere Server URL:

`http://machineaddress:8080`

## Browsers Tested with WindowViewer

- Internet Explorer 10 and 11
- Firefox 22
- Safari 7
- Chrome 28
- Opera 15

---

**Tip:** Browser extensions and tool bars may inject JavaScript code into web pages, which can adversely impact the behavior of certain web pages. If InTouch Access Anywhere is not working properly, try disabling or uninstalling any active browser extensions or tool bars. Restart the web browser after uninstalling or disabling an extension to ensure that it is no longer active.

---

## Important Notes

Certain versions of Firefox and Opera require WebSocket support to be explicitly enabled in the browser configuration. For Instructions on how to enable WebSockets in these browsers, please refer to "Configuring Firefox and Opera Web Browsers" on page 7.

Certain version of the above listed browsers, such as Firefox 4-21, Safari 5 and 6, Chrome 11-27, and Opera 11-14 are in theory functionally compatible with InTouch Access Anywhere. You may be able to use them, but specific behaviors are unknown because these browser versions have not been tested with Wonderware InTouch Access via InTouch Access Anywhere. We strongly recommend that you upgrade to one of the versions listed.

---

**Note:** Later browser versions also may work with InTouch Access Anywhere, but have not been tested.

---

Although Wonderware InTouch Access Anywhere supports the listed browsers, you should review the Running InTouch Access Anywhere on Different Web Browsers section of this guide on page 19 for behaviors and alternatives specific to each browser.

Multiple InTouch Access Anywhere sessions may be opened in different tabs within the web browser, or in different browser windows. When a session is not in use (its tab or window is not displayed), it will reduce its CPU and memory utilization on the server.

For further information about configuring and using Internet Explorer version 7, 8 and 9, contact Wonderware Technical Support.

## Configuring Firefox and Opera Web Browsers

Older versions of Firefox and Opera browsers disable WebSockets by default. It is recommended to upgrade such browsers to newer versions, which have WebSockets enabled upon installation. WebSockets must be enabled on older browsers to use InTouch Access Anywhere. Alternatively, such browsers can connect through the Secure Gateway without configuration changes.

### Enabling WebSocket for Firefox (earlier than version 6)

- 1 In the **Location** bar, type `about:config`.
- 2 If a warning is displayed, click the button to proceed.
- 3 In the **Filer** box, type: `websocket`.
- 4 Double-click on the displayed items to change their values to true.
- 5 Close the browser (all windows / tabs) and launch it again.

### Enabling WebSocket for Opera

- 1 In the **Location** bar, type `opera:config`.
- 2 In the **Quick find** box, type: `websocket`.
- 3 Enable the checkbox.

**4** Click **Save**.

**5** Close the browser (all windows / tabs) and launch it again.

---

**Note:** Opera browser does not support changing a cursor type, so a generic browser cursor will be used.

---



## Chapter 2

# Logging On to InTouch Access Anywhere

This chapter describes how to log on to InTouch Access Anywhere on any device with HTML5-compatible web browser. It includes the requirements needed to run the Wonderware InTouch Access Anywhere Server, a step-by-step procedure to log on, advanced connection settings, and how to securely connect to InTouch Access Anywhere.

## Logging on to InTouch Access Anywhere

Use the following procedure to log on to the InTouch Access Anywhere Connection Web Page.

**Note:** If you have any trouble remotely connecting to the InTouch Access Anywhere environment, see "Checking Connectivity" on page 14 for help.

---

- 1 When you navigate to <http://<ITAA Server Node Name>:8080/>, a logon form appears.



The screenshot shows the Wonderware InTouch Access Anywhere logon interface. At the top, the title "Wonderware® InTouch Access Anywhere™" is displayed in white text on a black background. Below the title is a yellow-bordered box containing the "Connection Details" form. The form includes the following fields and options:

- InTouch Access Anywhere Server:** A text field with the value "manovm1".
- User name:** A text field with the value "user name on host".
- Password:** A text field with the value "password on host".
- Remember password:** A checked checkbox.
- Domain:** A text field with the value "domain on host".
- Enable SSL encryption for remote session:** A checked checkbox.
- Compression and Acceleration:** A checked checkbox.
- Acceleration / Quality:** A dropdown menu with the selected option "Very Fast / Good Quality (Recommended)".
- Application Name:** A dropdown menu with the selected option "New InTouch application".

At the bottom of the form are four buttons: "About", "Advanced", "Connect", and "Reset". Below the buttons, the copyright notice "Copyright© 2013 Invenys Systems, Inc. All rights reserved." is displayed.

- 2 You must enter connection parameters and tap or click **Connect** to initiate the connection.

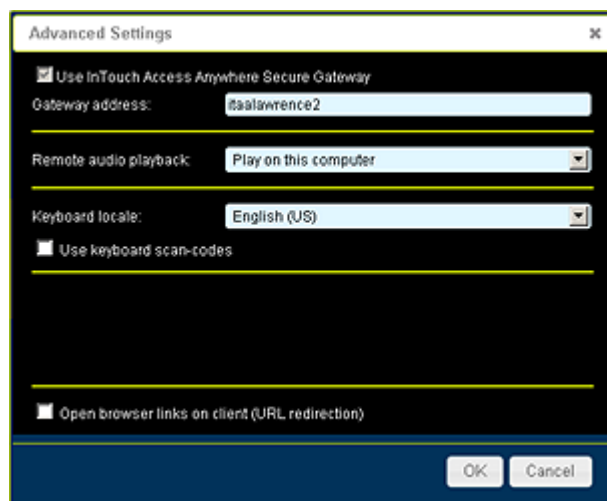
**Note:** When using the Secure Gateway the **User Name** and **Password** fields are mandatory, otherwise they are optional.

Connection Details	Description
<b>InTouch Access Anywhere Server</b>	This is a read-only field that displays the name of the InTouch Access Anywhere Server.
<b>User Name</b>	The user's credentials to log on to the RDP host. It can optionally contain domain specification, for example, domain\user. If it is not specified, the user will be prompted for credentials by the RDP host.
<b>Password</b>	Corresponding password for the user name. For security reasons, this value should not be saved for future connections. When not specified, the user will be prompted for credentials by the RDP host.
<b>Remember Password</b>	When this setting is checked, the password that is entered will be saved for the next session.  This option can be hidden from the web page.
<b>Domain</b>	The user's domain if it is not specified in the user name.
<b>Secure Socket Layer (SSL) encryption for desktop session</b>	When checked, the client utilizes SSL encrypted WebSocket communication to the InTouch Access Anywhere Server.
<b>RDP compression and acceleration</b>	When checked, this setting enables lossy image compression for the session. The acceleration, or degree of quality loss, can be specified using the drop down list.
<b>Acceleration Quality</b>	Controls the degree of acceleration that is enabled in the session. Faster acceleration will result in lower quality images.
<b>Application name</b>	This pull down list presents a list of Wonderware InTouch applications available at the host node. When the connection occurs, the session is opened using the native resolution of the selected InTouch application.

Connection Details	Description
<b>About button</b>	Displays the version number of the InTouch Access Anywhere client.
<b>Advanced button</b>	Used to access advanced configuration, which is required when using the Secure Gateway. For more information, please see "Advanced Connection Settings" on page 12.
<b>Connect button</b>	Starts the connection based on the entered parameters. When the user clicks the <b>Connect</b> button, all configured settings are saved for future sessions.
<b>Reset</b>	Clears all values that are saved and entered into the form and resets them to the defaults.

## Advanced Connection Settings

Click the **Advanced** button to set additional settings for the connection. The advanced connection settings are required for using the Secure Gateway.



Follow the steps in this table to set up the advanced connection settings in order to connect using the Secure Gateway.

<b>Use Secure Gateway</b>	Select this to use the Secure Gateway to connect to the RDP host.
<b>Gateway Address</b>	<p>Enter the address and port for the Secure Gateway(s) in this field. To specify a custom port, add a ':' and the port number to the address (for example, gateway.com:4343). If no port value is specified, 443 is used by default.</p> <p>Multiple Secure Gateways can be specified for failover. Separate each address with a comma (,) or semicolon (;). An asterisk (*) will shuffle the items after it. For example, if the following is specified: aaa;*;bbb:4433;ccc:4343</p> <p>This example shows SG aaa on port 443 is used to initially connect. If aaa is unavailable, then bbb:4433 is used followed by ccc:4343 OR ccc:4343 followed by bbb:4433.</p>
<b>Remote Audio Playback</b>	Select the option for where the session's sound will play at: local computer, remote computer, or do not play.
<b>Keyboard Locale</b>	Select the keyboard region to be used in the InTouch Access Anywhere session.

## Securely Connecting to InTouch Access Anywhere

InTouch Access Anywhere is compatible with most SSL and VPNs. SSL and VPNs that do not support WebSocket will require the Secure Gateway (SG) as well. Juniper IVE version 7.4 supports WebSockets, so the SG is not required.

InTouch Access Anywhere has been tested with Juniper's SA SSL VPNs. For more information about Juniper's VPNs, see "SSL VPN Configuration" in the *InTouch® Access Anywhere Server Administrator Manual*. Configuration with other third-party SSL VPN appliances will be similar to the procedures described here (differences are mostly in terminology).

## Checking Connectivity

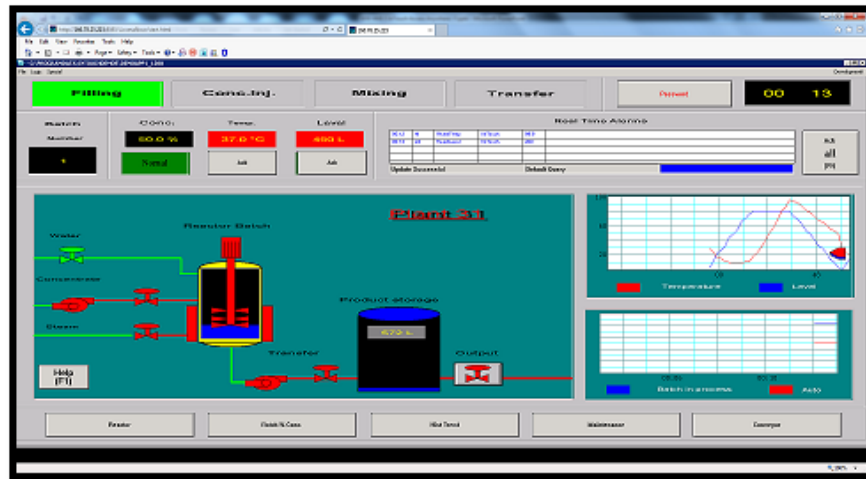
If you have trouble connecting remotely to the InTouch Access Anywhere environment that has been installed, connect to the InTouch Access Anywhere demo site on the Internet.

If the demo site appears and you can successfully launch an InTouch application, the browser is compatible with InTouch Access Anywhere. If the demo site works, verify that the following are true:

- You can locally connect at the InTouch Access Anywhere node itself by using a browser listed in "Browsers Tested with WindowViewer" on page 6.
- The InTouch Access Anywhere service is running.
- Windows Firewall configuration.
- InTouch Access Anywhere port between your browser and the InTouch Access Anywhere environment is available. The default port is 8080.
- A trusted certificate may be required for the InTouch Access Anywhere Secure Gateway or the InTouch Access Anywhere Server.
- Verify network connectivity.
- Can the client device reach the InTouch Access Anywhere Server or the InTouch Access Anywhere Secure Gateway node? The Ping and Traceroute commands come in handy in a Windows based system. Third party tools exist for certain mobile devices to provide equivalent functionality.
- If you cannot reach a node by name, try using its IP address.

## Connecting to an InTouch Access Anywhere Session

After a successful logon, an RDP session is launched and InTouch WindowViewer is started at the remote machine, connecting the user to the specified Wonderware InTouch application. The content is displayed within the browser window.



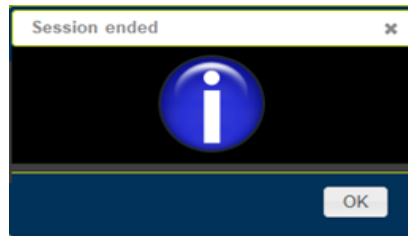
While it is connected, InTouch Access Anywhere intercepts the mouse, button, and keyboard events, and transmits them to the RDP host. As a result, various keyboard keys and mouse buttons that are usually handled by the browser will behave differently. For example, clicking the F5 button normally causes the browser to reload the current page, but when using InTouch Access Anywhere F5 will not reload the page. Instead, the current page will be transmitted to and handled by the remote InTouch WindowViewer application.

**Note:** In most browsers, clicking the Back, Forward, or Reload browser buttons will cause InTouch Access Anywhere Server to display a message asking if you wish to leave the current page. If you decide to proceed, the remote session will be disconnected. (Some browsers may not ask for confirmation).

When accessed via InTouch Access Anywhere, the InTouch Window Viewer application cannot be minimized. If the remote InTouch application is shut down at the server end, your session will automatically be terminated in approximately three seconds. Closing the browser in your remote session will leave the session running at the server.

## Ending an InTouch Access Anywhere Session

After you log out or disconnect, a "Session ended" message appears. The browser returns to the connection dialog after you click **OK**.



No trace of the session will remain on the device once the session is ended. For additional security, close the browser tab or window that previously ran the InTouch Access Anywhere Server session.

## Session Auto-logout

Application sessions are logged off when the application is closed. In some cases, the session is not closed immediately or is frozen. InTouch Access Anywhere Server includes an auto-logout feature where if nothing is displayed on the screen for a specified duration of time, the session will be automatically logged off.



## Chapter 3

# Using InTouch Access Anywhere on Portable Devices

This chapter describes the different behaviors and functionality of InTouch Access Anywhere on different mobile devices, web browsers, and platforms.

### Tablets and Smartphones

InTouch Access Anywhere will operate on tablets or smartphone devices with an HTML5 compliant browser (for example, Safari browser on iPad). For the list of supported browsers see "Browsers Tested with WindowViewer" on page 6.

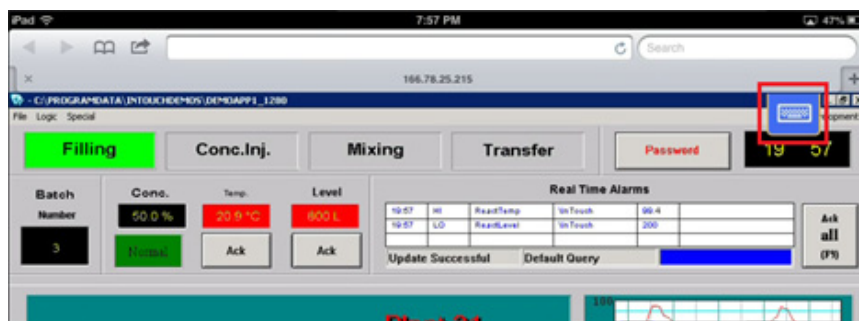
Mobile devices allow you to remotely access and interact with InTouch Access Anywhere software, but touch gestures are used to do the work that a mouse would do in a desktop or laptop. Built-in software keyboards are used instead of physical keyboards. Because there is no mouse, certain mouse events do not have an equivalent on a touch device. Software keyboards in mobile devices do not have F1-F12, CTRL, or ALT keys.

It is important to be aware of these differences when using InTouch Access Anywhere to view your applications remotely. It is also important to become familiar with the way you work with touch interfaces in the devices you use. Keep this in mind for the design of InTouch applications for use with InTouch Access Anywhere. For example, Input animations should not need to invoke InTouch or Windows keyboard as mobile devices have their own.

For existing InTouch applications that make use of mouse events, keys, and/or key combinations without a supported equivalent in a touch environment, you may want to modify your application to use alternate events that will work in a touch environment.

The following list provides tips on using InTouch Access Anywhere from a tablet or smartphone device where a physical keyboard and mouse are not available. Functionality will vary across different devices and certain commands may not be available.

- Single Tap performs a left click.
- Single long Tap performs a right-click.
- Tap + Hold + Drag performs a select then drag/scroll function.
- Double Tap, or tapping once with two fingers, performs a double-click.
- Tap with three fingers sends Back command to a remote browser.
- Swipe down with three fingers is Page Up.
- Swipe up with three fingers is Page Down.
- Drag left or right with three fingers performs a left arrow and right arrow respectively.
- Swipe and pinch gestures will apply to the InTouch Access Anywhere session (for example, pinch in to perform a zoom in).
- Tap the keyboard icon in upper right-hand corner of window (shown below) to open/close the virtual keyboard.



**Note:** (iOS only) When saving an InTouch Access Anywhere icon to the iOS desktop, the shortcut will open the InTouch Access Anywhere session in full-screen mode. The browser's toolbar will be hidden to make more remote desktop area available.

## Running InTouch Access Anywhere on Different Web Browsers

This section has tables that describe browser-specific behaviors in Wonderware InTouch Access Anywhere. The issues are grouped by operating systems, and workarounds are provided where appropriate. You can also refer to the InTouch Access Anywhere user documentation for more information.

It is important to be aware of the behavior differences among device, operating system, and browser combinations when using InTouch Access Anywhere to remotely view and interact with your applications. For the best user experience, we recommend that you become familiar with the touch interfaces in the devices you will use, and factor these differences into the design of your InTouch applications for use with InTouch Access Anywhere.

### Android

This table shows the behavior types of the different browsers on the Android operating system. For more common behaviors on the Android operating system see "Operating System, Browser, and Platform Combinations" on page 24 and "All Operating Systems and All Browsers" on page 27.

Behavior Type	Browser(s)	Description
Drag and drop	All	You may experience difficulty dragging and dropping pop-up windows on the Android operating system. As a workaround, using a stylus to perform the drag and drop operations may improve the functionality. 218985.
Scroll bars	Opera and Chrome	Scroll bars in the InTouch application, including those in controls such as the AlarmDBViewer, AlarmViewer, and ListView, cannot be scrolled by tapping or pressing and dragging the scroll button. Tapping on the gray area of the scroll bar itself will provide scroll functionality. 218991.
Tooltip animations	Opera, Firefox, and Chrome	Tooltip animations configured on ArchestrA symbols may not work. As a workaround, you can determine the proper gesture to implement mouse-over action for your device and operating system. 220414.
Opening an InTouch application	Firefox	Selecting an InTouch application from the InTouch Access Anywhere Application Name list box can immediately open the application on selection without clicking OK. 221170.

Behavior Type	Browser(s)	Description
Keystrokes over Bluetooth	Firefox	When using a bluetooth keyboard, a single keystroke may produce two characters. The recommended workaround is to use the device's built-in keyboard. 221647.
Text display	Chrome	When an Android tablet runs low on memory, the text elements can appear blurred. As a workaround, you should close all the running applications and restart the device. 229999
Text input	Opera, Firefox, and Chrome	Typing double-byte language characters using the native Android software keypad are always rendered as the question mark character (?) in an InTouch data entry field. As a workaround, configure WindowViewer on the InTouch Access Anywhere server to use the <b>Windows Keyboard</b> option. Double-byte language characters can be entered correctly from the Android keypad OR by using a paired Bluetooth hardware keyboard.

## Google Chromebook

InTouch Access Anywhere operates on Google Chromebook and Chromebox just like it does with a Google Chrome browser. The following are tips to keep in mind when using InTouch Access Anywhere with a Chromebook or Chromebox.

Function	How to Perform
Mouse Left-click	Click the Chromebook trackpad with one finger.
Mouse Right-click	Click the Chromebook trackpad with two fingers.
Scrolling a document or website	Drag two fingers on the Chromebook trackpad up or down to scroll.
Configure Chromebook	In the address field, enter: <code>chrome://settings.</code>

## Chromebook Keyboard

The Chromebook keyboard lacks several keys that are used by Windows. ChromeOS provides standard mappings that use existing keys with the ALT button to represent certain missing keys. InTouch Access Anywhere supports these key combinations:

Command	Key Combination
Delete (DEL)	ALT+Backspace
Page Up	ALT+Up
Page Down	ALT+Down
Home	CTRL+ALT+Up
End	CTRL+ALT+Down

In addition, InTouch Access Anywhere provides special non-standard mappings for additional key combinations on ChromeOS.

Command	Key Combination
F1	CTRL+1
F2, ..., F12	CTRL+2, ..., 12
ALT+TAB	ALT+"
ALT+SHIFT+TAB	ALT+SHIFT+'
CTRL+Home	CTRL+ALT+Left
CTRL+End	CTRL+ALT+Right

## iOS

This table shows the behavior types of the different browsers on the iOS operating system. For more common behaviors on the iOS operating system see "Operating System, Browser, and Platform Combinations" on page 24 and "All Operating Systems and All Browsers" on page 27.

Behavior Type	Browser(s)	Description
Accessing InTouch Access Anywhere	Safari	You may experience difficulty accessing InTouch Access Anywhere. This can occur if the Private Browsing option is left in Enabled state. Private browsing is enabled if Safari bars appear black or dark instead of blue or gray. As a workaround, navigate to Settings, then Safari, and disable private browsing. 230621.

Behavior Type	Browser(s)	Description
Refresh current page	Safari and Chrome	When you click to refresh or navigate away from the current page while connected to the InTouch Access Anywhere server, you will not be prompted to confirm your action, which may result in unwanted page navigation. There is no workaround. 218571.
Accessing InTouch Access Anywhere	Opera Mini on an iOS device	This is not a supported browser, so you cannot reach the Wonderware InTouch Access Anywhere web server. You can use a supported browser on an iOS device. 218574.
Invoking InTouch keyboard	Safari on iPad	A user input animation may not bring up the InTouch keyboard and the alphabetic resizeable keyboard is not functional. The recommended workaround is to use the device's built-in keyboard. 218988. 219342.
Moving between text boxes	Safari and Chrome on iPad	The Next and Previous buttons are not enabled to move between text boxes on dialogs with multiple text boxes. As a workaround, use a touch gesture to transfer focus. 221762.
Text input	Safari on iPad	Double-byte language characters do not appear in an InTouch data entry field when typed using the native iPad software keypad.

## Windows RT

This table shows the behavior types of different browsers on the Windows RT operating system. For more common behaviors on the Windows RT operating system see "Operating System, Browser, and Platform Combinations" on page 24 and "All Operating Systems and All Browsers" on page 27.

Behavior Type	Browser(s)	Description
Display resizing	Internet Explorer 10 in a touch environment	Pinch and zoom resizing functionality is not supported on the WinRT operating system. As a workaround you can press Ctrl + Plus key (+) to zoom in, and Ctrl + Minus key (-) to zoom out if a keyboard is available. If not, you can resize your InTouch application windows to function with the WinRT aspect ratio. 218941.
Touch gestures	Internet Explorer 10 in a touch environment	You cannot use a touch gesture to open a right-click (context) menu on the AlarmViewer and AlarmDBView controls. As a workaround, you can access context menu functionality through scripts. 218942.

Behavior Type	Browser(s)	Description
Mouse pointer	Internet Explorer 10 in a touch environment	The mouse pointer may disappear after using the Surface keyboard to enter data. As a workaround, use touch gestures in place of mouse inputs. 218943.
Pop-up dialog display	Internet Explorer 10 in a touch environment	A pop-up dialog can appear blurred after dragging it to a new screen location. As a workaround, refresh the session. 218947.
External data subscriptions	Internet Explorer 10	External data subscriptions intermittently do not refresh on starting WindowViewer without user interaction or input. A single touch on the display will start the data subscription refreshes, except on read-only kiosks and other read-only devices. As a workaround, use a timer or clock control to allow for user interaction that will not interfere with the InTouch application itself. 220378.
Delta deployment	Internet Explorer 10	Window Viewer can stop responding after a delta deploy, especially with applications comprised of a large number of windows. As a workaround, close and restart the browser session. 220382.
Shortcut keys	Internet Explorer 10	Shortcut keys SHIFT+ and alphabetic characters configured on scripts do not execute the script functions. As a workaround, you can use different combinations for keyboard shortcuts, such as SHIFT+CTRL+(alphabetic character). 220390.
Unlocking a tablet device	Internet Explorer 10	The browser session may occasionally stop responding when unlocking the tablet on which Wonderware InTouch Access Anywhere is running. As a workaround, you can close and reopen the browser. 220393.
Text input	Internet Explorer	Double-byte language characters cannot be entered into an InTouch data entry field using the Surface software keypad. As a workaround, configure WindowViewer on the InTouch Access Anywhere server to use the <b>Windows Keyboard</b> option. Also, double-byte language characters can be entered correctly from the Surface hardware keypad.

## Windows 7/Windows 2008R2

This table shows the behavior types of different browsers on the Windows 7/Windows 2008R2 operating system. For more common behaviors on the Windows7/Windows 2008R2 operating system see "Operating System, Browser, and Platform Combinations" on page 24 and "All Operating Systems and All Browsers" on page 27.

Behavior Type	Browser(s)	Description
Application display rendering	Internet Explorer 10	You may experience a drawing (rendering) issue when you provide input in a Native InTouch application through the InTouch keyboard using the InTouch Access Anywhere Server, and hover the mouse on the outbound rectangle. 223125.
Invoking InTouch keyboard	Internet Explorer 10	When accessing the InTouch Access Anywhere server through an RDP desktop session, user input animations using the Windows operating system keyboard do not start the keyboard. The recommended workaround is to use the device's built-in keyboard. 223128.

## Operating System, Browser, and Platform Combinations

This table shows behavior types that are common to several operating systems and browsers. The combinations column can contain combinations of operating systems, browsers, and/or platforms.

Behavior Type	Combination(s)	Description
Arrow keys display	Android, iOS, and WinRT	Up and down arrow keys blacken when you select them in the AlarmDBViewer control. This issue causes difficulty in using Alarm Viewer controls. There is no workaround. 218957.
Selecting an Alarm Viewer Control entry	Android, iOS, and WinRT	A black icon appears when you select any entry in the Alarm ViewerControl box and right click to perform a freeze action. This issue causes difficulty in using Alarm Viewer Controls. There is no workaround. 218962.
Key script execution	Safari on iOS Opera on Android	Key scripts with CTRL and ALT combinations do not execute the associated key scripts defined. The built-in software keyboards in these devices do not have Ctrl nor Alt keys. As a workaround, you can use modify your scripted shortcut key combinations to account for this known limitation of tablet device keyboards. 218970.



Behavior Type	Combination(s)	Description
Invoking InTouch keyboard	Safari on iPad Opera on Android	User input animations using the Windows operating system keyboard do not start the keyboard. As a workaround, configure the InTouch application to use the InTouch keyboard if this is an existing application. For new applications, the recommended workaround is to use the device's built-in keyboard. 219341.
Browser address bar	Chrome on Android Chrome on iPad	The browser address bar blocks the WindowViewer title bar and menu bar. As a workaround, upgrade to latest version of Google Chrome and use browser in Full Screen mode. Older versions of Google Chrome do not support Full Screen mode. Adjusting the browser to use a higher resolution may help to make the menu bar accessible. 220379.
Function keys	Safari on iOS Opera on Android	iOS and Android keyboards do not support function keys F1 to F12, or CTRL and ALT key combinations. As a workaround, you can use different keyboard shortcuts. 220398.
Key combinations	All browsers on mobile devices except Internet Explorer 10 on WinRT	CTRL+SHIFT key combinations do not work for script shortcuts and key scripts. As a workaround, use different key combinations for keyboard shortcuts. 220412.
Invoking InTouch keyboard	Safari on iPad Opera, Firefox, and Chrome on Android	The InTouch keyboard shows at the center of the InTouch window, which can cause the keyboard to pop up out of visible range on the screen. Scroll to the center of the InTouch window using the browser scroll bars to access the InTouch keyboard if this happens. For the new InTouch applications, the recommended workaround is to use the device's built-in keyboard. 220413.
Slider animation	Safari on iPad Opera, Firefox, and Chrome on Android	ArchestrA symbol slide animation does not move smoothly. Functionality is impaired but not prevented. 220415.

Behavior Type	Combination(s)	Description
Key combinations	All browsers except Internet Explorer 10 on WinRT	<p>Certain mouse events / key combinations will not produce the expected result</p> <ul style="list-style-type: none"> <li>● Working, all browsers <ul style="list-style-type: none"> <li>On Right Key Up</li> </ul> </li> <li>● Not working, all browsers <ul style="list-style-type: none"> <li>While Left Key Down</li> <li>Right Click</li> <li>While Right Key Down</li> <li>On Right Key Double Click</li> </ul> </li> <li>● Behavior in Chrome browser on iPad <ul style="list-style-type: none"> <li>While Left Key Down: The cursor bubble appears on a long press, which means an extended left click is not possible.</li> <li>On Right Key Double Click: The cursor bubble must appear in consecutive selections, which doesn't result in a double click.</li> <li>On Right Click: Right click functions only when unselecting; function is closer to On Right Up.</li> </ul> </li> <li>● While Mouse Over: This event works, but if you take your stylus or finger off the screen the mouse-over can continue to execute. 220418.</li> </ul>
Slider animation	Safari on iPad Opera on Android	Slider symbols from the ArchestrA Symbol library do not function - the slider will not slide. 220420.
Display	Safari and Chrome on iPad Opera on Android	The InTouch Access Anywhere keyboard icon blocks the WindowViewer menu bar. As a workaround, zoom in and pan or set your browser to a different resolution. 220486.
Numeric input	Safari on iPad Chrome and Opera on a desktop computer	Typing numbers very rapidly on the InTouch numeric pop-up pad can result in incorrect values appearing in the display. 222599.

## All Operating Systems and All Browsers

This table describes behavior types that are common to all operating systems and all browsers.

Behavior Type	Description
Lost network connection	When the network connection is lost between an InTouch application in the browser and InTouch Access Anywhere, no notification appears to provide an indication of the loss of the network connection. As a workaround, add a time or clock display that shows the current time to provide an indication of the status of the network connection between the application and the InTouch Access Anywhere Server. 218972.
Mouse responsiveness	Responsiveness to mouse movements will vary based upon your device, browser, and network latencies. 218973.
Software keyboard	For all browsers in a touch environment the built-in software keyboard will not automatically appear to enter data into input fields in the InTouch window. To access a keypad for entering data in input fields, you can tap on the transparent blue keypad icon, typically located in the upper right corner of the display. 218987.
Fast switch dialogs	If you select the Development fast switch, modal warning dialogs will appear stating that WindowMaker is not supported on Remote Desktop Services. If you select WindowViewer while these dialogs are displayed, the dialogs will go behind WindowViewer, and will block any interaction with WindowViewer. As a workaround, configure WindowViewer in your InTouch application to disable the fast switch and to disable access to WindowMaker via the menu bar. 220391.
TSE script functions return values	TSE script functions such as TseGetClientId and TseGetClientNodeName always return 'AccessAnywhere' as the Client ID and Node Name. This is because all RDP sessions are opened at the Terminal Server node by InTouch Access Anywhere on behalf of the clients. 221083.
Invoking WindowMaker	If you click Development in WindowViewer menu while running an InTouch application from InTouch Access Anywhere, WindowMaker starts and the system stops responding for some time. WindowMaker is not supported on Remote Desktop Services. As a workaround, configure WindowViewer in your InTouch application to disable the fast switch and to disable access to Development via the menu bar. 221177.

Behavior Type	Description
Updating applications using NAD	When you update an application in Network Application Development (NAD) master a message appears in the NAD client machine but not in the host machine. You can make a change on the NAD master, but because notification does not work that change will not load into the client copy. As a workaround, refresh your session to see the changes, and when you open a new session the latest version of the application will display. 221178.
I/O servers	When InTouch requests to start I/O servers, if you click No, the TSE session logs off. The workaround is to click Yes when prompted to launch the I/O servers. 221179.
Secure access - certificates	If a Trusted Certificate is not installed, when connecting to the Secure Gateway, depending on your browser's security settings, you may see a pop-up dialog containing information that the site's security certificate is untrusted. The Administrator should obtain a Trusted Certificate and install it on the InTouch Access Anywhere computer. Refer to the <i>InTouch Access Anywhere Secure Gateway Administrator Manual</i> for more details. 221668.
Mouse events	For all browsers: Tablet devices do not support mouse center click events. Script animations using the center button trigger type will not execute. As a workaround, you can modify your application to use a trigger other than a mouse center click event. 221669.
Dynamic Resolution Changes (DRC)	You may experience problems applying dynamic resolution changes (DRC) while running WindowViewer in a browser session. As a workaround, connect to the InTouch Access Anywhere server in a remote desktop session (RDP) and enable DRC from InTouch Application Manager. For best results, run InTouch Applications in the designed resolution. 221670.
InTouch Access Anywhere Reset	For all browsers: If you attempt to connect to the InTouch Access Anywhere server after clicking Reset on the landing page, the connection times out and fails, and a "Session disconnected" message appears. As a workaround, refresh the page after clicking Reset. The connection succeeds. 222597.
Accessing Task Manager	In an InTouch Access Anywhere session on many browsers, you can open Task Manager by using the CTRL+ALT+END key combination. Also, you can access session user options on many browsers to lock the computer, log off, change password, or start Task Manager by using the CTRL+ALT+Esc key combination. This behavior can be a security concern. As a workaround, you can disable the ALT key by selecting the option Disable ALT Key available on the Window Configuration tab in the WindowViewer Properties dialog. Access the WindowViewer Properties dialog by the selecting the WindowMaker menu option Special, then Configure, then WindowViewer. 229998