InTouch Access Anywhere (ITAA) FAQs

All Tech Notes, Tech Alerts and KBCD documents and software are provided "as is" without warranty of any kind. See the **Terms of Use** for more information.

Topic#: 002804
Created: September 2013

Questions and Answers

Q: What is InTouch Access Anywhere (ITAA)?

A: InTouch Access Anywhere is an InTouch extension that provides RDP access to InTouch applications via HTML5-compliant web browsers.

Q: Is InTouch Access Anywhere a new version of InTouch?

A: No. As an extension, ITAA requires InTouch to be installed already.

Q: Is InTouch Access Anywhere a replacement for Wonderware Information Server, SmartGlance or Intelatrac (Wonderware Mobile)?

A: No. ITAA is not a replacement for any of the existing Wonderware products.

Q: How does ITAA differ from an RDP Client?

A: InTouch Access Anywhere provides access to an RDP session dedicated to InTouch via a web browser.

Q: What are the benefits of using a web browser over an RDP Client?

A:

- Most users are already familiar with using web browsers.
- Web browsers are widely available, making it possible to use InTouch Access Anywhere from a variety of devices and platforms.
- With a supported HTML5 browser, no client software needs to be installed on the device.

Q: Which software components are needed to use InTouch Access Anywhere?

- InTouch (2012 R2 or newer).

InTouch Access Anywhere Server.

- Web browser at the client.

- InTouch Access Anywhere Secure Gateway (only if access beyond a firewall is required.Installed on a separate machine in a DMZ).

Q: What needs to be installed at the server end?

A:

- InTouch 2012 R2 or above.

- InTouch 2012 R2 TSE Concurrent license.

- InTouch Access Anywhere Server.

- **Requisites:**
  - Terminal Server machine
  - Supported Windows Server OS
  - Remote Desktop Server role added.

Q: What needs to be installed at the client end?

A: No software needs to be installed at the client. All you need is a supported HTML5 browser.

Q: Which browsers are supported?

A: HTML5 compliant browsers including:

- Apple Safari 7 and higher

- Firefox 22 and higher

- Google Chrome 28 and higher

- Microsoft IE 10, 11

- Opera 15 or higher.

Q: Where are the installation files for InTouch Access Anywhere Server and InTouch Access Anywhere Secure Gateway?

A: InTouch Access Anywhere extensions for InTouch 2012 R2 are offered on a separate CD. In future releases, ITAA installation will be included in the System Platform media.

Q: How do I obtain an ITAA CD?

A: Contact your Wonderware Distributor.

Q: What type of license do I need to use InTouch Access Anywhere?

A: InTouch 2012 R2 TSE Concurrent license is required.

Q: Is InTouch Access Anywhere supported with per device TSE licenses?

A: No.

Q: How do I connect to an InTouch Access Anywhere server?

A:

1. Open a supported HTML5 browser

2. Type the URL http://MachineName:8080 OR http://IPAddress:8080
   Note: 8080 is the default port used to connect to InTouch Access Anywhere server. This port is configurable at the server. If this is changed in the configuration, the URL must match accordingly.

3. At the landing page, type credentials and selections for the session; including the InTouch Application to launch.

4. Click the **Connect** button.

Q: How do I change the default communications port?

A:

1. In the InTouch Access Anywhere server configuration tool, click the **Communication** tab and type the desired port number.

2. Update the port number in the **config.js** file, located at **C:\Program Files (x86)\Wonderware\InTouch Access Anywhere Server\WebServer\AccessAnywhere**.

3. Stop and restart the service for the change to take effect.

Q: Which resolution is used when an an InTouch application is opened using InTouch Access Anywhere?

A: When you select an InTouch application from the drop-down list and estabilish the connection, a session is started using the native resolution of the selected InTouch Application. For example, if the application was created with a resolution of 1024x768, the session will be launched with an application resolution of **1024x768**.

Q: Can different users connecting to the same InTouch Access Anywhere server run different InTouch applications?

A: Yes.

Q: Does the "Application Name" drop-down list on the landing page remember the last selected InTouch App?

A: Yes.

Q: What is the InTouch Access Anywhere Secure Gateway?

A:

- InTouch Access Anywhere Secure Gateway is a high performance SSL (Secure Sockets Layer) Gateway that provides secure access to your business-critical internal resources running on RDP hosts (virtual desktops, Terminal Servers, etc.) from unsecured locations outside the firewall (e.g., the Internet) without requiring an SSL / IPSec VPN

- It can be installed in a DMZ to route traffic between the Internet and the LAN.

E. Ballina, N. Khadikar

Tech Notes are published occasionally by Wonderware Technical Support. Publisher: Invensys Systems, Inc., 26561 Rancho Parkway South, Lake Forest, CA 92630. There is also technical information on our software products at **Wonderware Technical Support.**

For technical support questions, send an e-mail to **wwsupport@invensys.com**.

■ **Back to top**