AVEVA™
InTouch Access Anywhere User Guide

Contents

CHAPTER 1

Using AVEVA™ InTouch Access Anywhere

This guide describes how to use AVEVA™ InTouch Access Anywhere to remotely connect to your InTouch applications by means of an HTML5-compatible web browser running on your desktop computer or mobile devices like tablets and cell phones.

About AVEVA InTouch Access Anywhere

AVEVA InTouch Access Anywhere enables you to remotely view a running InTouch application from a desktop computer or a mobile device including tablets, smartphones, or laptops. You view and control the application through a secure web browser without requiring a separate client application.

InTouch Access Anywhere provides the following features:

- Provides secure and remote access to InTouch applications

- Incorporates image compression, packet shaping, and whole frame rendering to improve Internet performance

- Automatically adjusts the size of your InTouch Access Anywhere session to the web browser window showing the application

- Supports finger gestures on touch screen devices

- Works on devices that only support web applications like Chromebooks

- Provides an expandable session toolbar with icons to disconnect your InTouch Access Anywhere sessions, access system keys, and copy application data to your Windows clipboard.

AVEVA InTouch Access Anywhere Server

The InTouch Access Anywhere server is installed on a RDP host in your company's data center. The host computer has InTouch WindowViewer installed and is running InTouch applications. When you log on, you select the InTouch application you want to view.
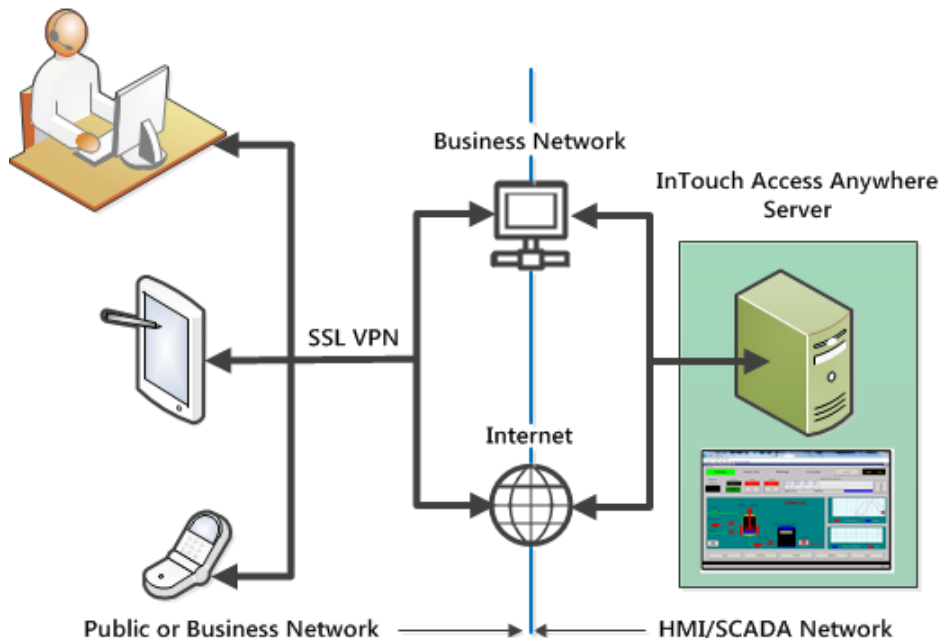
Typically, you will use a VPN that supports websockets to securely connect to the InTouch Access Anywhere server.

AVEVA InTouch Access Anywhere Secure Gateway Server

InTouch Access Anywhere Secure Gateway is an optional server that can be installed with the InTouch Access Anywhere server. The Secure Gateway acts as a conduit between users in remote locations and InTouch applications running on a RDP host in a data center. A Secure Gateway is typically installed in a DMZ to route all InTouch network data through a SSL-based connection.
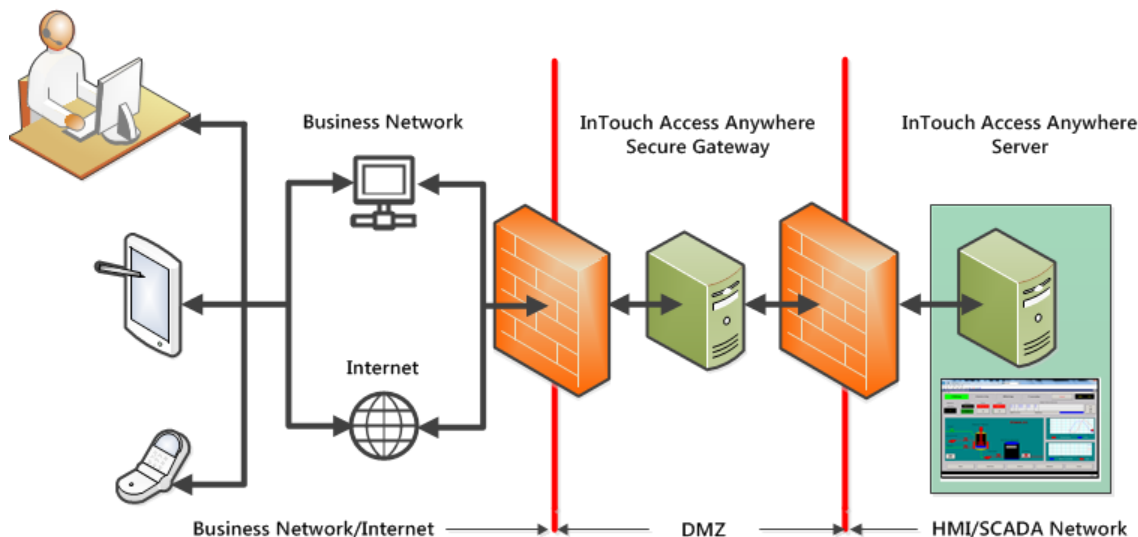
The InTouch Access Anywhere Secure Gateway provides the following additional functions for InTouch Access Anywhere Server:

- Eliminates the need to purchase, install, configure, and manage a VPN to use InTouch Access Anywhere Server

- Accesses InTouch applications through a single server installed in a secure perimeter network, while InTouch applications reside securely on an InTouch Access Anywhere server behind an internal firewall

By default, the InTouch Access Anywhere server listens on port 8080. The InTouch Secure Gateway listens on port 443. Contact your IT department to verify the ports assigned to your company's servers. You must specify a port number when you log on to InTouch Access Anywhere if non-default ports have been assigned to the two servers.

Supported Web Browsers

HTML5 websockets technology makes it possible to open an interactive communication session between your browser and an InTouch Access Anywhere server. The following versions of HTML5 compatible web browsers have been tested and validated to work with InTouch Access Anywhere:

- Microsoft Edge

- Microsoft Internet Explorer 11

- Firefox version 38 and later

- Safari version 5 and later

- Chrome version 12 and later

- Opera version 11 and later

Although InTouch Access Anywhere supports the listed browsers, you should review the *Running InTouch Access Anywhere on Different Operating Systems* on page 29 section for unique behaviors and any alternative solutions for each browser.

Note: The browsers listed above have been tested only on PCs, tablets and SmartPhones. No browser testing has been done on other devices like smart TVs, eBook readers, or game consoles.

Older versions of the listed browsers below are functionally compatible with InTouch Access Anywhere. You may be able to use the following older versions of these browsers, but specific behaviors are unknown because no formal testing has been done with InTouch Access Anywhere.

- Apple Safari, versions 5, 6, and 7

- Google Chrome, versions 11 and later

- Microsoft Internet Explorer, versions 10

- Mozilla Firefox, versions 6 and later

- Opera, versions 11 and later

Important: You are strongly advised to upgrade to a recent version of a supported web browser for use with InTouch Access Anywhere.

Supported Versions of InTouch

InTouch Access Anywhere can view InTouch applications in WindowViewer created by InTouch Version 10.6 or later.

Contact your IT department to verify the InTouch application you want to view will run in WindowViewer from one of the supported versions of InTouch.

CHAPTER 2

Viewing an Application with InTouch Access Anywhere

This chapter describes how to log on to InTouch Access Anywhere from supported device with an HTML5-compatible web browser. It includes the information you need to log on, a step-by-step log on procedure, advanced connection settings, and how to securely connect to InTouch Access Anywhere.

Gather the Information You Need to Log On to InTouch Access Anywhere

Before you attempt to log on and begin viewing InTouch applications with InTouch Access Anywhere, contact your IT department to gather the following information:

- Has your IT department added you as a member of the Remote Desktop Users group on the InTouch Access Anywhere server? You must be a member to access the InTouch Access Anywhere server with a Remote Desktop Connection client.

- What is the domain name or IP address of your InTouch Access Anywhere server?

- Does your InTouch Access Anywhere server use default port 8080? If not, you need to specify the non-default port number when you log on to the InTouch Access Anywhere server.

- What is the name of the Windows domain specified with your user name to log on to the InTouch Access Anywhere server?

- Verify that your IT department has listed the InTouch applications you want to view on the InTouch Access Anywhere logon page.

Information Needed for an External Connection to InTouch Access Anywhere

- Does your company require a VPN to connect to the InTouch Access Anywhere server from a remote location? InTouch Access Anywhere is compatible with most VPNs that support websockets.

- Will your data center use an InTouch Secure Gateway with InTouch Access Anywhere? If so, what is the domain name or IP address of the server hosting your Secure Gateway?

- If your data center uses an InTouch Secure Gateway, does it listen on default port 443? If not, you need to specify the non-default port number when you log on to the Secure Gateway.

- Is a trusted certificate installed on the Secure Gateway? By default, a self-signed certificate is installed on the Secure Gateway. Some web browsers show a security warning or prohibit connections to servers using self-signed certificates.

Logging on to InTouch Access Anywhere

You can log on to the InTouch Access Anywhere server by several methods based on whether your company uses a Secure Gateway or has implemented Single Sign-On (SSO).

Note: If you have any trouble remotely connecting to InTouch Access Anywhere, see *Diagnosing Log on Problems* on page 14 for help.

Logging on Directly to InTouch Access Anywhere

Use the following procedure to log on directly to the InTouch Access Anywhere server. You should be using a VPN for a secure connection from an external network.

To log on directly to the InTouch Access Anywhere server

1. Using your web browser, go to

   ```
   http://ITAA_Server_Node_Name:8080/
   ```

   or

   ```
   http://ITAA_Server_IP_Address:8080/
   ```

   Note: You may need to enter a different port number if your company changed the default port number assigned to the Access Anywhere server.

A logon page appears with fields to enter your user name, password, and select the InTouch application you want to view.

Connection Details	Description
User Name	Your user name to log on to the Remote Desktop Service (RDS) host. It can optionally contain a domain specification, for example, `domain\user`. If a domain name is not specified, you will be prompted for it by the RDS host.
Password	Your password to log on to the RDS host. When not specified, you will be prompted for a password by the RDS host.
Application name	A pull down list shows InTouch applications accessible from the InTouch Access Anywhere server that can be selected for viewing.

2. Enter your user name and password.

3. Select the InTouch application you want to view from the drop-down list of the **Application Name** field.

4. Tap or click **Connect** to initiate an InTouch Access Anywhere browser session.

    Your initial view will show the InTouch application within the boundaries of your web browser window, which is the **Fit to browser** Advanced Settings option.

    o   For more information about setting your InTouch application view, see *Advanced Connection Settings: Display Page* on page 19.

    o   For more information about changing the size of an InTouch application window using the **Fit to browser** setting, see *Resizing an Application Window* on page 21.

Logging on Through the Secure Gateway

By default, the Secure Gateway includes a self-signed certificate. Some browsers, such as Google Chrome, allow self-signed certificates for SSL-encrypted websocket connections. Other web browsers like Internet Explorer show a warning message that the server certificate is not signed and prompt you to continue only at a significant risk.
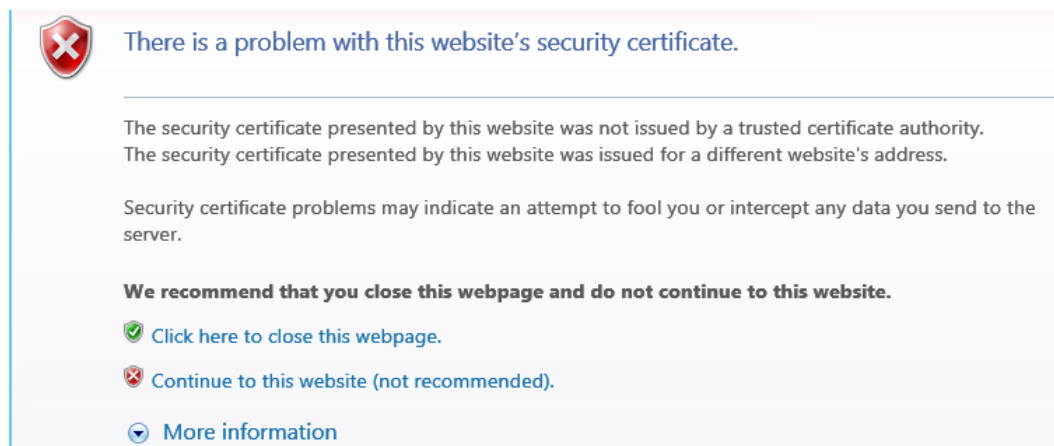
Chrome OS and Safari web browsers prohibit connections using a self-signed certificate. In order to provide connectivity for these browsers, your IT department must import a trusted certificate into the InTouch Access Anywhere server or into the Secure Gateway.

If you encounter certificate problems trying to log on to the Secure Gateway, consider changing web browsers or ask your IT department to install a trusted certificate.

Use the following procedure to log on to the Access Anywhere server through a Secure Gateway.

To log on through a Secure Gateway

1. Using your web browser, go to

    ```
    https://Secure_Gateway_Node_Name:443/
    ```

    or

    ```
    https://Secure_Gateway_IP_Address:443/
    ```

    Note: You may need to enter a different port number if your company changed the default port number assigned to the Secure Gateway.

The Secure Gateway start page appears with a field to enter the domain name or IP address of the Access Anywhere server.

InTouch Access Anywhere

Enter server name or IP address: ⋮
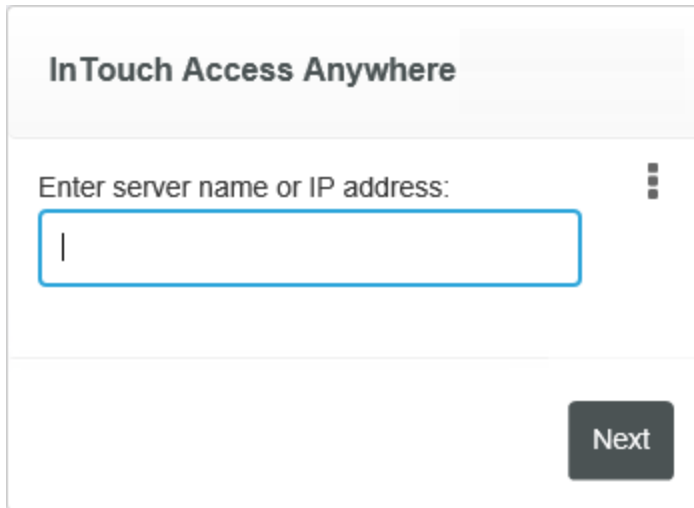
Next

2. Enter the IP address or the domain name of the RDP host computer where the InTouch Access Anywhere server is installed.

3. Click or tap **Next**.

   The InTouch Access Anywhere server logon page appears with fields to enter your username and password.

InTouch Access Anywhere ⋮

User1

●●●●●●●●●●
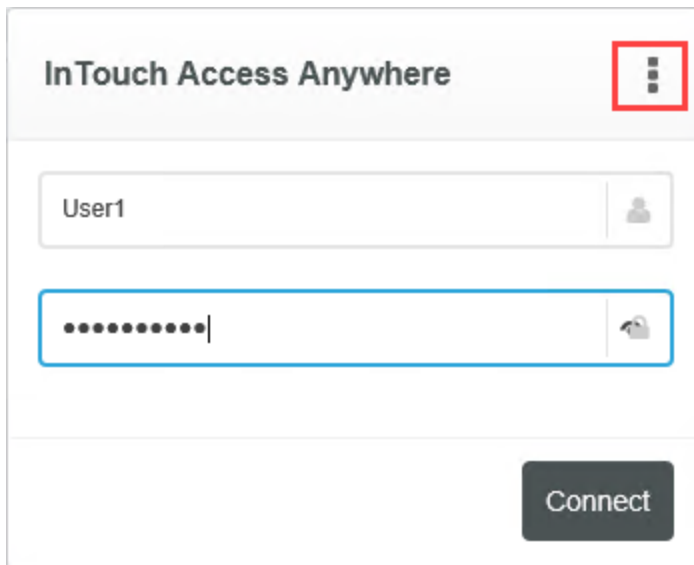
Connect

4. Enter your user name and password.

   Click the **Advanced Settings** icon and select **Connection**.

5. Specify the path of the InTouch application you want to run in the **Program Path And File Name** field:

Note: The **Start in The Following Folder** field is automatically populated with the InTouch installation path.

6. Click the back arrow to return to the main Server log on page.

7. Tap or click **Connect** to initiate an InTouch Access Anywhere browser session.

Logging on with Single Sign On

InTouch Access Anywhere supports Single Sign-On (SSO). When using a third-party authentication entity (such as an SSL VPN) that supports SSO Form Post, you only need to sign on once to an InTouch Access Anywhere session using your authentication credentials to begin viewing an InTouch application.

Typically, your IT administrator will send you an HTML file, which is an SSO form that you place on your mobile device or desktop computer. You view the file with an HTML5 web browser.

The following illustration shows a sample SSO log on form with two mandatory fields to enter your username and password. The form may contain other optional fields too based upon the viewing options that your IT administrator wants to grant users to view an application.

Username: User1
Password: abc123

Auto Start: true
Run Application: true

Program and Application:
"C:\PROGRA~2\WONDER~1\InTouch\View.Exe""c:\programdata\intouchdemos\demoapp1_1024"/FitScreen
Working Folder:
"C:\PROGRA~2\WONDER~1\InTouch"
Resolution: 1024,768

Log On

After clicking **Log On** to submit the SSO form, WindowViewer should appear in your web browser with a running InTouch application.

Diagnosing Log on Problems

If you have trouble remotely connecting to your InTouch Access Anywhere server, verify network connectivity and your web browser version by going to the InTouch Access Anywhere demonstration site:

http://intouchaccessanywhere.com

Unable to reach the InTouch demonstration site

If you cannot access the InTouch demonstration site, verify your network connectivity:

- From a desktop computer, use the Ping command to verify the connection to the Secure Gateway or Access Anywhere servers. Third party tools exist for some mobile devices to provide equivalent functionality.

- From a Windows computer, try logging on to the InTouch Access Anywhere server directly using a standard Remote Desktop Connection client. You must be able to log on using standard Remote Desktop Connection client before you can log on to an InTouch Access Anywhere server.

Unable to view the InTouch demonstration application correctly

If you can access the demonstration site but not view the InTouch application correctly, verify your web browser.

- Are you using a supported InTouch Access Anywhere web browser? For a list of supported browsers, see *Supported Web Browsers* on page 7.

- Browser extensions or add-ons may inject JavaScript code into web pages. If the InTouch application is inaccessible or not working properly, disable or uninstall any active browser extensions or add-ons. Then, restart your web browser to ensure the extensions or add-ons are no longer active.

Able to view the InTouch demonstration application

If the demonstration site appears and you can successfully launch the InTouch demonstration application, you have network connectivity and your browser is compatible with InTouch Access Anywhere.

- If you cannot reach the InTouch Secure Gateway by its domain name, try using its IP address.

- If you cannot reach your InTouch Access Anywhere server by its domain name, try using its IP address.

Assistance from your IT department

If your are still experiencing logon problems, contact your IT department to get more information about the following:

- Ask your IT department if the port numbers you entered to log on to the Secure Gateway and Access Anywhere servers are correct. The default ports are 443 for the Secure Gateway and 8080 for the Access Anywhere server.

- Ask your IT department to verify the InTouch Access Anywhere service is running.

- Ask your IT department if you are a member of the Remote Desktop Users group on the InTouch Access Anywhere server? You must be a member to access the InTouch Access Anywhere server with a Remote Desktop Connection client.

- Ask your IT department if a trusted certificate is required for the InTouch Access Anywhere Secure Gateway or the InTouch Access Anywhere Server.

Advanced Connection Settings

Click the ⋮ **Settings** icon on the InTouch Access Anywhere logon page to set additional options for your session. The Advance Connection Settings are shown as a list of selectable options after selecting the **Settings** icon from the Server log on page.

After you have set values to a group of settings, tap or click the **Back** icon ‹ to return to the main Advance Connection Settings page and select another option group. Tap or click the **Back** icon from the Advance Connection Settings page to return to the InTouch Access Anywhere logon page.
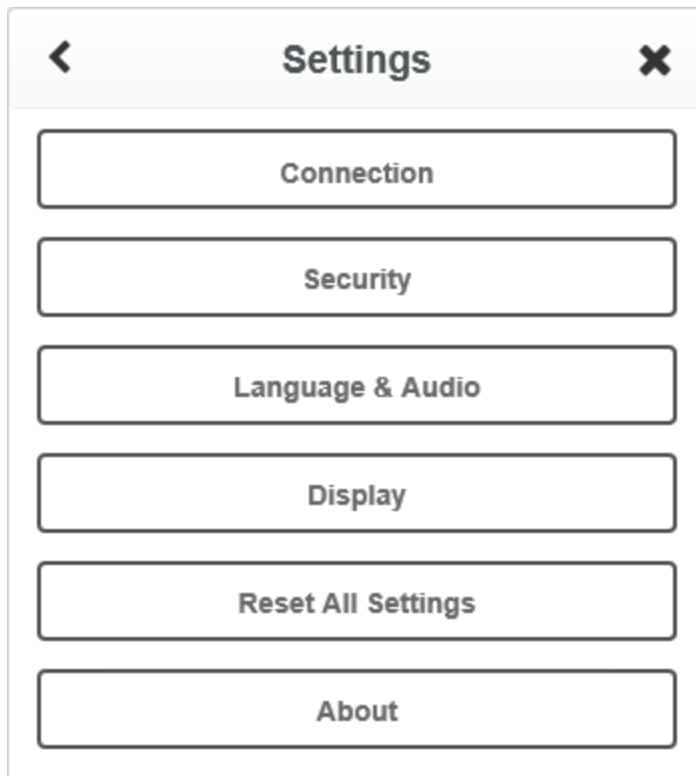
You can reset your configured settings by clicking the **Reset All Settings** option. Click the **About** option for customer support information.

Important: You may need information from your IT administrator to specify values for some Advanced Connection settings.

Advanced Connection Settings: Connection Page

The **Connection** page provide options to specify the name of the InTouch Access Anywhere Server you want to connect to, as well as the option to connect to console.
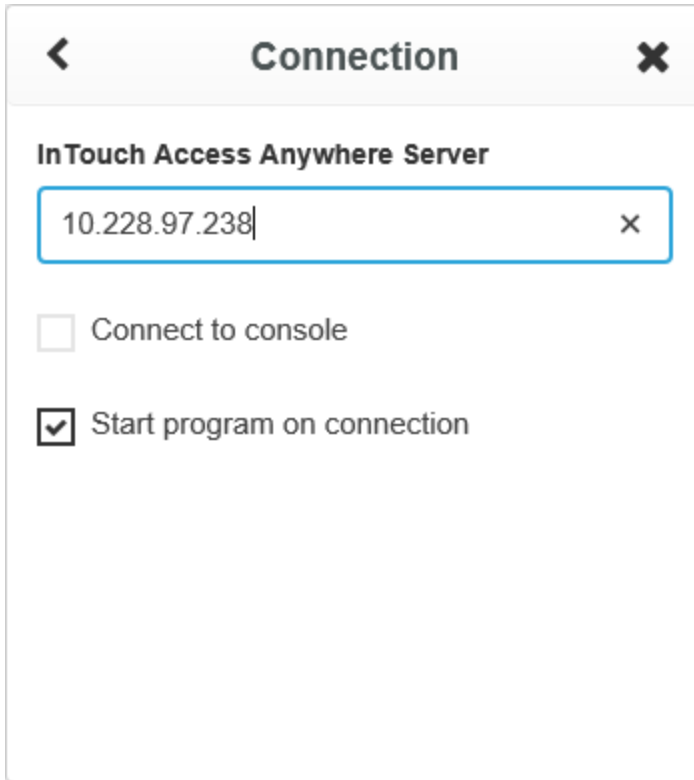
Settings	Description
InTouch Access Anywhere Server	The name or IP address of the computer hosting the InTouch Access Anywhere Server.
Connect to Console	Connects to a console session of the operating system instead of a user session.
Start program on connection	This setting cannot be modified. WindowViewer (view.exe) starts automatically to run the InTouch application you selected.

Advanced Connection Settings: Security Page

The Advanced Connection settings on the **Security** page provide options to enabled SSL Encryption and specify the Gateway address.

Settings	Description
Enable SSL encryption for remote session	When selected, your web browser uses SSL encrypted websocket communication to the InTouch Access Anywhere Server.
Use InTouch Secure Gateway	When selected, a Secure Gateway connects to the RDP host.
Gateway address	Computer name or IP address of the server hosting the InTouch Secure Gateway. You can enter the address and port for the Secure Gateway in this field. If no port value is specified, 443 is used by default. To specify a custom port, add a colon (:) and the port number to the address. For example, gateway.com:4343. Multiple Secure Gateways can be specified as failover servers. Separate each server address with a comma (,) or semicolon (;). An asterisk (*) means the servers can be specified in any order after the asterisk. For example, if the following is specified: `aaa;*;bbb:4433;ccc:4343` The Secure Gateway 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.

Advanced Connection Settings: Language and Audio Page

The Advanced Settings **Language and Audio** page provides options to set the display language, the keyboard locale, and the source of audio playback, if selected.

Settings	Description
Display Language	Changes the language used by the InTouch Access Anywhere Server log on page. For information on configuring additional languages to the list, see the *Server Administration Guide*.
Keyboard locale	Select the keyboard region to be used in an InTouch Access Anywhere session.
Keyboard scan-codes	Enables keyboard scan codes sent by a keyboard to indicate a key has been selected and the alphanumeric character or function associated with the key. Certain applications use scan codes and require this setting to be enabled.
Remote audio playback	Select a source of the session's audio. Options are local computer, remote computer, or Do Not Play.
	Note: Internet Explorer versions 10 and 11 do not support audio playback.

Advanced Connection Settings: Display Page

The Advanced Connections settings on the Display Page provide options to set display quality and fit WindowViewer to your browser window or fit to your full screen.

Settings	Description
Acceleration/Quality	Controls the degree of acceleration that is enabled in the session. Faster acceleration results in lower quality application images. **Very Fast / Good Quality** is the recommended setting.

Screen Resolution	The value shown by **Screen Resolution** matches the selected **Display options Fit to browser** and **Fit to screen** values.
	When **Application Resolution** is the selected **Display options** value, the **Screen Resolution** option will attempt to match the actual application resolution from the drop down list. If a matching resolution is found, the resolution is selected and the **Screen Resolution** control is disabled. If there is no matching resolution, then the **Screen Resolution** option is enabled to enter a resolution value.
Display options	• **Fit to browser window (default)** Fits the WindowViewer window within the **initial** size of your web browser's window. **Note:** The application's resolution does not change from its initial size if you change the size of your web browser while viewing an InTouch application. When **Fit to browser window** is selected, the **Screen Resolution** option is disabled. • **Fit to screen (Full Screen)** Places the entire InTouch application within the current size of the WindowViewer window without showing your web browser's menu bars. • **Application Resolution** Displays an InTouch application in a browser at its native resolution. If the browser's viewing area does not show the entire application, the user can use the browser's scroll bars to show the rest of application. When this option is selected, InTouch Access Anywhere attempts to match the actual application resolution to a screen resolution shown in the drop down list. If matching resolution is found, then the resolution is selected and the Screen Resolution option is disabled. If there is no matching resolution, then the Screen Resolution control is enabled.
Enable click animation	When enabled, the click animation option shows a visual indicator on a touch device screen when tap gesture is performed.
Use client time zone	When selected, this setting enables local time zone redirection. The remote session running on the InTouch Access Anywhere server uses the time of your local computer or mobile device.
Force Virtual Keyboard	Provides values (**Yes**, **No**, **Auto**) to select a device virtual keyboard while viewing a running InTouch application. **Auto** is the default, which forces **Yes** or **No** based on whether the device running the application has a virtual keyboard or not.
Force Touchscreen	Provides options (**Yes**, **No**, **Auto**) to use touch gestures while viewing a running InTouch application. **Auto** is the default, which forces **Yes** or **No** based on whether the device running the application supports touch gestures or not.

Viewing an InTouch Access Anywhere Session

After successfully logging on, a Remote Desktop Connection (RDC) session is launched and InTouch WindowViewer starts and connects you to the selected InTouch application. The application appears within your browser's window.
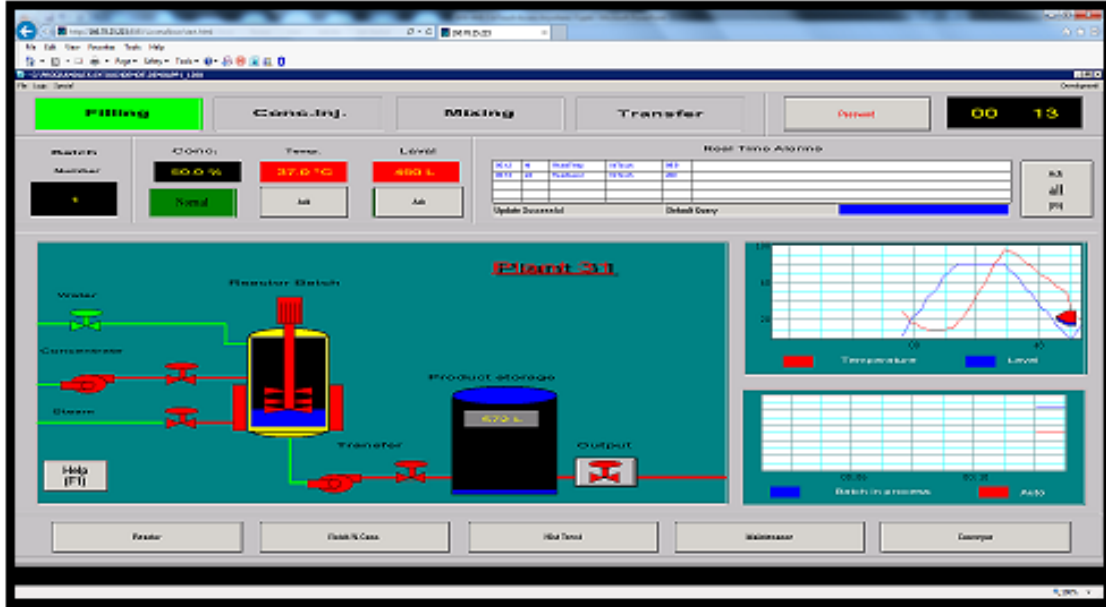
While connected, InTouch Access Anywhere intercepts mouse and keyboard events and transmits them to the RDS host. As a result, various keyboard keys and mouse buttons that are usually handled by the browser may behave differently. For example, desktop computers running Windows normally reload the current browser page by clicking the F5 button. But, clicking F5 on other devices running other operating systems do not necessarily reload the browser page.

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 by InTouch Access Anywhere, an InTouch WindowViewer application cannot be minimized. If the remote InTouch application is shut down, your InTouch Access Anywhere session is automatically terminated in a configurable period set as a parameter of the InTouch Access Anywhere server.

Closing the web browser on your device leaves the RDC session running on the server with WindowViewer still running the InTouch application.

Resizing an Application Window

You can change the size of an InTouch application window to fit within your current web browser if you select the **Fit to browser** Display Options setting. The size of the WindowViewer window is set to the initial size of your web browser's window when you log on to an InTouch Access Anywhere session.

Important: In order for the **Fit to Browser** display option to work correctly, Dynamic Resolution Conversion must be enabled on the host computer running WindowViewer. A system administrator must complete this procedure. See the *InTouch Access Anywhere Server Administrator Guide* for detailed configuration procedures.
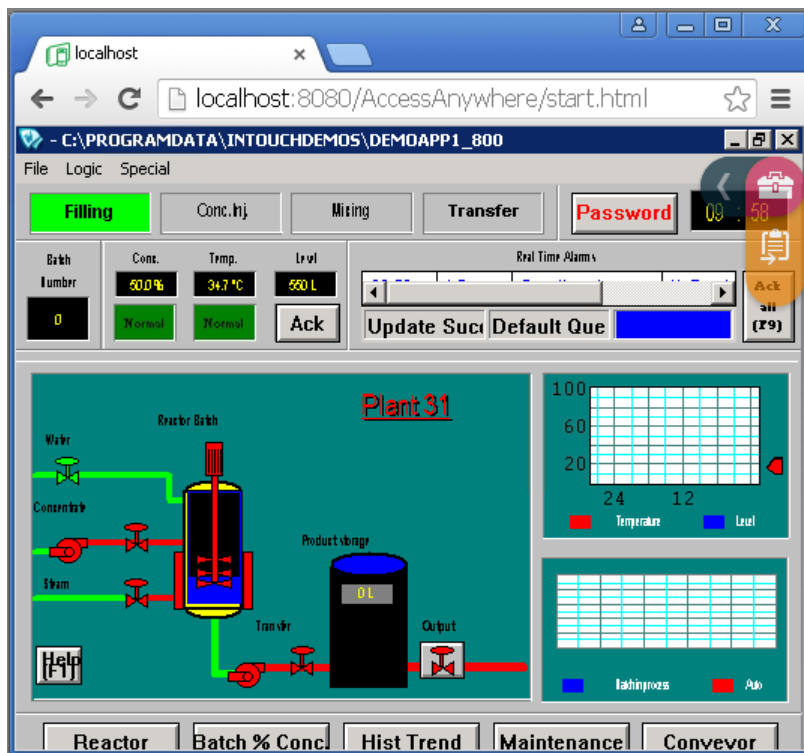
If you change the size of your web browser window during an InTouch Access Anywhere session, the size of the InTouch application window remains the same as its initial size.
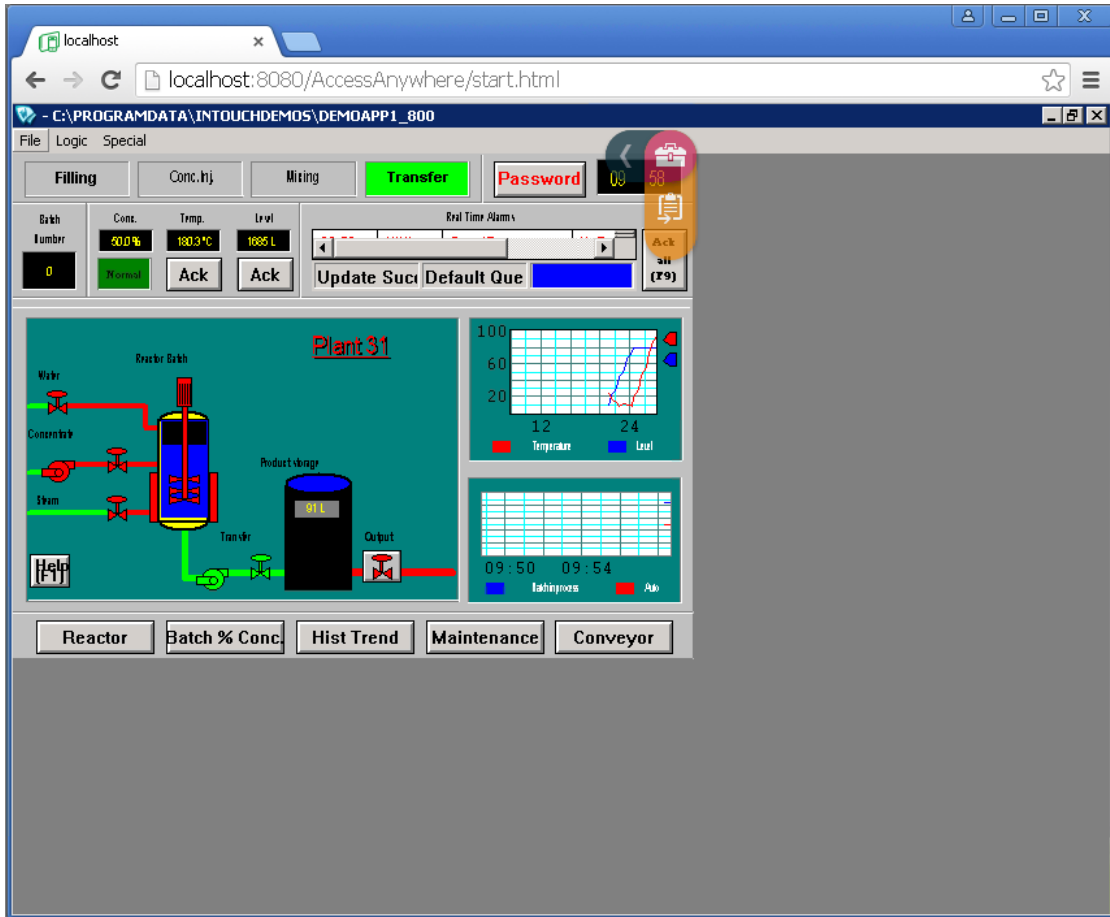
To change the size of an InTouch application window, do the following:

1. Change the size of your web browser window

2. Close WindowViewer

3. Disconnect from your InTouch Access Anywhere session

4. Log back on to restart WindowViewer to show your application at its new size.
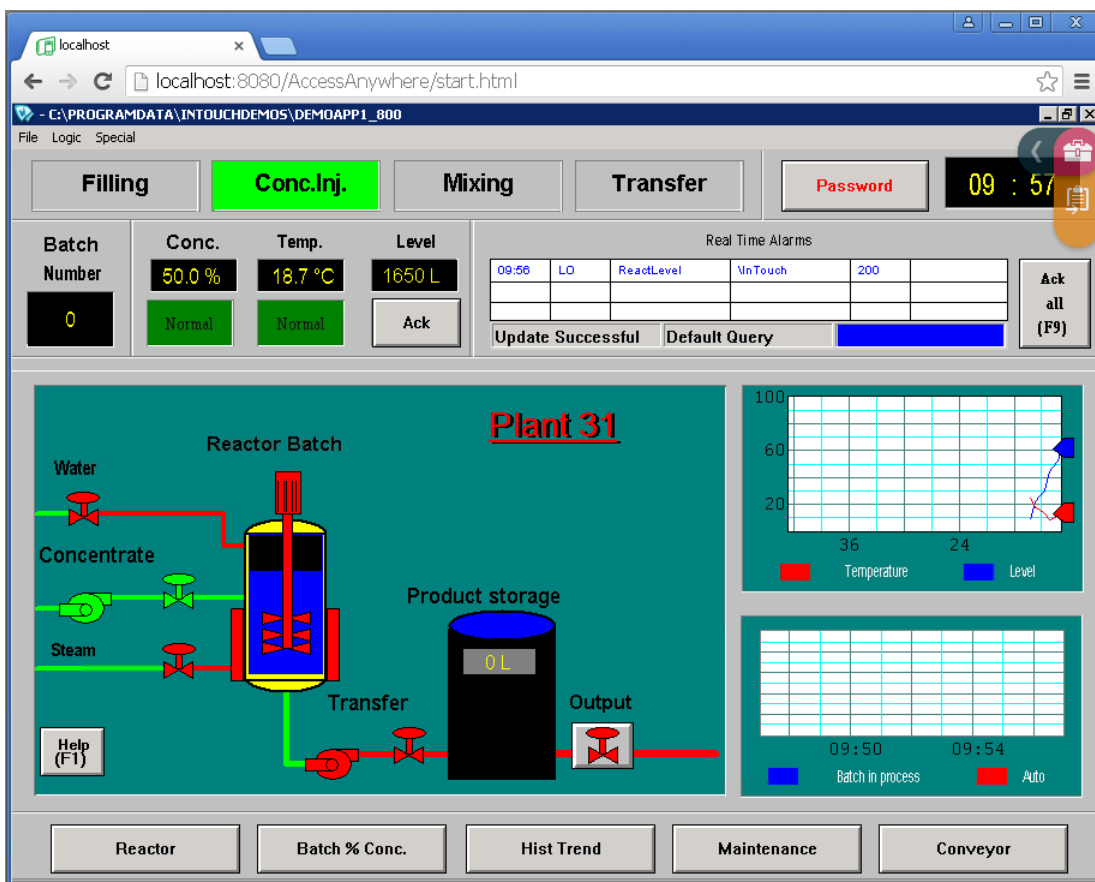
Using the Access Anywhere Toolbar

InTouch Access Anywhere provides a toolbar to access a set of features and system keys while an InTouch application is running. The toolbar appears in the browser window and can be moved by dragging and dropping it to another location within the browser window.

Tap or click the ![icon] toolbar icon once to show a pair of arrows that expand to toolbars containing icons . The icons represent system keys and additional functions.

![gestures help icon]	The gestures help icon appears only when running InTouch Access Anywhere on a touch screen device. Click or tap the help icon to see figures and short explanations of supported finger gestures.
![ESC icon]	Click or tap the **ESC** icon to cancel a value entered in a data entry field.

TAB	Click or tap the **TAB** icon to shift the window focus to the next data entry field of an application or the next cell of a table.
	Click or tap the **Disconnect** icon to end the InTouch application browser session and return to the logon page.
	Click or tap the **Open clipboard** icon to paste text copied from a running InTouch application into a remote clipboard.

Clipboard Support

The InTouch Access Anywhere Toolbar provides a feature to copy and paste text or numbers between your local desktop or laptop and a remote InTouch Access Anywhere session using a built-in clipboard.

Note: When using Internet Explorer (MSIE) 10, the Clipboard feature is integrated, so there are no Access Anywhere clipboard icons. Simply copy and paste text between the local device and Access Anywhere session using Windows copy (Ctrl+C) and paste (Ctrl+V) keyboard shortcuts.

Copy Text from a Remote InTouch Application

The following procedure explains how to copy text from an InTouch application shown in an InTouch Access Anywhere browser session to your local desktop or laptop computer.

To copy text from an InTouch application

1. Select the text or number to copy from an InTouch application running in your InTouch Access Anywhere browser session.

2. Perform a copy keyboard shortcut (Ctrl +C) on the desired text or number.

   The **Copy to local clipboard** dialog box appears in your remote browser session.
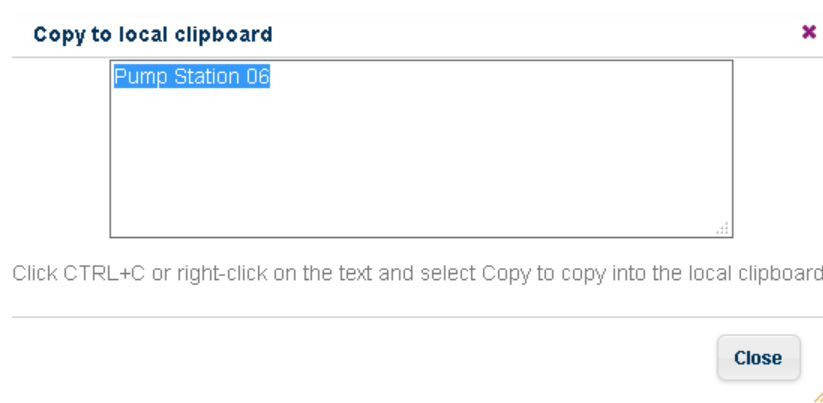
3. Click on the clipboard icon to copy the text to the clipboard.

4. Click **Close**.

5. Open a document or application on your local desktop computer or laptop.

6. Press Ctrl+V to paste the text.

Copy Text to a Remote InTouch Session

The following procedure explains how to copy text from a local desktop or laptop computer to an InTouch application running in a remote Access Anywhere browser session.

To copy text to a remote InTouch application

1. From a local application like Notepad, copy text you want to paste into a remote InTouch application running in an InTouch Access Anywhere browser session.

2. Open the InTouch Access Anywhere browser session to show a running InTouch application.

3. Click the **Open Clipboard** icon on the toolbar.

4. Paste the copied text into the clipboard.
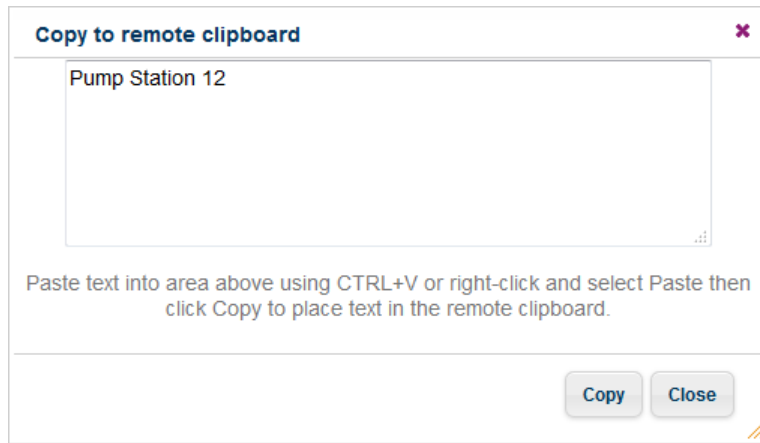
5. Click **Copy.**

6. Set the focus in WindowViewer to a data entry field in the running InTouch application.

7. Press Ctrl+V or right-click and select **Copy** from the shortcut menu to paste the text into the remote InTouch application's data entry field.

Using Finger Gestures

InTouch Access Anywhere supports control gestures when used on a touch device. The following table shows the different types of gestures you can make on a touch device to emulate mouse events or specific keyboard keys.

Gesture functionality varies across different devices, browsers, and operating systems. Tap the Gestures help icon in the Toolbar to see the full list of supported gestures. For more information about gesture limitations, see *Using InTouch Access Anywhere on Portable Devices* on page 29.

Application Behavior or Key	Gesture	Description
Left Mouse Click		One finger tap once
Right Mouse Click		One finger tap and hold

Application Behavior or Key	Gesture	Description
Double Mouse Click		Tap once with two fingers
Double Mouse Click		One finger double tap
Drag Object		One finger tap, hold and drag
Zoom In		Two fingers pinch out
Zoom Out		Two fingers pinch in
Page Up		Three fingers swipe down
Page Down		Three fingers swipe Up
Left Arrow		Three fingers swipe right
Right Arrow		Three fingers swipe Left

Changing an InTouch Application

If an InTouch application is currently running in an InTouch Access Anywhere session, another InTouch application cannot be viewed without first restarting WindowViewer running on the Access Anywhere server.

To change an InTouch application shown by WindowViewer

1. Log on to InTouch Access Anywhere that is currently running an InTouch application.

2. From the WindowViewer **File** menu, select **Exit** to close WindowViewer.

3. Select the **Disconnect** icon from the Access Anywhere toolbar.

4. Click or tap **Yes** to confirm that you want to disconnect your InTouch Access Anywhere session.

   You should return to the logon page.

5. Select the InTouch application you want to view from the **Application name** field of the logon page.

6. Enter your user name and password to start another InTouch Access Anywhere session.

   After establishing a session, you should see WindowViewer start in your browser window and show the InTouch application you selected.

Ending an InTouch Access Anywhere Session

After you click or tap the [icon] **Disconnect** icon from the InTouch Access Anywhere toolbar, a message appears requesting that you confirm that you want to disconnect from the Access Anywhere server.
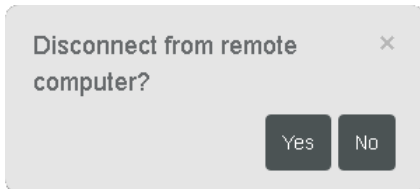
After you click **Yes**, the browser closes and you see the InTouch Access Anywhere log on page. No trace of the InTouch Access Anywhere browser session remains on your device after ending a session. But, the RDP session is still running WindowViewer on the InTouch Access Anywhere server.

An alternative way to end an InTouch Access Anywhere session is to exit from WindowViewer first, and then click the **Disconnect** icon. Again, you see the InTouch Access Anywhere log on page after WindowViewer has stopped.

Session Auto-logoff

A session is logged off when an application is closed. In some cases, the session is not closed immediately or is frozen. InTouch Access Anywhere Server includes an auto-logoff feature that automatically logs off a session if nothing is displayed on the screen for a specified period.

Your InTouch Access Anywhere administrator can set the length of the auto-logoff period with a RDP server or InTouch Access Anywhere configuration parameter.

Automatic Reconnect

Active InTouch Access Anywhere sessions automatically attempt to recover from temporary network outages by reconnecting your session. You may experience a slight delay during the reconnect attempt, but after the session is re-established, you can continue working without having to log back on to the session.

<p align="right">CHAPTER 3</p>

Using InTouch Access Anywhere on Portable Devices

Running InTouch Access Anywhere on Different Operating Systems

This section describes unique behaviors of InTouch Access Anywhere by specific combinations of device operating systems and browser combinations. The behaviors are grouped by operating systems. Alternative solutions are provided when available.

Android Operating System

This table shows the behavior of different browsers on Android devices. For more common behaviors on the Android operating system see *Operating System, Browser, and Mobile Device Combinations* on page 34 and *All Operating Systems and All Browsers* on page 37.

Behavior Type	Browser(s)	Description
Drag and drop	All	You may experience difficulty dragging and dropping an InTouch pop-up window to another location. **Alternative Solution** Use a stylus to perform drag and drop operations.
Scroll bars	Opera and Chrome	Scroll bars in an InTouch window, including those in controls such as the AlarmDBViewer, AlarmViewer, and ListView, cannot be scrolled by tapping or pressing and dragging the scroll button. **Alternative Solution** Tap on the gray area of the scroll bar to move a window.
Tooltip animations	Opera, Firefox, and Chrome	Tooltip animations configured on ArchestrA symbols may not appear with a mouse over action. **Alternative Solution** Substitute another gesture to implement a mouse-over action for your device and operating system.
Opening an InTouch application	Firefox	Selecting an InTouch application from the InTouch Access Anywhere **Application Name** list box can immediately open the application without clicking **OK**. **Alternative Solution** There is no alternative solution.

Behavior Type	Browser(s)	Description
Keystrokes over Bluetooth	Firefox	When using a Bluetooth keyboard, a single keystroke may produce two characters.
		Alternative Solution
		Use the mobile device's built-in keyboard.
Text display	Chrome	When an Android mobile device runs low on memory, text in a window can appear blurred.
		Alternative Solution
		Close all running applications and restart your mobile device before using InTouch Access Anywhere.
Text input	Opera, Firefox, and Chrome	Typing double-byte language characters using the native Android software keypad appear as question marks (?) in an InTouch data entry field.
		Alternative Solution
		Configure WindowViewer on the InTouch Access Anywhere server to use the **Windows Keyboard** option. Double-byte language characters can be entered correctly from the Android keypad or by using a paired Bluetooth hardware keyboard.

Google Chrome Operating System

InTouch Access Anywhere can operate on a Google Chromebook running the Chrome operating system. The following table lists tips when using InTouch Access Anywhere with a Chromebook running the Chrome operating system and web browser.

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 the page.
Configure Chromebook	In the address field, enter: chrome://settings.

Chromebook Keyboard

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

Command	Chromebook Key Combination
Delete	Alt+Backspace
Page Up	Alt+Up

Command	Chromebook Key Combination
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 a Chromebook.

Command	Chromebook 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 Operating System

This table shows the specific behavior of different browsers running on the Apple iOS operating system. For more common behaviors on the iOS operating system see *Operating System, Browser, and Mobile Device Combinations* on page 34 and *All Operating Systems and All Browsers* on page 37.

Behavior Type	Browser(s)	Description
Accessing InTouch Access Anywhere	Safari	You may experience difficulty accessing InTouch Access Anywhere if the Safari browser's Private Browsing option is enabled. Private browsing is enabled if Safari bars appear black or dark instead of blue or gray. **Alternative Solution** 1. Open Safari. 2. Select the **Pages** icon that is shaped as two squares. 3. Select the **Private** setting and turn it Off.
Accessing InTouch Access Anywhere	Opera Mini on an iOS device	This is not a supported browser, so you cannot reach the InTouch Access Anywhere web server. You can use a supported browser on an iOS device.
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. **Alternative Solution** There is no alternative solution.

Behavior Type	Browser(s)	Description
Invoking Direct Push Button	All browsers on iPad or Android tablets	Using a single tap to toggle the state of a push button does not work consistently. A push button can be toggled consistently if the tap gesture is held for three or four seconds. **Alternative Solution** Modify the InTouch application button to change state by User Inputs>Discrete animation.
Moving between text boxes	Safari and Chrome on iPad	The **Next** and **Previous** buttons are not enabled to move between text boxes on dialog boxes with multiple text boxes. **Alternative Solution** Use a touch gesture to transfer focus to a specific window element.
Text input	Safari on iPad	Typed double-byte language characters do not appear in an InTouch data entry field when using an iPad software keypad.

Windows RT Operating System

This table shows the behaviors of different browsers on the Windows RT operating system. For more common behaviors on the Windows RT operating system see *Operating System, Browser, and Mobile Device Combinations* on page 34 and *All Operating Systems and All Browsers* on page 37.

Behavior Type	Browser(s)	Description
Touch gestures	Internet Explorer 10 in a touch environment	You cannot use a touch gesture to open a right-click shortcut menu on the AlarmViewer and AlarmDBView controls. **Alternative Solution** Access menu options through scripts.
Mouse pointer	Internet Explorer 10 in a touch environment	The mouse pointer may disappear after using the Surface keyboard to enter data. **Alternative Solution** Use touch gestures in place of mouse inputs.
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. **Alternative Solution** Refresh the session.

Behavior Type	Browser(s)	Description
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 screen will start the data subscription refreshes, except on read-only kiosks and other read-only devices.
		Alternative Solution
		Use a timer or clock control to enable user interaction that does not interfere with the InTouch application itself.
Delta deployment	Internet Explorer 10	Window Viewer can stop responding after a delta deploy, especially with applications comprised of a large number of windows.
		Alternative Solution
		Close and restart the browser session.
Shortcut keys	Internet Explorer 10	Shortcut keys Shift+ and alphabetic characters configured for scripts do not execute the script functions.
		Alternative Solution
		Use different combinations of keyboard shortcuts, such as Shift+Ctrl+(alphabetic character).
Unlocking a tablet device	Internet Explorer 10	The browser session may occasionally stop responding when unlocking the tablet on which InTouch Access Anywhere is running.
		Alternative Solution
		Close and reopen the browser.
Text input	Internet Explorer	Double-byte language characters cannot be entered into an InTouch data entry field using the Surface software keypad.
		Alternative Solution
		Configure WindowViewer on the InTouch Access Anywhere server to use the **Windows Keyboard** option. Also, double-byte language characters can be entered correctly from the Surface hardware keypad.

Windows 7, Windows 2008 R2, or Windows 2012 Operating Systems

This table shows the behavior of different browsers running on different versions of Windows operating systems. For more common behaviors on the Windows operating system see *Operating System, Browser, and Mobile Device Combinations* on page 34 and *All Operating Systems and All Browsers* on page 37.

Behavior Type	Browser(s)	Description
Application display rendering	Internet Explorer 10	You may experience a drawing (rendering) behavior when you provide input to a native InTouch application through the InTouch keyboard using the InTouch Access Anywhere Server, and hover the mouse over an outbound rectangle.
Invoking InTouch keyboard	Internet Explorer 10	When accessing the InTouch Access Anywhere server through an RDP desktop session, user input animations do not start the Windows operating system keyboard. **Alternative Solution** Use a desktop computer keyboard or the built-in keyboard of your mobile device.

Operating System, Browser, and Mobile Device Combinations

This table shows the behavior of several combinations of operating systems, browsers, and mobile devices.

Behavior Type	Combinations	Description
Arrow keys display	Android, iOS, and WinRT	The background of Up and down arrow keys turn black when you select them in the AlarmDBViewer control. This behavior causes difficulty in using Alarm Viewer controls. **Alternative Solution** There is no alternative solution.
Selecting an Alarm Viewer Control entry	Android, iOS, and WinRT	A black icon appears when you select any entry in the Alarm Viewer control box and right click to perform a freeze action. This behavior causes difficulty in using Alarm Viewer Controls. **Alternative Solution** There is no alternative solution.
Key script execution	Safari on iOS or Opera on Android tablets	Key scripts with Ctrl and Alt key combinations do not execute the associated key scripts. The built-in software keyboards in these devices do not have Ctrl nor Alt keys. **Alternative Solution** Modify your scripted shortcut key combinations to account for this known limitation of tablet device keyboards.

Behavior Type	Combinations	Description
Invoking InTouch keyboard	Safari on iPad or Opera on Android tablets	User input animations do not consistently start the Windows keyboard. **Alternative Solution** Configure the InTouch application to use the InTouch keyboard if this is an existing application. For new applications, the recommended solution is to use the device's built-in keyboard.
Browser address bar	Chrome on Android or Chrome on iPad tablets	A browser address bar blocks the WindowViewer title bar and menu bar. **Alternative Solution** 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 viewable.
Function keys	Safari on iOS Opera on Android tablets	iOS and Android keyboards do not support function keys F1 to F12, or Ctrl and Alt key combinations. **Alternative Solution** Use different keyboard shortcuts.
Invoking InTouch keyboard	Safari on iPad or Opera, Firefox, and Chrome on Android tablets	The InTouch keyboard shows at the center of the InTouch window, which can cause the keyboard to appear off of the screen. **Alternative Solution** Scroll to the center of the InTouch window using the browser scroll bars to access the InTouch keyboard if this happens. For new InTouch applications, the recommended solution is to use the device's built-in keyboard.
Playing sound files	Safari on iOS or Internet Explorer version 11.0	Sound WAV files cannot be heard using the PlaySound() method in an InTouch script when the application is viewed with the Safari or Internet Explorer 11.0 web browsers. **Alternative Solution** Use a different web browser to view an InTouch application.
Slider animation	Safari on iPad or Opera, Firefox, and Chrome on Android tablets	ArchestrA slider symbol animation does not move smoothly. Slider movement is impaired but windows can be scrolled.

Behavior Type	Combinations	Description
Slider animation	Safari on iPad or Opera on Android tablets	The slider control of ArchestrA slider symbols cannot be moved. **Alternative Solution** There is no alternative solution.
Display	Safari and Chrome on iPad or Opera on Android tablets	The InTouch Access Anywhere keyboard icon overlays the WindowViewer menu bar. **Alternative Solution** Zoom in and pan or set your browser to a different resolution.
Numeric input	Safari on iPad or Chrome and Opera on a desktop computer	Typing numbers very rapidly from the InTouch numeric pop-up keypad can result in incorrect values appearing in the display.
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. **Alternative Solution** Use different key combinations for keyboard shortcuts.

Key combinations	All browsers except Internet Explorer 10 on WinRT	Certain mouse events or key combinations do not produce the expected result
		
		• Working, all browsers
		  On Right Key Up
		
		• Not working, all browsers
		  While Left Key Down
		  Right Click
		  While Right Key Down
		  On Right Key Double Click
		
		• Behavior of a Chrome browser on an iPad
		  While Left Key Down: The cursor bubble appears on a long press, which means an extended left click is not possible.
		  On Right Key Double Click: The cursor bubble must appear in consecutive selections, which does not result in a double click.
		  On Right Click: Right click functions only when unselecting; function is closer to On Right Up.
		
		• While Mouse Over: This behavior works, but if you move your stylus or finger off of the screen, the mouse-over behavior persists.

All Operating Systems and All Browsers

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

Behavior Type	Description
Lost network connection	When a network connection is lost between an InTouch application in a browser and InTouch Access Anywhere, no notification appears to indicate the loss of the network connection.
	Alternative Solution
	Add a timer 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.
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.
	Alternative Solution
	There is no alternative solution.
Updating applications using NAD	When you update an application from a Network Application Development (NAD) master, a message appears in the NAD client computer but not on the host computer. You can make a change on the NAD master, but because notification does not work that change will not load into the client copy.
	Alternative Solution
	Refresh your session to see the changes. When you open a new session the latest version of the application will appear.
I/O servers	When InTouch requests to start I/O servers, if you click No, the TSE session logs off.
	Alternative Solution
	Click **Yes** when prompted to launch the I/O servers.
Secure access - certificates	If a trusted certificate is not installed when connecting to the Secure Gateway, you may see a warning message containing information that the site's security certificate is untrusted based on your browser's security settings.
	Alternative Solution
	Administrators should install a trusted certificate on the InTouch Access Anywhere server or Secure Gateway.
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.
	Alternative Solution
	Modify your applications to use a script trigger other than a mouse center click event.

Behavior Type	Description
Dynamic Resolution Changes (DRC)	You will experience problems changing the size of an application window while running InTouch Access Anywhere with the **Fit to browser** and **Fit To Window** Advanced Options if DRC is not properly enabled and configured. **Solution** Ask your InTouch Access Anywhere administrator to complete this procedure, which enables the InTouch Dynamic Resolution Changes (DRC) feature. 1. Connect to the InTouch Access Anywhere server in a remote desktop session (RDP). 2. From InTouch Application Manager, select **Tools** from the menu bar and select **Node Properties**. 3. Select the **Resolution** tab. 4. Select the **Allow WindowViewer to dynamically change resolution** and **Convert to screen video resolution** options. **Note:** The *InTouch Access Anywhere Server Administration Manual* includes information to enable DRC on the host computer running WindowViewer.
Display on Devices with Resolution Below 800x600	InTouch Access Anywhere uses a minimum resolution of 800x600, which may not display as expected or desired on devices with a resolution below 800x600. **Alternative Solution** Ask your InTouch Access Anywhere administrator to modify the minDesktopWidth and minDesktopHeight settings appropriately.
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. **Alternative Solution** Refresh the page after clicking **Reset.** The connection succeeds.