



AVEVA™ Plant SCADA Access Anywhere

Web Client User Guide

November 2022

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Validity Note

The present documentation is intended for qualified technical personnel responsible for the implementation, operation and maintenance of the products described. It contains information necessary for the proper use of the products. However, those who wish to make a more "advanced" use of our products may find it necessary to consult our nearest distributor in order to obtain additional information.

The contents of this documentation are not contractual and in no way constitute an extension to, or restriction of, the contractual warranty clauses.

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Safety Information

Read these instructions carefully, and familiarize yourself with Plant SCADA Access Anywhere before trying to install, operate, or maintain your system. The following special messages may appear throughout this documentation or on the Plant SCADA Access Anywhere application to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.



The addition of this symbol to a Danger or Warning safety label indicates that an electrical hazard exists, which will result in personal injury if the instructions are not followed.



DANGER

DANGER indicates an imminently hazardous situation which, if not avoided, **will result in death or serious injury.**



WARNING

WARNING indicates a potentially hazardous situation which, if not avoided, **can result in death or serious injury.**



CAUTION

CAUTION indicates a potentially hazardous situation which, if not avoided, **can result in minor or moderate injury.**

CAUTION
CAUTION , used without the safety alert symbol, indicates a potentially hazardous situation which, if not avoided, can result in equipment damage .

Please Note

Electrical equipment should be installed, operated, serviced, and maintained only by qualified personnel. No responsibility is assumed by AVEVA for any consequences arising out of the use of this material.

A qualified person is one who has skills and knowledge related to the construction and operation of electrical equipment and the installation, and has received safety training to recognize and avoid the hazards involved.

Chapter 1: Using AVEVA Plant SCADA Access Anywhere

This guide describes how to use AVEVA Plant SCADA Access Anywhere to remotely connect to a AVEVA Plant SCADA client by means of an HTML5-compatible web browser.

About Plant SCADA Access Anywhere

Plant SCADA Access Anywhere enables you to remotely access a running Plant SCADA client with a mobile device including tablets and smartphones, and laptop computers. You can view and control the client through a web browser without needing to install it on your portable device. You can interact with the Plant SCADA client from anywhere in real-time.

Plant SCADA Access Anywhere provides the following features:

- Provides user access and interaction with Plant SCADA clients from any device that has an HTML5-compatible web browser
- Provides access without the need to install, configure, update, or patch any software on a portable device
- Works on platforms that support only web applications such as the Google Chrome operating system.

Plant SCADA Access Anywhere Secure Gateway provides the following alternative functions with Plant SCADA Access Anywhere Server:

- Provides access without the need to purchase, install, configure, and manage a VPN
- Accesses internal resources using a single Secure Gateway that is installed in a perimeter network, while other resources reside securely behind an 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 Plant SCADA Access Anywhere, users can access remote Plant SCADA from HTML5 compatible web browsers on any device including smartphones, tablets, and laptop computers. To start a session, navigate to the *start.html* file that is installed on the Plant SCADA Access Anywhere Server. To do this, point a browser to the Plant SCADA Access Anywhere Server URL:

https://computer name or IP address:8080

Browsers Tested with Plant SCADA Access Anywhere

- Microsoft Edge
- Google Chrome
- Safari on Apple iOS

Note: Browser extensions and toolbars may inject JavaScript code into web pages, which can adversely impact the behavior of certain web pages. If Plant SCADA Access Anywhere is not working properly, disable or uninstall any active browser extensions or tool bars. Restart the web browser after uninstalling or disabling an extension to confirm that it is no longer active.

Note: If you are running Plant SCADA Access Anywhere on an IPv6 network and you attempt to connect to the Plant SCADA Access Anywhere Server using an IPv6 address in Internet Explorer, the connection will not be successful. Use a different browser, or check with your system administrator if there is a configured hostname available for the Plant SCADA Access Anywhere Server.

Important Notes

Certain versions of the above listed browsers, such as Safari and Chrome, are in theory functionally compatible with Plant SCADA Access Anywhere. You may be able to use them, but specific behaviors are unknown because different browser versions have not been tested with Plant SCADA Access Anywhere. We strongly recommend that you upgrade to the most recent version.

Although Plant SCADA Access Anywhere supports the listed browsers, you should review the [Running Plant SCADA Access Anywhere on Different Web Browsers](#) section of this guide on page 25 for behaviors and alternatives specific to each browser.

Multiple Plant SCADA 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.

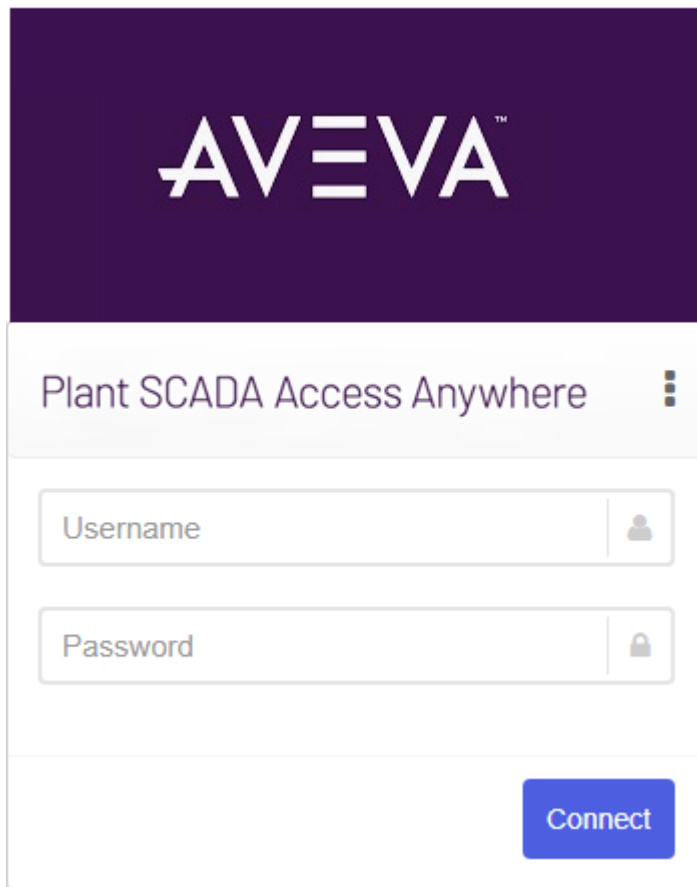
Chapter 2: Viewing Plant SCADA with Plant SCADA Access Anywhere

This chapter describes how to log on to Plant SCADA Access Anywhere from any device with an HTML5-compatible web browser. It includes a step-by-step procedure to log on, advanced connection settings, and how to securely connect to Plant SCADA Access Anywhere.

Logging on to Plant SCADA Access Anywhere

To log on to the Plant SCADA Access Anywhere Connection Web Page, follow these steps:

1. Navigate to *https://<Plant SCADA Access Anywhere Server Node Name>:8080/*. The Logon dialog appears.



2. Enter the connection parameters.

CONNECTION PARAMETERS	DESCRIPTION
User Name	Credentials to log on to the RDP host. If the Secure Gateway is in a different domain to the Authentication Server/Plant SCADA Access Anywhere Server, the domain needs to be specified (for example, domain\user).
Password	Corresponding password for the user name. This value should not be saved for future connections.


3. Tap or click **Connect** to initiate the connection. The progress indicator is displayed before connection is established.

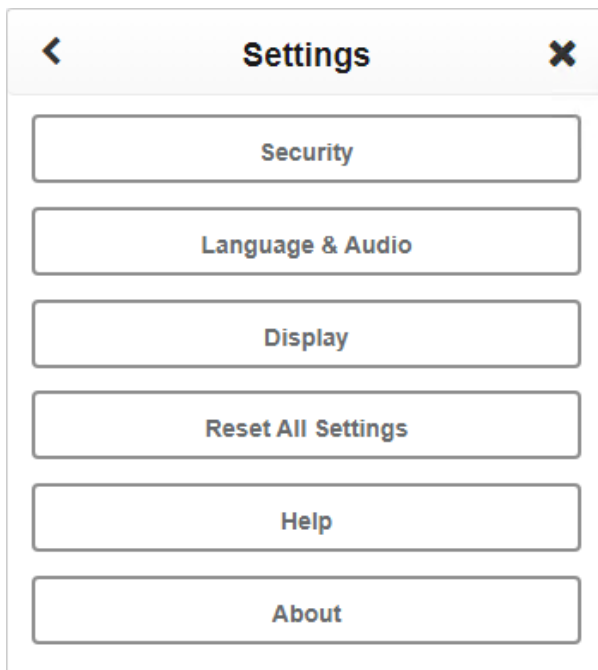
If the Plant SCADA session does not start or any notifications appear, confirm your details with your Plant SCADA Access Anywhere Administrator. You can also check your connectivity using the Plant SCADA Access Anywhere demonstration site. See [Checking Connectivity](#).

Note: If you are running Plant SCADA Access Anywhere on an IPv6 network and you attempt to connect to the Plant SCADA Access Anywhere Server using an IPv6 address in Internet Explorer, the connection will not be successful. Use a different browser, or check with your system administrator if there is a configured hostname available for the Plant SCADA Access Anywhere Server.

Configuring Advanced Settings

To configure advanced settings:

1. Click . The following tabs appear as shown below:



2. Click on each tab to view the settings available for configuration. For example, to view Display settings, click the **Display** tab.

To return to the Settings dialog, click the following icon.



To close the Settings dialog and return to the Logon dialog, click the close icon.



3. Complete the required settings.

Security Settings

OPTION(S)	DESCRIPTION
Enable SSL encryption for remote session	Select this option to allow the client to use Secure Socket Layer (SSL) encrypted WebSocket communication to the Plant SCADA Access Anywhere Server. As a default, this option is selected.

Language & Audio Options

OPTION(S)	DESCRIPTION
Display Language	Select the language in which you wish to view the Plant SCADA Access Anywhere interface. The Display Language only applies to the logon web page, and is not propagated to the Plant SCADA client.
Keyboard Locale	Select the keyboard region to be used in the session (keyboard_locale). If you select a non-English keyboard locale, your computer will need to be configured to use a matching keyboard in the Windows Region & Language settings. Some keyboards may not work correctly with Edge browsers.
Use keyboard scan-codes	Enables scan codes. Certain applications use scan codes and will require this setting to be enabled.
Remote Audio Playback	Configure where the session's sound will play: local computer, remote computer, or do not play. Audio playback is not supported with Internet Explorer version 11.

Display Options

OPTION(S)	DESCRIPTION
Acceleration / Quality	The acceleration, or degree of quality can be specified by selecting options from a drop down list. Faster acceleration will result in lower quality images.
Screen Resolution	Sets the resolution size of the Plant SCADA Access Anywhere session. Select a value from the drop down list of values. For

OPTION(S)	DESCRIPTION
	example: "800 x 600". Select a screen resolution that matches your Plant SCADA project. The default may be configured by the administrator to already match your Plant SCADA Project.
Automatic session resize	Enables/disables automatic display resizing. By default, automatic resizing is selected (enabled). This means whenever the browser window is resized, the Plant SCADA Access Anywhere session will automatically adjust itself to the new dimensions. See "Automatic Display Resize" in the Plant SCADA Access Anywhere Server Install Guide for more information.

Note: For details about the version of Plant SCADA Access Anywhere you are running, click the **About** tab in the Settings dialog.

Click the **Reset All Settings** tab to revert to the default settings.

Depending upon the privileges your administrator has assigned, a Plant SCADA view-only client or control client will be launched. A view-only client is a computer configured with view-only access to the Plant SCADA runtime system. No control of the system is possible, but access to data monitoring is available. A control client is the interface between the Plant SCADA runtime system and an operator. If you are using Plant SCADA on a network, every Plant SCADA computer (on the network) is a control client.

Access to either client depends upon the permissions granted to you by your administrator. For more information, refer to the Plant SCADA Access Anywhere Installation and Configuration Guide.

Note: Click the **Help** tab in the Settings dialog to view the *Plant SCADA Access Anywhere Web Client User Guide*.

Securely Connecting to Plant SCADA Access Anywhere

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

Plant SCADA Access Anywhere has been tested with Juniper's SA SSL VPNs. For more information about Juniper's VPNs, see the *SSL VPN Configuration* section in the Plant SCADA Access Anywhere Server Installation and Configuration Guide. Configuration with other third-party SSL VPN appliances will be similar to the procedures described here (differences are mostly in terminology).

Obtaining a Plant SCADA Runtime License

Plant SCADA requires a license to run as a display client in Plant SCADA Access Anywhere. By default, the display client will obtain the Plant SCADA license it requires from a server to which it is connected (an alarm, trend, report or I/O server).

If you want the display client to use a Plant SCADA license that is hosted locally on the computer where Plant SCADA Access Anywhere is running, you need to check the following:

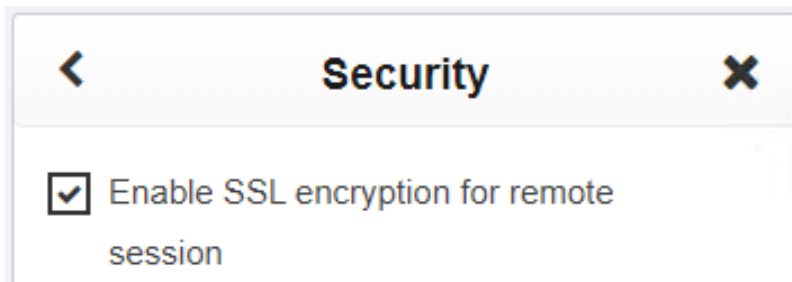
- The license needs to be configured locally on the Plant SCADA Access Anywhere computer.
- The Citect.ini file on the Plant SCADA Access Anywhere computer needs to have the [Client]UseLocalLicense parameter set to 1.
- Plant SCADA needs to be running as a Windows Service.

Checking Connectivity

If you have any trouble connecting remotely to Plant SCADA Access Anywhere, you can connect to a Plant SCADA Access Anywhere demonstration on the following site:

<https://engage.aveva.com/operations-control-demonstrations-thank-you.html>

After registration, locate the Plant SCADA demonstration page and use the Plant SCADA Access Anywhere link to navigate to the demo site. Before you login, you will need to go to the Plant SCADA Access Anywhere client settings and turn off **Enable SSL encryption for remote session**.



If the demo site appears and you can successfully launch Plant SCADA, the browser is compatible with Plant SCADA Access Anywhere.

If the demo site works, verify that the following are true for your own system:

- You can locally connect at the Plant SCADA Access Anywhere node itself by using a browser listed in the [Supported Browsers](#) section.
- The Plant SCADA Access Anywhere service is running.
- Windows Firewall is configured correctly.
- The Plant SCADA Access Anywhere port between your browser and the Plant SCADA Access Anywhere environment is available. The default port is 8080.
- A trusted certificate may be required for the Plant SCADA Access Anywhere Secure Gateway or the Plant SCADA Access Anywhere Server.
- Verify network connectivity.
- Verify that the client device can reach the Plant SCADA Access Anywhere Server or the Plant SCADA Access Anywhere Secure Gateway node. The `Ping` and `Traceroute` commands are useful 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.

Viewing a Plant SCADA Access Anywhere Session

After successfully logging on, an RDP session is launched and Plant SCADA starts at the remote machine. The Plant SCADA client appears within a browser window.

While it is connected, Plant SCADA 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 Plant SCADA Access Anywhere F5 will not reload the page. Instead, the keyboard command will be transmitted to and handled by the remote Plant SCADA client.

Note: In most browsers, clicking the **Back**, **Forward**, or **Reload** browser buttons will cause Plant SCADA 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 prompt for confirmation).

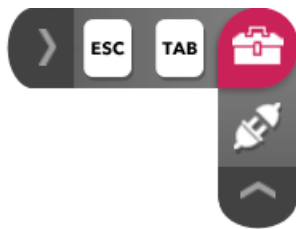
When accessed by Plant SCADA Access Anywhere, a Plant SCADA client cannot be minimized. If the remote Plant SCADA client is shut down at the server end, your session will be terminated automatically in approximately three seconds. Closing the browser in your remote session will end the RDP session.

Plant SCADA Access Anywhere Toolbar

After connection to a Plant SCADA client is established, click






to view the Plant SCADA Access Anywhere toolbar.



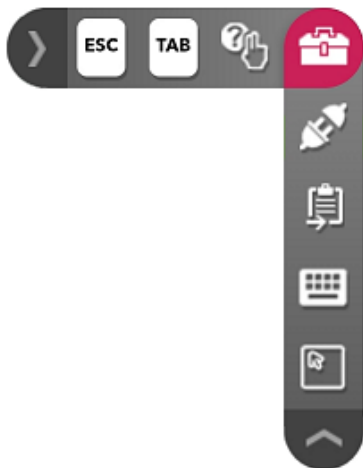
You can show or hide the branches of the toolbar by clicking the arrows at the end of each branch.





The Plant SCADA Access Anywhere toolbar includes the following buttons:

BUTTON	DESCRIPTION
	Closes the Plant SCADA client

BUTTON	DESCRIPTION
	Navigates to the next element in the tab order
	Ends the Plant SCADA Access Anywhere session

If the toolbar appears on a mobile device (such as an Android tablet or iPad), it will include additional buttons.



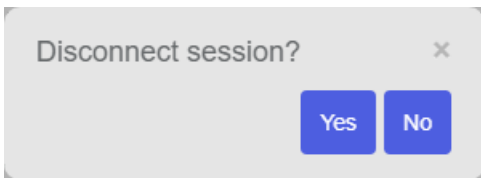
BUTTON	DESCRIPTION
	Displays instructions for using gestures
	Allows you to copy text to the remote clipboard
	Displays the on-screen keyboard
	Changes the cursor operation from tap mode to drag-and-select mode.

Ending a Plant SCADA Access Anywhere Session

To log out or disconnect, click the following:



A message appears prompting you to confirm the action.



The browser returns to the connection dialog after you click **Yes**.

No trace of a session remains on your device after ending a session. For additional protection, close the browser tab or window that previously ran the Plant SCADA Access Anywhere Server session.

Session Auto-logoff

A session is logged off when you close the Plant SCADA client. Plant SCADA Access Anywhere Server includes an auto-logoff feature that automatically logs off the session if nothing is displayed on the screen for a specified period.

Automatic Reconnect

Active Plant SCADA Access Anywhere sessions automatically attempt to recover from temporary network outages by reconnecting to 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.

Chapter 3: Using Plant SCADA Access Anywhere on Portable Devices

This chapter describes the behavior and functionality of Plant SCADA Access Anywhere on different mobile devices, web browsers, and operating systems.

Tablet and Smartphones

Plant SCADA Access Anywhere can operate on portable devices with an HTML5-compliant browser (for example, Safari on iPad). For the list of supported browsers, see [Browsers Tested with Plant SCADA Access Anywhere](#).

Note: Plant SCADA Access Anywhere is supported on Android versions 4.2.2 and higher.

Mobile devices enable you to remotely access and interact with Plant SCADA clients. Touch gestures are used to perform the tasks normally done by a mouse using a desktop or laptop computer. Built-in software keyboards are used instead of physical keyboards. Certain mouse events will not have an equivalent on a touch device. Software keyboards in mobile devices will not have F1-F12, CTRL, or ALT keys. In addition, mouse hover and tool tips are not supported on touch devices.

Be aware of these differences when using Plant SCADA Access Anywhere to remotely view the Plant SCADA client. Also, become familiar with the way your device implements touch interfaces. Keep this in mind for the design of Plant SCADA projects for use with Plant SCADA Access Anywhere. For example, Input animations should not need to invoke a Plant SCADA or Windows keyboard as mobile devices have their own.

For existing Plant SCADA clients 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 client to use alternate events that will work in a touch environment.

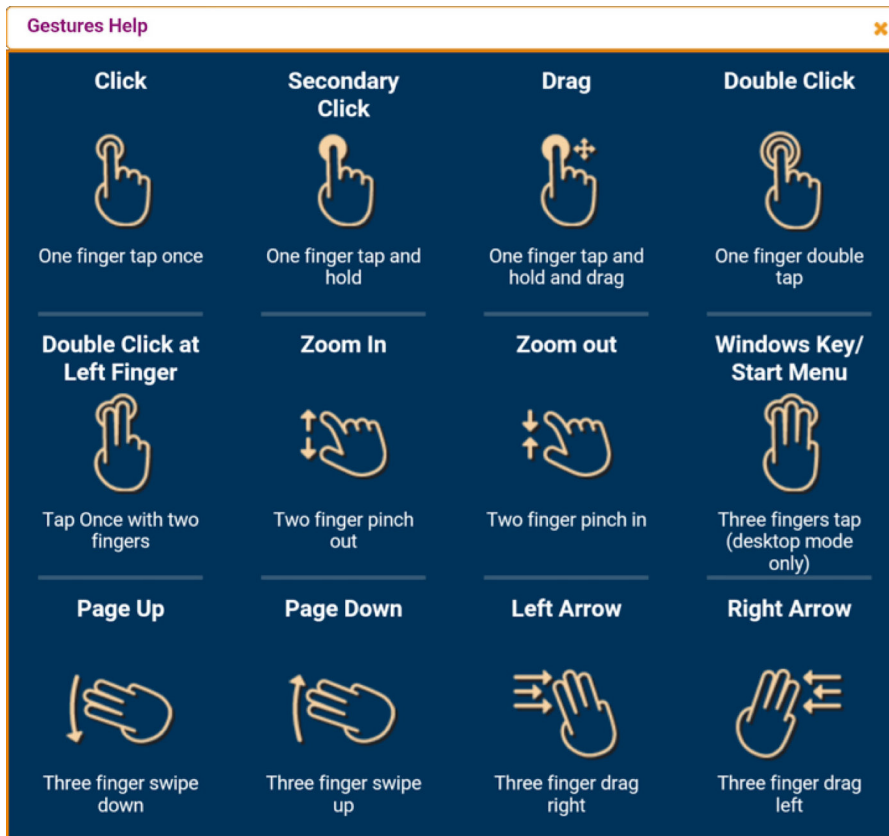
The following list provides tips on using Plant SCADA Access Anywhere on a tablet or smartphone device without a physical keyboard or mouse. Functionality will vary across different devices and some commands may not be available.

- 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 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.
- Tap the keyboard icon (upper right-hand corner of window) to open/close the virtual keyboard.
- Swipe and pinch gestures will apply to the Plant SCADA Access Anywhere session (i.e. zoom in with pinch in).

Note: (For iOS only) when saving a Plant SCADA Access Anywhere icon to the iOS desktop, the shortcut will open the Plant SCADA Access Anywhere session in full-screen mode. The browser's toolbar will be hidden and there will be more remote desktop area available.

Gestures Support

Plant SCADA Access Anywhere supports many different gestures when used on a touch device, such as a tablet. Tap the Gestures help icon in the Toolbar to see the complete list of supported gestures.



Automatic Display Resize

Plant SCADA Access Anywhere supports automatic display re-size. Whenever a browser window is re-sized, the Plant SCADA Access Anywhere session automatically adjusts itself to the new dimensions (assuming the Plant SCADA Runtime window is set to full screen).

To re-size a browser window, drag any corner of the browser window and release it when the desired dimensions are reached. If a browser is placed into full screen mode, the Plant SCADA Access Anywhere session will automatically expand to the full screen. Be aware that resizing is subject to the display limitations of the Plant SCADA runtime system.

You can enable/disable automatic resizing via the **Display** settings for the Plant SCADA Access Anywhere Web Client. See [Logging on to Plant SCADA Access Anywhere](#).

Running Plant SCADA Access Anywhere on Different Web Browsers

This section describes browser-specific behaviors in Plant SCADA Access Anywhere. The behaviors are grouped by operating systems. Alternative solutions are provided when available.

Android Operating System

This table shows the behavior of different Android browsers.

BROWSER(S)	BEHAVIOR TYPE	DESCRIPTION
All	Drag and drop	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.
Chrome	Scroll bars	Scroll bars in Plant SCADA 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.
Chrome	Text display	When an Android tablet runs low on memory, text in a window can appear blurred. As a workaround, you should close the running applications and restart the device.
Chrome	Text input	Typing double-byte language characters using the native Android software keypad are rendered as the question mark character (?) in a Plant SCADA data entry field. As a workaround, configure Plant SCADA 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 Chromebooks

Plant SCADA Access Anywhere operates on Google Chromebook and Chromebox just like it does with a Google Chrome browser. Here are some tips to keep in mind when using Plant SCADA Access Anywhere with a Chromebook or Chromebox.

FUNCTION	DESCRIPTION
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: <i>chrome://settings</i>

Chromebook Keyboard

The Chromebook keyboard lacks several keys that are used by Windows. ChromeOS provides standard mappings that use existing keys with the **ALT** key to represent certain missing keys. Plant SCADA 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, Plant SCADA Access Anywhere provides special non-standard mappings for additional key combinations on ChromeOS.

COMMAND	KEY COMBINATION
F1	CTRL+1
F2, ...	CTRL+2, ...
ALT+TAB	ALT+`
ALT+SHIFT+TAB	ALT+SHIFT+`

COMMAND	KEY COMBINATION
CTRL+Home	CTRL+ATL+Left
CTRL+End	CTRL+ALT+Right

iOS

This table shows the specific behavior of Safari browsers running on the iOS operating system.

BEHAVIOR	DESCRIPTION
Accessing Plant SCADA Access Anywhere	You may experience difficulty accessing Plant SCADA 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.
Refresh current page	When you click to refresh or navigate away from the current page while connected to the Plant SCADA Access Anywhere server, you will not be prompted to confirm your action, which may result in unwanted page navigation. There is no workaround.
Invoking Plant SCADA keyboard	A user input animation may not bring up the Plant SCADA keyboard and the alphabetic re-sizeable keyboard is not functional. The recommended workaround is to use the device's built-in keyboard.
Moving between text boxes	The Next and Previous buttons are not enabled to move between text boxes on dialog boxes with multiple text boxes. As a workaround, use a touch gesture to transfer focus.
Certificates	<p>When connecting through the Secure Gateway, self-signed certificates are not supported on iOS. They will result in the error message "Gateway: HTTP sessions are disabled".</p> <p>This error message will also be shown when using domain-issued certificates if the domain root certificate is not installed on your device. Contact your system administrator to install the root certificate.</p>