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TECHNICAL BULLETIN [1 / 3]

[Issue No.] GOT-A-0090-C
[Title] Precautions for the GOT Mobile Function
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[Relevant Models] GOT2000 Series (GT27 Models, GT25 Models)

Thank you for your continued support of Mitsubishi Electric Graphic Operation Terminal (GOT).
The GOT Mobile function may be influenced by its use environment because of the nature of the specifications.
The influencing factors include the OS, browser type and version, other running applications, and hardware specifications of the information device.
This bulletin provides information on possible symptoms and corrective actions when the GOT Mobile function is used.

Contents

1. Possible symptoms and corrective actions
The following lists possible symptoms and corrective actions when the GOT Mobile function is used.
Before using the GOT Mobile function, verify that the function operates properly on your information device.

1.1 Monitoring impossible
If a black screen appears and you cannot start monitoring, check the following items.

(1) Port No.
After you log in from the authentication screen, a black screen may appear and you cannot start monitoring.
If antivirus software is installed on your information device, setting the port No. to 80 or 8080 may cause the access to the server (GOT) to fail.
Set the port No. other than 80 and 8080, and then connect the server (GOT) again.
For information on how to change the port No., refer to the following.
　　　➡ GT Designer3 (GOT2000) Help

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(2) Browser operation
If you refresh a browser, the browser may stay at a black screen and no mobile screen appears in some rare cases.
Also, if you switch between browser tabs or perform other operations, an unintended browser refresh may occur, causing the symptom described above.
In such a case, close all browser tabs, restart the browser, and connect the server (GOT) again.

1.2 Slow response to a user operation
When you operate a mobile screen or an object on the mobile screen, the response speed and the display refresh rate vary depending on the performance of your information device.
To improve the response speed or the display refresh rate, reduce the number of objects or graph points displayed on mobile screens.

1.3 Unintended disconnection
A browser may be unintentionally disconnected from the server (GOT) if you switch between browser tabs or operate other applications.
In such a case, connect the server (GOT) again.
If this symptom occurs frequently, close unnecessary browser tabs or exit applications other than the browser.
Doing so may help reduce the occurrence of this symptom.

1.4 Browser error
If the server (GOT) has project data containing a lot of mobile screen data, a browser may abend and the access to mobile screens may be unavailable depending on the specifications of the information device.
In such a case, reduce the project data size by deleting unnecessary mobile screens or objects.

1.5 No error message appearing upon disconnection
If you turn off the server (GOT) while a browser is accessing the server, the browser may not display a communication error message immediately.
Do not turn off the server (GOT) while a browser is accessing the server.

1.6 Long and continuous use of the GOT Mobile function
When you continuously use the GOT Mobile function for a long time, an unintended disconnection may occur.
This symptom possibly occurs if you use a hardware-accelerated browser to access the server (GOT) for a long time.
In such a case, disable the hardware acceleration feature in the browser.

1.7 URL entry
A browser cannot access the server (GOT) if you enter only the GOT IP address in the address bar of the browser.
Correctly enter the URL of the server (GOT) in the address bar as shown below.
· When connecting a client to the standard HTTP port No. 80

http://192.168.3.18/index.html
Required | GOT IP address | Optional

· When connecting a client to a user-specified HTTP port (Example: port No. 8080)

http://192.168.3.18:8080/index.html
Required | GOT IP address | User-specified port No. | Optional

1.8 Unintended enlargement of the mobile screen
Depending on your information device, a mobile screen may be enlarged unintentionally at the first display.
In such a case, adjust the mobile screen display to fit it to the width of the browser window by using the [Fit Width] button on the operation menu bar. Alternatively, preset the mobile screen size appropriately considering the case that the mobile screen display is enlarged.

1.9 Malfunctioning momentary switch

For the device that uses Google Chrome as a browser, the momentary switch may not operate.
When it does not operate, check that [Automatic] is set as the setting value of [Touch Events API] of Google Chrome.
The following describes how to check and change the setting value of [Touch Events API].

(1) For Google Chrome version 78 or earlier
1) Enter "Chrome://flags" in the address bar of Google Chrome.
2) Enter "Touch Events API" in the search field [Search flags] at upper part of the screen.
3) Check that the setting value of [Touch Events API] is set to [Automatic].
   When [Disabled] is set, change it to [Automatic].

(2) For Google Chrome version 79 or later
The setting value of [Touch Events API] cannot be checked.
Perform the following operations and start Google Chrome. [Automatic] is set as the setting value of [Touch Events API].
1) Create a shortcut to Google Chrome.
2) Select [Properties] from the context menu of the shortcut to open the window.
3) Append "--touch-events" to the existing string in [Target].
4) Click the [OK] button to close the window.

2. List of validated information devices

The following shows the information devices on which the proper operation of the GOT Mobile function has been verified by Mitsubishi Electric Corporation.

Manufacturer	Model	OS		Browser	
		Type	Version	Type	Version
Apple	iPad mini 3	iOS	8.0	Safari	8.0
DELL	Venue 8	Android	4.4.4	Google Chrome	43.0.2357.93
ASUS	TransBook T100TA-WHITE-S	Windows	8.1 Pro (64 bit)	Google Chrome	44.0.2403

REVISIONS

Version	Print Date	Revision
-	December 2015	- First edition
A	May 2016	- "1.8 Unintended enlargement of the mobile screen" has been added.
B	March 2019	- "1.9 Malfunctioning momentary switch" has been added.
C	May 2020	- Descriptions have been added to "1.9 Malfunctioning momentary switch".