

# Exaquantum/Web Button Icons Missing

KB-1073-22

Document Summary	
<b>Article Type</b>	User Guide
<b>Products Affected</b>	Exaquantum/PIMS
<b>Versions Affected</b>	Exaquantum R2.80 and above
<b>Function Affected</b>	Exaquantum/Web
<b>Available Resolution</b>	Allow Untrusted Fonts
<b>Audience</b>	System Integrators and Administrators
<b>Summary</b>	Exaquantum/Web Trend/Mimic/XY Plot button icons missing.
<b>Review Date</b>	Document to be reviewed before November 2024

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# Chapter 1 Introduction

This document will detail the Exaquantum issue where Exaquantum/Web Trend/Mimic/XY Plot button icons are missing. The document will include detail on what causes the issue and how to resolve it.

## 1.1 Audience

This guide is intended for system integrators and administrators.

## Chapter 2 Issue

### 2.1 Issue Description

The issue is seen when accessing the Exaquantum/Web website and displaying a trend, mimic or XY plot. The selection buttons across the top of the page, plus the timeframe buttons, as well as some of the pen buttons, do not appear as expected, and are either blank or have unexpected symbols.

On a web trend, the buttons appear as:

Selection:



Pen:



Timeframe:



On an XY plot, the buttons appear as:

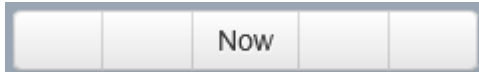
Selection:



Pen:



Timeframe:



### 2.2 Root Cause

Exaquantum/Web uses an embedded open type (.eot) font file that is by default untrusted. Typical security deployments will allow an untrusted font file to be utilized by a client. Therefore, for the overwhelming majority of users, an untrusted font file is not an issue.

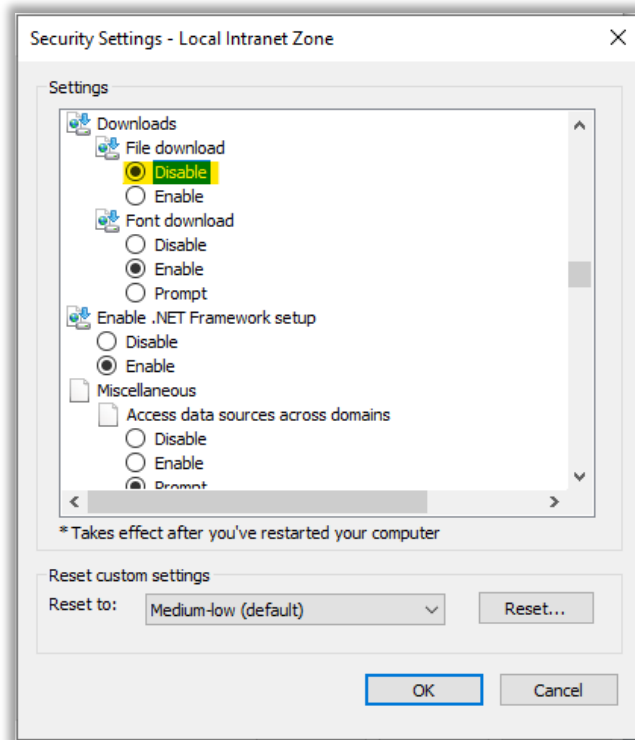
However, there are a number of methods where the font file can be blocked by the security configuration at a customer site. These are detailed in the resolution options.

## Chapter 3 Issue Resolution

### 3.1 Resolution Options

#### 3.1.1 Web Client Browser

Font downloads can be blocked in a client web browser. This example is in Internet Explorer:

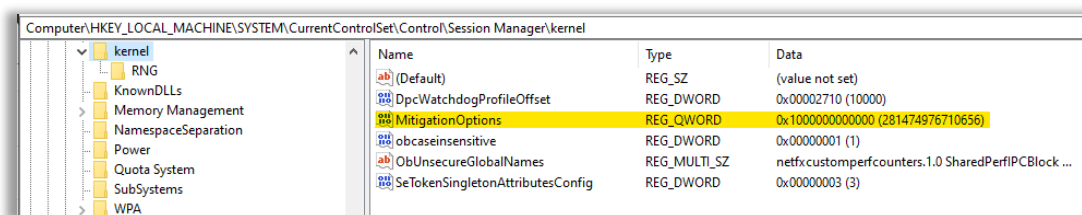


The security settings can be found via Internet Options > Security tab > Custom level...

#### 3.1.2 Client Windows Registry

The following registry key configured as thus will also block untrusted font downloads:

HKLM:\SYSTEM\CurrentControlSet\Control\Session Manager\Kernel\MitigationOptions



### 3.1.3 Group Policy Enforcement

The MitigationOptions setting can also be enforced by Group Policy at the following location:

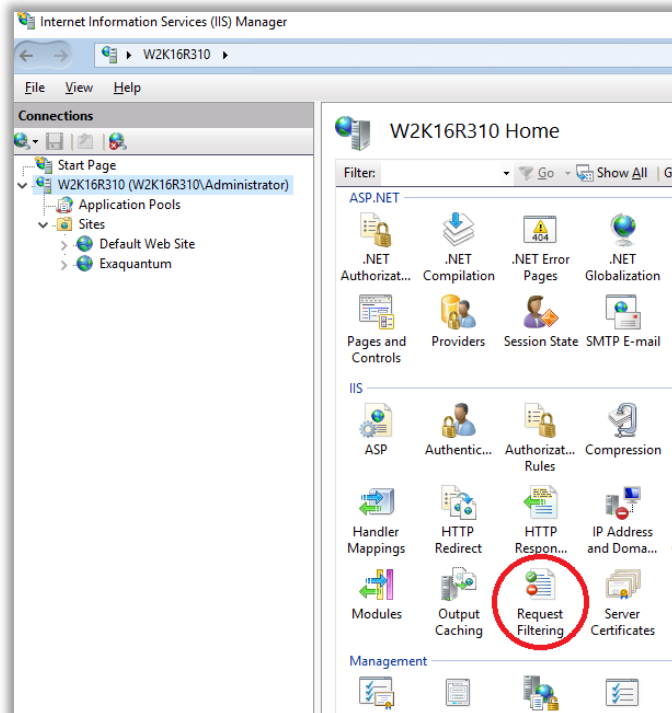
Computer Configuration\Administrative Templates\System\Mitigation Options\Untrusted Font Blocking

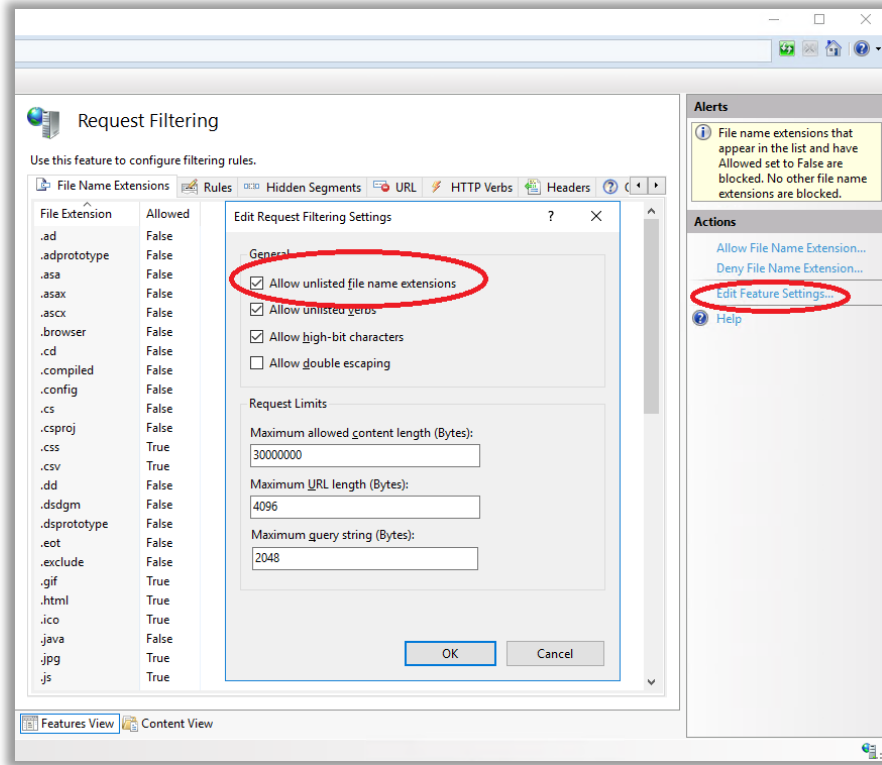
Further detail can be found at the following Microsoft resource:

<https://learn.microsoft.com/en-us/windows/security/threat-protection/block-untrusted-fonts-in-enterprise#turn-on-and-use-the-blocking-untrusted-fonts-feature>

### 3.1.4 IIS Request Filtering

If the issue is present on the Exaquantum server itself, it is possible that IIS has been configured to block unlisted file name extensions. This can be checked by opening IIS Manager on the Exaquantum Server and editing the feature settings:

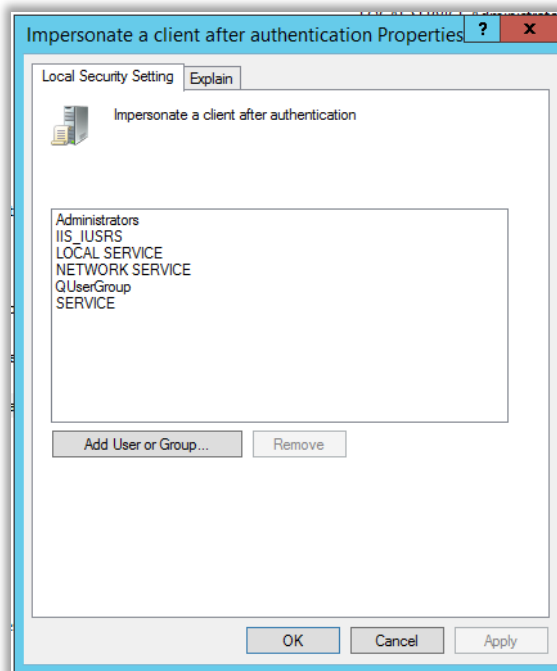




### 3.1.5 Client Authentication Impersonation

On the Exaquantum Server, check the Local Security Policy under:

Local Policies > User Rights Assignment > Impersonate a client after authentication



Ensure the read group for Exaquantum is listed under Properties.



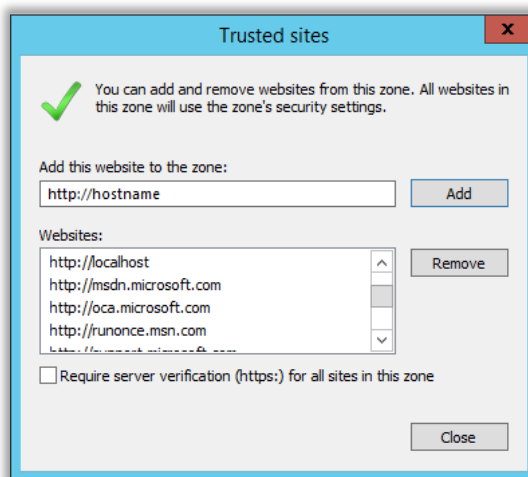
### 3.1.6 Internet Options

On the affected client, ensure the Exaquantum Server is added to the Trusted sites in Internet Explorer. The Trusted sites list can be accessed via:

Internet Options > Security tab > Trusted sites > Sites

Ensure both: `http://localhost`, `http://hostname`

Are added to the Trusted sites list.



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## Chapter 4 Further Reading

For further information please visit the Yokogawa Marex support website or contact YMX at the [support.ymx@yokogawa.com](mailto:support.ymx@yokogawa.com) email address.

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## Highlights

The Highlights section gives details of the changes made since the previous issue of this document.

- **Summary of Changes**

This is Issue 2.0 of the document related to Product Library version 2.0.

- **Detail of Changes**

The changes are as follows:

Chapter/Section/Page	Change
Front page	Review Date updated
Page 8	Email address updated