

Exaquantum/SSH Website Fast Scan Trend Missing

KB-1084-22

Document Summary	
Article Type	User Guide
Products Affected	Exaquantum/SSH
Versions Affected	Exaquantum/SSH R3.02 and above
Function Affected	Exaquantum/SSH Website
Available Resolution	Add HTTP Response Header
Audience	System Integrators and Administrators
Summary	Exaquantum/SSH Website Fast Scan Trend Missing
Review Date	Document to be reviewed before December 2023

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Chapter 1 Introduction

This document will detail an Exaquantum/SSH website issue where the Fast Scan graphical trend is missing from the Fast Scan page after adding a tag sensor. 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/SSH Website Fast Scan page and adding a Tag Sensor to display in a trend. The selection buttons across the top of the page, plus the pop up to add choose and add a tag sensor are working correctly, however the tag data trend does not appear.

The pop up to add a sensor will work as expected:



Select a Sensor

Wells

Sensors

Add **Cancel**

However, no trend will be displayed after clicking the Add button.



Fast Scan Refresh Rate Time Filter +Add Sensor ⚙

Period: 11 November 2022 03:06:17 - 11 November 2022 04:06:17 Refresh: Standard - None

2.2 Root Cause

This issue will happen if the website is run in compatibility mode using the Internet Explorer browser. If the in-browser developer tools are enabled, the console will log the following error:



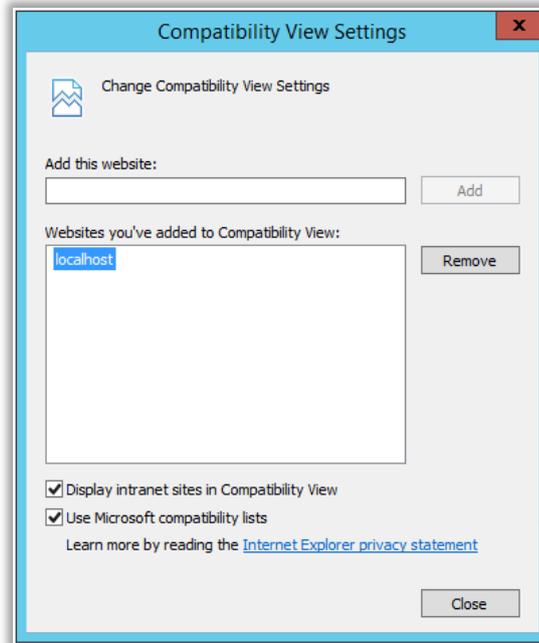
SCRIPT438: Object doesn't support property or method 'filter'
File: fastscan, Line: 1, Column: 715

Chapter 3 Issue Resolution

3.1 Resolution Options

3.1.1 Remove Compatibility Mode for the website

Remove the localhost or 'hostname' entry from the Compatibility View Settings:



The compatibility view settings can be found via the cog options in the top right of the Internet Explorer browser.

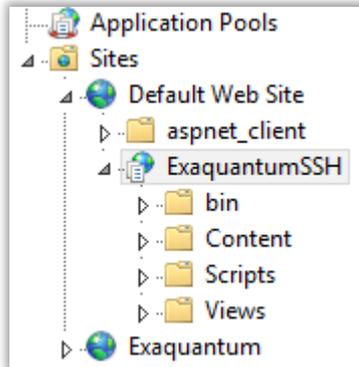
3.1.2 Use Alternative Browser

The Exaquantum/SSH Website is expected to work correctly on a modern alternative browser, such as Microsoft Edge or Google Chrome.

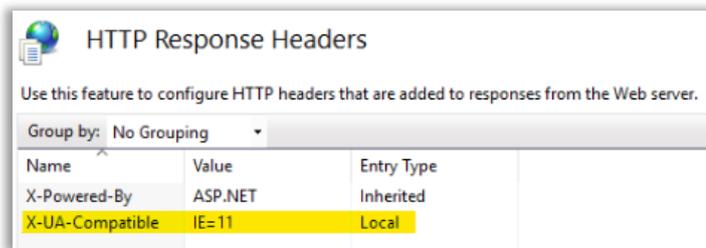
3.1.3 Add HTTP Response Header into IIS Website Settings

If the localhost is required to be in compatibility mode, then a response header can be added specifically for the Exaquantum/SSH website.

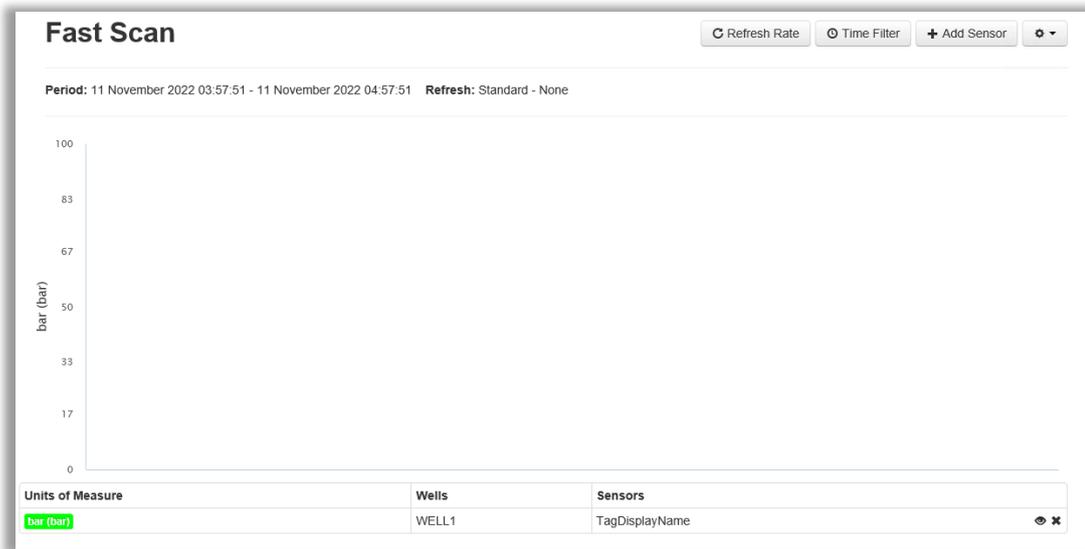
1. Open IIS Manager on the Exaquantum/SSH web server.
2. Expand the ExaquantumSSH website and select HTTP Response Headers:



3. Add the following highlighted entry:



The Fast Scan trend will then display correctly:



Chapter 4 Further Reading

For further information please visit the [Yokogawa Marex support website](#) or contact YMX at the 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 1.0 of the document related to Product Library version 1.0.

- **Detail of Changes**

The changes are as follows:

Chapter/Section/Page	Change