C15 Browser-specific Issues

⚠ Browsers to avoid

We highly recommend to not use the Internet Explorer for the C15 Graphical User Interface, as this browser will not be developed any further and may lack crucial features in order to display everything correctly.

Restore from Backup   *Chrome*

When restoring from a backup file, an alert pops up (reminding the user that all present banks will be lost). After pressing OK, no File Dialog appears and nothing happens.

ⓘ *This issue should disappear after having installed the **March 2019** update.*

Chrome   The OK button of the shown alert shall be clicked immediately (as fast as possible), resolving the issue. Therefore, it is helpful to invoke the background menu (which provides the Restore option) in the vertical top and horizontal center region of your screen (right next to the appearing alert, so the distance to the OK button will be minimal). Otherwise, press the Enter key immediately.

A second option is to fall back to the Restore menu of the Hardware UI (providing the backup file on a USB stick).

Browser doesn't accept touch gestures   *Edge*

Edge   Type "about:flags" in the address bar and scroll to "Touch Events". Set the entry to "always active".

Poor drawing performance   *Chrome on MacOS, Firefox*

Chrome   Type "chrome://flags/#force-color-profile" in the address bar and set the
on MacOS   provided entry option to "sRGB".

Firefox   Try using a Webkit-based browser like Chrome, Opera, Chromium or Safari.

Standard zooming   *Chrome, Firefox*

When using the Browser's standard zoom mechanism (Ctrl + plus/minus/mousewheel, Browser zoom menu), the WebUI will appear blurry and some elements (Undo, Redo, Tab icons, View menu) may disappear.

Furthermore, zooming one Browser tab will affect additional Browser tabs (WebUI, HTML Manual, MC View) as well.

Chrome,   Avoid using browser-provided zooming functionalities. Instead, use the
Firefox   mousewheel only or touch-pinch gestures, which should perform zooming as intended. If the problem remains for touch-pinch gestures, have a look at the next issue.

ⓘ *For the HTML Manual, zooming capabilities are in development.*

Zooming with touch-pinch gesture   *Edge, Chrome, Firefox*

Zooming with a touch-pinch gesture will also cause a blurry appearance of the WebUI and some elements (Undo, Redo, Tab icons, View menu) may disappear.

Edge	Type "about:flags" in the address bar and scroll to "Touch Events". Set the entry to "always active" or "active when touch screen was detected".
Chrome	Type "chrome://flags#touch-events" in the address bar and set the first option "Touch Events API" to "Enabled".
Firefox	Type "about:config" in the address bar. In the provided table, delete the values of the last columns for the entries "browser.gesture.pinch.in" and "browser.gesture.pinch.out".

HTML Help and MC View won't open in new tab   *Edge, Chrome, Firefox*

When clicking/touching on the "HTML Help" or "MC View" entries in the View Menu or using the provided keyboard Shortcuts, no new Browser tab will open.

ⓘ *This is due to the Browser preventing Popups. In General, most Browsers notify the user when a Popup window has been blocked and provide a quick option to create a permanent permission for the current website.*

Edge	Go to More (⋯) > Settings and select the "Privacy and Security" panel. Under the "Security" section, the blocking of Popups can be disabled altogether.
Chrome	Go to Menu (⋮) > Settings. Then scroll down and select "advanced settings". In the "Privacy" section, select "Content Settings". Now select "Popups" in order to globally enable Popups or create permissions. (Or type "chrome://settings/content/popups" in the address bar.)
Firefox	Go to Menu (☰) > Options and select the "Privacy and Security" panel. Under the "Permissions" section, the Popup blocker can be disabled altogether, or an Exception for this website can be defined. (Or type "about:preferences#privacy" in the address bar.)