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## Black screen with InTouch Access Anywhere using Chrome browser

### SUMMARY

When viewing InTouch Applications using Access Anywhere and Google Chrome, you might see the following:

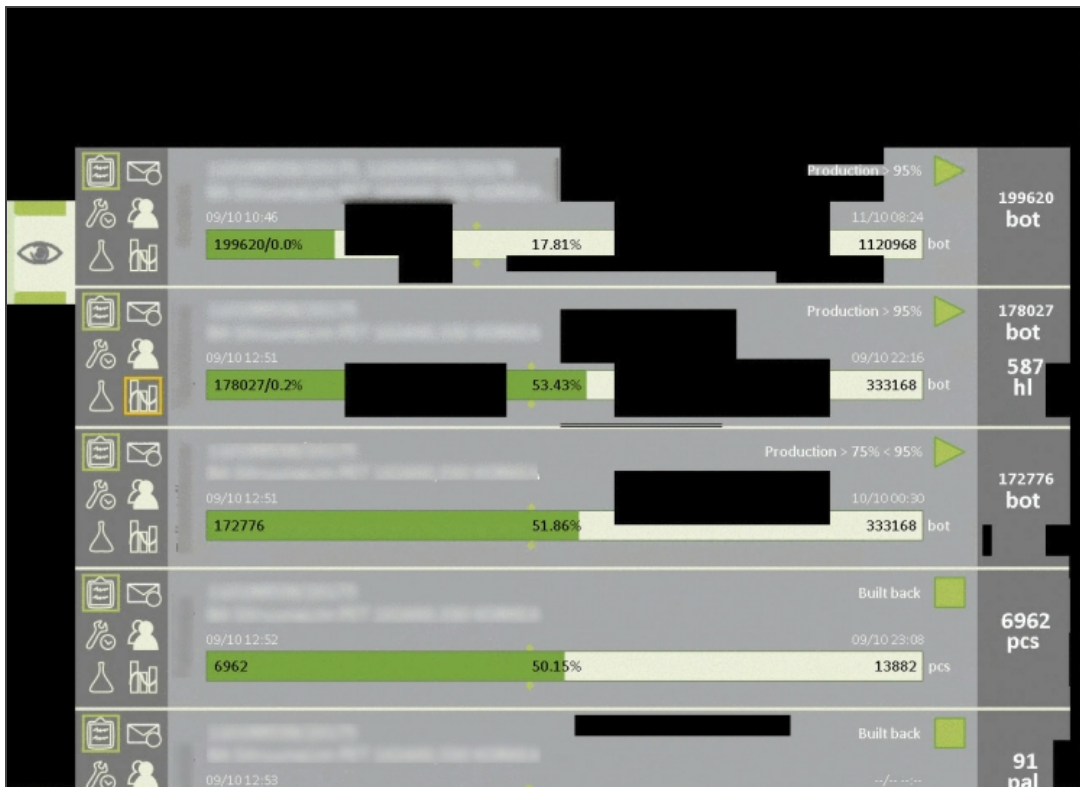


Figure 1: InTouch Access Anywhere is blacked-out

### SITUATION

This issue occurs when using the following version of the Google Chrome browser:

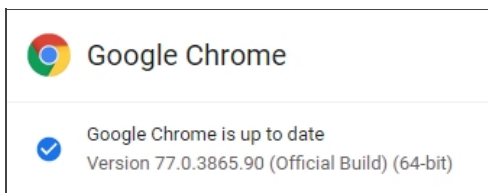


Figure 2: Google Chrome version 77.3865.90

### ACTION

To prevent this issue, disable Hardware Acceleration in Google Chrome.

1. Open Google Chrome Browser, click the vertical **Ellipse** (Customize and Control Google Chrome), then **Settings**:

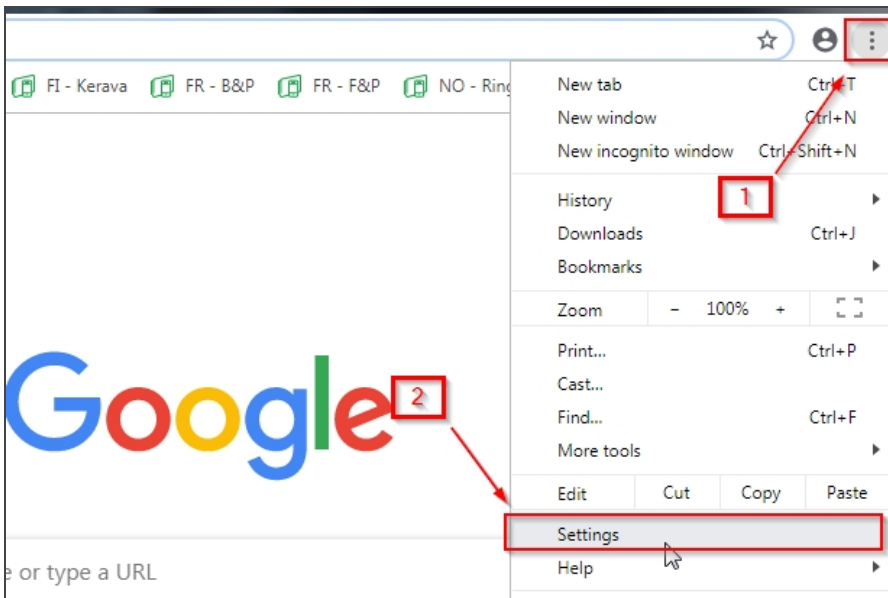


Figure 3: Chrome Settings

2. Click **Advanced**.

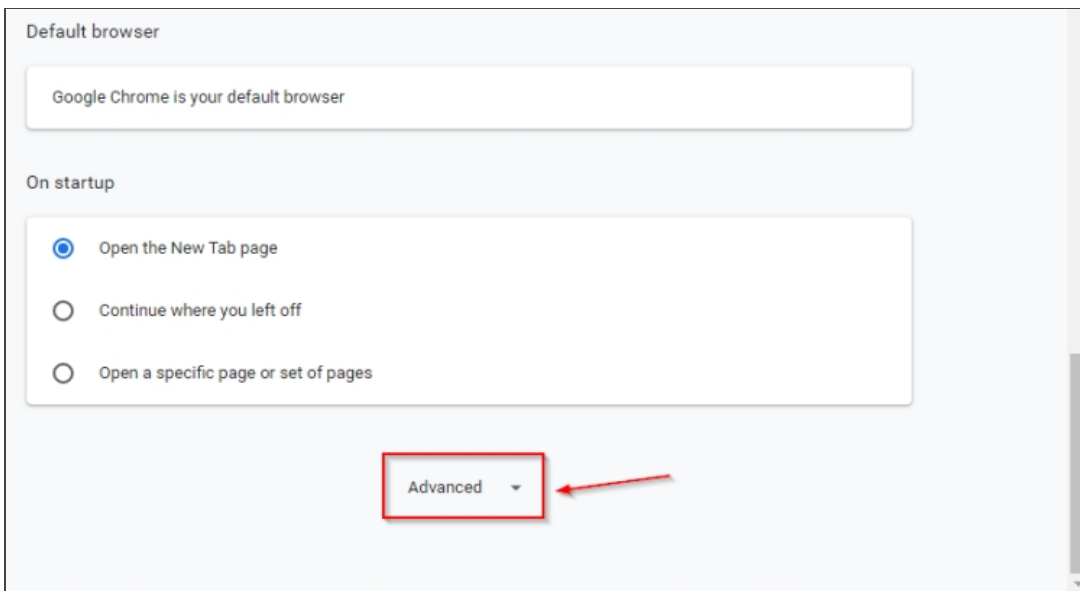


Figure 4: Advanced settings

3. Scroll down to **System** settings, and turn-off the **Use hardware acceleration when available** option.

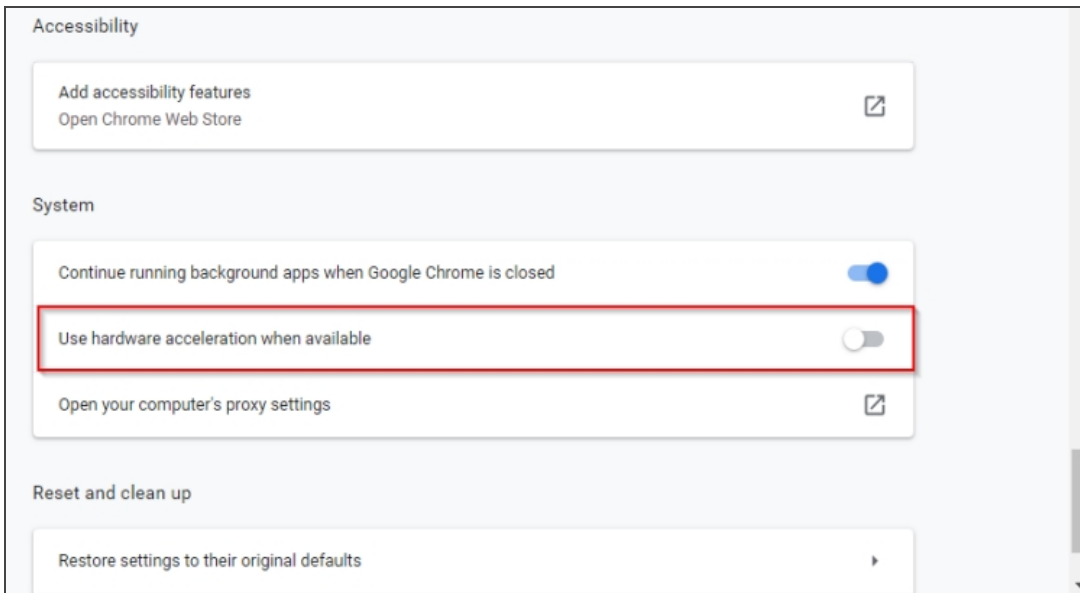


Figure 5: Turn-off hardware acceleration

4. Restart Chrome.

#### ATTACHMENTS

[http://okmgcs.km.invensys.com/resources/sites/KPKA/content/live/TN/10000/TN10331/en\\_US/~secure/{ "SECUREDRESOURCE": "Y" }](http://okmgcs.km.invensys.com/resources/sites/KPKA/content/live/TN/10000/TN10331/en_US/~secure/{ )