

# Web browser buttons are not functioning/do not click with Google Chrome or Firefox

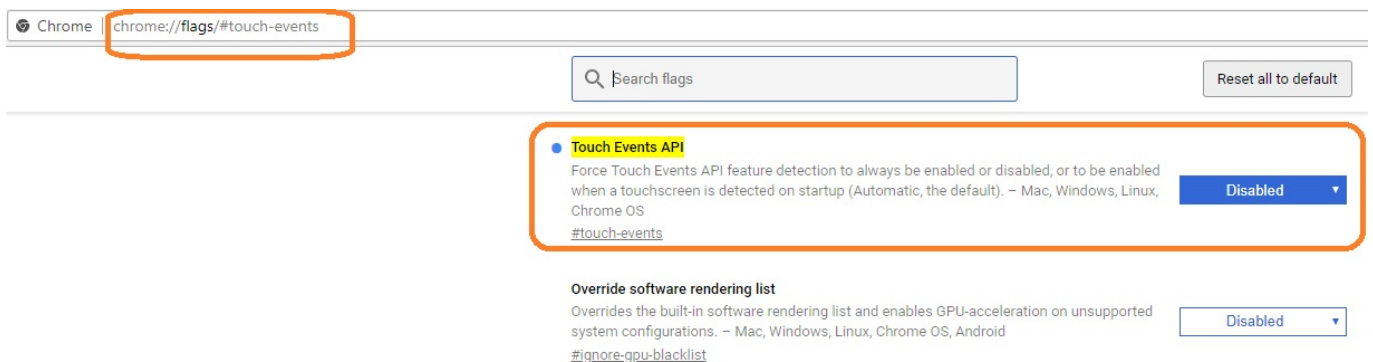
August 08, 2018

Some of our products, including the SVA1015X spectrum analyzer/VNA have an onboard webpage that enables remote device configuration and control using nothing more than a web browser and a LAN connection.

Some settings in the browser can leave these on-screen buttons non-functional. An icon appears on the computer display and it can be moved using the mouse, but none of the buttons can be clicked. This is especially true for computers that can be configured as tablets or have a touchscreen.

If you are using Chrome and are having trouble with non-functioning buttons on the touchscreen, here are some steps that may help:

- Open `chrome://flags/#touch-events`
- Set Touch Events API to Disabled



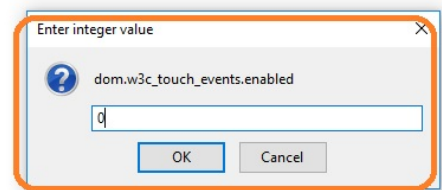
For Firefox, try this:

- Open a Firefox browser window
- Type `about:config` in the address bar
- enter `dom.w3c` as the filter term
- Select `dom.w3c_touch_events.enabled` and change the value to 0

Firefox about:config

Search: dom.w3c

| Preference Name                                     | Status  | Type    | Value |
|---|---------|---------|-------|
| dom.w3c_pointer_events.dispatch_by_pointer_messages | default | boolean | false |
| dom.w3c_pointer_events.enabled                      | default | boolean | true  |
| dom.w3c_pointer_events.implicit_capture             | default | boolean | false |
| dom.w3c_touch_events.enabled                        | default | integer | 2     |



<https://superuser.com/questions/698078/how-to-turn-off-firefoxs-responsive-designs-touch-simulator>



### **North American Headquarters**

SIGLENT Technologies NA  
6557 Cochran Rd Solon, Ohio 44139  
Tel: 440-398-5800  
Toll Free: 877-515-5551  
Fax: 440-399-1211  
[info@siglent.com](mailto:info@siglent.com)  
[www.siglentamerica.com/](http://www.siglentamerica.com/)

### **European Sales Offices**

SIGLENT TECHNOLOGIES GERMANY GmbH  
Staetzlinger Str. 70  
86165 Augsburg, Germany  
Tel: +49(0)-821-666 0 111 0  
Fax: +49(0)-821-666 0 111 22  
[info-eu@siglent.com](mailto:info-eu@siglent.com)  
[www.siglenteu.com](http://www.siglenteu.com)

### **Asian Headquarters**

SIGLENT TECHNOLOGIES CO., LTD.  
Blog No.4 & No.5, Antongda Industrial Zone,  
3rd Liuxian Road, Bao'an District,  
Shenzhen, 518101, China.  
Tel: + 86 755 3661 5186  
Fax: + 86 755 3359 1582  
[sales@siglent.com](mailto:sales@siglent.com)  
[www.siglent.com/ens](http://www.siglent.com/ens)