

English (US)







HMS Support Portal > Ewon > Ewon Talk2M



Troubleshooting VNC issues with M2Web a

2 months ago · Updated



This article explains how to troubleshoot problems with VNC over M2Web.

APPLICABLE PRODUCTS

Ewon Cosy

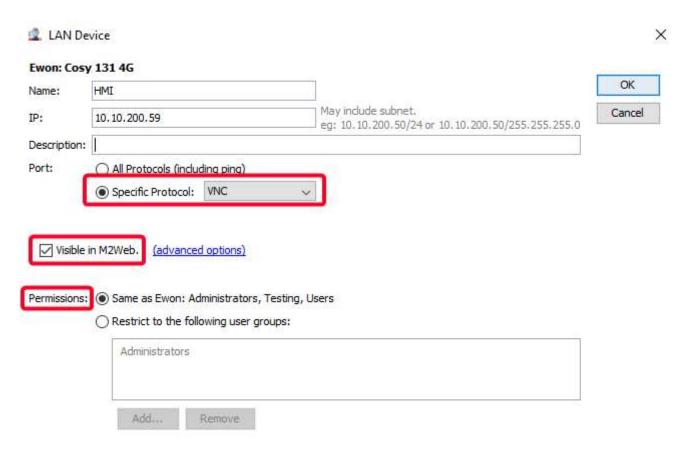
Ewon Flexy

Troubleshooting VNC issues with M2Web

Enable VNC

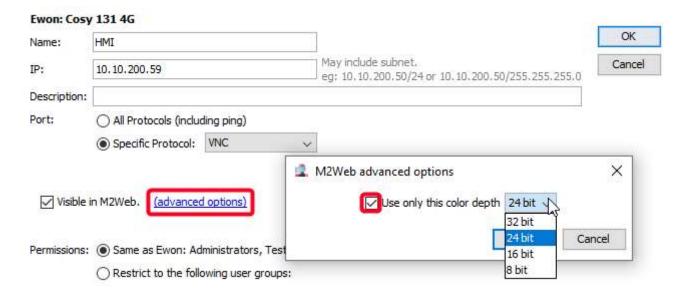
Make sure that you have VNC enabled for the device in the device properties in eCatcher. Click the Ewon > Properties > Configure LAN Devices & Firewall > Add LAN Device and configure the device settings, making sure that the VNC Protocol is enabled.

Make sure that the user has permissions to access the device.



Color Depth

Sometimes the VNC screen will not load if the color depth is too high. You can try using a lower color depth by changing the value in the device's properties in eCatcher. Click Advanced and check "User only this color depth":



Connection

Streaming VNC does take considerable bandwidth. If cellular or WiFi is used and the connection is too weak, it will not work. The connection may need to be improved.

Sometimes there is a timeout setting in the HMI (or other VNC device) that can be increased.

You should also test your VNC connection outside of M2Web to make sure there isn't another problem. You can connect through eCatcher and use a VNC viewer for Windows.

Authentication

Some types of authentication mechanisms may not work over M2Web. Check the authentication settings in your HMI or other VNC device to see if there is an alternative method if you are having trouble signing in.

Other Troubleshooting

There are some errors that may not be passed from the VNC device through M2Web. Check the logs on the VNC device to see if there is an insight into the problem. You can also check the Event Logs in the Ewon.

ADDITIONAL INFO

HTTP 404 error



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