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Troubleshooting VNC issues with M2Web

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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.

LAN Device ✕

Ewon: Cosy 131 4G

Name: OK

IP: May include subnet.
eg: 10.10.200.50/24 or 10.10.200.50/255.255.255.0 Cancel

Description:

Port: All Protocols (including ping)

Specific Protocol: ▼

Visible in M2Web. [\(advanced options\)](#)

Permissions: Same as Ewon: Administrators, Testing, Users

Restrict to the following user groups:

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":

Ewon: Cosy 131 4G

Name: OK

IP: May include subnet.
eg: 10.10.200.50/24 or 10.10.200.50/255.255.255.0 Cancel

Description:

Port: All Protocols (including ping)

Specific Protocol: ▼

Visible in M2Web. [\(advanced options\)](#)

Permissions: Same as Ewon: Administrators, Test

Restrict to the following user groups:

M2Web advanced options ✕

Use only this color depth

- 32 bit
- 24 bit
- 16 bit
- 8 bit

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](#)

[M2Web eLearning](#)

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