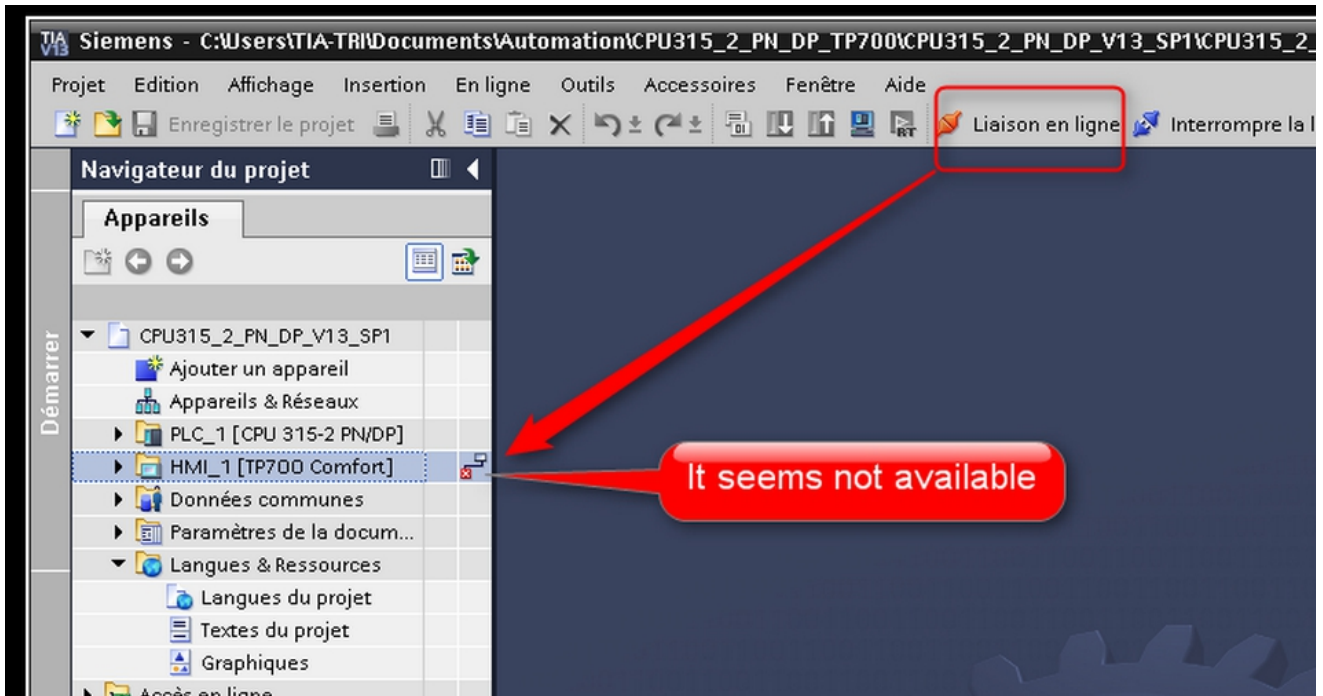


## HMI seems offline when using TIA Portal & Talk2M

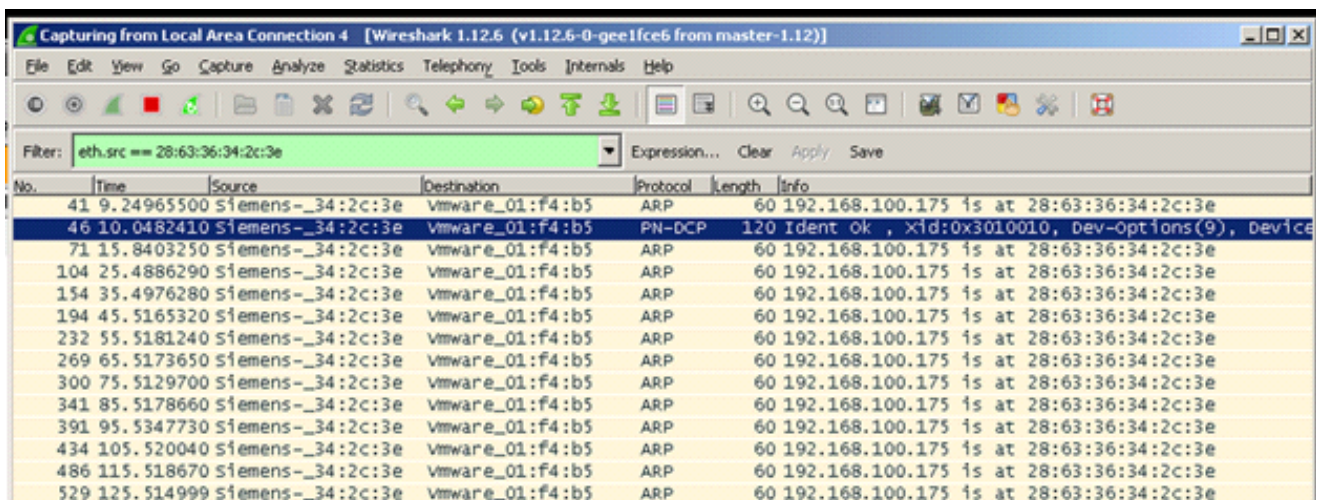
In some situations, it could happen that your HMI is indicated as offline by your TIA portal software even if, in reality, it is truly online.



TIA uses the broadcast protocol ARP and specific Siemens protocol PN-DCP to check if the HMI is available.

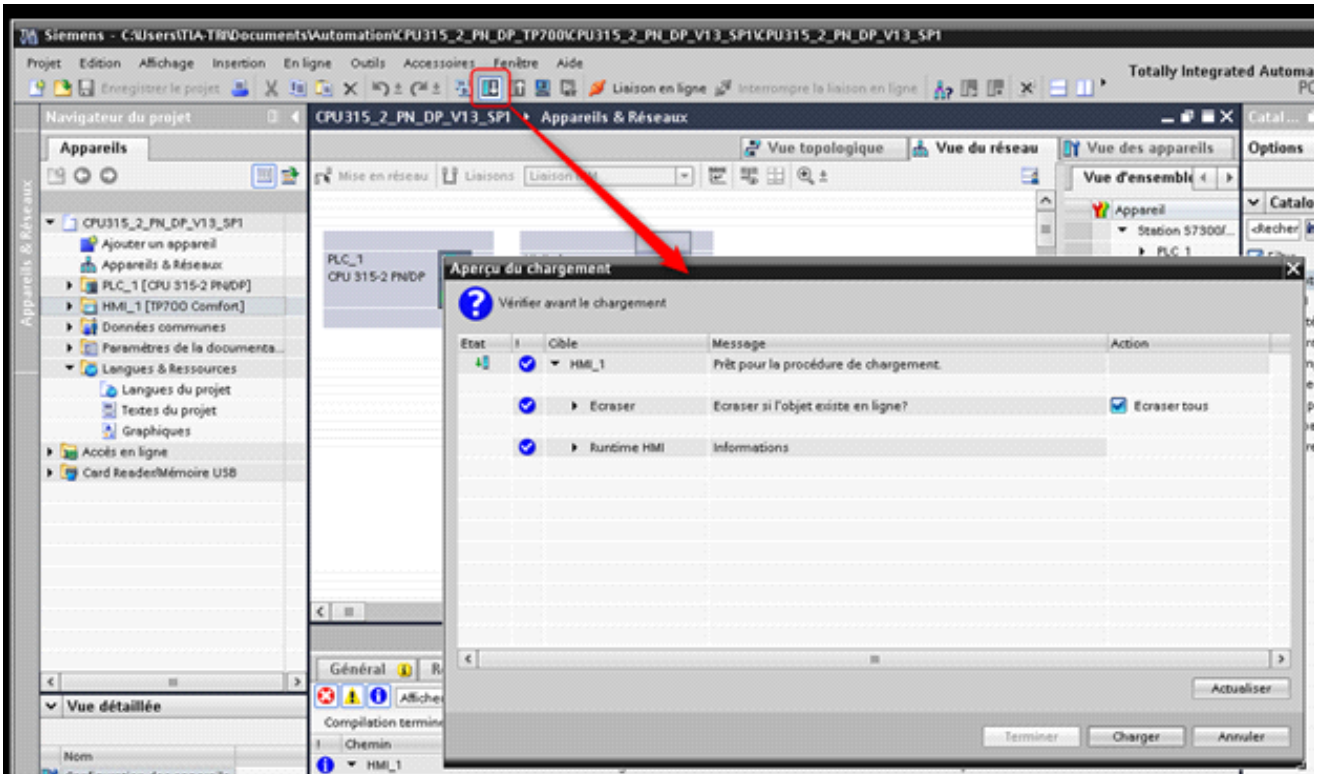
Those protocols are low level Ethernet protocol and work only locally. They can't be use with a gateway and of course with the eWON (or any other device).

And so in the software, apparently, Siemens doesn't think this HMI can be configured remotely.

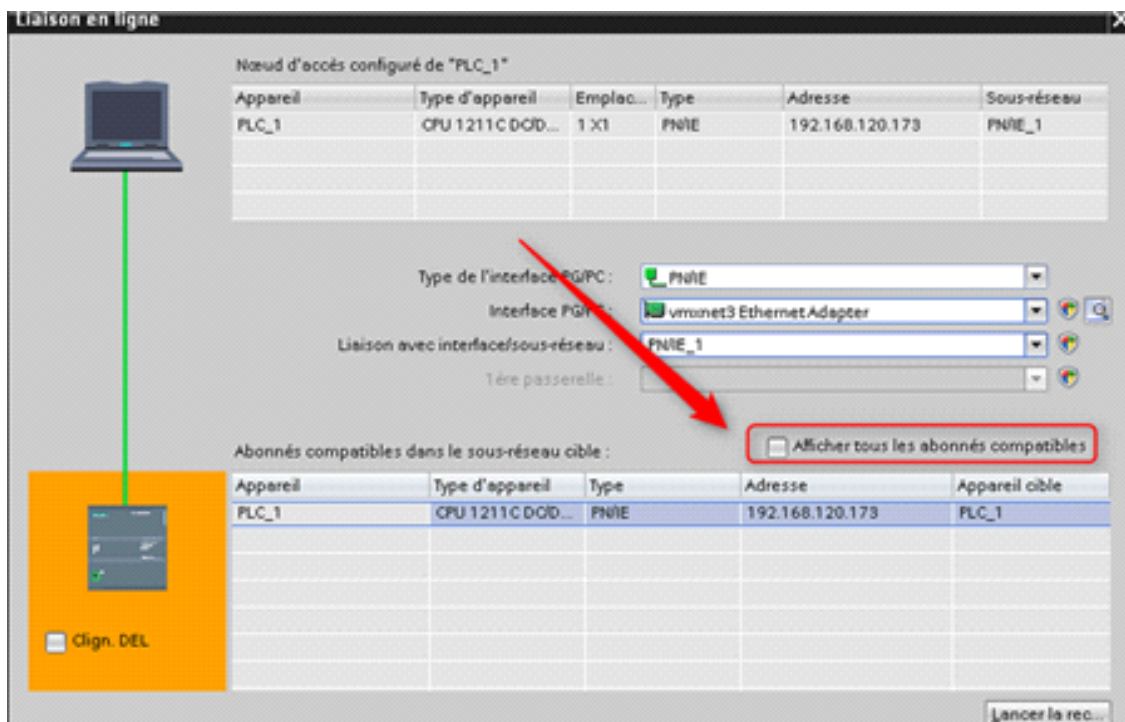


No.	Time	Source	Destination	Protocol	Length	Info
41	9.24965500	Siemens_-34:2c:3e	Vmware_01:f4:b5	ARP	60	192.168.100.175 1s at 28:63:36:34:2c:3e
46	10.0482410	Siemens_-34:2c:3e	Vmware_01:f4:b5	PN-DCP	120	Ident Ok , Xid:0x3010010, Dev-options(9), Device
71	15.8403250	Siemens_-34:2c:3e	Vmware_01:f4:b5	ARP	60	192.168.100.175 1s at 28:63:36:34:2c:3e
104	25.4886290	Siemens_-34:2c:3e	Vmware_01:f4:b5	ARP	60	192.168.100.175 1s at 28:63:36:34:2c:3e
154	35.4976280	Siemens_-34:2c:3e	Vmware_01:f4:b5	ARP	60	192.168.100.175 1s at 28:63:36:34:2c:3e
194	45.5165320	Siemens_-34:2c:3e	Vmware_01:f4:b5	ARP	60	192.168.100.175 1s at 28:63:36:34:2c:3e
232	55.5181240	Siemens_-34:2c:3e	Vmware_01:f4:b5	ARP	60	192.168.100.175 1s at 28:63:36:34:2c:3e
269	65.5173650	Siemens_-34:2c:3e	Vmware_01:f4:b5	ARP	60	192.168.100.175 1s at 28:63:36:34:2c:3e
300	75.5129700	Siemens_-34:2c:3e	Vmware_01:f4:b5	ARP	60	192.168.100.175 1s at 28:63:36:34:2c:3e
341	85.5178660	Siemens_-34:2c:3e	Vmware_01:f4:b5	ARP	60	192.168.100.175 1s at 28:63:36:34:2c:3e
391	95.5347730	Siemens_-34:2c:3e	Vmware_01:f4:b5	ARP	60	192.168.100.175 1s at 28:63:36:34:2c:3e
434	105.520040	Siemens_-34:2c:3e	Vmware_01:f4:b5	ARP	60	192.168.100.175 1s at 28:63:36:34:2c:3e
486	115.518670	Siemens_-34:2c:3e	Vmware_01:f4:b5	ARP	60	192.168.100.175 1s at 28:63:36:34:2c:3e
529	125.514999	Siemens_-34:2c:3e	Vmware_01:f4:b5	ARP	60	192.168.100.175 1s at 28:63:36:34:2c:3e

The solution is to use the download function of the TIA portal which is working normally. Therefore for this HMI and eWON, don't use the "Online" button because it won't work but instead use directly the download button.



Pay attention to this parameter which must be disabled.



## Revision

### Revision History

Revision Level	Date	Description
1.0	30/12/2015	Original document

#### Document build number: 3

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