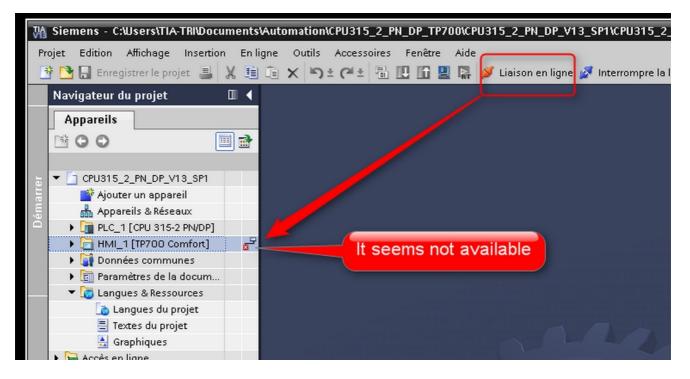


# HMI seems offline when using TIA Portal & Talk2M

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).

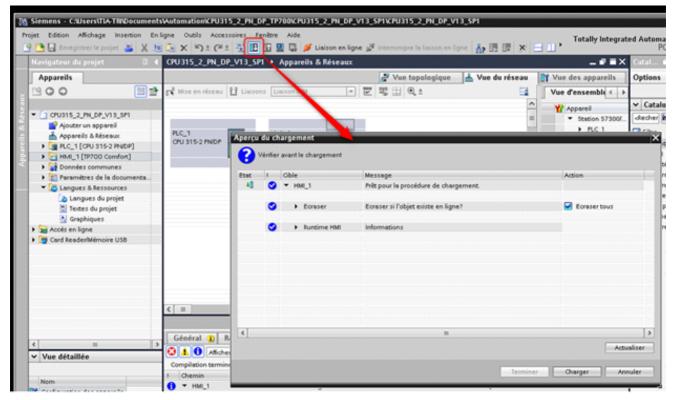
And so in the software, apparently, Siemens doesn't think this HMI can be configured remotely.

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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.

	Nœud d'accès configuré de "PLC_1"									
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## Revision

## **Revision History**

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

### Document build number: 3

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