

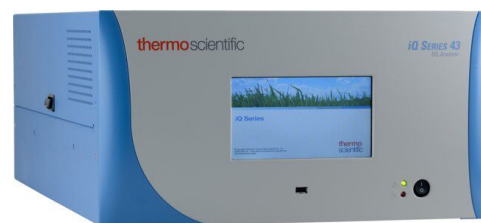
# Addressing “Failed to Connect to Server” message on ePort following firmware V1.6.16 update

## Background

Virtual Network Computing (VNC) is a commonly used protocol that allows for the remote display and control of interfaces over an Ethernet connection. In previous versions of the iQ firmware, VNC was automatically enabled, facilitating remote access to analyzers via Thermo Fisher remote connect software ePort. Starting with firmware version V1.6.16, VNC has been disabled by default to strengthen our cybersecurity measures. This may prompt a “Failed to Connect to Server” message on ePort the first time ePort is started after firmware update. Users can re-enable VNC protocol and restore connectivity of ePort by following the steps outlined below.

## Action required for restored remotes access:

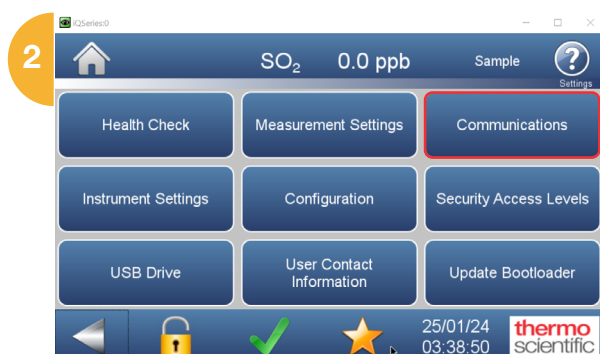
- 1. Open settings:** Navigate to the “Settings” (Figure 1) menu on your iQ Series Gas Analyzer
- 2. Adjust communications:** Go to “Communications” (Figure 2), then “Ethernet Protocol Selection (Figure 3).”
- 3. Select VNC:** Activate the “VNC” option for remote access.
- 4. Highlight option:** Ensure “VNC” is highlighted, indicating selection.
- 5. Save preferences:** Click “Commit Changes” (Figure 4) to save your new settings.
- 6. Check connectivity:** Verify connection success on ePort.



Thermo Scientific™ iQ Series Gas Analyzer

## Support

If you encounter any difficulties or the issue persists, please do not hesitate to contact our technical support team at [USFRK.EPMTechSupport@thermo.com](mailto:USFRK.EPMTechSupport@thermo.com) or +1 (866) 282-0430. Our team is available from 8:00 am – 5:00 pm EST., and we are committed to assisting you in resolving any issues.



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