

# eWON Application User Guide

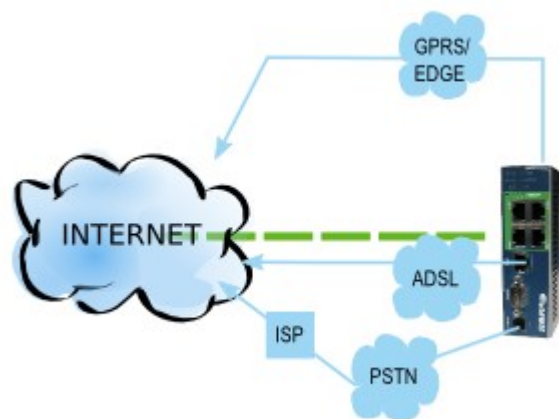
AUG 019 / Rev 1.1



You Select, We Connect

## eWON-Configuration for Internet Access using the Wizard

How to



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This guide will explain you how to configure your eWON to access the Internet in a very simple and fast way thanks to its wizard.

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# Hardware and software requirements

## Hardware requirements

In order to follow this guide you will need:

- 1 eWON with Internet capabilities (eWON with modem or second Ethernet interface).

## Software requirements

### **eWON configuration software:**

The eWON is configured through its web server. So all you need is a standard Web Browser software like Internet Explorer<sup>i</sup> or Firefox<sup>ii</sup>.

Additionally we suggest you to download the eBuddy utility on our website :

<http://support.ewon.biz>.

This utility allows to list all the eWONs on your network and to change the default IP address of an eWON to match your LAN IP address range. With eBuddy you can also easily upgrade the firmware of your eWON (if required).

### **Other programming software:**

N/A

## eWON Firmware Version

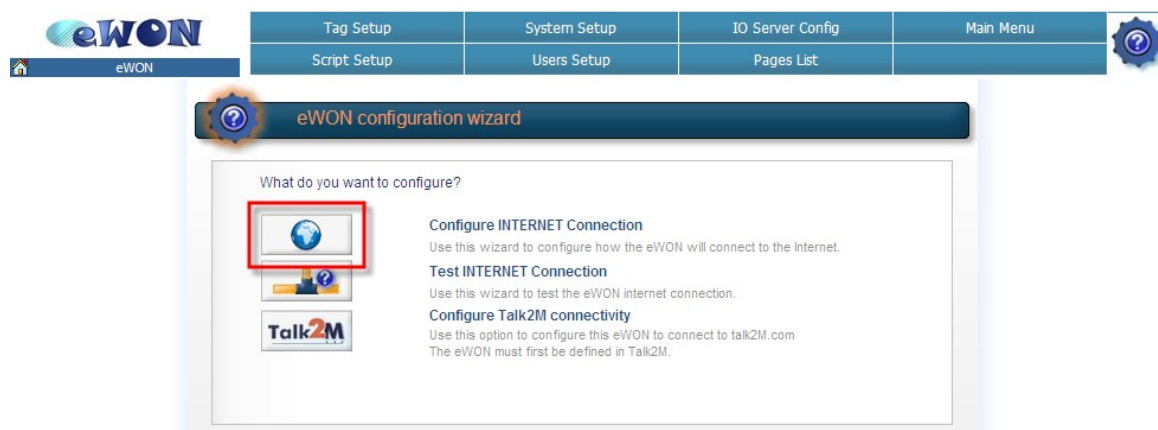
To be able to follow this guide your eWON needs a firmware version 5.0 or higher. A simple way to realize the eWON firmware upgrade is to use eBuddy, the eWON software companion.

## eWON Configuration Wizard

The eWON configuration wizard assists you in configuring your eWON without having to enter manually each parameter. Thanks to this wizard, the configuration is easier and faster.

To open the eWON wizard, click on **Configuration** in the toolbar and then on the  icon.

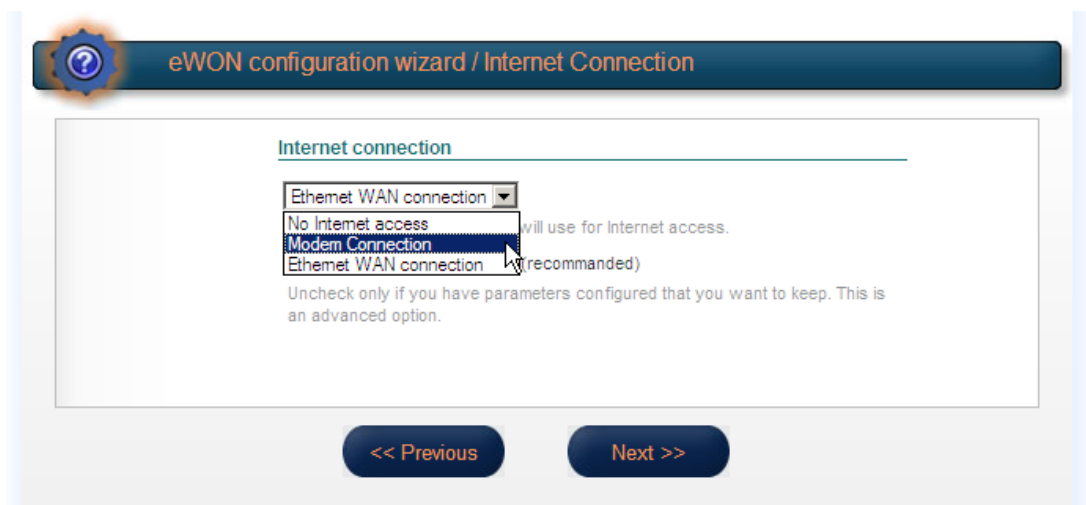
The following page will be displayed:



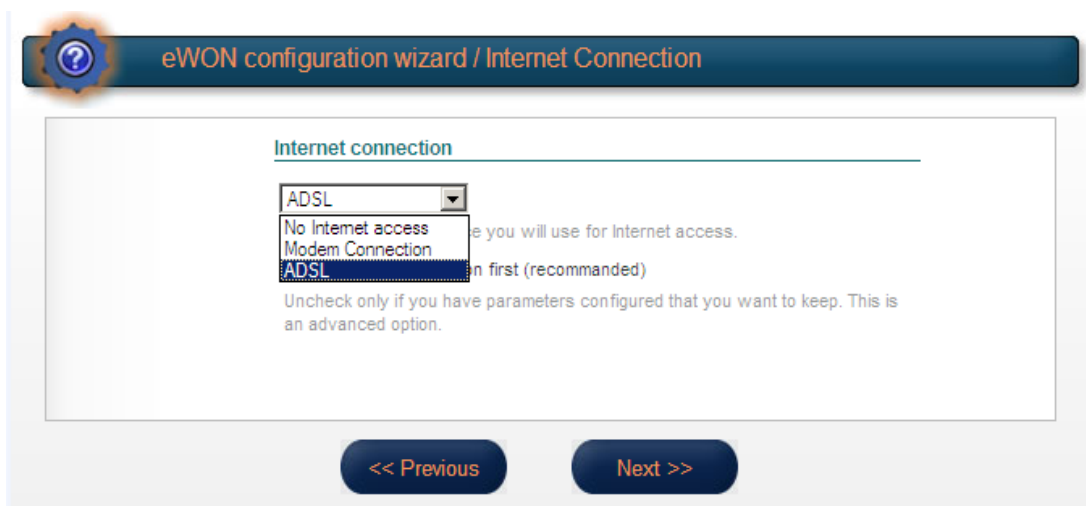
Click on the icon next to *Configure INTERNET Connection*.

According to your eWON type (with a modem or a second Ethernet interface), you will have the possibility to choose between different connections:

- *No Internet access*
- *Modem Connection*
- *Ethernet WAN connection*
- *ADSL*



The screenshot shows the 'eWON configuration wizard / Internet Connection' screen. The title bar is dark blue with a question mark icon on the left. Below the title bar, the text 'Internet connection' is displayed. A dropdown menu is open, showing three options: 'Ethernet WAN connection' (selected), 'No Internet access', and 'Modem Connection'. To the right of the dropdown, there is a note: 'will use for Internet access.' Below the dropdown, there is another note: 'Ethernet WAN connection (recommended)'. At the bottom of the screen, there are two buttons: '<< Previous' and 'Next >>'. Below the main content area, there is a note: 'Uncheck only if you have parameters configured that you want to keep. This is an advanced option.'



The screenshot shows the 'eWON configuration wizard / Internet Connection' screen. The title bar is dark blue with a question mark icon on the left. Below the title bar, the text 'Internet connection' is displayed. A dropdown menu is open, showing three options: 'ADSL' (selected), 'No Internet access', and 'Modem Connection'. To the right of the dropdown, there is a note: 'e you will use for Internet access.' Below the dropdown, there is another note: 'ADSL in first (recommended)'. At the bottom of the screen, there are two buttons: '<< Previous' and 'Next >>'. Below the main content area, there is a note: 'Uncheck only if you have parameters configured that you want to keep. This is an advanced option.'

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**NOTE** If you select the *No Internet access* option, your Internet connection will be disabled.



The next chapters will treat each one of those connection types.

# Internet Connection using Modem

## Modem Configuration

Select *Modem Connection*.

The screenshot shows the eWON configuration wizard interface. At the top, there is a navigation bar with the eWON logo and several menu items: Tag Setup, System Setup, IO Server Config, Main Menu, Script Setup, Users Setup, and Pages List. The main content area is titled 'eWON configuration wizard / Internet Connection'. Below this, there is a section titled 'Internet connection'. Inside this section, there is a dropdown menu labeled 'Modem Connection'. Below the dropdown, there is a checkbox labeled 'Initialize configuration first (recommended)' which is checked. A note below the checkbox states: 'Uncheck only if you have parameters configured that you want to keep. This is an advanced option.' At the bottom of the form, there are two buttons: '<< Previous' and 'Next >>'.

Check or uncheck the *Initialize configuration first* box according to your needs and click on **Next**.

According to the modem type of your eWON, the next wizard page will be different.

### **PSTN**

If you have an eWON with a PSTN modem, when you select *Modem connection*, the following page will be displayed:

### 3. Internet Connection using Modem

The screenshot shows the eWON configuration wizard interface. At the top, there is a navigation bar with the eWON logo and a home icon on the left, and menu items: Tag Setup, System Setup, IO Server Config, Main Menu, Script Setup, Users Setup, Pages List, and a help icon. Below this is a dark blue header for the wizard: eWON configuration wizard / Internet Connection. The main content area is titled "PSTN Modem connection" and contains the following fields:

- Phone Number:  (The ISP phone number.)
- Prefix:  (leave empty if no prefix). (If you need to dial a prefix to reach an outside line (eWON is behind a PABX for example), enter the prefix here.)
- User Name:  (User name as defined by the ISP.)
- Password:  (Password as defined by the ISP.)

At the bottom of the form are two buttons: "<< Previous" and "Next >>".

Insert the phone number, user name and password of your ISP provider (Internet Service Provider) and click on **Next**.

#### ISDN

If you have an eWON with an ISDN modem, when you select *Modem connection*, the following page will be displayed:

The screenshot shows the eWON configuration wizard interface for ISDN. It has the same navigation bar as the previous screenshot. The wizard header is "eWON configuration wizard / Internet Connection". The main content area is titled "ISDN Modem connection" and contains the following fields:

- Phone Number:  (The ISP phone number.)
- MSN:  (leave empty if not specified). (If you want to force the MSN for the ISDN line enter it here. Otherwise leave empty)
- User Name:  (User name as defined by the ISP.)
- Password:  (Password as defined by the ISP.)

At the bottom of the form are two buttons: "<< Previous" and "Next >>".

Insert the phone number, the user name and password of your ISP provider. You can also encode the MSN number (provided by your supplier) in this page.

#### GPRS

If you have an eWON with a GPRS modem, when you select *Modem Connection* the following page will be displayed:

The screenshot shows the eWON configuration wizard interface. At the top, there is a navigation bar with the eWON logo on the left and a menu with four items: 'Tag Setup', 'System Setup', 'IO Server Config', and 'Main Menu'. Below this, a secondary bar contains 'Script Setup', 'Users Setup', 'Pages List', and a help icon. The main content area is titled 'eWON configuration wizard / Internet Connection' and features a sub-header 'GSM Modem connection (GPRS/EDGE/3G)'. The form includes four input fields: 'SIM PIN' (masked with dots), 'APN' (containing 'web.pro.be'), 'User Name' (empty), and 'Password' (masked with dots). Each field has a descriptive instruction below it. At the bottom of the form, there are two buttons: '<< Previous' and 'Next >>'.

In this page, insert the PIN code that you have received with your SIM card, the APN provided by your GSM provider, a user name and a password. Click finally on **Next**.

#### Online Trigger

Once you have selected the connection type and configured your eWON's modem, you will have to choose how your eWON should go online. Three possibilities are offered:

- *Triggered by outgoing actions (the eWON goes online only if an eWON action occurs, e.g: send mail)*
- *Maintain connection (the eWON is always connected)*
- *Triggered by phone call or outgoing actions (eWON can be "waken up" by a callback)*



### 3. Internet Connection using Modem

The screenshot shows the eWON configuration wizard interface. At the top, there is a navigation menu with buttons for 'Tag Setup', 'System Setup', 'IO Server Config', 'Main Menu', 'Script Setup', 'Users Setup', and 'Pages List'. The main content area is titled 'eWON configuration wizard / Internet Connection' and contains the following text:

**Configure "Go Online" trigger**

- Triggered by outgoing actions**  
eWON will establish the connection each time an internal action needs to connect to the Internet (eMail, FTP, NTP, etc.)
- Maintain connection**  
eWON will establish the Internet connection each time it is broken down.
- Triggered by phone call or outgoing actions.**  
eWON will establish the connection when receiving an external call or during outgoing actions (see above).

At the bottom of the form, there are two buttons: '<< Previous' and 'Next >>'.

Choose one of those options and click on **Next**.

## Connection Parameters

Depending on the trigger that you choose, you will have to specify different parameters.

If you choose *Triggered by outgoing actions* or *Maintain connection*, the following page will open:

The screenshot shows the eWON configuration wizard interface. At the top, there is a navigation menu with buttons for 'Tag Setup', 'System Setup', 'IO Server Config', 'Main Menu', 'Script Setup', 'Users Setup', and 'Pages List'. The main content area is titled 'eWON configuration wizard / Internet Connection' and contains the following text:

**Trigger: Connect for outgoing actions**

eWON will establish the connection each time an internal action needs to connect to the Internet. (eMail, FTP, NTP, etc.)

Idle time before hanging up:  Seconds.  
If there is no traffic for this amount of time, eWON will hang up

Max outgoing call duration:  Minutes.  
Maximum duration of any outgoing call.

**Enable call budget management.**  
When the call budget is exceeded then eWON will close the Internet connection.

At the bottom of the form, there are two buttons: '<< Previous' and 'Next >>'.

Define the *Idle time before hanging up*, the *Max outgoing call duration* and check if you want to enable the *Call budget management*.

If you select the *Maintain connection* option, uncheck the *Enable call budget management* box and set a higher *Max outgoing call duration*.

### 3. Internet Connection using Modem

On the other hand, if you choose *Triggered by phone call or outgoing actions*, you will also have to specify the *Wait user login* (after the Internet connection is established, the user must log according to this parameter, otherwise the eWON will hang up).

**eWON configuration wizard / Internet Connection**

Trigger: Connect by call back or for outgoing actions

In this mode the Internet connection can be triggered by an external call. Dial eWON telephone number and let ring between 5 and 15 times. eWON will then trigger automatically the Internet connection.

Wait user login:  Minutes.  
After the Internet connection is established, the user must login within this time or the eWON will hang up.

Idle time before hanging up:  Seconds.  
If there is no traffic for this amount of time, eWON will hang up

Max outgoing call duration:  Minutes.  
Maximum duration of any outgoing call.

Enable call budget management.  
When the call budget is exceeded then eWON will close the Internet connection.

<< Previous      Next >>

Click on **Next**.

## Internet Connection Test

Once you have configured your modem according to your needs, you will be able to test your Internet connection:

**eWON configuration wizard / Internet Connection**

Internet connection is configured

Click Next to start the Internet connection test:

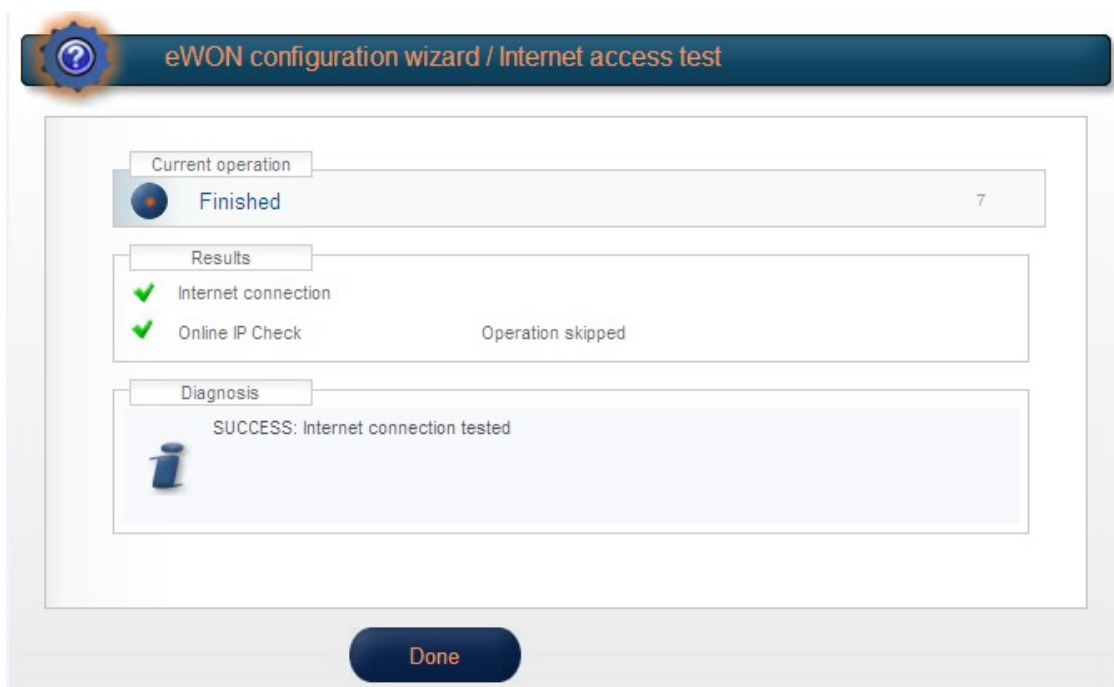
Test online address.  
If this checkbox is selected, eWON will perform an online IP check.  
If you have configured a connection through proxy or on an intranet, do not select this test.

<< Previous      Test >>

If you check the *Test online address* box, the eWON will perform an online IP check. If you have configured a connection through proxy or on an intranet, do not check this box. Click on **Test** to launch the Internet connection test.

### 3. Internet Connection using Modem

Hereunder an example of a completed Internet connection test:



**Internet Connection** ✓ means that the eWON is correctly configured for an Internet connection. The **Online IP Check** ✓ means that the eWON was actually able to reach an IP address on the Internet

Be aware that for some parameters configuration (a change in the PIN code, for instance), the wizard will ask you to reboot your eWON in order to apply the modifications.



Click on the **Reset** button.

### 3. Internet Connection using Modem

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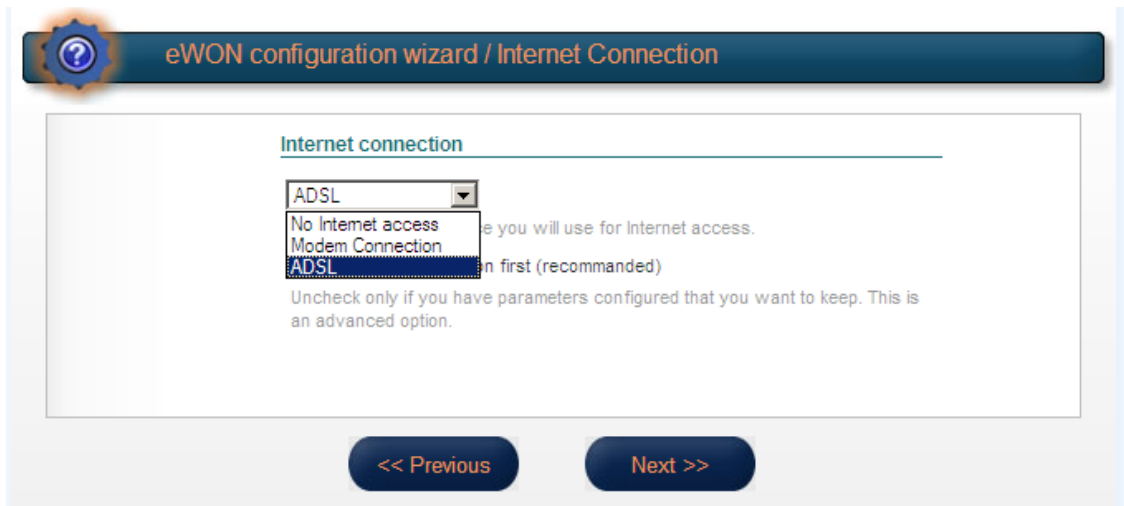
To test your Internet connection after a reboot, you can click on *Test INTERNET Connection* button in the Wizard homepage:



# Internet Connection using the ADSL modem

## ADSL connection Configuration

If you have an eWON with an ADSL modem, select ADSL and click on **Next**



In the following page, select your connection type and insert the user name and password of your ADSL subscription.

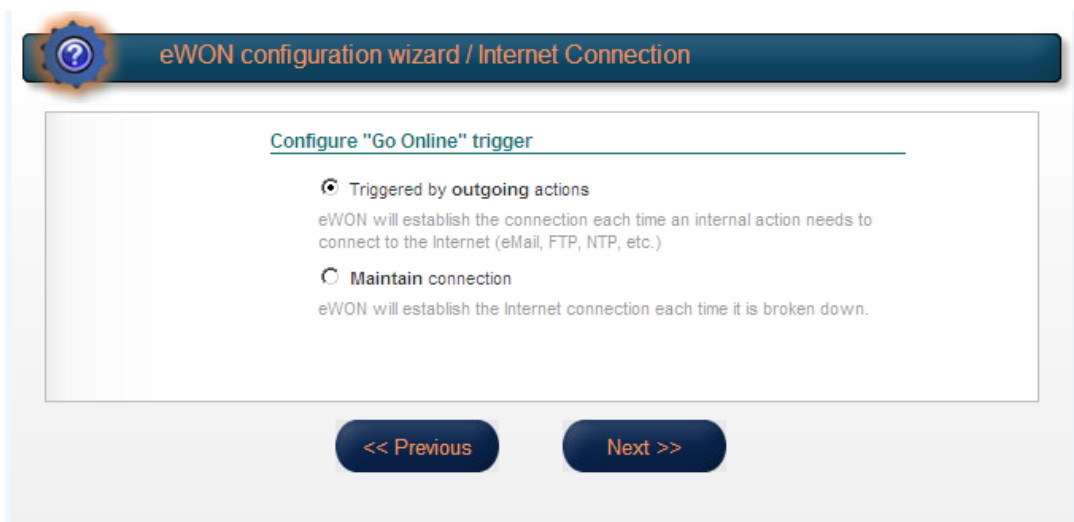


Click on **Next**

### Online Trigger

Once you have selected the connection type and configured your eWON's modem, you will have to choose how your eWON should connect to the Internet. Here you have 2 options:

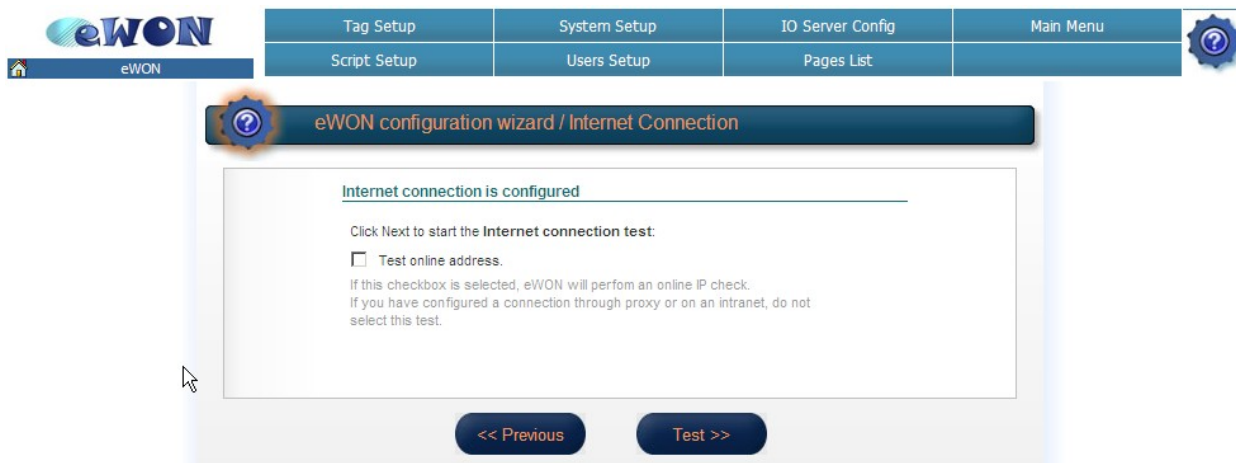
- *Triggered by outgoing actions (the eWON goes online only if an eWON action occurs, e.g: send mail)*
- *Maintain connection (the eWON is always connected)*



Make your choice and click on **Next**.

### Internet Connection Test

Once you have configured your eWON's modem, you will be able to test your Internet connection:

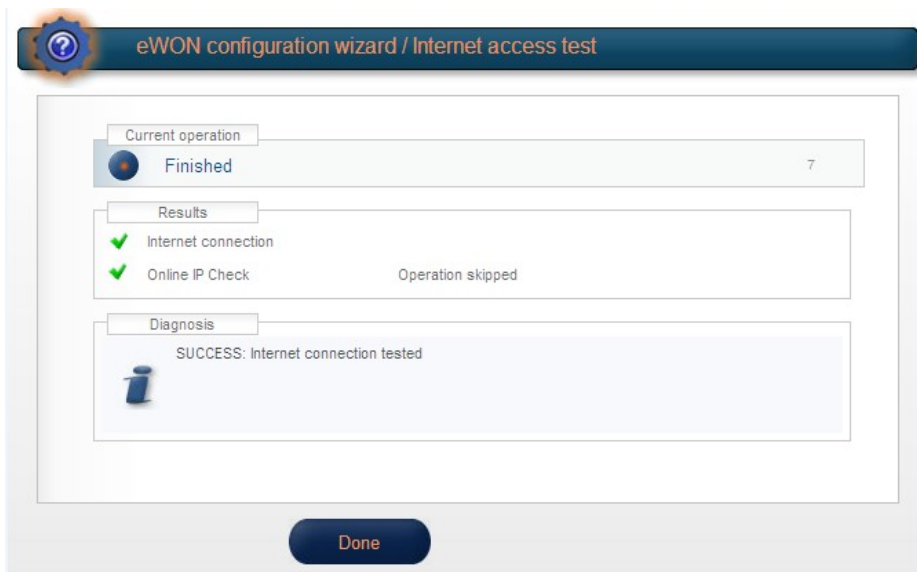


If you check the *Test online address* box, the eWON will perform an online IP check.

#### 4. Internet Connection using the ADSL modem

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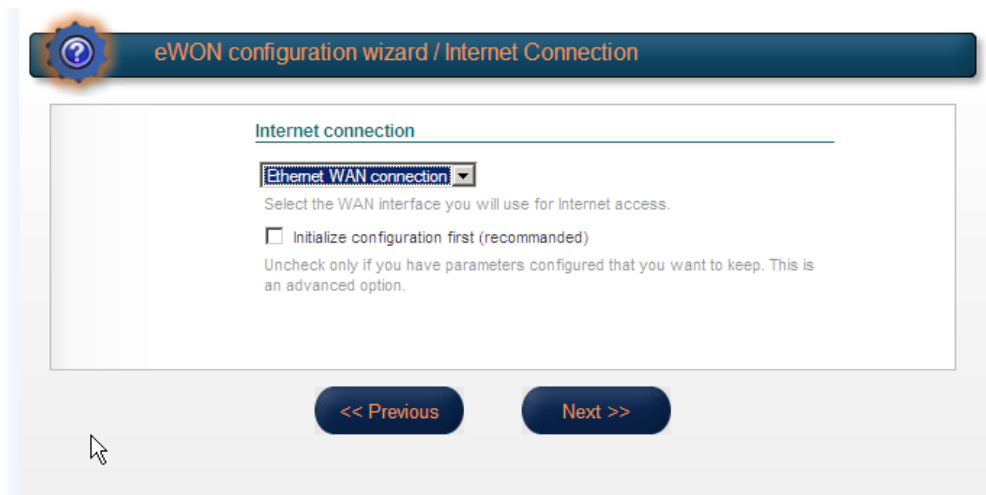
Here under an example of a completed configuration of the Internet connection:



# Internet Connection using a second Eth. interface

## Ethernet WAN Configuration

In the *Internet Connection* configuration page, select Ethernet WAN connection



eWON configuration wizard / Internet Connection

**Internet connection**

Ethernet WAN connection

Select the WAN interface you will use for Internet access.

Initialize configuration first (recommended)

Uncheck only if you have parameters configured that you want to keep. This is an advanced option.

<< Previous      Next >>

and click on **Next**, the following configuration page will open:



eWON configuration wizard / Internet Connection

**Ethernet WAN connection**

Address Setup | DHCP

IP Address: 10.0.5.134

Subnet Mask: 255.255.0.0

Default Gateway: 10.0.0.254

DNS  Via DHCP

Primary DNS: 10.0.0.13

Secondary DNS: 0.0.0.0

**HTTP Proxy**

Connect to Talk2M through Proxy

Do you connect to Talk2M through an HTTP Proxy?

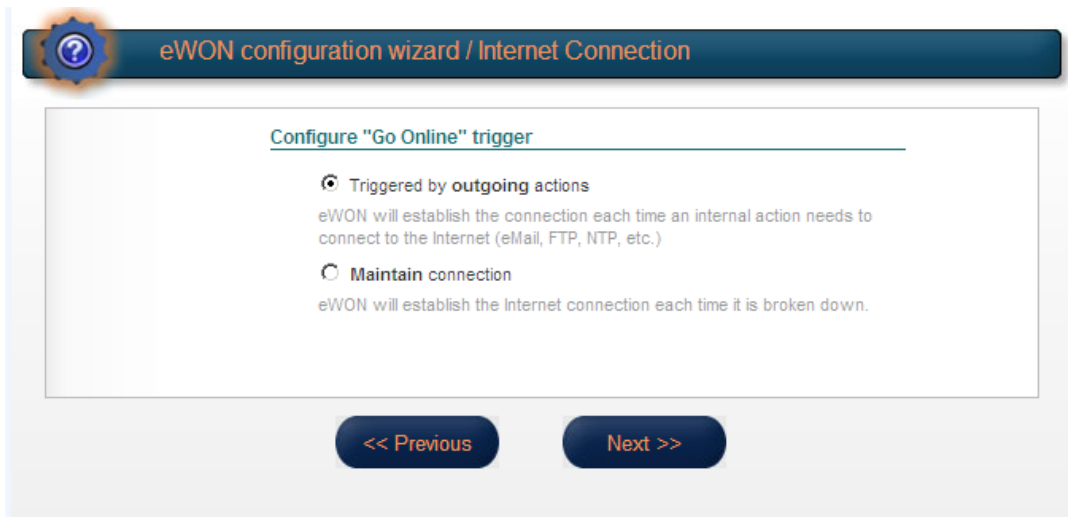
<< Previous      Next >>

This window will allow you to specify the settings of the second Ethernet interface. Use *DHCP* or choose *Static*. If you choose *Static*, the **Default Gateway** should be the router IP address which allows you to connect to the Internet.



## Online Trigger

Once you have selected the connection type and configured your eWON's second Ethernet interface, you will have to choose how your eWON should connect to the Internet. Here you have 2 options:



- Triggered by outgoing actions (the eWON goes online only if an eWON action occurs, e.g: send mail)
- Maintain connection (the eWON is always connected)

Make your choice and click on **Next**.

Be aware that for this kind of connection, it is better to choose the *Maintain connection* option.

## Internet Connection Test

Once you have configured your eWON's modem, you will be able to test your Internet connection:



If you check the *Test online address* box, the eWON will perform an online IP check.

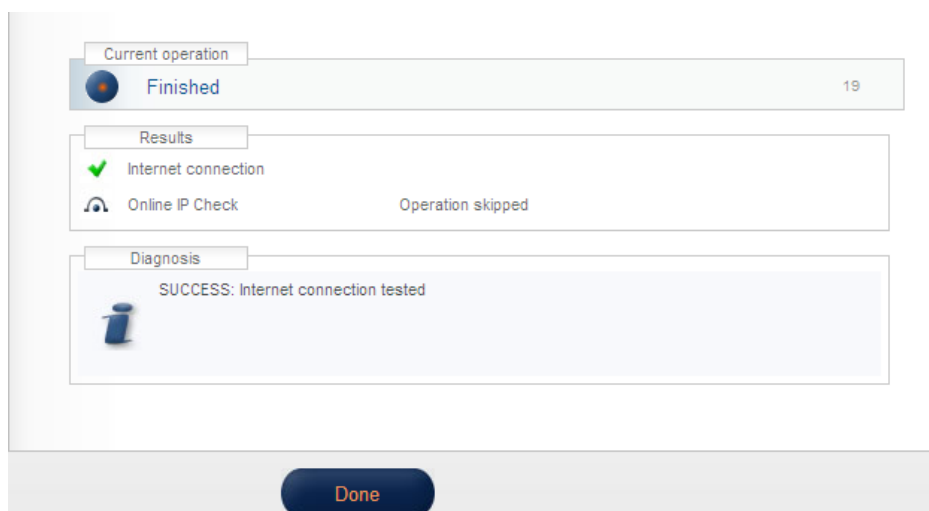
## 5. Internet Connection using a second Eth. interface

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To test your Internet connection, you can also click on *Test INTERNET Connection* button in the Wizard homepage:

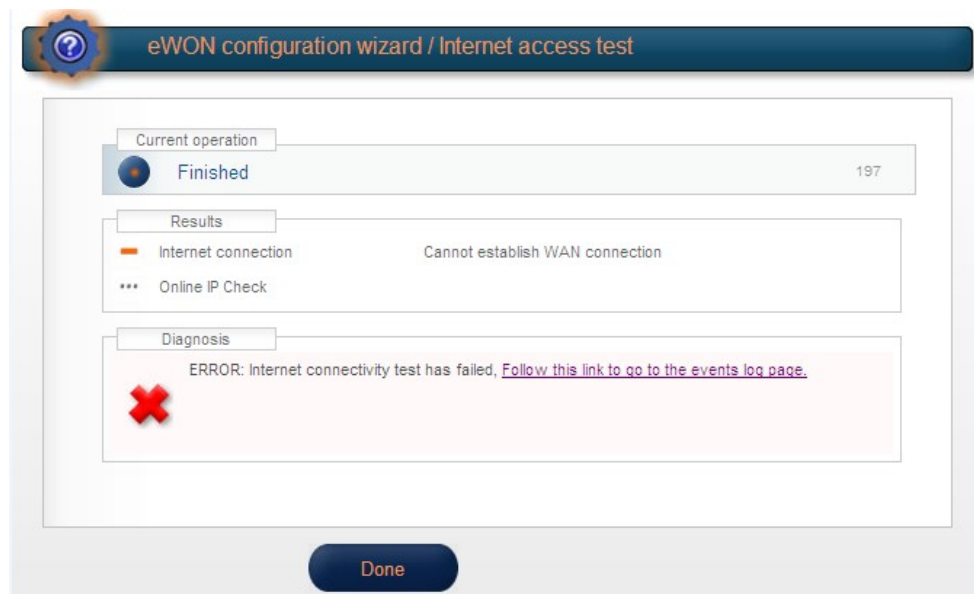
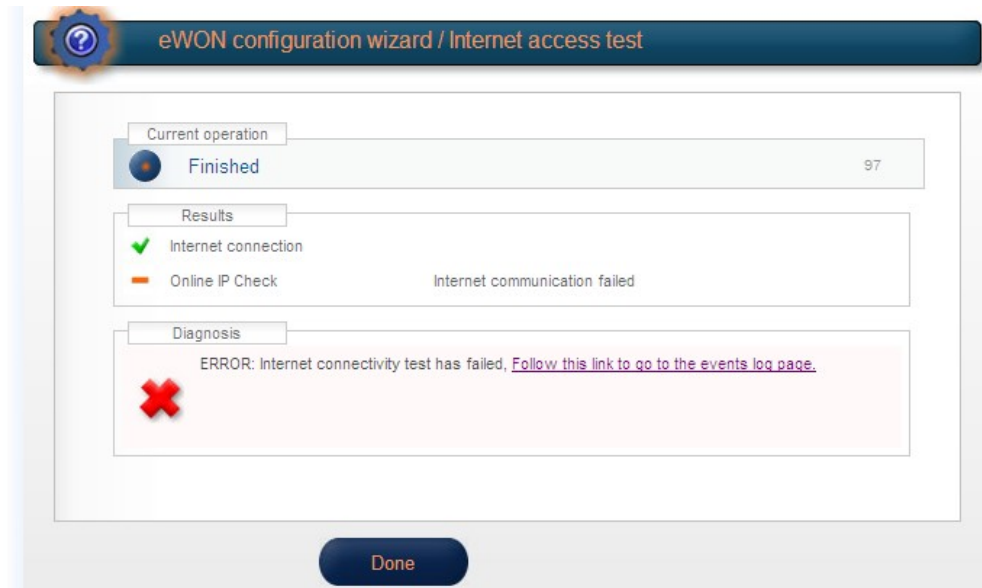


Hereunder an example of a completed Internet test:



When you are using the second Ethernet interface, this check means that your eWON is correctly configured. But it does not mean that the eWON could actually reach the Internet.

# Troubleshooting



When you obtain an error message, click on the link next to the message. You will be redirected to the *Event log* page of your eWON to discover what is the problem.

## Error Messages in Event Log:

Main Menu → Diagnostic → Event Log

Time	Event	Description	Originator	Help
26/11/2008 15:49:13	31911	esync-Cannot establish WAN connection	esyncitf	
26/11/2008 15:49:13	31108	wanmgt-WAN connection request has time out	esyncitf	
26/11/2008 13:24:16	31911	esync-Cannot establish WAN connection	esyncitf	
26/11/2008 13:24:16	31108	wanmgt-WAN connection request has time out	esyncitf	
26/11/2008 13:18:46	31911	esync-Cannot establish WAN connection	esyncitf	
26/11/2008 13:18:46	31108	wanmgt-WAN connection request has time out	esyncitf	
26/11/2008 13:12:16	31911	esync-Cannot establish WAN connection	esyncitf	
26/11/2008 13:12:16	31108	wanmgt-WAN connection request has time out	esyncitf	

**Esync cannot establish WAN connection** error message means that the eWON could not establish the outgoing connection. Check the modem configuration and the Internet access data (APN, ISP, etc.)

Time	Event	Description	Originator	Help
26/11/2008 17:19:03	31912	esync-Internet communication failed	esyncitf	
26/11/2008 17:19:03	25000	noip-Connect to No-Ip server failed	esyncitf	
26/11/2008 17:19:03	24916	dns-Unable to resolve host name (dynupdate.no-ip.com)	esyncitf	

For the online IP check, the eWON tests a connection to the NO-IP server on the Internet. This error message means that the eWON could not connect to the NO-IP since the DNS server did not send an address. Check the DNS settings.

If you have correctly configured the DNS but still have an error message reporting that the connection to NO-IP failed, check that TCP port 8245 is opened on the “server” through which the eWON accesses INTERNET. Indeed, NO-IP listen on port TCP 8245.

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## Revisions

<b>Revision Level</b>	<b>Date</b>	<b>Description</b>
1.0	2008-12-20	First release.
1.1	2009-02-27	Chapter Troubleshooting updated (NO-IP TCP port 8245)

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Document build number: 97

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