

Talk2M Free+ & Pro eWON Configuration



Content

This document explains how to configure your eWON in order to connect to your Talk2M account.

Note: this document does not apply to the eWON COSY

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Here I suggest to put a table showing all currently available T2M documents (see related analysis)

1. Introduction

Talk2M Free+ is the free version of our Talk2M VPN tunneling service.

Talk2M Pro is the enterprise level version of our Talk2M VPN tunneling service.

The Pro version features additional functions, including:

- Multiple concurrent VPN connections to your remote sites
- Highly customizable access control through user profiles/groups and eWON pools
- Service Level Agreement (SLA)
- Notification upon loss of connection

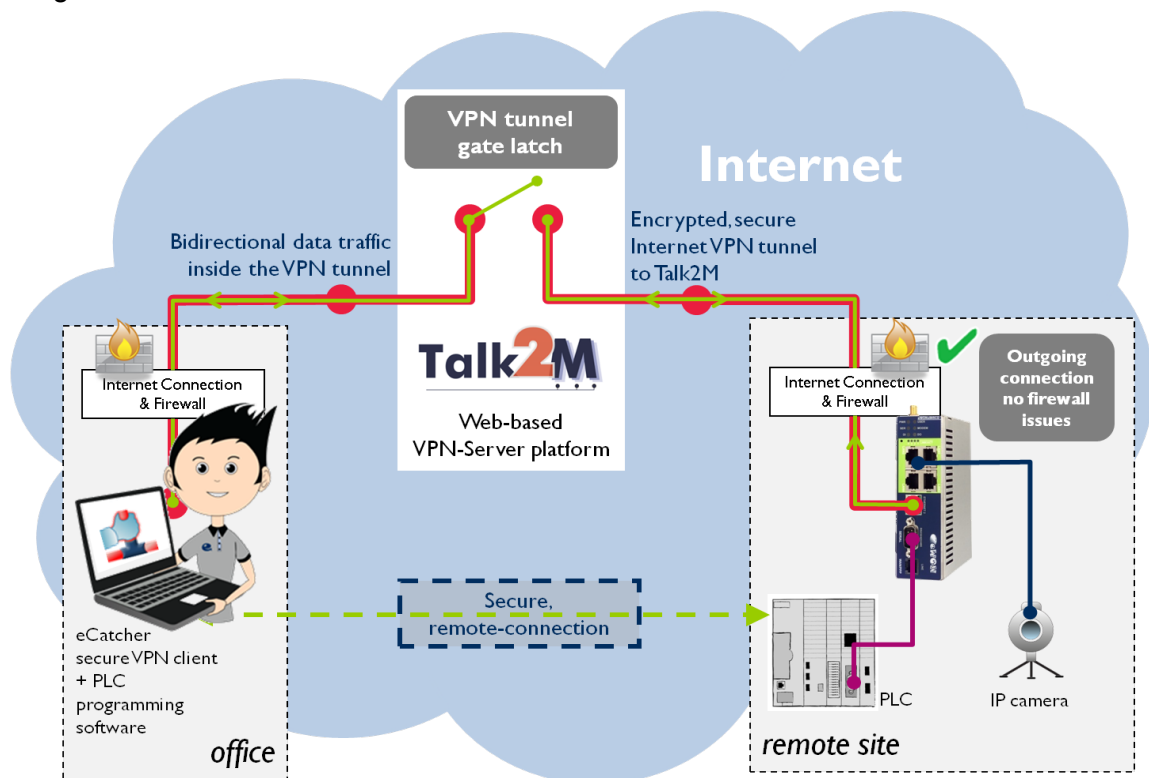
For more details on Talk2M see: <http://www.talk2m.com/>

This document explains how to configure your eWON to use our VPN tunneling service Talk2M. The installation and account creation are supposed to be done already. Therefore, this document does not cover:

- how to install eCatcher
- how to create a Talk2M Free+ account from scratch
- how to configure User Groups, eWON Pools, etc
- how to make a remote connection using Talk2M

If you need information about these steps, please check the Talk2M document overview in § xyz

Diagram of a Talk2M connection:



2. Hardware and Software Requirements

2.1. Hardware Requirements

In order to follow this guide you will need:

- 1 eWON with VPN capabilities (either with Ethernet WAN or through modem) for example : eWON 2005/4005 CD, eWON Flexy 101, etc.
- **Note:** this guide does not apply to the eWON COSY because of its simplified interface featuring the Quick Launch 1-2-3 configuration wizard. To understand how to configure an eWON COSY for Talk2M please refer to our video tutorials here: <http://wiki.ewon.biz/COSY>

2.1. 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 Explorerⁱ or Firefoxⁱⁱ.

Additionally we suggest you to download the **eBuddy** utility on our website : <http://support.ewon.biz/software.htm>

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:

eCatcher V 4.0 Your VPN-Client to Access Talk2M & your eWONs.

You can download it here: <http://support.ewon.biz/software.htm>


Note: The software package to access the Free+ and Pro services of Talk2M is the same. It is the user account that defines which service is actually activated.

2.2. eWON Firmware Version

Though applicable with little differences to earlier/later versions, this guide (screen snapshots) is based upon eWON firmware version 7.0. If your eWON features an earlier version, **eBuddy** has a convenient function to upgrade the firmware of your eWON.

3. Internet Connection using Ethernet WAN

To configure your eWON's Internet connection :

1. Configure the network parameters of your configuration PC to encompass the IP range of the eWON LAN. To do this, go to START, Settings, Network Connections. Open the currently used connection, select the TCP/IP parameter row and select a fixed IP address within the range of the eWON LAN. Click OK to close the wizard.
2. Connect the PC to one of the LAN ports of the eWON.
3. Open your Internet browser and access the eWON internal Web page by typing its LAN address in the URL field.
4. To open the eWON wizard page, click on **Configuration** in the toolbar and then on the wizard  icon. The following page will be displayed:



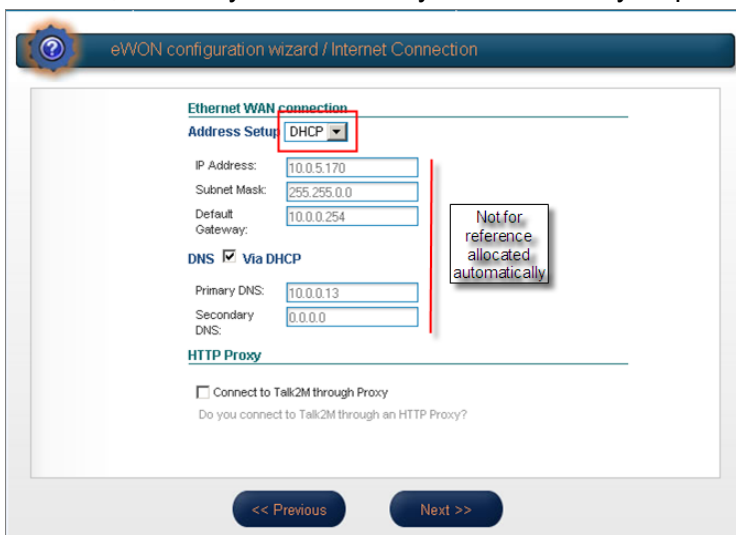
- Click on the icon next to **Configure INTERNET Connection** to launch the wizard. Following window will be displayed (options in drop down are depending on hardware configuration) :



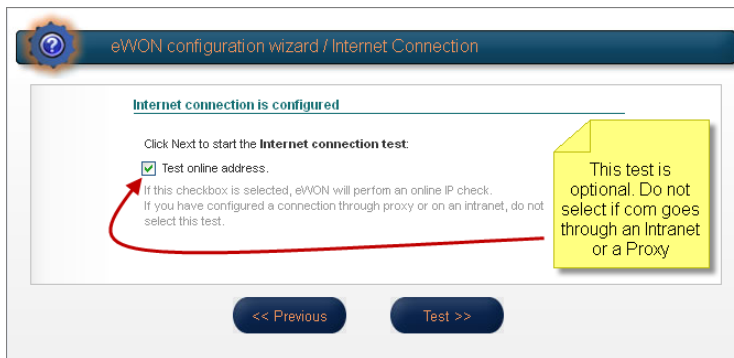
- According to your eWON type (with a modem or a second Ethernet interface), you will have the possibility to choose between different connections:
 - Modem Connection
 - Ethernet WAN* connection
 - ADSL Connection

*WAN refers to **wide area network** , which is network that covers a broad external area using the Internet infrastructure, as opposed to LAN referring to **local area network** that is restricted to internal networks.

- For the next steps of this guide, we will use the Ethernet WAN connection. For modem connections, please refer to chapter [6 Appendix B – Modem Connection](#).
- Make sure the WAN port of the eWON is physically connected with the company network.
- Select **Ethernet WAN connection**. The usual configuration for Ethernet is DHCP enabled (device obtains IP address and Internet access automatically from host). Use a fixed IP address, Gateway and DNS only if this is clearly required by the network admin.

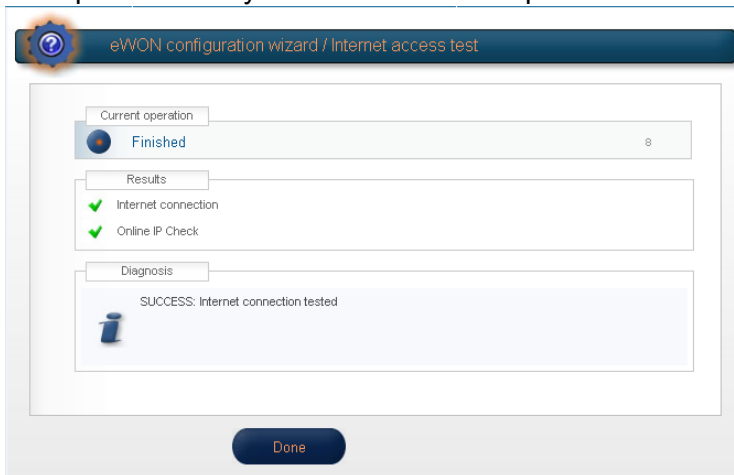


- Click **Next**



11. Check test online address, unless you use a Proxy, click **Next**.

12. The last step of the Internet configuration consist in a communication test. This test should end up successfully as shown in the snapshot below:



Under **Results**, a check next to **Internet Connection** means that the eWON is correctly configured for an Internet connection. If this test is not successful, then go back to the previous configuration steps and recheck all settings for compatibility and accuracy. A check next to **Online IP Check** means that the eWON was actually able to reach an IP address on Internet. Note that for devices featuring firmware 6.1s2 and higher, **It may not be so critical if this particular test fails**. In most cases you will be able to go ahead with the procedure without being hindered.

4. Talk2M Configuration Wizard

Prerequisite: Before using the Talk2M wizard on the eWON, the eWON should first have been defined inside your Talk2M account using eCatcher¹. When the eWON is created in Talk2M you can then use the **Activation Key** of this eWON or its **Name** to configure the Talk2M connectivity with the eWON.

So to follow the steps hereunder make sure to dispose either of the eWON activation Key or of the eWON Name in Talk2M.

From the eWON web page, go to **Configuration** and click on the wizard  icon.

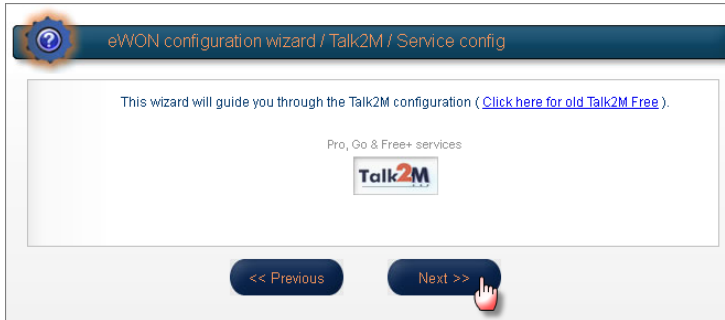
The following page will be displayed:



Select the **Configure Talk2M connectivity** wizard.

1. except if the **AutoCreation** function was enabled for the account, see AUG-028-0-EN Appendix A - AutoCreation function.

The following screen appears:

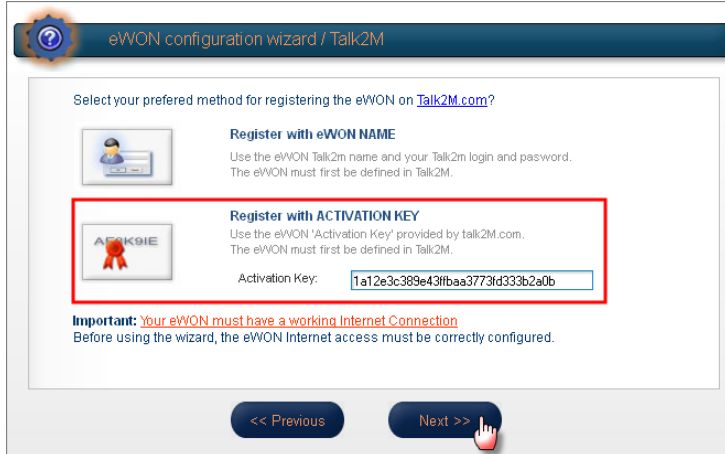


Click **Next**

On the next page, you can select the method that you will use to register your eWON on **Talk2M** :

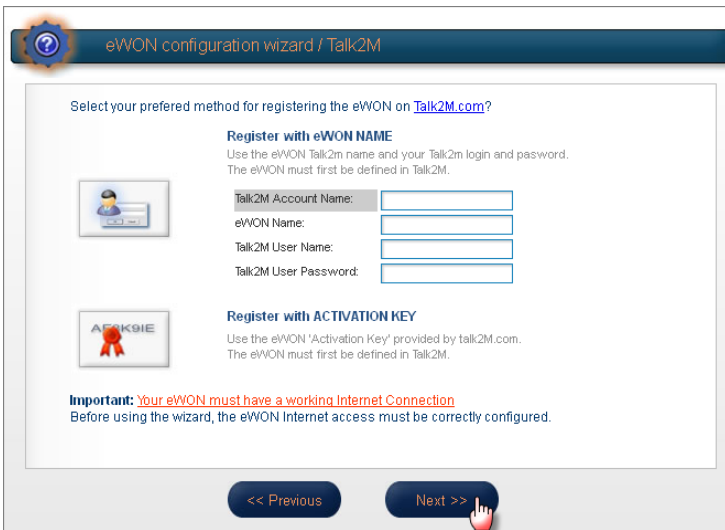
- Register with the activation key
- Register with your eWON's name

Assuming you selected **Register with the Activation Key**:



Enter the activation key you generated when the device was created in Talk2M in the **Activation Key** field and click on **Next**.

If you choose **Register with eWON NAME**, then four blank fields will appear:

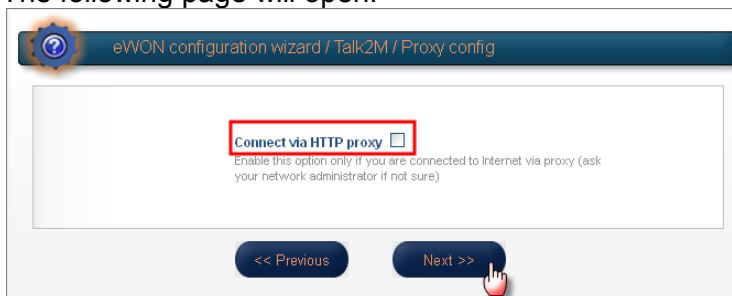


Here, enter your **Talk2M Account Name**, the **eWON Name** is the name of the connection as it was created in your Talk2M account, your **Talk2M** user name and password and click on **Next**.

NOTE

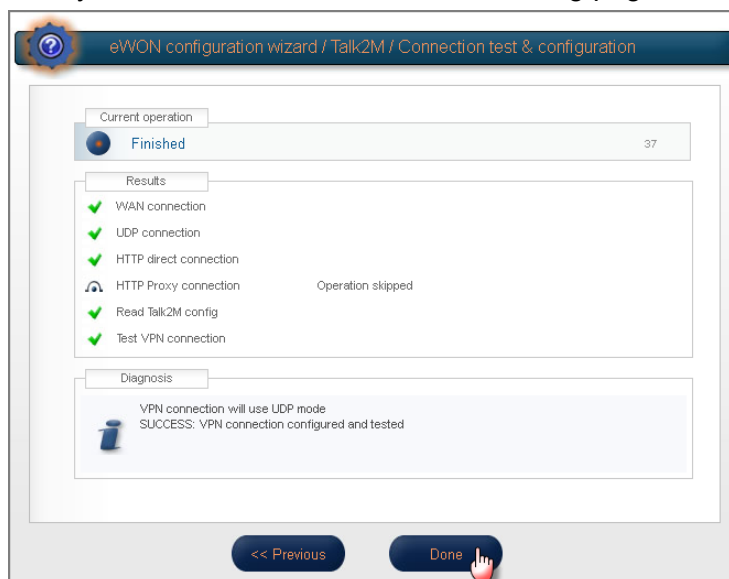
When **Register with eWON name** is chosen, then the entered Talk2M user must have the **Device Administrator** role. Otherwise the wizard will fail during the **Read Talk2M config** phase.

The following page will open:



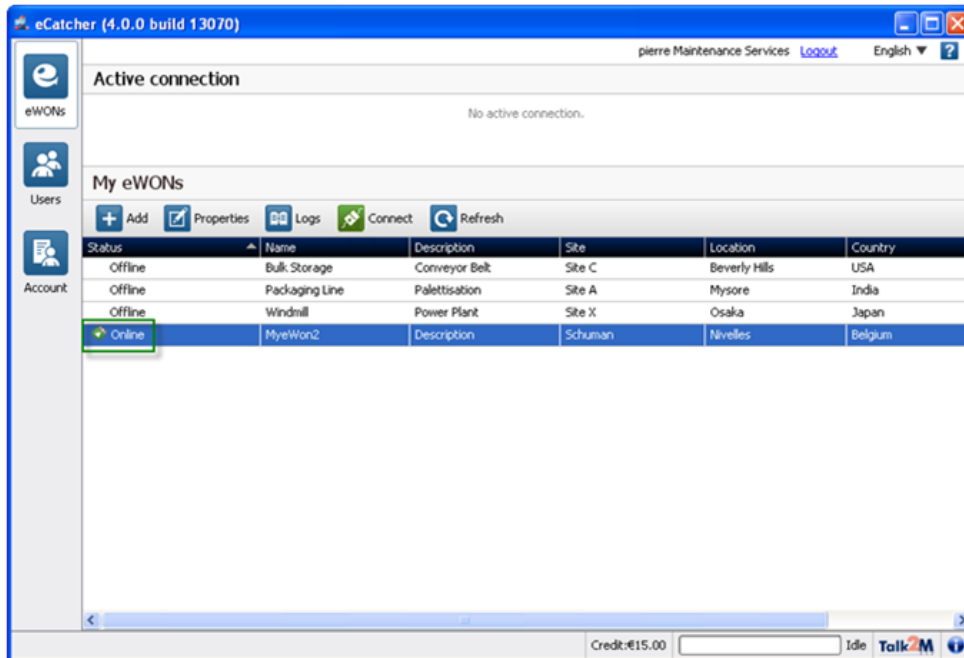
Check the **Connect via HTTP proxy** box *only* if you need to access the Internet through an HTTP Proxy server.

Once you have clicked on **Next**, the following page will open showing the connection progress:



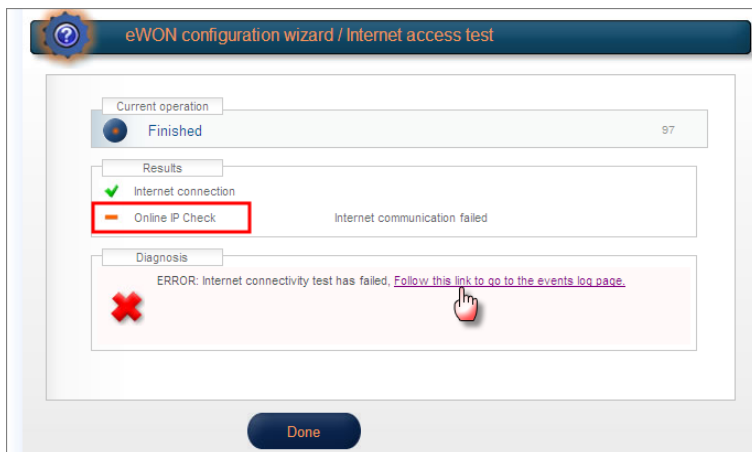
In the above picture, you can see a completed connection test. Your eWON is now configured to connect to your Talk2M account.

If you now connect to your Talk2M account, you should be able now to see this eWON online in the eWON list of the eCatcher software. The online status is visible by the green icon in the **Status** column (meaning eWON device is visible).



5. Appendix A - Troubleshooting

5.1. Internet Connection Issues



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 obtain additional information as to the cause of the problem.

5.2. Error Messages in Event Log:

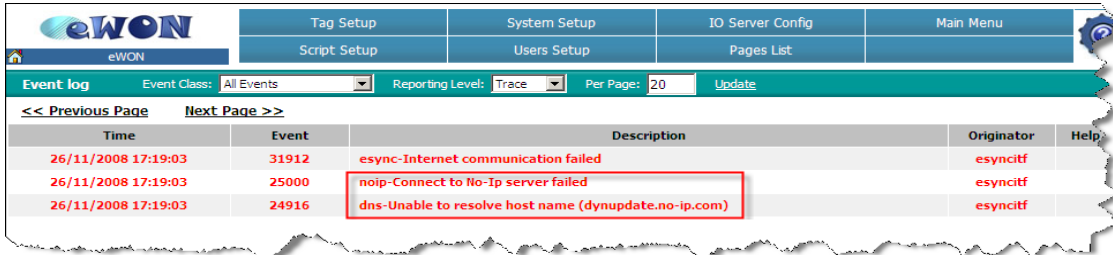
The path if not reached from link is **Main Menu > Diagnostic > Event Log**

Examples of messages and related issue resolutions:

eWON		Tag Setup	System Setup	IO Server Config	Main Menu
eWON		Script Setup	Users Setup	Pages List	
Event log		Event Class: All Events	Reporting Level: Warning	Per Page: 20	Update
<< Previous Page		Next Page >>			
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		

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

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 server since the DNS server did not send an address. Check the DNS settings.



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	

If you have correctly configured the DNS but still have an error message reporting that the connection to the NO-IP server failed:

- run the Internet communication test wizard with the **Test online address box** unchecked.
- check that TCP port 80 is opened on the “server” through which the eWON accesses the Internet. Indeed, the NO-IP server listens on port TCP 80.

6. Appendix B – Modem Connection

6.1. Internet Connection Using Modem

Select **Modem Connection**.

Check or uncheck the **Initialize configuration first** box according to your needs and click **Next**. Depending on the modem type of your eWON, the next wizard page will be different.

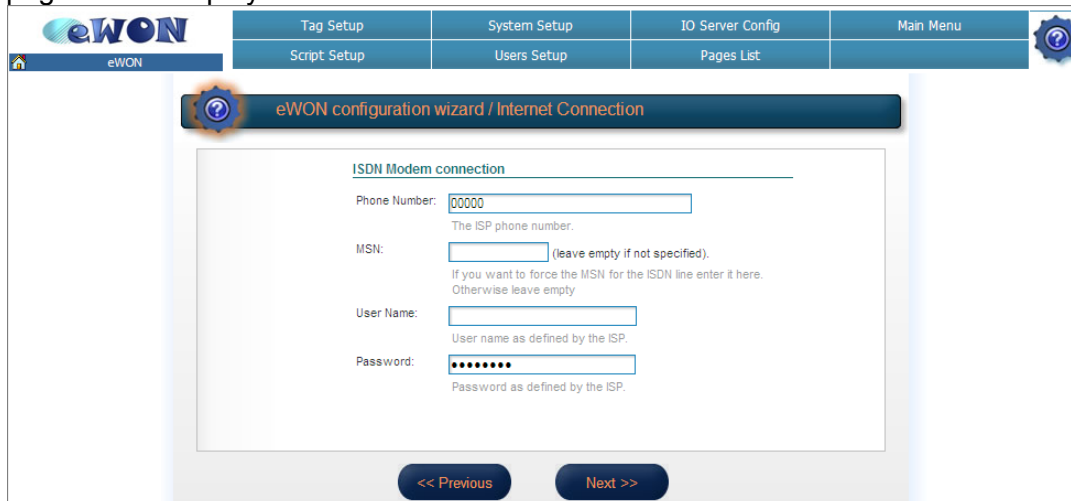
6.2. PSTN Modem

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

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

6.3. ISDN Modem

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. 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. Below the navigation bar, the main content area is titled "eWON configuration wizard / Internet Connection". The current step is "ISDN Modem connection". The form contains the following fields and instructions:

- Phone Number:** A text input field containing "00000". Below it, the instruction reads: "The ISP phone number."
- MSN:** A text input field. Below it, the instruction reads: "(leave empty if not specified). If you want to force the MSN for the ISDN line enter it here. Otherwise leave empty"
- User Name:** A text input field. Below it, the instruction reads: "User name as defined by the ISP."
- Password:** A password input field with masked characters. Below it, the instruction reads: "Password as defined by the ISP."

At the bottom of the form, there 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.

6.4. GPRS/EDGE Modems

If you have an eWON with a GPRS/EDGE 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 and several menu items: Tag Setup, System Setup, IO Server Config, Main Menu, Script Setup, Users Setup, and Pages List. Below the navigation bar, the main content area is titled "eWON configuration wizard / Internet Connection". The current step is "GSM Modem connection (GPRS/EDGE/3G)". The form contains the following fields and instructions:

- SIM PIN:** A password input field with masked characters. Below it, the instruction reads: "Enter the SIM PIN code (4 digits). Leave empty if the SIM card does not require a PIN code."
- APN:** A text input field containing "web.pro.be". Below it, the instruction reads: "The Access Point Name is specified by the GSM operator."
- User Name:** A text input field. Below it, the instruction reads: "User name as defined by the GSM operator (some operators do not require a username, check with your operator)."
- Password:** A password input field with masked characters. Below it, the instruction reads: "Password as defined by the operator."

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. If required, enter a user name and a password, otherwise leave empty. Click on **Next**.

6.5. 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** allows wake-up using a short message (SMS)
- **Maintain connection** the eWON is permanently connected
- **Triggered by phone call or outgoing actions** allows wake-up using a short message (SMS) or a phone call

The screenshot shows the 'eWON configuration wizard / Internet Connection' page. The main heading is 'Configure "Go Online" trigger'. There are three radio button options:

- 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).

Navigation buttons: '<< Previous' and 'Next >>'.

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

6.6. 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 / Internet Connection' page with the title 'Trigger: Connect for outgoing actions'. It includes the following configuration fields:

- Idle time before hanging up: Seconds. (Note: If there is no traffic for this amount of time, eWON will hang up)
- Max outgoing call duration: Minutes. (Note: Maximum duration of any outgoing call)
- Enable call budget management.**
When the call budget is exceeded then eWON will close the Internet connection.

Navigation 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**.

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).

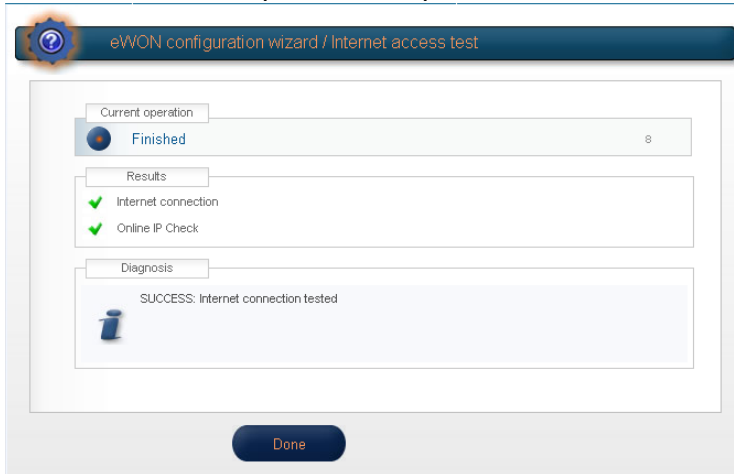
Click **Next**.

6.7. Internet Connection Test

Once you have configured your modem according to your needs, 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. If you have configured a connection through proxy or on an intranet, do not check this box. Click **Test** to launch the Internet connection test.

Hereunder an example of a completed Internet connection test:



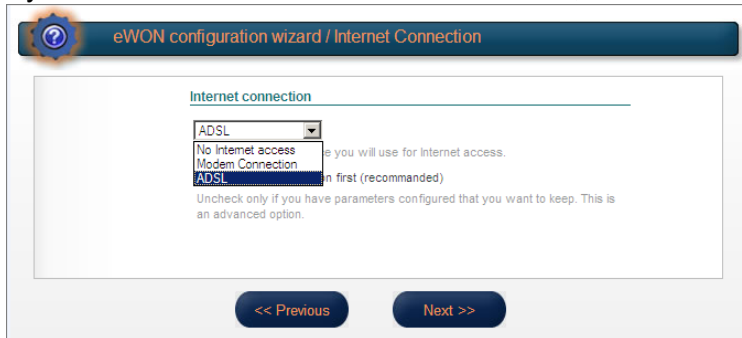
Under **Results**, a check next to **Internet Connection** means that the eWON is correctly configured for an Internet connection. If this test is not successful, then go back to the previous configuration steps and recheck all settings for compatibility and accuracy.

A check next to **Online IP Check** means that the eWON was actually able to reach an IP address on Internet. Note that for devices featuring firmware 6.1s2 and higher, **It may not be so critical if this particular test fails**. In most cases you will be able to go ahead with the procedure without being hindered.

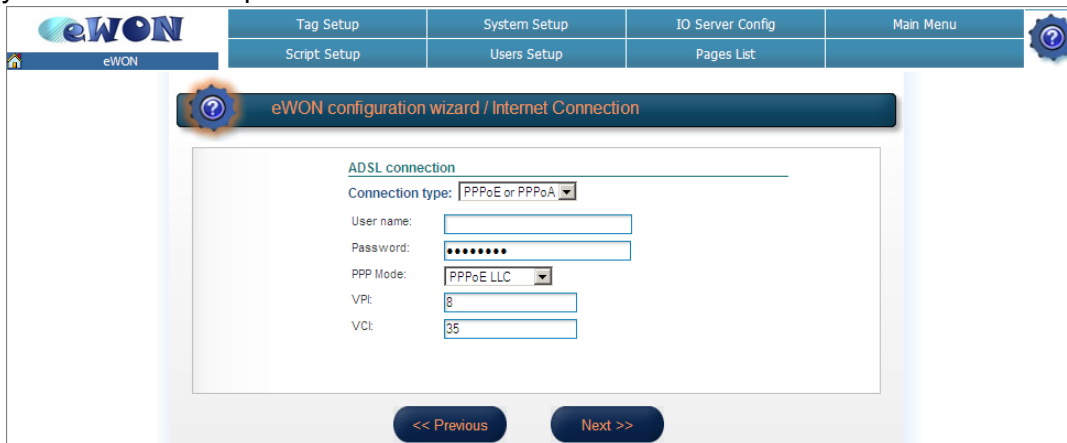
7. Appendix C – ADSL Connection

7.1. ADSL Connection Configuration

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



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

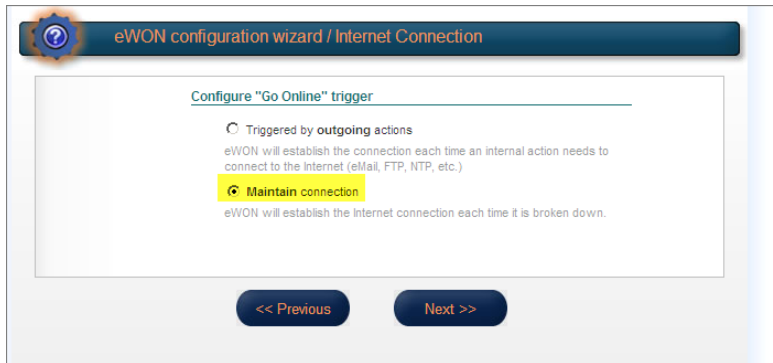


Click **Next**.

7.2. Online Trigger

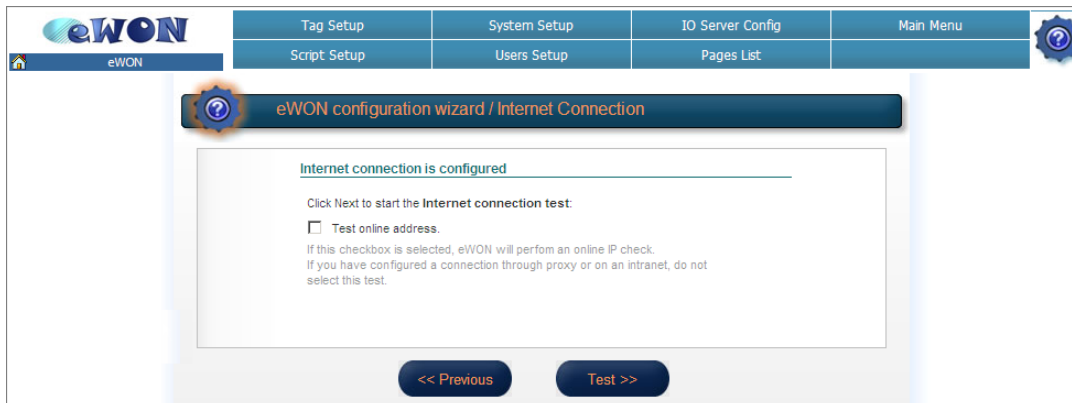
Once you have selected the connection type and configured your eWON's modem, you will have to choose how your eWON should connect to the Internet. Here you have 2 options:

- *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)*

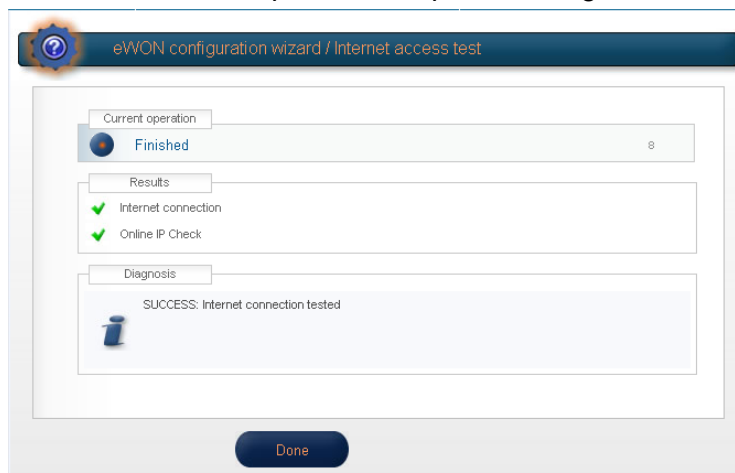


Choose **Maintain Connection** and click on **Next**. Internet Connection Test

When you have configured your eWON's modem, you will have to test the Internet connection. If you check the **Test online address** box, the eWON will perform an online IP check.



Hereunder, an example of a completed configuration of the Internet connection:



Under **Results**, a check next to **Internet Connection** means that the eWON is correctly configured for an Internet connection. If this test is not successful, then go back to the previous configuration steps and recheck all settings for compatibility and accuracy.

A check next to Online IP Check means that the eWON was actually able to reach an IP address on Internet. Note that for devices featuring firmware 6.1s2 and higher, It **may not be so critical if this particular test fails**. In most cases you will be able to go ahead with the procedure without being hindered.

Revisions

Revision Level	Date	Description
1.0	30/04/09	First Release
2.0	21/10/11	Update to match latest eCatcher and firmware versions
2.1	10/07/12	Update eCatcher V3.1
3.0	28/01/14	Update eCatcher V4.0

tag list	adsl, ebuddy, ewon, ecatcher, talk2m, vpn, tunnel, plc, remote connection, internet, firewall, wireless, gsm, gprs, edge, hsupa
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Document build number: 125

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