

eWON Application User Guide

AUG 026 / Rev 4.1

Talk2M Pro - Remote Connection



Content

This Application User Guide explains how to connect to eWONs through the VPN tunnelling service Talk2M Pro in order to access the equipments connected behind it.

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1. Introduction

The present application guide applies to **Talk2M Pro**, which is the enterprise level version of our Talk2M VPN tunneling service. Hence, the screen captures of this manual reflect the Pro version. For more details on Talk2M see: <http://www.talk2m.com/>

This document explains how to connect to a distant site using our VPN tunneling service Talk2M Pro. The configuration itself is supposed to be done already.

You will need the following to follow this guide:

- a Talk2M Pro account name
- a user name and password

If you don't have them, you should ask an admin of your Talk2M Pro account

Diagram of a Talk2M connection:



2. Hardware and Software Requirements

2.1. Hardware Requirements

In order to follow this guide you will need:

- 1 PC featuring a Windows OS and an Internet access to the Internet
- 1 eWON with VPN capabilities (either with Ethernet WAN or through modem)
- for example : eWON 2005/4005 CD, eWON Flexy 101, etc.

2.2. Software Requirements

The present revision of this document is based upon:

eCatcher V4.x, your VPN-client application to access your eWONs through Talk2M.

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

3. Connect to your Talk2M Account

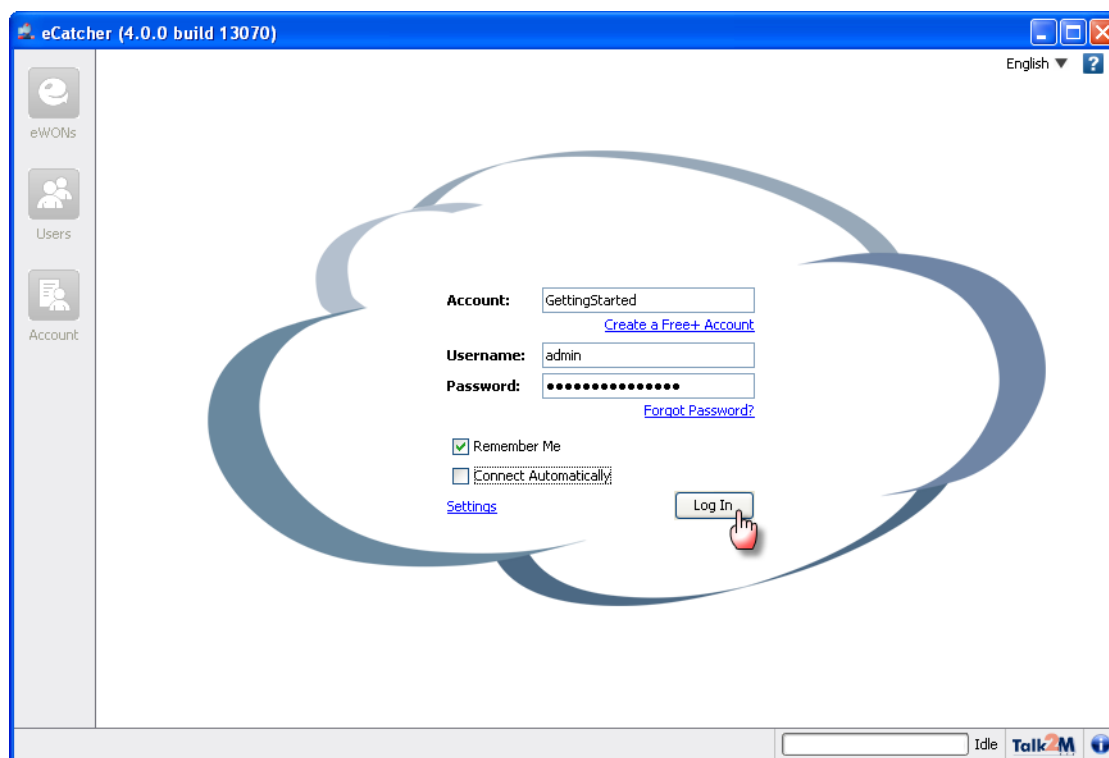
3.1. Install eCatcher on your PC

To be able to access your Talk2M Pro account, you will first need to install the last version of the eCatcher software on your PC. The software can be downloaded from our website <http://support.ewon.biz/softwares.htm>

A simple installation wizard will guide you through the installation of eCatcher.

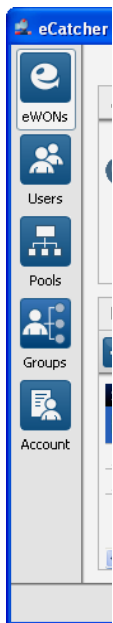
3.2. Accessing the Talk2M Pro service

Start eCatcher.



To into your Talk2M account, enter your **Account** name, **Username** and **Password** which you received from an admin of your Talk2M Pro account.

Note: Refer to [5 Appendix B - Connection & Proxy Settings](#) if you need to go through a Proxy server to access the Internet.



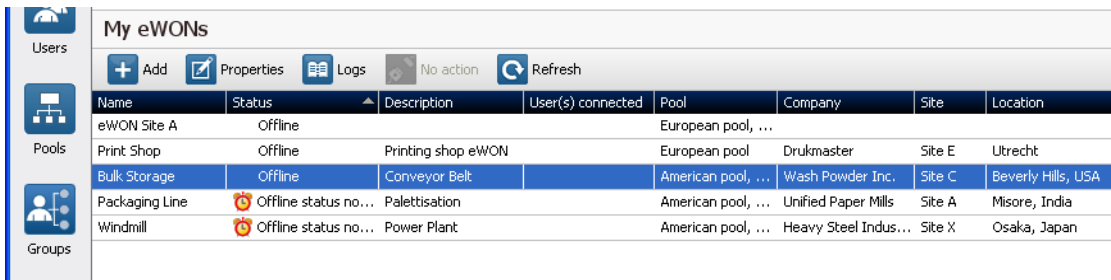
To make connections, the user will need only the the first button labeled **eWONs**. The other buttons mostly give access to administration pages where *normal* users (*) just can view parameters but not modify them. Except under **Users** where a *normal* user can change his password if he was allowed/forced to do so by an administrator.

eWONs	For a <i>normal</i> user shows only the eWONs he can connect to. Allows the <i>normal</i> user to connect or disconnect to an eWON.
Users	For a <i>normal</i> user shows only his own user profile. Allows the <i>normal</i> user to change his password.
Pools	Allows the <i>normal</i> user to view the Pools he can connect to.
Groups	Allows the <i>normal</i> user to view the Groups he is part of.
Account	Allows the <i>normal</i> user to view the Account properties.

(*) As this guide is intended to *normal* users that only need to connect/disconnect to eWONs, only the **eWONs** and **Users** buttons will be addressed.

3.3. Connection to an eWON

To display the eWON list, click on the **eWONs** from the menu bar on the left side of the eCatcher software.




Only the eWONs to which the logged user has access will be displayed here in the list. For each eWON, the following information is available:

Name	Displays the eWON's name (as created in Talk2M, not in the eWON itself)
Status (*)	Indicates if the eWON is Offline , Online or Connected Shows no icon at all when offline, a green icon when online, a red icon when connected, or a red clock icon when the device needs to be woken-up (devices featuring wireless modems).
Description	Gives the description of the eWON (free text, optional)
User(s) connected	Empty if no user connected at all. Shows the name of the connected user(s) if the relevant eWON of the connected user (local or from another interface). Shows Unknown user if you do not have the permission to see the connected user or if this user has been configured to remain hidden.
Pool	Indicates the pool that this eWON belongs to.
Custom fields	Optional information on this eWON (can be empty).

(*) You can **Connect** only if the corresponding eWON has the **Online** status.

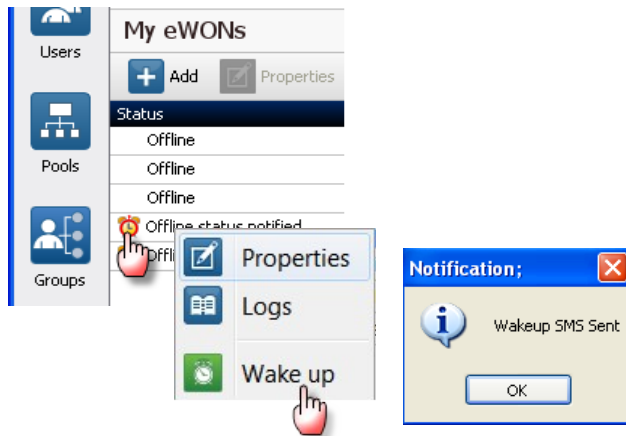
Getting your eWON online


When an eWON is **Online**, the **Online** label appears in the **Status** column as well as the **Online** icon .

If your eWON is NOT permanently connected to the Internet, you need to **trigger** its modem to dial and open an internet connection (go online).

Triggering Wireless Modems (GSM/GPRS/EDGE/HSUPA)

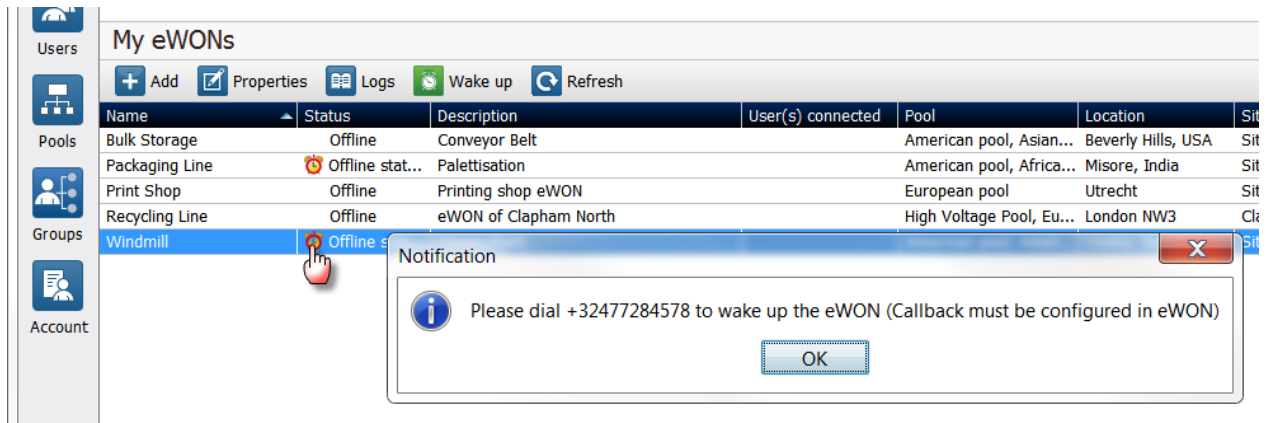
In the case of wireless modems, they are triggered by a short message (SMS). This short message (SMS) will be automatically sent by **Talk2M** when you click on the **Red clock** icon in the **Status** column. Alternatively, you can click the **Wake up** button from the toolbar. A notification popup indicates that the SMS was sent.



After about 60 seconds, the eWON has established its connection to the Talk2M server through the Internet. The fact the eWON is online is confirmed by the following icon  in the **Status** column.

Triggering Landline Modems (PSTN)

For this kind of modem, **Talk2M** cannot send a short message (SMS), you have to dial (*) the modem by yourself. To do so, right-click on the **Red clock** icon in the **Status** column (like for wireless). A small popup opens, click on **Wake up**. Alternatively, you can click the **Wake up** button from the toolbar. A popup with the phone number of the eWON appears:



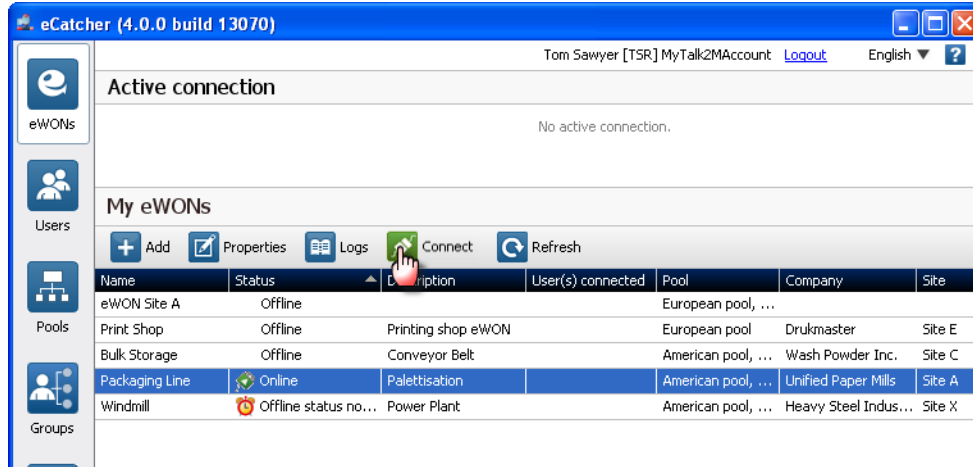
After dialling, depending on the eWON configuration, either let ring the configured number of times and hang up. Or wait until the eWON the goes on hook and hang up. The eWON then uses his callback function to go online.


(*) This phone number is configured in the **Properties** of the corresponding eWON.

When the eWON is online, the green connection icon  appears as well as the hangup icon.

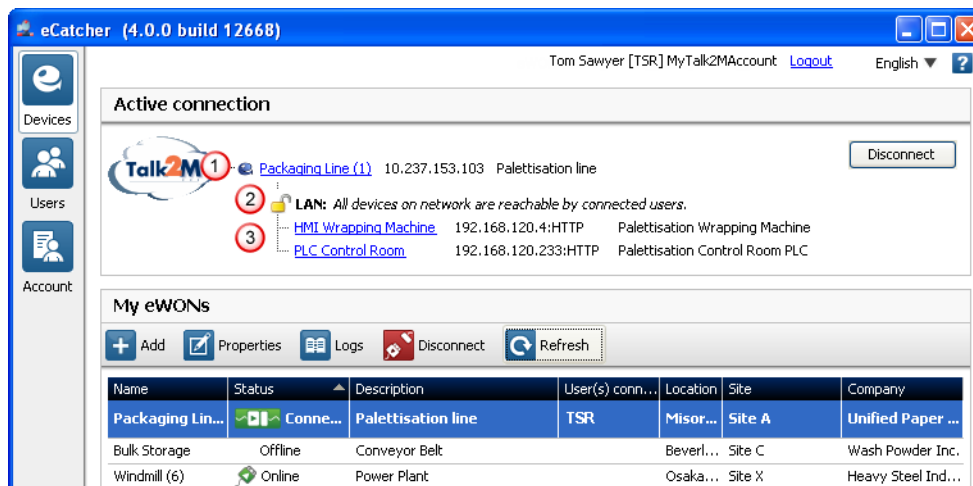
Connect (all carriers)

To establish the VPN connection, select the eWON and click on the **Connect** icon.




The application is asking Talk2M to create a route and hooks the PC-side with the eWON side, enabling the VPN connection between the two. Once you are connected to the eWON it appears in the **Active Connection** section on top of the window AND the status **Connected** is displayed with the connected icon  in the **Status** column.


Once the VPN tunnel is established between the PC and the eWON, not only you are connected with the eWON, but also (if the eWON dependencies have been configured) with the devices that are behind it. Double clicking on the hyperlink (1) of the eWON in the **Active Connection** area will open the eWON web interface in your Internet browser. If they have been configured eCatcher also displays the security settings (2) and the devices (3) behind the eWON and the links to access them.

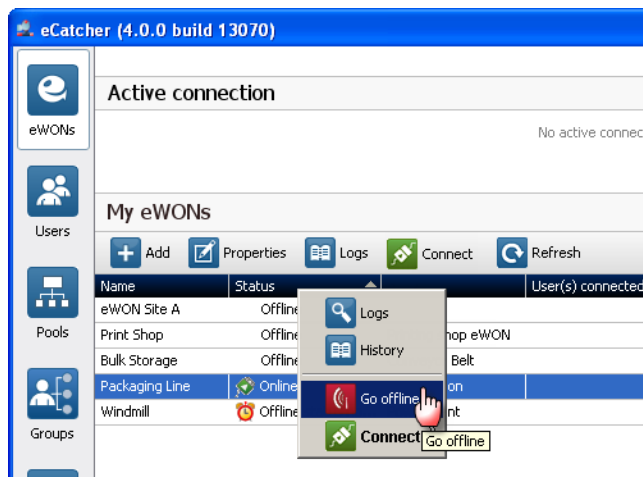


3.4. Disconnection from an eWON

To close the VPN tunnel of a connected eWON, simply click the **Disconnect** button  from the toolbar or in the eWON list. The device disappears from the **Active Connection** section once it is disconnected. This disconnection is from the Talk2M service, not from the carrier. The word and icon **Online** appearing in the **Status** column reflects that the connection to the carrier is still present.

Hanging-Up (Go Offline)

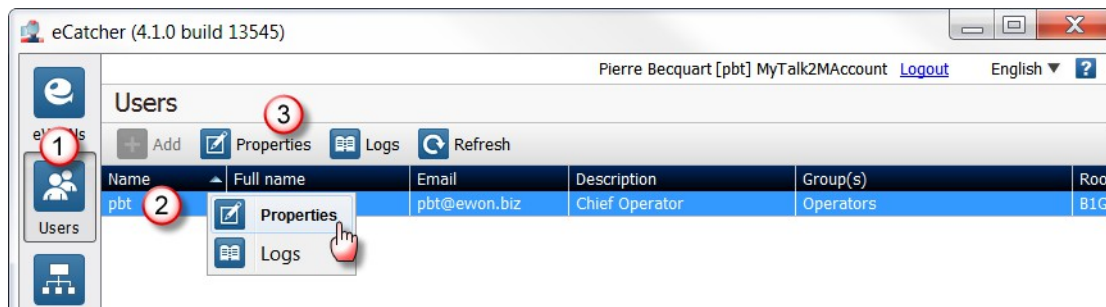
If your eWON is connected through a modem, you can hang up the line (go offline) by selecting it in the eWON list, right clicking on the green icon  in the status column and select the menu option **Go Offline**. Once the device is offline, the **Green** icon and the word **Online** are replaced by the **Red clock** icon and the word **Offline**.



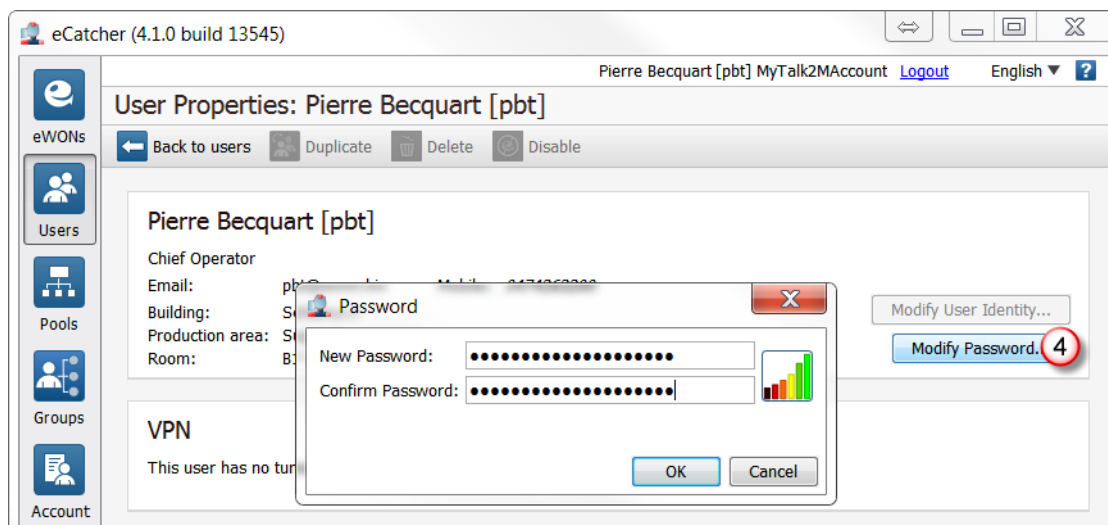
4. Appendix A - Change Password

Provided they have been authorized/forced to do so in their profile, *normal* users can change their *user password*.

From the left side of eCatcher, click the **Users** button (1). The following window is displayed:



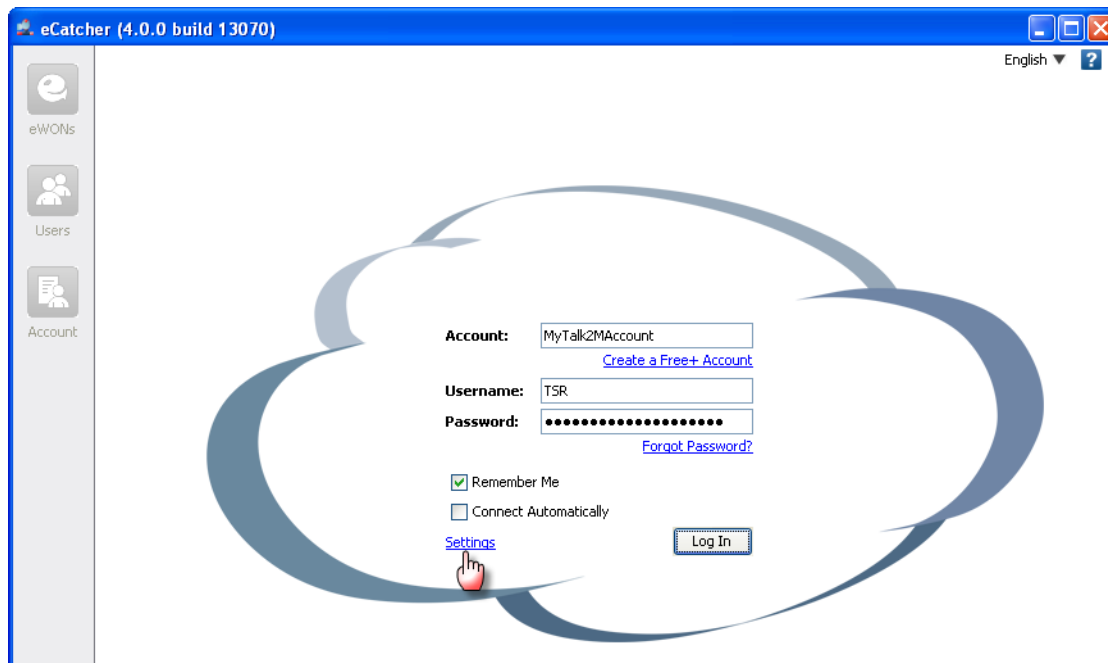
Select the user row in the list (2) and click the **Properties** button (3) to display your **User Properties** window in which you have to click the **Modify Password** button in the user's main properties area (4).



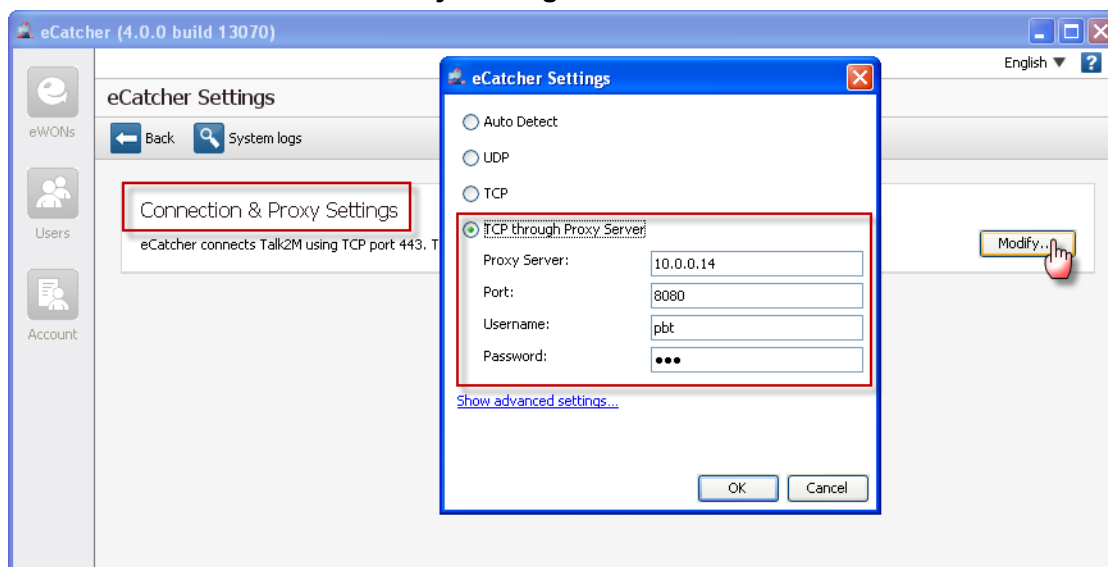
Now, simply introduce your new password and confirm it in the relevant fields. eCatcher checks whether the syntax of the new password is meeting the syntax requirements that have been defined for your Talk2M account.

5. Appendix B - Connection & Proxy Settings

Click on the **Settings** button of the login page to access the **eCatcher Settings**.



The **eCatcher Settings** panel opens. To change the connection settings, click on the **Modify** button in the **Connection & Proxy Settings** area.



Here you can define how eCatcher will connect to the Talk2M server. By default eCatcher is configured in Auto Detect which consists in first trying to connect using UDP, and then fall back on TCP if the results in UDP are not satisfactory.

To work with a proxy server, select **TCP through Proxy server**. Fill out the Proxy server parameters and click on **OK**.

Revisions

Revision Level	Date	Description
1.0	05/07/09	First Release.
2.0	07/10/12	Update to eCatcher V 3.1
2.1	20/09/12	Update to eCatcher V 3.2 (user visible + reset password)
3.0	27/01/14	Update to eCatcher V 4.0
4.0	25/03/14	Update for <i>normal</i> users of Talk2M PRO only

Document build number: 185

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