

Talk2M Pro Account Configuration

Content

This guide explains how to configure your Talk2M Pro account properties including user permissions using eCatcher. Next to basic and advanced account settings, this document is focused on the notions of users, user groups and roles with their relevant permissions, as well as the eWONs and eWON pools.

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1. Hardware and software requirements

1.1. Hardware requirements

In order to follow this guide you will need:

- 1 eWON with VPN capabilities (for example : eWON 2005/4005CD, eWON Flexy 101 etc.)
- 1 PC with Windows OS and an access to the Internet

1.2. 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>.

This utility allows to list 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 or higher – VPN tunneling utility required to access the Talk2M services*. You can download it here: <http://support.ewon.biz/softwares.htm>

* **Note:** since the version 3 of eCatcher, 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.

1.3. 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.

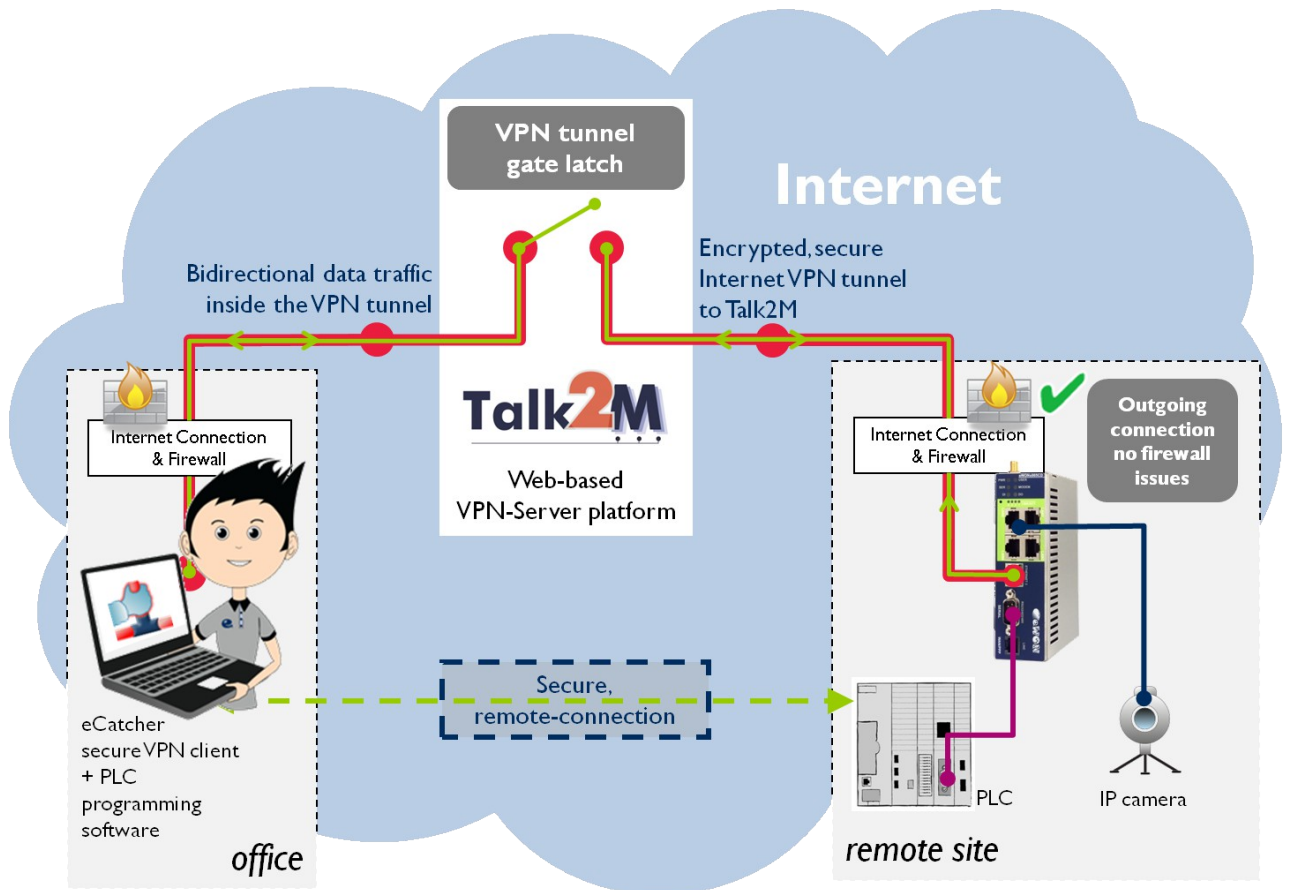
2. Introduction

Talk2M Pro (stands for *Talk to Machines Professional version*) is an Internet Service designed to face the growing needs for broadband and wireless access to perform remote maintenance on distant equipments.

The key added value of **Talk2M Pro** is the full integration of IT security standards by allowing an Internet communication tunnel between the user and a remote machine without any IT network security issue on either side! This major breakthrough allows an easy deployment while hiding the complexity of the IT network infrastructure.

On demand or permanently, the eWON can establish a VPN connection to one of the **Talk2M Pro** VPN servers using UDP or TCP https ports on one side. On the other side, the user establishes a secure VPN connection to the **Talk2M Pro** server. This server acts as a relay to interconnect both VPN tunnels.

eCatcher (the Talk2M Pro Client) connects to the Access server in order to select to which VPN server it will connect to and receive information about the account, devices, user credentials, etc. Communication with the Access server is made via a Web Service implemented in XML-RPC protocol (over HTTPS).



3. Basic Notions

3.1. Users, User Groups, eWON Pools and Roles

One of the main difference between the Talk2M free+ version and the Pro version is that **Talk2M Pro** offers the possibility for different users to access different eWONs at the same time. With **Talk2M Pro** it is also possible for example to give a user only access to a certain numbers of eWONs and to define if this user can manage the other users or not, etc.

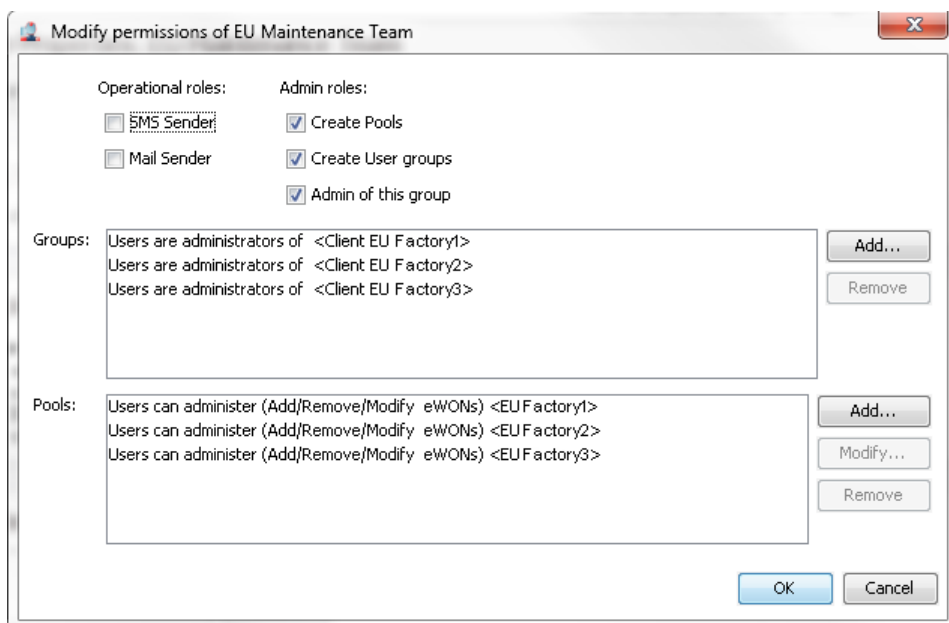
Talk2M Pro allows to control the user access based upon:

- **User Groups**
- **eWON Pools**

Every eWON is part of 1 or several eWON Pools

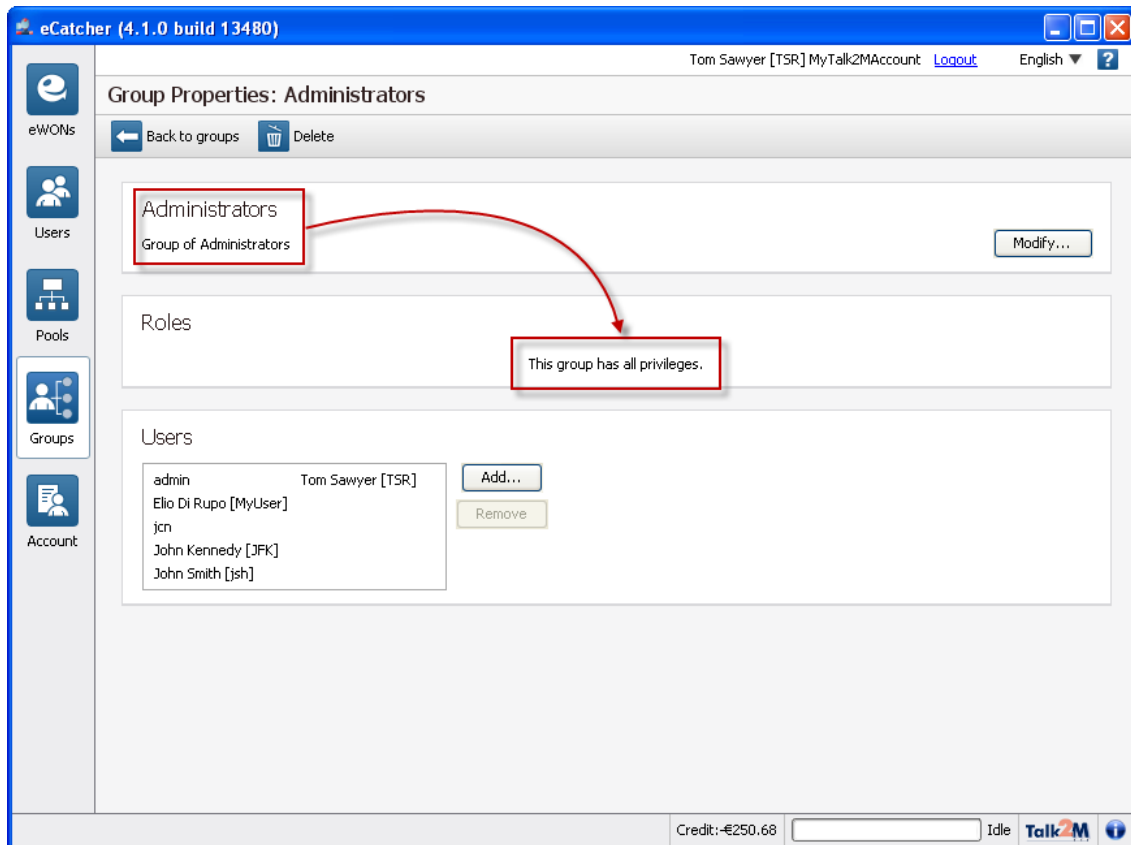
Every user is part of 1 or several User Groups

It is the **User Group** that defines the access rights on eWON Pools and on other User Groups



3.2. Roles of the Administrators Group

The default **Administrator Group** is a group of super administrators. The users allocated to this group will have ALL the permissions on users, groups, devices and pools. This is visible in the default **Administrator Group** details shown below:



3.3. Preexisting Groups and Pool

When you subscribe to a **Talk2M Pro** account, following groups and pool are preexisting (note that the Free+ account has only two Groups and no Pools):

- A default Group named **Administrators** with the following roles:
This group has all permissions and can access all eWONs
- A default Group named **Users** with the following roles:
Mail Sender, SMS Sender
Administer this pool (add/Remove/Modify eWONs)
- A default **Pool** named **eWON Pool**.

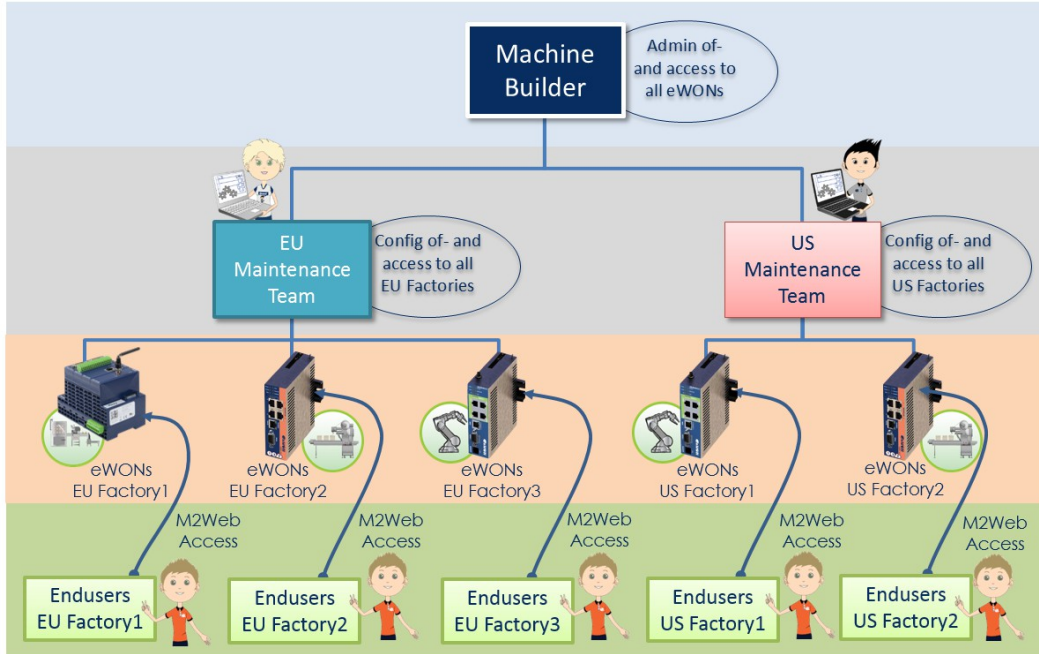
You can use these groups and pools as they are or change them at your best convenience.

Note 1: the default group **Administrators** cannot be deleted it can only be renamed. The roles and permissions of this default group cannot be edited.

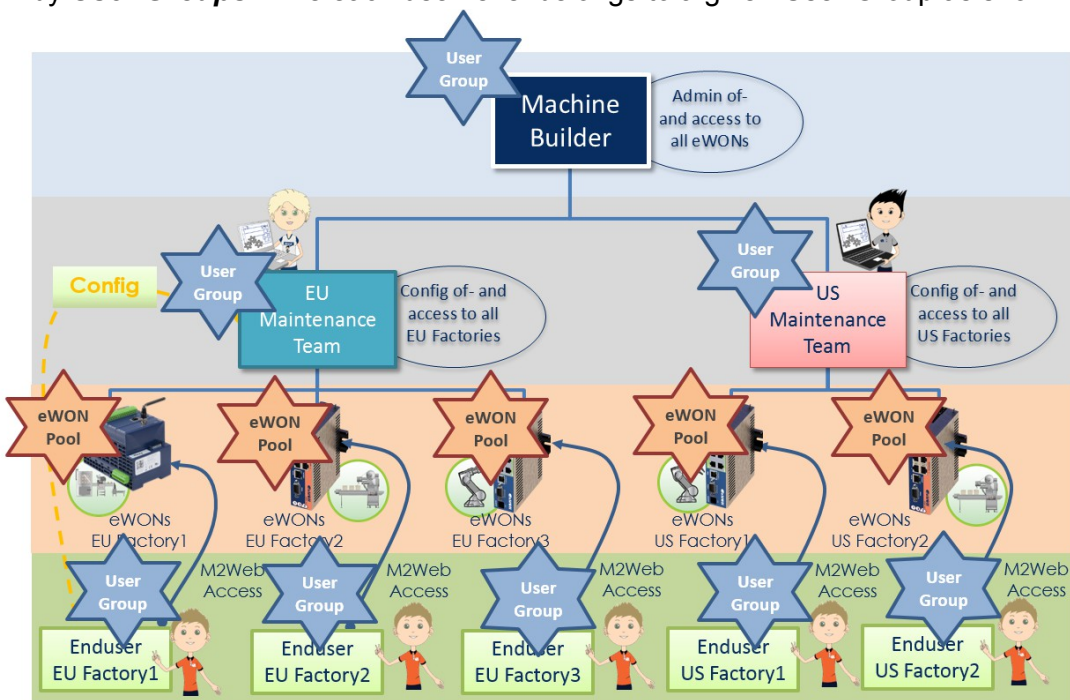
Note 2: The first user associated with the account creation is automatically a member of the **Administrators** group. Changing the group to which this first user has been allocated is possible as long as at least one (other) user has been allocated to the **Administrators** Group.

4. Example of a typical structure

In order to help you understanding how permissions are managed we will work on the structure below:



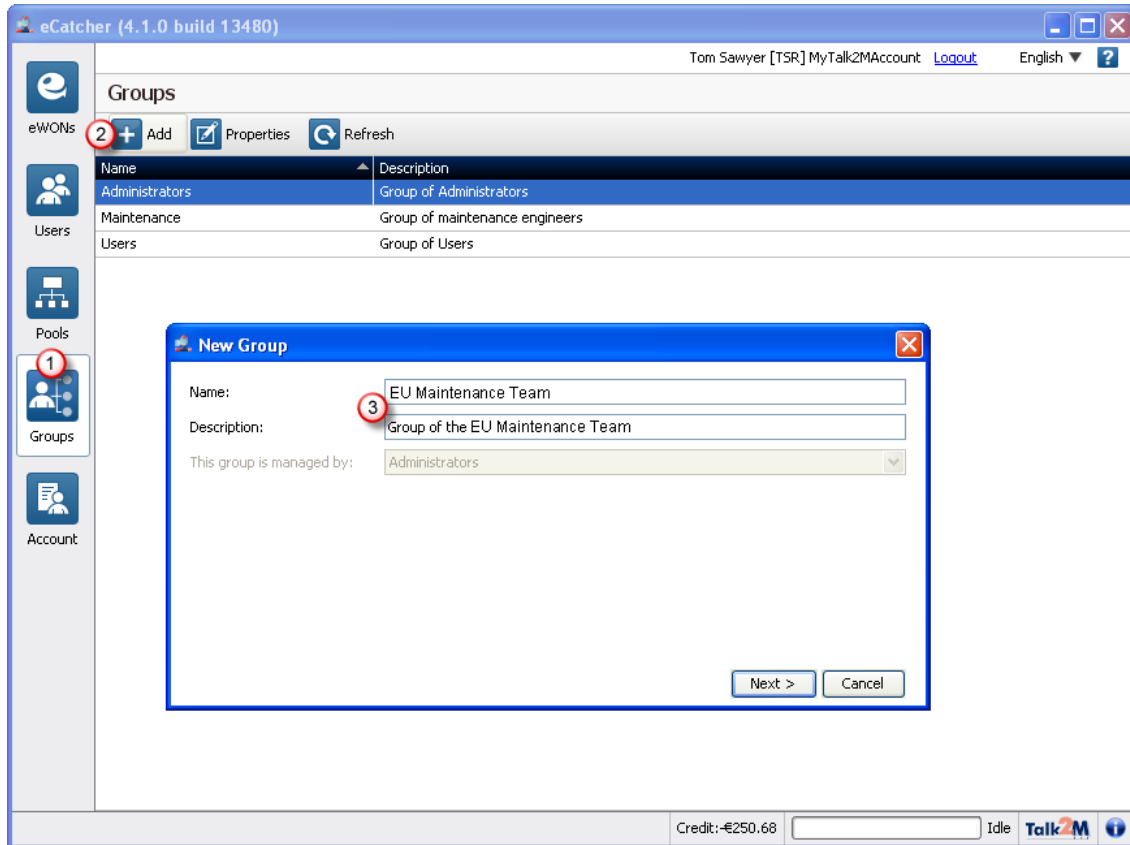
In our example a machine builder has two maintenance teams, one for Europe and another one for the USA. Each maintenance team takes care of a certain number machines (eWONs) installed in factories. At the factory level, the machine builder wants a certain number endusers to be allowed to access the machines (eWONs). At all levels, the user permissions are managed by **User Groups**. The each user level belongs to a given User Group as shown below:



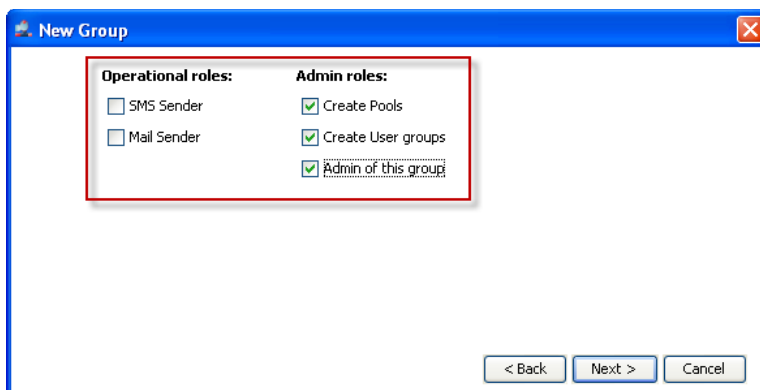
In the next § we describe the 7 steps to configure this structure.

4.1. Step 1 - Create the Maintenance Team User Groups

To create the EU Maintenance Team, Select the **Groups** (1) window and click on the **+** button (2).



Enter **EU Maintenance Team** as group **Name** (3) and optional **Description** and click **Next**.



Leave **Operational & Admin Roles** empty

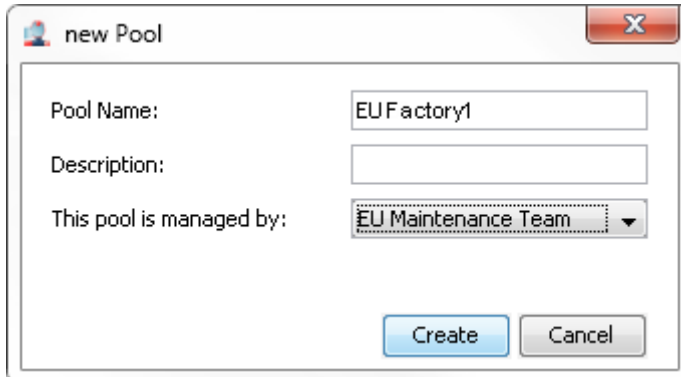
Click Next

In the two next screens, leave **Roles on Groups** and **Roles on Pools** empty => They do not exist yet.

Create the **US Maintenance Team** group the same way.

4.2. Step 2 - Create the eWON Pools

Select the **Pools** window and click on the **+** button.



The screenshot shows a dialog box titled "new Pool" with a close button (X) in the top right corner. It contains three input fields: "Pool Name:" with the text "EUFactory1", "Description:" which is empty, and "This pool is managed by:" with a dropdown menu showing "EU Maintenance Team". At the bottom, there are two buttons: "Create" and "Cancel".

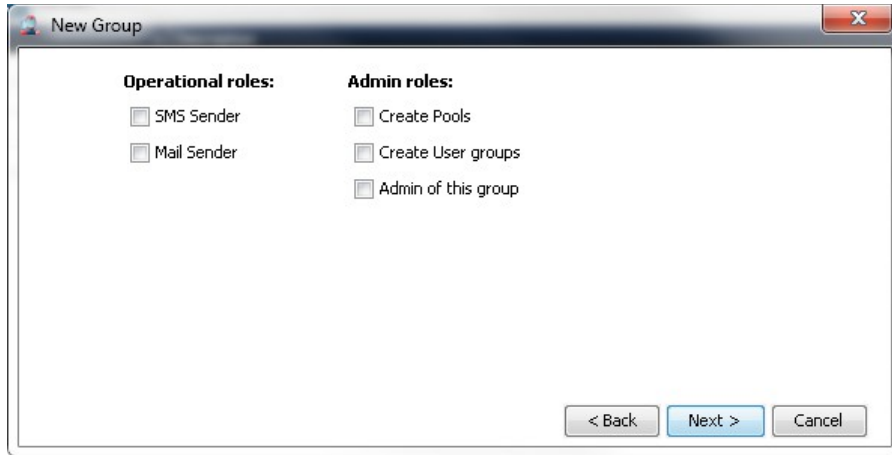
Enter the **EU Factory1** as **Pool Name** and optionally a **Description**.
In the **This Pool is managed by** field, select **EU Maintenance Team**.
Click **Create**.

Do the same for the other pools

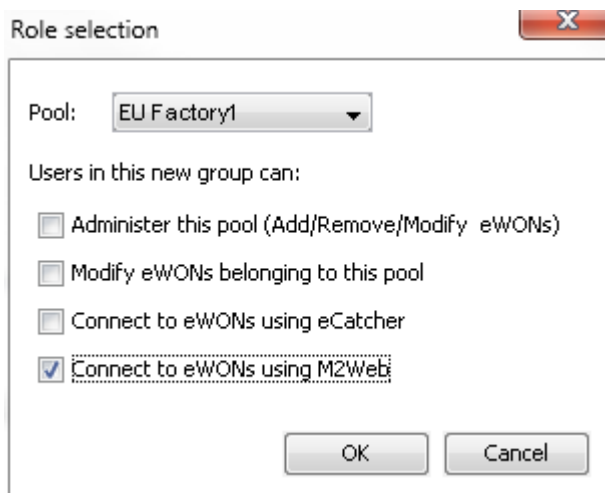
EU Factory2 and **EU Factory3** managed by the **EU Maintenance Team**
US Factory1 and **US Factory2** managed by the **US Maintenance Team**

4.3. Step 3 - Create the Enduser User Groups

Create a **User Group** named **Enduser EU Factory1**
 Leave the **Operational & Admin Roles** empty
 Click **Next**



Give it the **M2Web** access on the corresponding pool

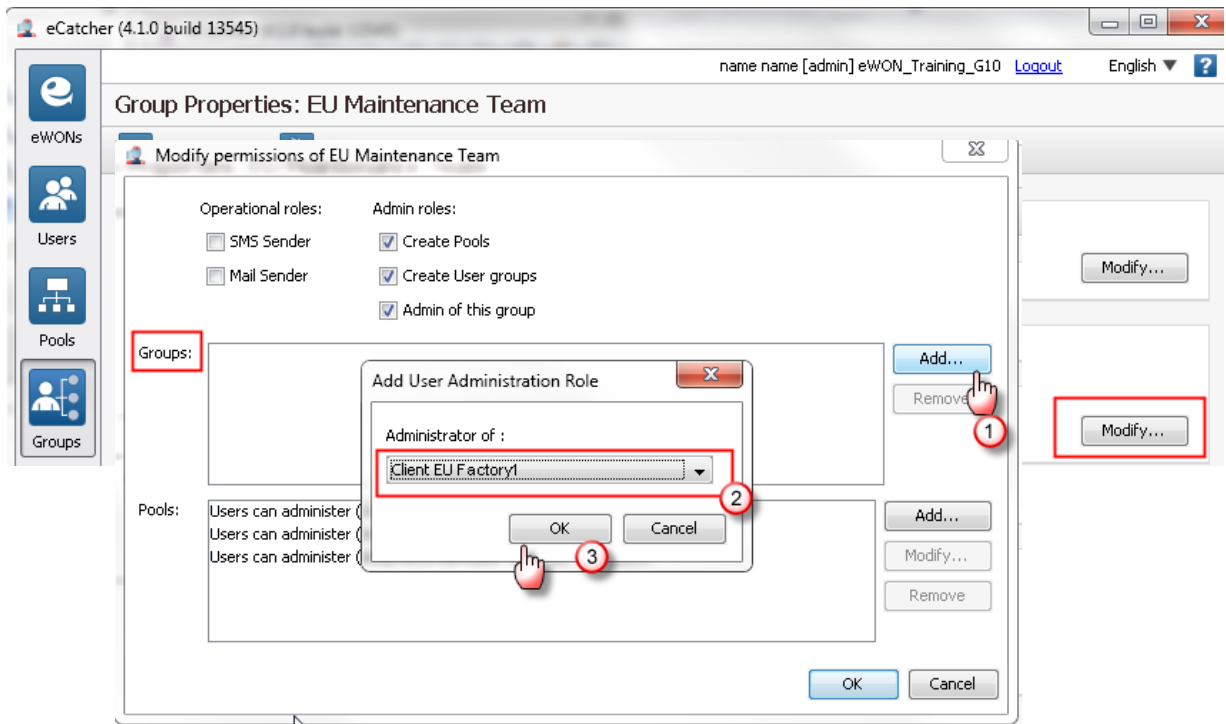


Do the same for the other Enduser Groups
Enduser EU Factory2,
Enduser EU Factory3, etc.

4.4. Step 4 – Allow Maintenance Teams to Manage Enduser Groups

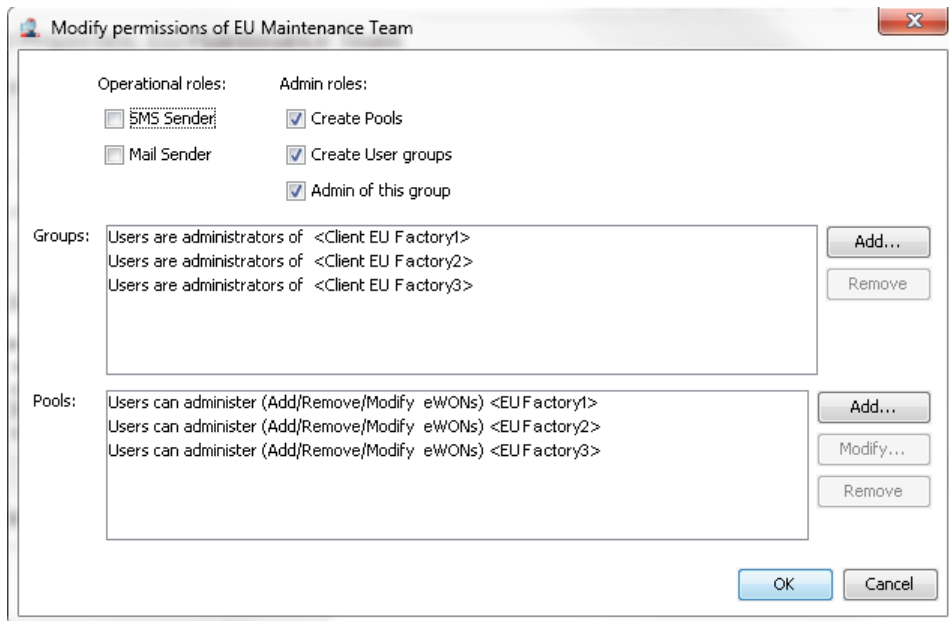
Edit the **EU Maintenance Group** properties.

In the **Roles on Groups** area allow this User Group to manage each **Enduser EU** Group



Do the same for the **US Maintenance Team**

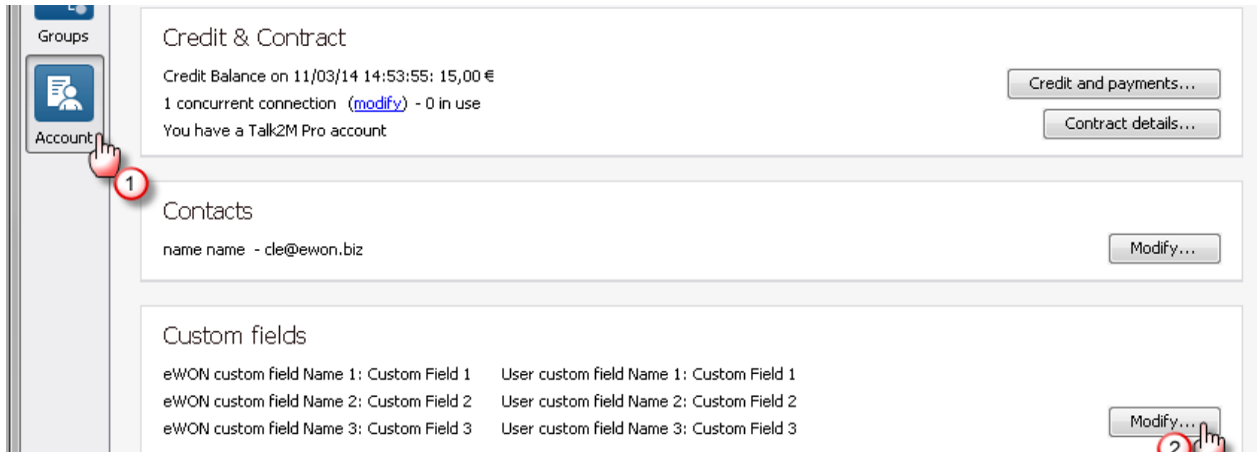
Once completed, the **EU Maintenance Team** should look as follows:



4.5. Step 5 – Edit the Custom Field Labels

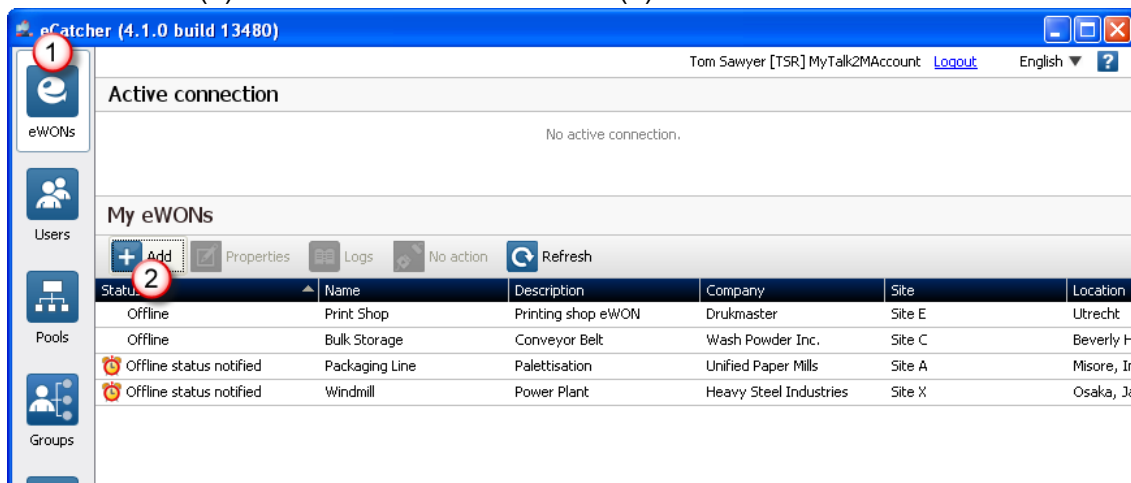
Custom fields allow to attach additional info to each User or eWON
 The eWON- and User lists can be sorted, filtered on Custom fields.

The eWON and User custom filed labels can be edited under **Account > Custom Fields** see details in Appendix B

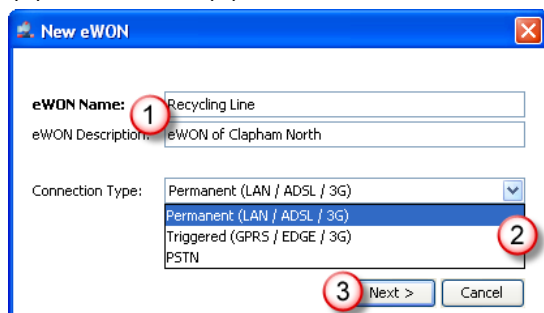


4.6. Step 6 – Create the eWONs and Allocate them to their eWON Pools

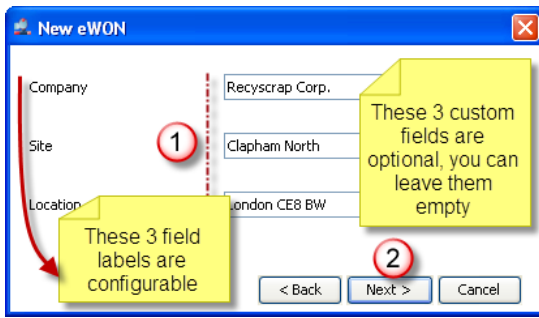
In the **eWONs** (1) window click on the **+** button (2).



Enter the **eWON name** and optionally a **description** (1) and select the type of the connection (2). Click **Next** (3).



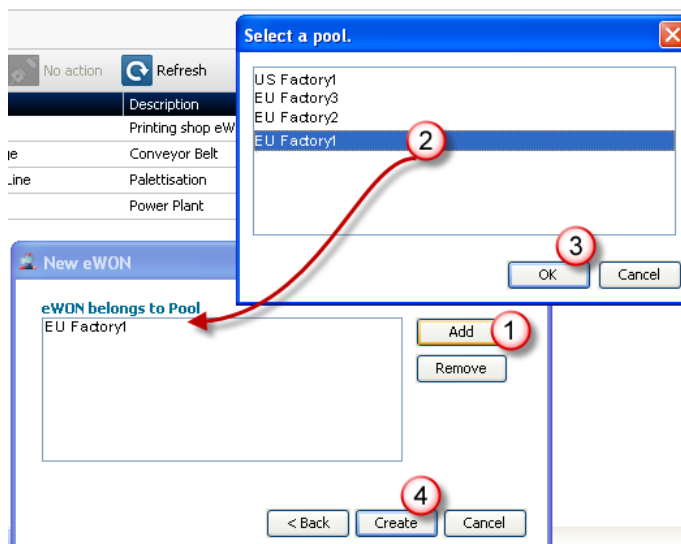
You can optionally fill out the eWON-related custom fields (1) and click on **Next** (2).



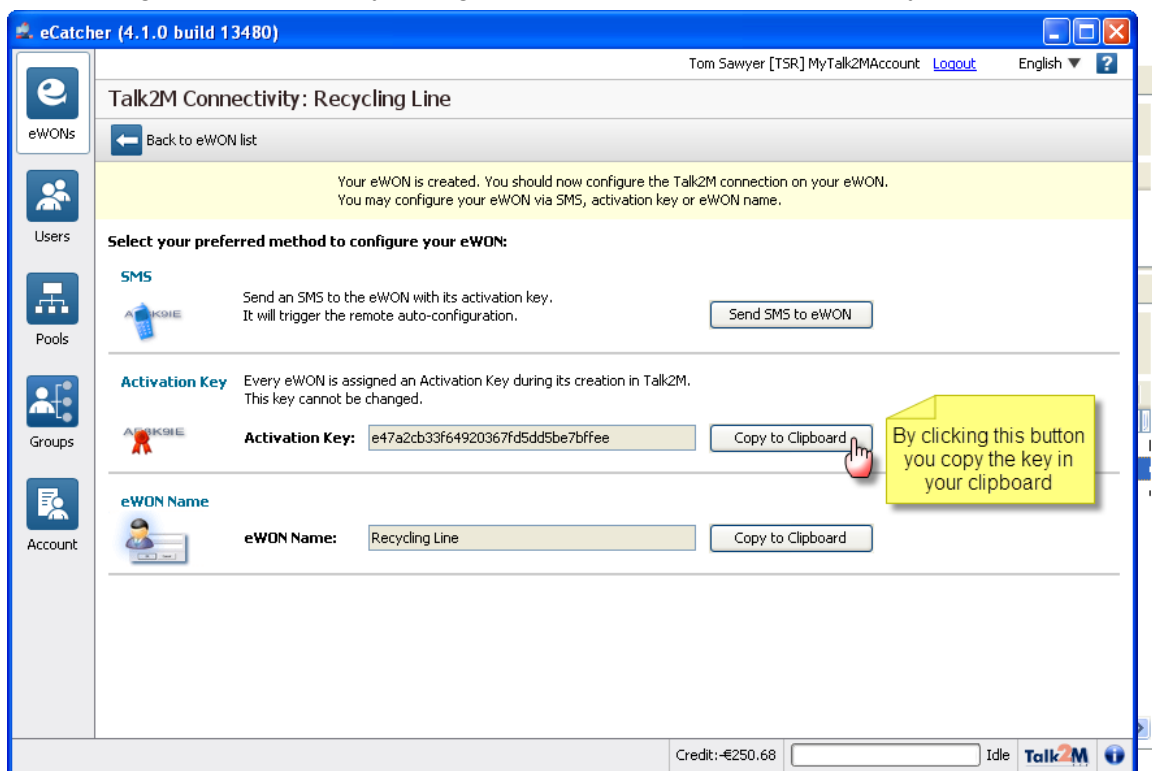
The **Custom Fields** (1) allow to enter additional information that will be shown to the users. These fields can also be used by the filtering function that is available in the user list display. (for more details see § 6 Appendix B - Custom Field Names.

Click **Next** (2).

From the **eWON belongs to Pool** window, click on **Add** (1) select the **EU Factory1** Pool (2), click **OK** (3) and **Finish** (3).



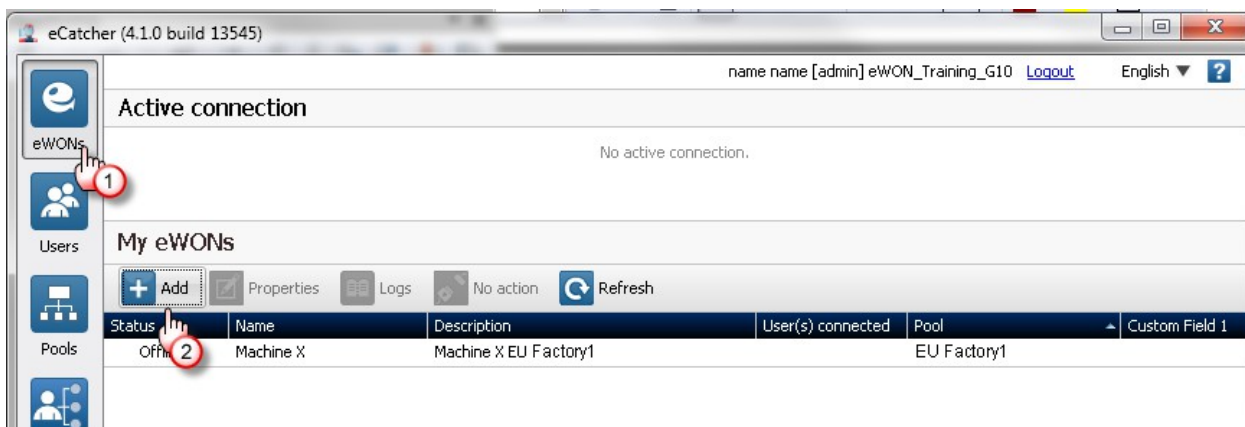
At this stage, the Talk2M key configuration wizard opens automatically:



To connect your eWON to the Talk2M Pro server you will need to configure the Talk2M connection settings on each eWON. There are 3 methods to configure the Talk2M connection, the most common one is via the **Activation Key**.

Copy the **Activation Key** on your clipboard by using the button next to the Activation Key field. Connect to the relevant eWON and in the Talk2M part of the configuration wizard, paste the Talk2M key you have on your clipboard.

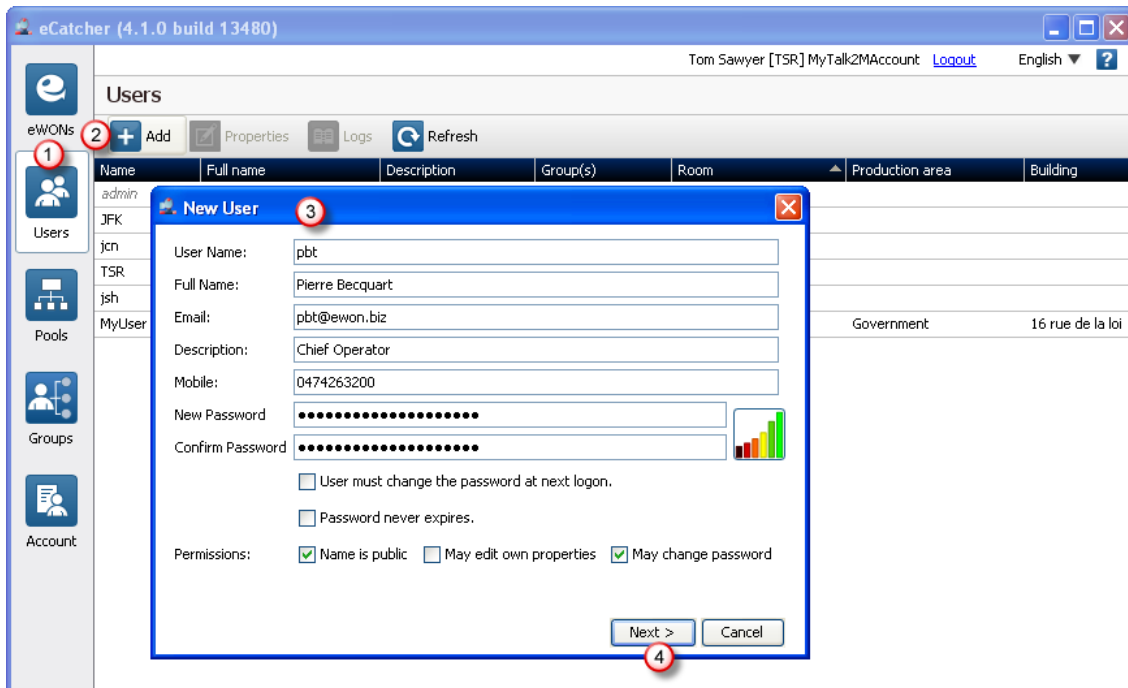
If you click on the eWON button (1), you will see that your newly created eWON appears in the list (2). The pools including this eWON are mentioned in the Pool column.



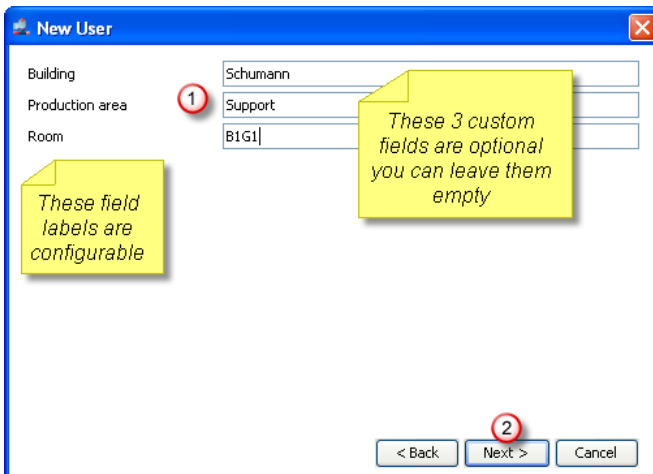
Create this way as much eWONS than appearing in the diagram shown in § 4 Example of a typical structure.

4.7. Step 7 – Create Users and Allocate them to their User Groups

Select the **Users** (1) window click on the **+** button (2). Fill out the **User Name**, and other fields (3) including the **Password**. To be accepted, the password must fulfill the (configurable) syntax requirements. Next to this conformity check, a password quality gauge indicates the safety level of the password (for more details see § 7.2 Password Policy).



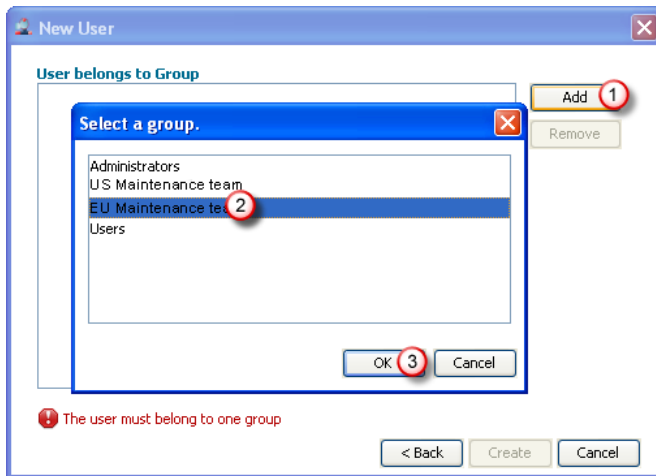
Click **Next** (4)



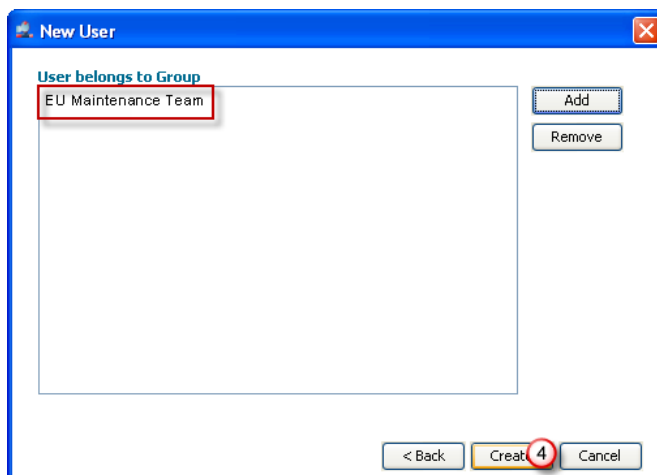
The **Custom Fields** (1) allow to enter additional information that will be shown to the users. These fields can also be used by the filtering function that is available in the user list display. (more details see § 6 Appendix B - Custom Field Names)

Click **Next** (2).

In the **User belongs to Group** window, click **Add** (1)

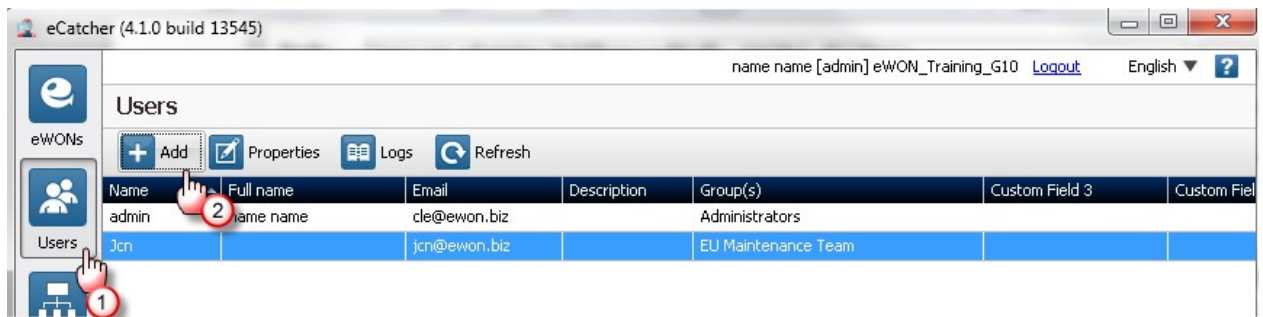


Select a group, here we took **EU Maintenance Team** (2) and click on **OK** (3).



Click **Create**.

The new user is now created and belongs to the group **EU Maintenance Team**.



Create this way as much users than appearing in the diagram shown in § 4 Example of a typical structure.

5. Appendix A - Automatic eWON Registration

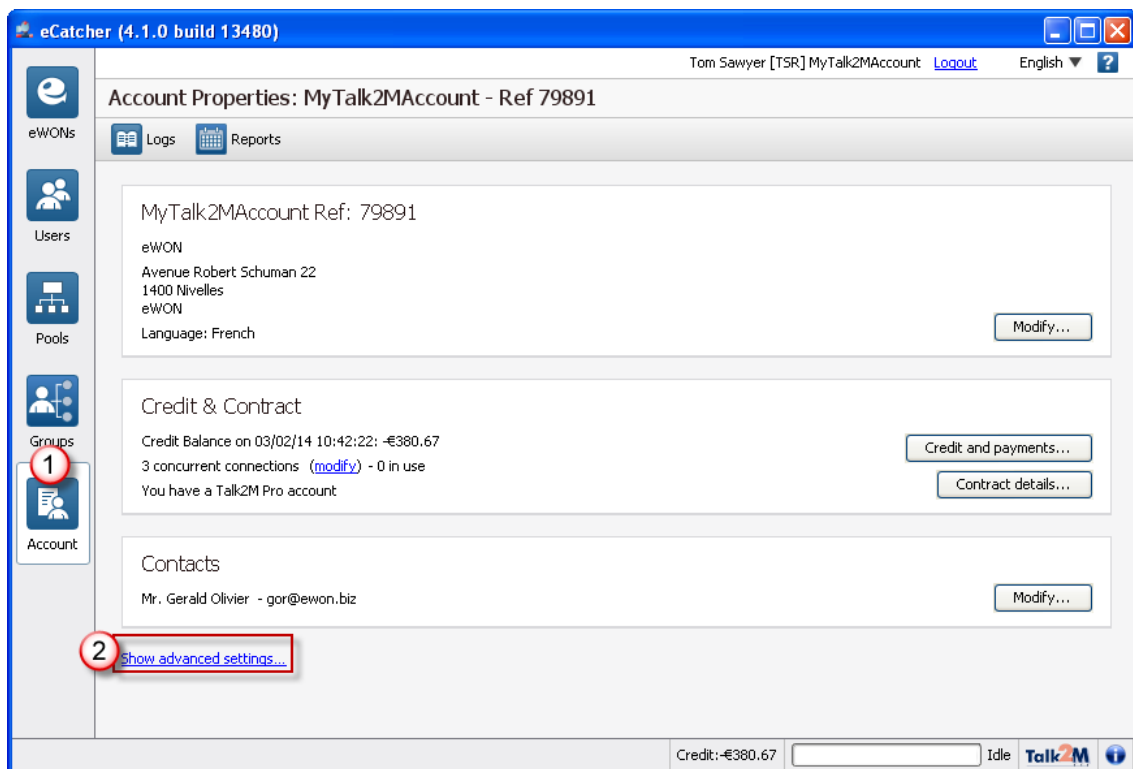
5.1. Principle

It is possible to have an eWON created automatically in Talk2M from the eWON configuration wizard, without using eCatcher.

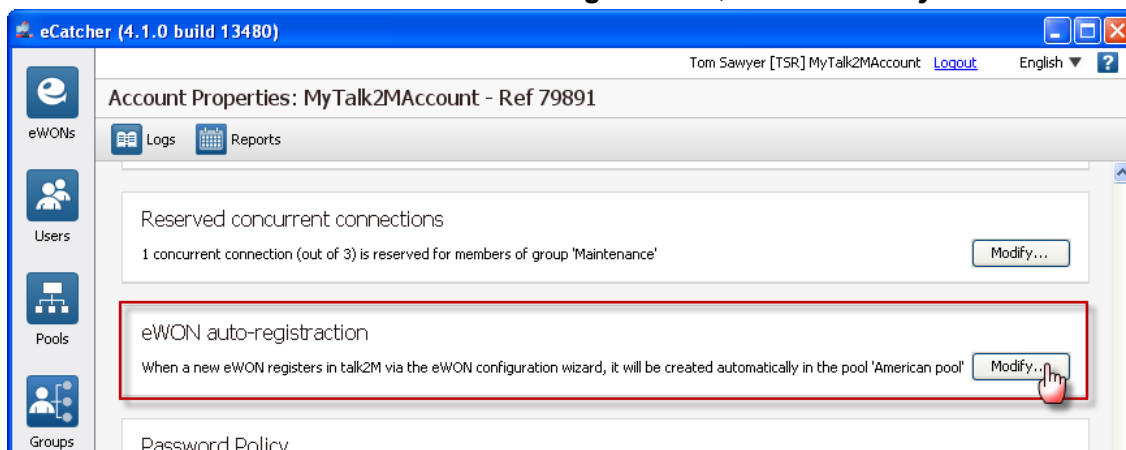
Note: *This method should be used carefully because there is a risk to dump an existing eWON by inadvertently using the same device name. Also one have to make sure that the device name used is matching a syntax that is understood by the different type of users.*

5.2. Activation in the Talk2M account

To activate the **Auto-registration** function proceed as follows: Open the Talk2M **Account Properties** by clicking on the **Account** button (1). Click on the link **Show advanced settings...** (2) at the bottom of this window.



Scroll down to an area called **eWON auto-registration**, click on **Modify...**



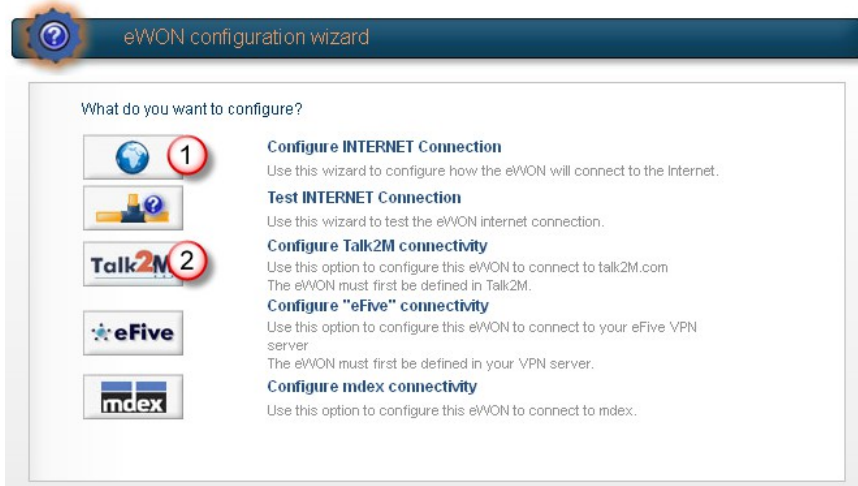
Tick the auto-registration checkbox (1) and open the drop down (2) to select the pool (one single pool) in which the auto-registered eWONs will be attached. In the example below, the **EU Factory1 pool** has been selected.



Note: to be able to configure auto-registration, the user logged in Talk2M needs to have the **eWON Administrator** permission on the pool that will be used for auto-registration (**EU Factory pool** in the example above).

5.3. Configuration of the eWON

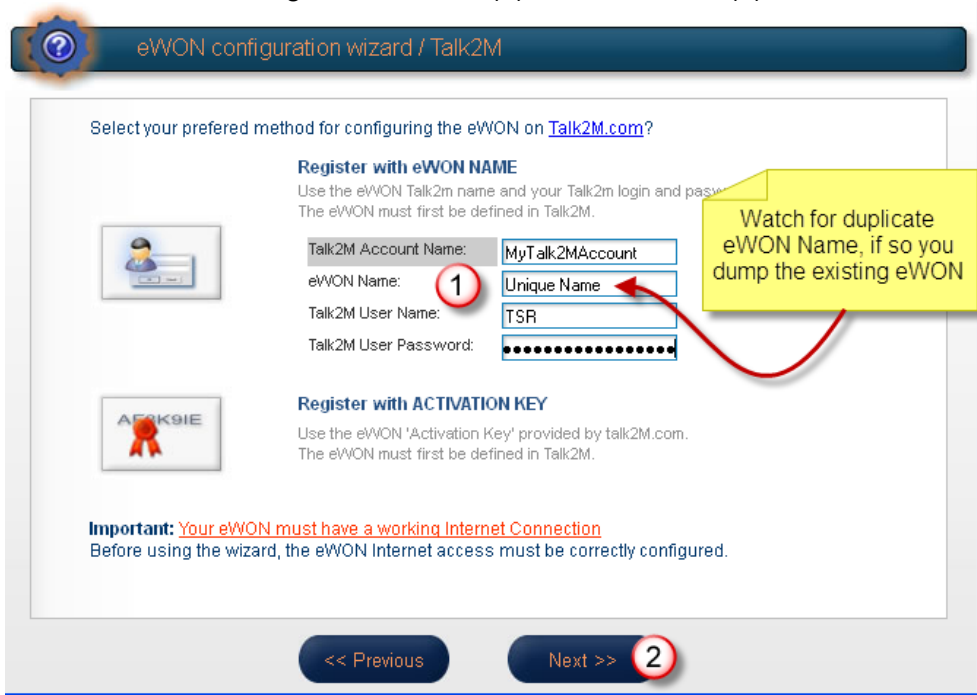
Access the eWON web site, open the configuration wizard, configure the **Internet Connection** (1) of the eWON. Start the **Talk2M** (2) part of the configuration wizard. In this particular case, you can ignore the text saying you should create the eWON in Talk2M first.



Click on the **Register by eWON name** button,

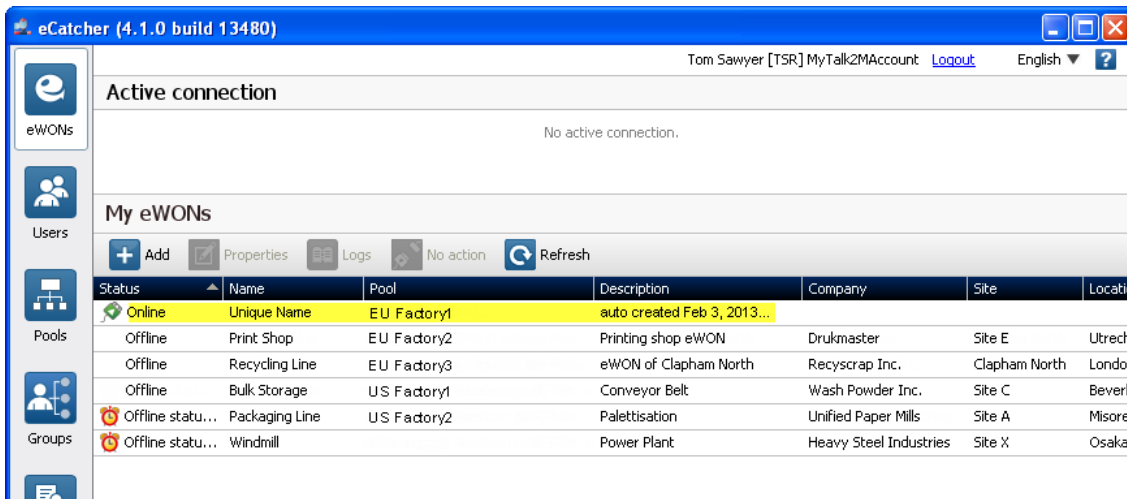


Fill out the Talk2M registration fields (1) and click **Next** (2).



Note: Check for correct spelling of your Account Name, User Name and User Password, otherwise Talk2M will not be able to identify you to complete the auto-registration.

Continue the configuration wizard normally until the test is successful. After completion of the wizard, open your Talk2M account with eCatcher and, in the device list, you will now see the additional eWON that has **Auto created on, date...** as description.



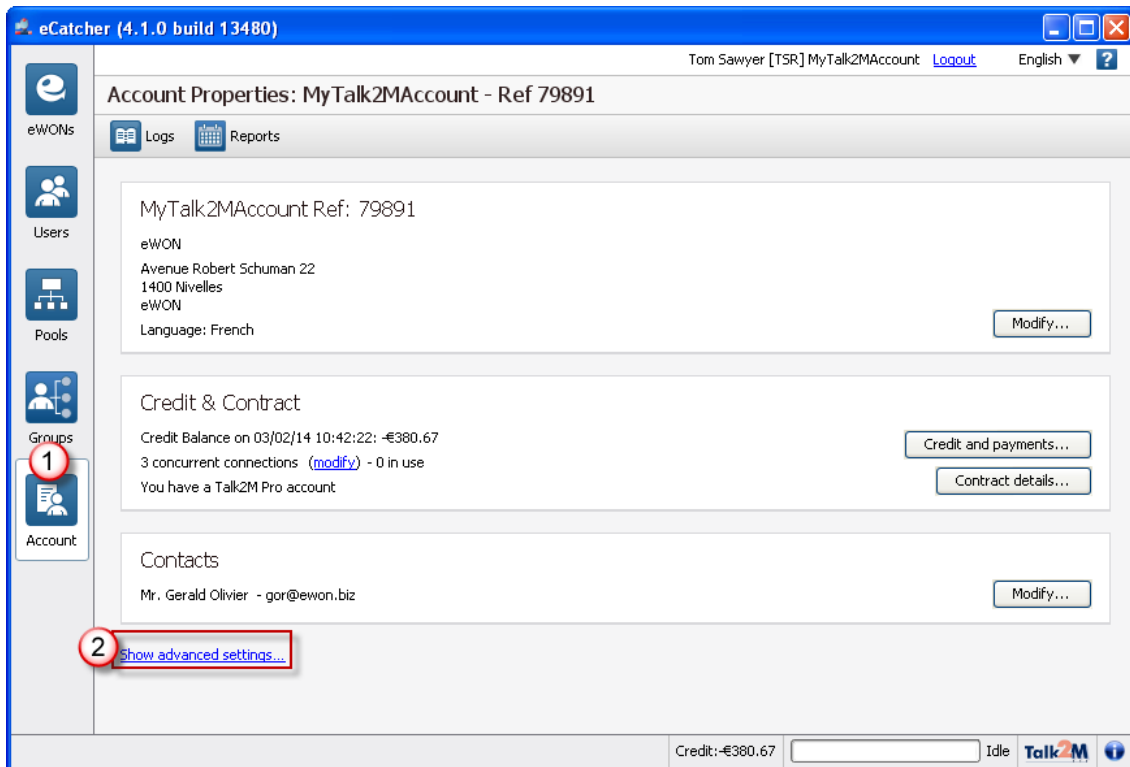
If the eWON is not appearing and/or that the test performed during the configuration wizard was not successful, it might be for one of the following reasons:

- You did a spelling error either in your **Account Name, User Name or User Password**
- The Talk2M account is not configured to allow **Auto-Registration**
- The registered user does not have the **Device Administrator** permissions on the group where new eWONs are supposed to be registered

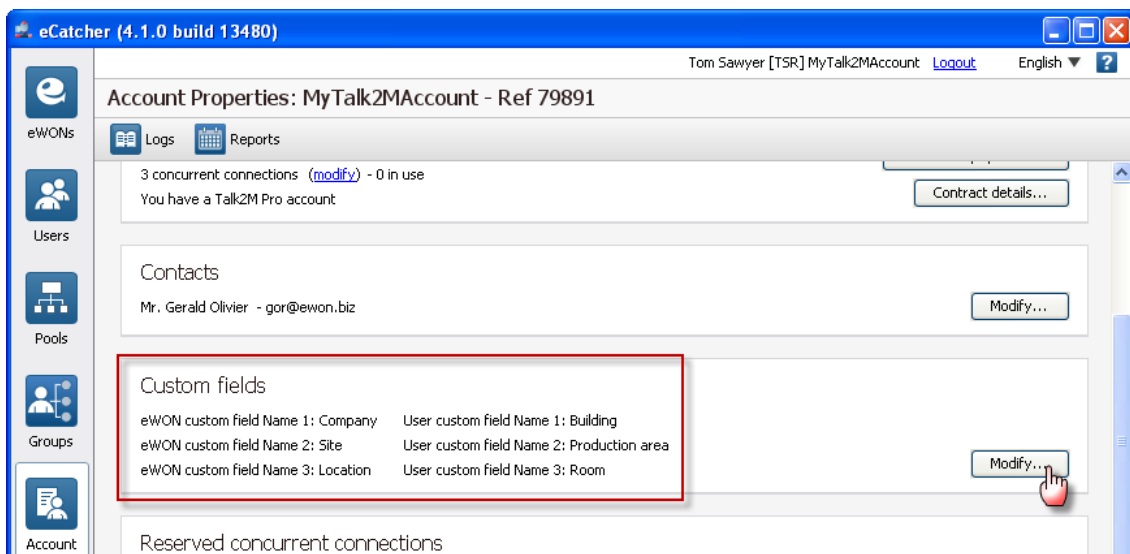
6. Appendix B - Custom Field Names

In your Talk2M Pro account, you can configure 3 custom field names (appearing as column headers) that will be associated respectively with the users and the eWONs. This allows to add custom properties but also to filter out the eWONs and/or users based upon these criteria. By default these labels (column headers) are named respectively **eWON...** and **User Custom Field Name 1, 2 and 3**.

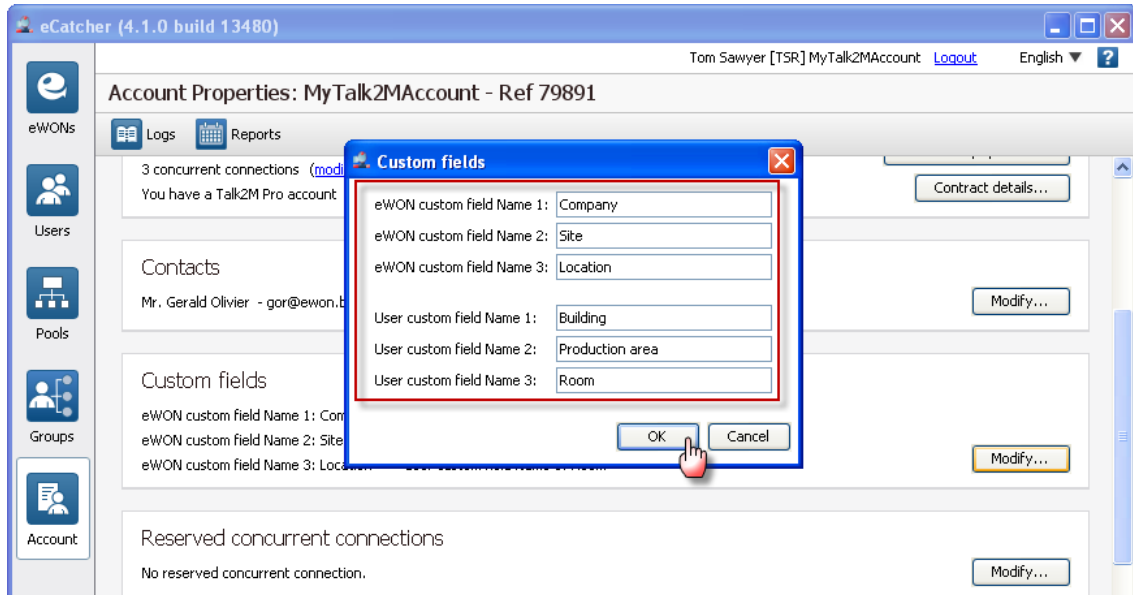
To change these names to something making sense for you, proceed as follows: Open the Talk2M **Account Properties** by clicking on the **Account** button (1). Click on the link **Show advanced settings...** (2) at the bottom of this window.



Scroll down to an area called **Custom fields**, click on **Modify...**



You can now change these field names to fit your application.

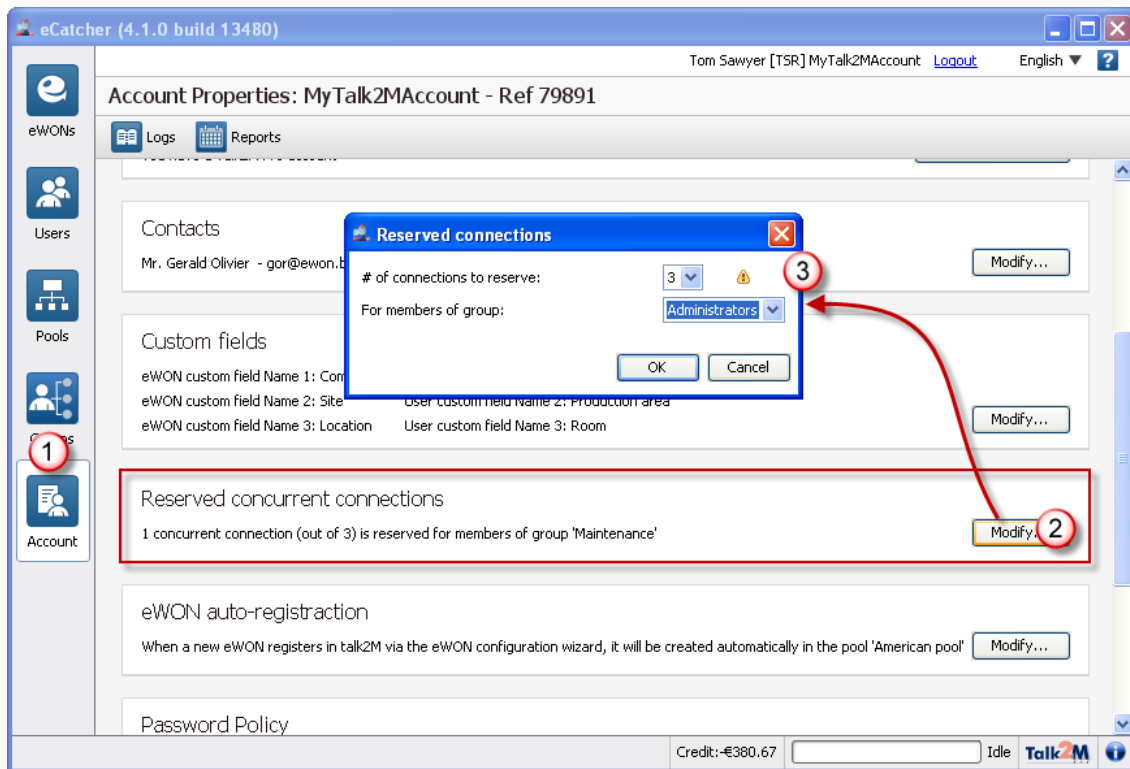


Click **OK**. Your custom fields are replacing their default values.

7. Appendix C - Advanced Account Parameters

7.1. Reservation of Concurrent Connections

It is possible to reserve a certain number of concurrent connections to a given user Group, Open the Talk2M **Account Properties** by clicking on the **Account** button (1). Click on the link **Show advanced settings...** at the bottom of this window. Scroll down until you find an area named **Reserved concurrent connections**. Click **Modify...** (2).

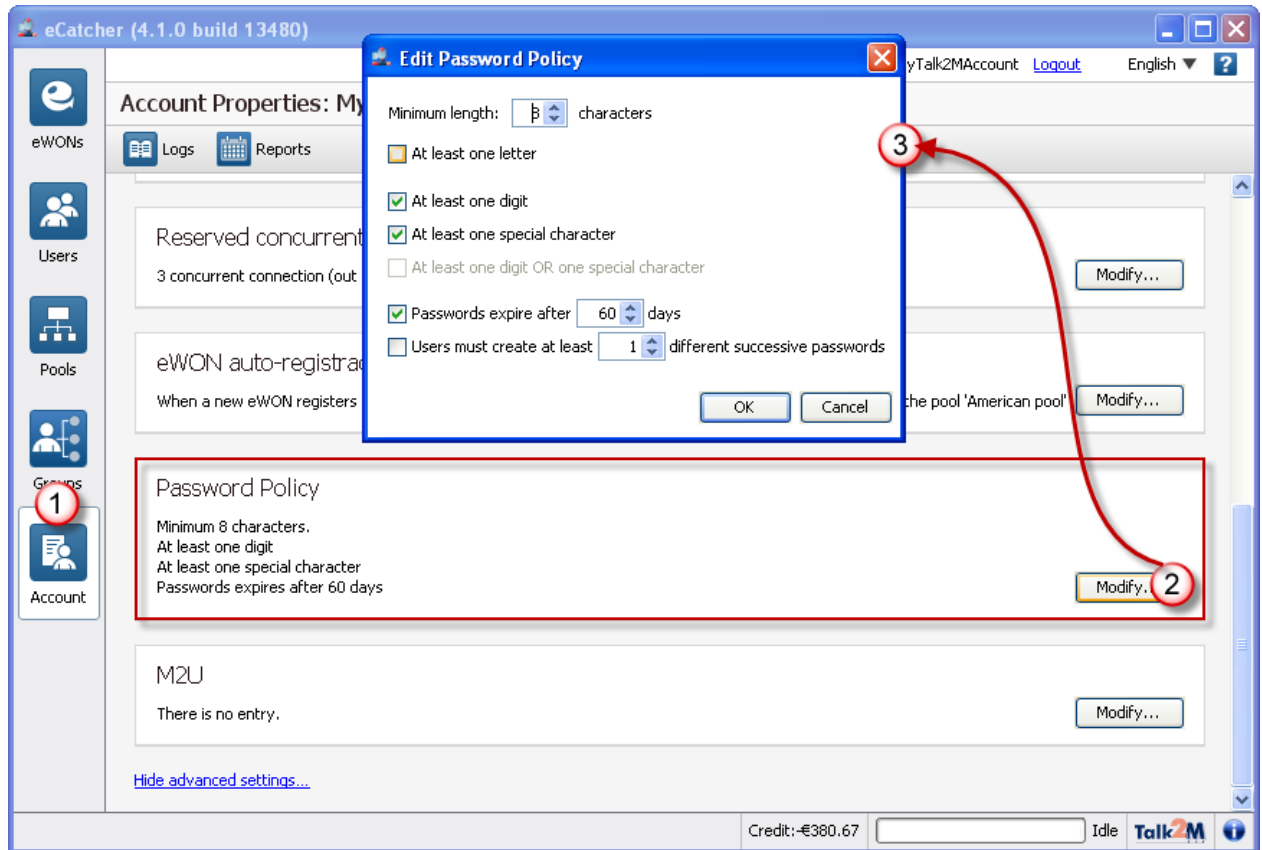


In the **Reserved connection** popup, you can select the group that will have this reservation and the number of connections reserved (the max. number being the total number of concurrent connections available on this account).

Allows for example endusers to share only 1 concurrent connection while 2 concurrent connections are reserved for the administrator group.

7.2. Password Policy

You can customize the password policy of your Talk2M Pro account. To do this, open the Talk2M **Account Properties** by clicking on the **Account** button (1). Click on the link **Show advanced settings...** at the bottom of this window. Scroll down until you find an area named **Password Policy**. Click **Modify...** (2).



In the **Edit Password Policy** popup you have several options as to the complexity requirements for password as well as change password requirement and whether a new password has to be different from the previous one.

For more details on this subject please refer to AUG-057-0-EN-(eCatcher 4 - Security Features with a Talk2M Pro Account).

Revisions		
Revision Level	Date	Description
1.0	04/05/2009	First Release.
2.0	09/07/2012	Update to eCatcher V 3.1
2.1	20/09/2012	Update to eCatcher V 3.2 (roles, screenshots)
3.0	31/01/2014	Update to eCatcher 4
4.0	18/03/2014	Harmonize with the sample structure of TP-RA-014

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Document build number: 252

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