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How to migrate an eWON from one Talk2M account to another

Learn how to migrate an eWON from one Talk2M account to another, locally or remotely ?





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- Read this important note first -

Migrating an eWON from a Talk2M account to another is easy. In just a few steps, you will be able to access your eWON from your new account.

However, we do recommend taking a few basic precautions to make sure your migration runs as smooth as possible.

If you have local access to your eWON, we strongly recommend to migrate using a point-to-point connection.

If you have to migrate using a remote connection, we recommend doing it at a time when others will not need to access the eWON and when you are unlikely to experience power or communication disturbances. It is safer, though not mandatory, to have a person available on-site during the migration process. The migration uses a special eWON feature named **Remote Wizard**. This feature has nothing to do with the Wizard configuration tool of the eWON website.



1. Introduction

This document describes how to migrate an eWON from one Talk2M account to another. This includes, but is not limited to, the migration from a Talk2M Free to a Free+ account.

In the migration process, there are 2 different phases:

Phase 1: Create the eWON in the new Talk2M account

- Step 1: eWON creation process
- Step 2: Get the new Activation Key

Phase 2: Migrate the eWON from the old to the new account:

A) Using a local Ethernet connection on the eWON (preferred)

- Step 3: Upgrade the eWON firmware if needed
- Step 4: Stop the VPN connection
- Step 5: Launch the Talk2M wizard on the eWON
- B) Using a remote connection
 - Step 3: Upgrade the eWON firmware if needed
 - Step 4: Create the **remotewizard.txt** file needed for the Remote Wizard
 - Step 5: Copy the **remotewizard.txt** file into the eWON **/usr** directory
 - Step 6: Launch the Remote Wizard on the eWON

- Note -

Migrating an eWON remotely (through the existing remote connection) requires to use the **Remote Wizard** file. It **cannot** be done using the Talk2M Wizard pages of the eWON.



Migration flowchart

The following flowchart summarizes the migration process described hereinafter.





New eCatcher 5.x versus old eCatcher 2.1 :

If you are migrating from an old Talk2M Free account <u>you need to use the matching</u> <u>eCatcher 2.1 software</u> (the same one you used to actually create thisTalk2M Free account). On the contrary, this old version of eCatcher will <u>not allow you</u> to connect to your new Talk2M Free+ and Talk2M Pro accounts!

Talk2M Free+ accounts can <u>only be created/accessed with eCatcher version 5.x or higher</u>. It can be downloaded here: <u>https://ewon.biz/support/product/download-zone/all-software</u>

To perform the migration of an old *Free* account remotely, you will need to use both software versions. You will need to use the eCatcher version 5.x (or higher) to create and manage your eWON in your new *Free*+ account and you will need to use the eCatcher version 2.1 to connect to the eWON remotely to launch the *Remote Wizard*.



You can easily identify the 2 different versions:

- Important -

During the installation process of eCatcher version 5.x it can happen that the <u>Tap-Win32</u> <u>adapter</u> used by the old eCatcher 2.1 version gets deleted. In order to be able to connect using your old Talk2M Free account you then need to add manually the <u>Tap-Win32</u> adapter.

To do this, go on the C:\Program Files (x86)\eCatcher\drivers directory and click on the **addtap.bat** command file.

eWON Scripting:

If you have a script running on your eWON, we strongly recommend <u>to turn the script off</u> during the Talk2M migration phase. Open the **Script Control** window of your eWON and uncheck the **Script starts at eWON Boot option**. Don't forget to turn this option back ON once your Talk2M migration will be completed.



Chapter 2 Phase 1: Create the eWON in the new Talk2M account

2. Phase 1: Create the eWON in the new Talk2M account

Step 1: eWON creation process

Launch eCatcher V5.x (or higher) and log into your Talk2M account.

On the menu on the left side of the eCatcher interface click on the eWONs button (default view). To add a new eWON on your account, click on the "+" icon in the eWON list section.

🔔 eCatch	ner (4.1.0 build 13545)						
e	Active connection				pierre Maintenance Service	es <u>Loqout</u>	English 🔻 <mark>?</mark>
eWONs			N	o active connection.			
*	My oWONg						
Users	Add Properties	Logs	No action Re	efresh			
Account	Nan	Status	Description		User(s) connected	Country	Location
Account	MyeWon2	Offline	Description			Belgium	Nivelles
	Packaging Line Windmill	Offline Offline	Palettisation Power Plant			India Japan	Mysore Osaka

The following window opens

	2 eCatch	er (4.1.0 build 13545)		Jan 10			_ 0	23
					pierre Maintenance Services	Logout	English 🔻	?
		Active connection						
	eWONs			No active connection.				
1			🔔 New eWON		×			
1	Users	My eWONs						
1	R	+ Add Properties	eWON Name:	eWON RW				
1		Name	eWON Description:	Remote Wizard	cted	Country		Locatior
١	Account	Bulk Storage	Constant Trans	Democrat (LANI (ADDI (20)		USA		Beverly
		MyeWon2	Connection Type:	Permanent (LAN / ADSL / 3G)	•	Belgium	I	Nivelles
		Packaging Line		Triggered (GPRS / EDGE / 3G)		India		Mysore
		Windmill		PSTN		Japan		Osaka
				Next >	Cancel			
)			

- Enter the **eWON name** and description
- Select the applicable **Connection Type**

Click **Next**



Chapter 2 Phase 1: Create the eWON in the new Talk2M account

🔔 eCatch	er (4.1.0 build 13545)				
e	Active connection		pierre Mainte	nance Services <u>Loqout</u>	English 🔻 김
eWONs		🔹 New eWON		×	
Users	My eWONs	Site	Custom field1		
民	Add Properties Name S	Location	Custom field2	d Country	Location
Account	Bulk Storage MyeWon2	Country	Custom field3	USA Belgium	Beverly Nivelles
	Packaging Line			India	Mysore
			< Back Create Cancel		USAKA

• Filling out the **Custom Fields** is also optional

Click Create

The Talk2M Connectivity window will open (see next step).

Step 2: Get the eWON Activation Key

• In the **Configure via Activation Key** area click **Copy to Clipboard** to copy the **Activation Key** in your clipboard.

🔔 eCatche	r (4.1.0 build 13545)						x
					pierre Maintenance Service	s <u>Loqout</u>	English 🔻	?
e	Talk2M Conn	ectivity: eWO	N RW					
eWONs	Back to eWON	l list						
		You You	eWON is created. You should now may configure your eWON via SMS	configure the Talk2 , activation key or e	M connection on your eWON. WON name.			
Users	Select your prefe	rred method to o	onfigure your eWON:					
Account		Send an SMS to the It will trigger the re	e eWON with its activation key. mote auto-configuration.		Send SMS to eWON			
	<u> </u>							
	Activation Key	Every eWON is ass This key cannot be	igned an Activation Key during its o changed.	reation in Talk2M.				
	ARK9IE	Activation Key:	17594d1bf059813f4746144ae56	e8f3b	Copy to Clipboard			
	eWON Name							
		eWON Name:	eWON RW		Copy to Clipboard			



3. Phase 2: Migrate the eWON from the old to the new account

If you have local access to your eWON, we strongly recommend to migrate with a local connection using the eWON LAN port.

If you do not have local access to your eWON then you can use the **Remote Wizard** feature of the eWON. This feature allows you to launch a wizard on the eWON without using the web interface. Furthermore, if the wizard fails, the eWON will re-apply the old configuration so you can continue to connect to your eWON remotely.

A) Using a local connection (preferred)

Step 3: Upgrade the eWON firmware if needed.

- If your eWON firmware version is < 6.2s0 you need to upgrade first.
- The easiest way to upgrade the firmware is to connect to the eWON LAN side and to use eBuddy.
- Detailed info can be found here: <u>https://ewon.biz/support/product/download-firmware/firmware-2</u>

Step 4: Stop the VPN connection.

Before launching the Talk2M wizard, you need to stop the current VPN connection.

Follow the menu path Configuration > System Setup > Communication > Networking Config > VPN Connection and select the Disable VPN option as indicated in the picture below:



On recent firmware the path has slightly changed:

	ewon	Tag Setup	System Setup	IO Server Config	Main Menu	1	
6	eWON	Script Setup	Users Setup	Pages List	BASIC IDE NEW	Wizards	
	<u>General</u>	Comm	unication	<u>Storage</u>	22/	09/2016 19:53:34	
	M Config Eth1 - LAN Networking	VPN network setup VPN Status	2				
Ē	Internet Connection	VPN connected	VPN Ip Address: 10.161.158.163, Connected since: 0:04:30:39				
Global		VPN use conditions During Internet connection:	Disable VPN Disable VPN Disten for incoming VPN fro Distablish outgoing VPN to s	m client Jerver			
	№ Publish IP Address & Callback ☆ Routing	Update to 5					



Chapter 3 Phase 2: Migrate the eWON from the old to the new account

Step 5: Launch the Talk2M wizard on the eWON.

To open the wizard window, click on **Configuration** in the toolbar and then on the **wizard icon** (1). The wizard window opens:

eW	DN	Tag Setup	System Setup	IO Server Config	Main Menu			
eWON		Script Setup	Users Setup	Pages List				
		eWON configuration	wizard					
	v	Vhat do you want to configure?						
		Confi	gure INTERNET Connection					
		Use th	Use this wizard to configure how the eWON will connect to the Internet.					
		LO Test	NTERNET Connection					
		Use th	is wizard to test the eWON internet	connection.				
	(2)	Confi	gure Talk2M connectivity					
		Talkawi The e	iis option to configure this eVVON to (A/ON must first be defined in Talk2M.	connect to talk2M.com				
		Confi	Configure "eFive" connectivity					
		Se Five	is option to configure this eVVON to (connect to your eFive VPN				
		serve The e	r MON must first he defined in your VI	DN cerver				
		Configure mdex connectivity						
		mdex Use th	his option to configure this eWON to (connect to mdex.				

Click on Talk2M (2).

The following window is displayed

eWON configuration wizard / Talk2M / Service config
This wizard will guide you through the Talk2M configuration (<u>Click here for old Talk2M Free</u>). Pro, Go & Free+ services
<< Previous Next >>

Click Next



Chapter 3 Phase 2: Migrate the eWON from the old to the new account

Paste the Activation Key you still have on your clipboard from the previous step.



Click **Next** until the wizard completes (tests should be successful).

Your eWON should now be connected to your new Talk2M account.

Open eCatcher to check if the eWON can be reached through the new Talk2M account.



Chapter 3 Phase 2: Migrate the eWON from the old to the new account

B) Using a remote connection

Step 3: Upgrade the eWON firmware if needed

- If your eWON firmware version is < 6.2s0 you need to upgrade first.
- The easiest way to upgrade the firmware is to connect to the eWON LAN side and to use eBuddy.
- Detailed info can be found here: <u>https://ewon.biz/support/product/download-firmware/firmware-2</u>

Step 4: Create the remotewizard.txt file

To migrate the eWON from the old to the new account, you will use the remote wizard feature of the eWON. Therefore, you first need to create the file needed for the Remote Wizard.

Contents of remotewizard.txt file

```
:
main
wizardname:t2mCnx
:
com
T2mAccSrvAddr:talk2m_pro
:
wizard
T2mActivationKey:7aaf9d27c082039e49c806df78589910
```

- Warning -

The correct syntax needs a carriage return (invisible) after the **Activation Key**. If you copy/paste the syntax above, this carriage return may not be included. Please verify and add it manually after pasting.

To create this file proceed as follows:

- 1. Open the notepad application on your PC
- 2. Copy/paste the lines displayed above
- 3. Replace the **Activation Key** (displayed in red in our example) with the one you gathered in the previous step. Add a carriage return (hit the Enter key) manually at the end!
- 4. Save the file under the following name on your PC: remotewizard.txt



Step 5: Copy the remotewizard.txt file in your eWON

Connect to your eWON using your old account (eCatcher 2.1 if it was a Free account) and open an FTP session on your eWON.

If you do not have an FTP client software on your PC, then you can use the Windows Explorer instead:

- Open Windows Explorer (NOT Internet Explorer) on your PC
- enter ftp:// followed by the IP address of your eWON.
- As IP address of the eWON you can use either its local LAN IP address or its VPN IP address.
- The Login window appears

ganize 🤊	System properties Unins	tall or change a program	Map network drive	Open Control Panel	
og On A:			X		
? >	Either the server does not allow anony accepted.	mous logins or the e-mail add	ress was not		
6. 990	FTP server: 10.161.129.4				
	<u>U</u> ser name:		-		
	Password:				
	After you log on, you can add this serv	ver to your Favorites and retu	ırn to it easily.		
⚠	FTP does not encrypt or encode passw server. To protect the security of you	ords or data before sending r passwords and data, use W	them to the ebDAV instead.		
	Log on anonymously	ave password			
		Log On	Cancel		

- Enter the eWON user name and password.
- Once logged in, the FTP directory of the eWON will be displayed.



Chapter 3

Phase 2: Migrate the eWON from the old to the new account



• Open the **usr** directory and copy the remotewizard.txt file into it.

You can use the drag and drop feature of your PC to copy the remotewizard.txt into the FTP folder

😋 💽 🔻 📙 🕨 The Interne	t ▶ 10.161.129.4 ▶ usr ▶		✓ 4 Search	usr	Q
Organize 🔻					• 🔞
쑦 Favorites	Name	Size	Туре	Date modified	Date
🧮 Desktop	📋 remotewizard.txt	1 KB	Text Document	02/05/2014 17:34	02/05
〕 Downloads	🔄 T2M demo layout3.jpg	22 KB	JPEG image	27/04/2014 12:26	27/04
📃 Recent Places	💿 camera.htm	2 KB	Chrome HTML Document	27/04/2014 11:34	27/04
🝊 SkyDrive	ComStatus.shtm	1 KB	SHTM File	27/04/2014 11:34	27/04
	form.shtm	2 KB	SHTM File	27/04/2014 11:34	27/04
🥽 Libraries	🧿 index.htm	6 KB	Chrome HTML Document	27/12/2013 18:42	27/12
Documents	🗊 style.css	1 KB	Cascading Style Sheet Do	27/12/2013 18:37	27/12
🚽 Music	Iogo_eWON_Machines_can_talk_c	12 KB	PNG image	27/12/2013 18:02	27/12
Pictures	💽 T2M-Camera.png	30 KB	PNG image	27/12/2013 18:02	27/12
📑 Videos	🔝 loading.gif	6 KB	GIF image	02/10/2013 12:03	02/10
	퉬 viewon		File folder	27/04/2014 11:34	27/04

Close your FTP connection (just close the window if you are using Windows Explorer as the FTP client).



Step 6: Launch the Remote Wizard on the eWON

Follow the menu path Configuration > SystemSetup > Storage > Reboot



Select the **Enable Remote Wizard** option in the **Special Operation** field and click on the **REBOOT** button. The eWON will reboot and launch the remotewizard.txt file.

The eWON is now disconnected from its old Talk2M account. Hence it is displayed as **Offline** on the old account. A few minutes later your eWON appears as **Online** on your new account.

- Note -

a) To be able to connect to the eWON in your new account, you need first to close the eCatcher session corresponding to the old account (for a Free account, this is an eCatcher 2.1 session). Otherwise the VPN connection will not be possible.

b) If, for any reason, the remote Talk2M wizard would have failed without you noticing, the eWON would restart using its old VPN settings. Therefore, the eWON will not be online in your new account, but should still be accessible through your old account.



Revision

Revision History

Revision Level	Date	Description
1.0	02/05/2014	Document creation
1.1	23/09/2016	Document revision

Document build number: 3

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