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How to migrate an eWON from one Talk2M account to another?

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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 and take advantage of the related additional features, if applicable. 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.

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Introduction

This document describes how to migrate an eWON from the 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 to migrate 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 connection (preferred)

- Step 3: Upgrade the eWON firmware if needed
- Step 4: Stop the VPN connection
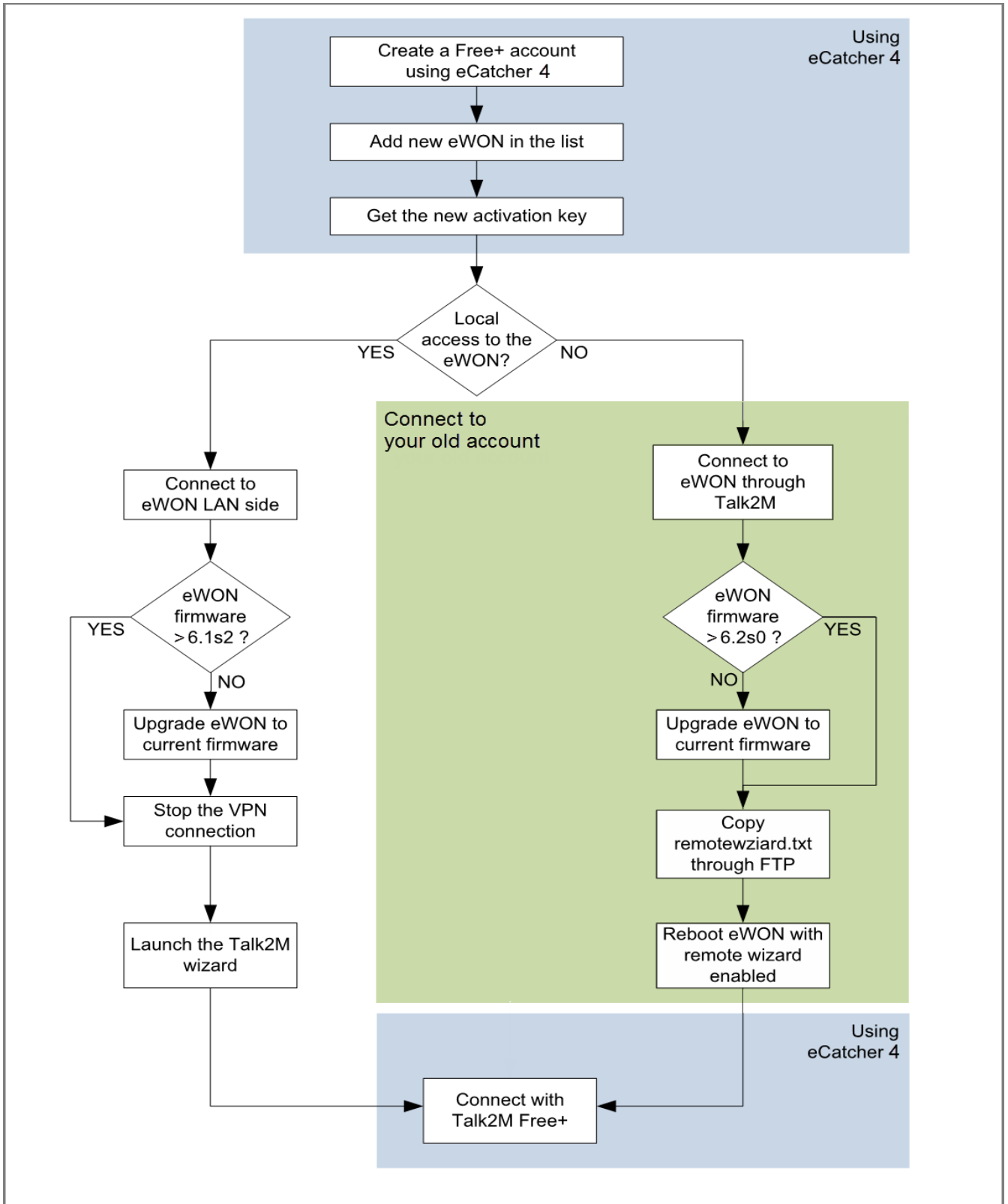- Step 5: Launch the Talk2M wizard on the eWON

B) Using a remote conncetion

- 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 from an old to a new account through the existing remote connection requires to use the *Remote Wizard* file. It **cannot** be done using the Talk2M Wizard pages of the eWON.

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The following flowchart summarizes the migration process described hereinafter.

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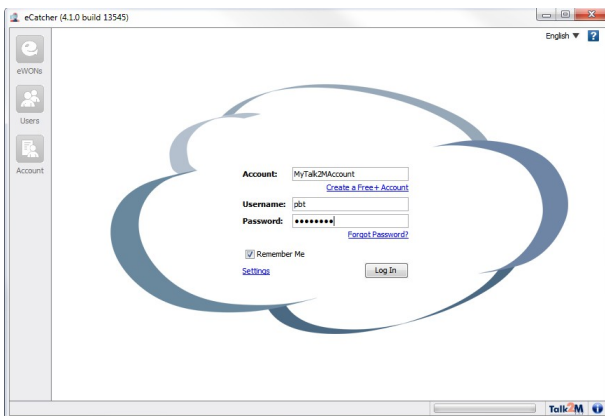## New eCatcher 4.x versus old eCatcher 2.1 :

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

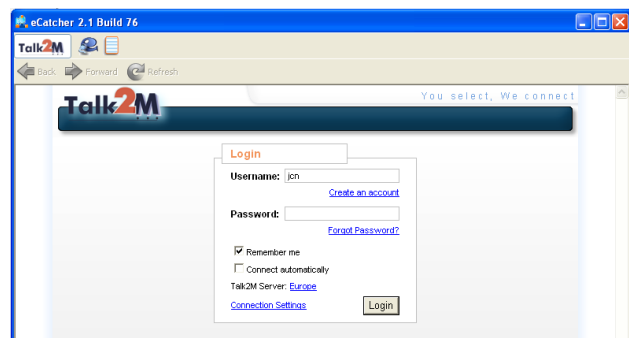Talk2M Free+ accounts can only be created/accessed with eCatcher version 4.x. It can be downloaded here: http://ftp.ewon.biz/software/eCatcher/eCatcherSetup.exe

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 4.x 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:

eCatcher version 4.x: eCatcher version 2.1 (old Talk2MFree):

Important Note: During the installation process of eCatcher version 4.x it can happen that the *Tap-Win32 adapter* 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 *Tap-Win32 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 to turn the script off 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.

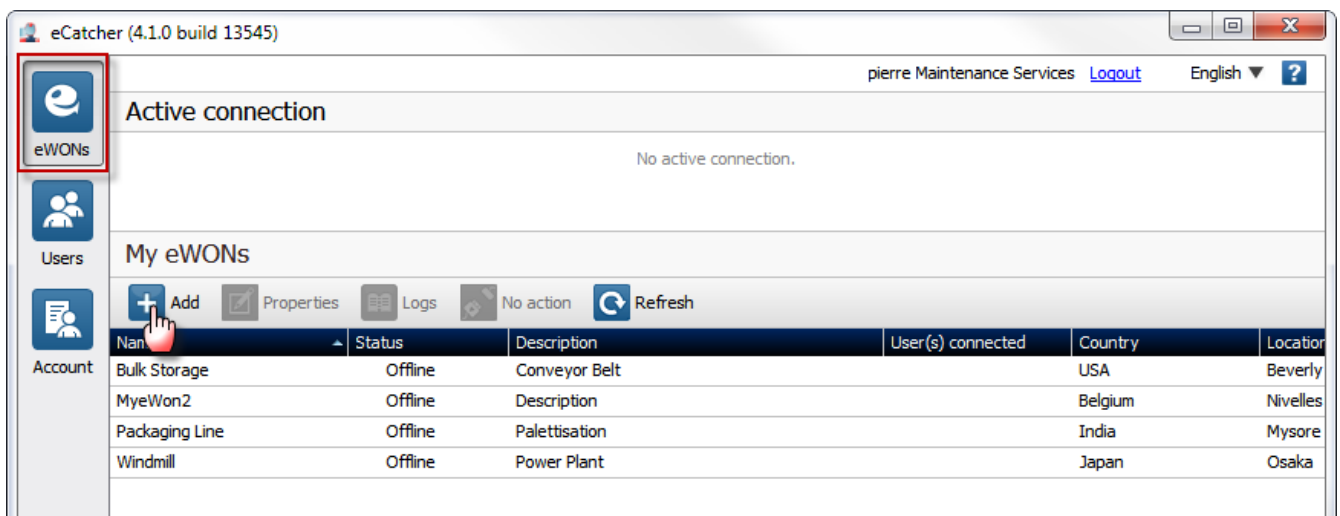| KB Name | How to migrate an eWON from one Talk2M account to another? | | |
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Phase 1: Create the eWON to migrate in the new Talk2M account
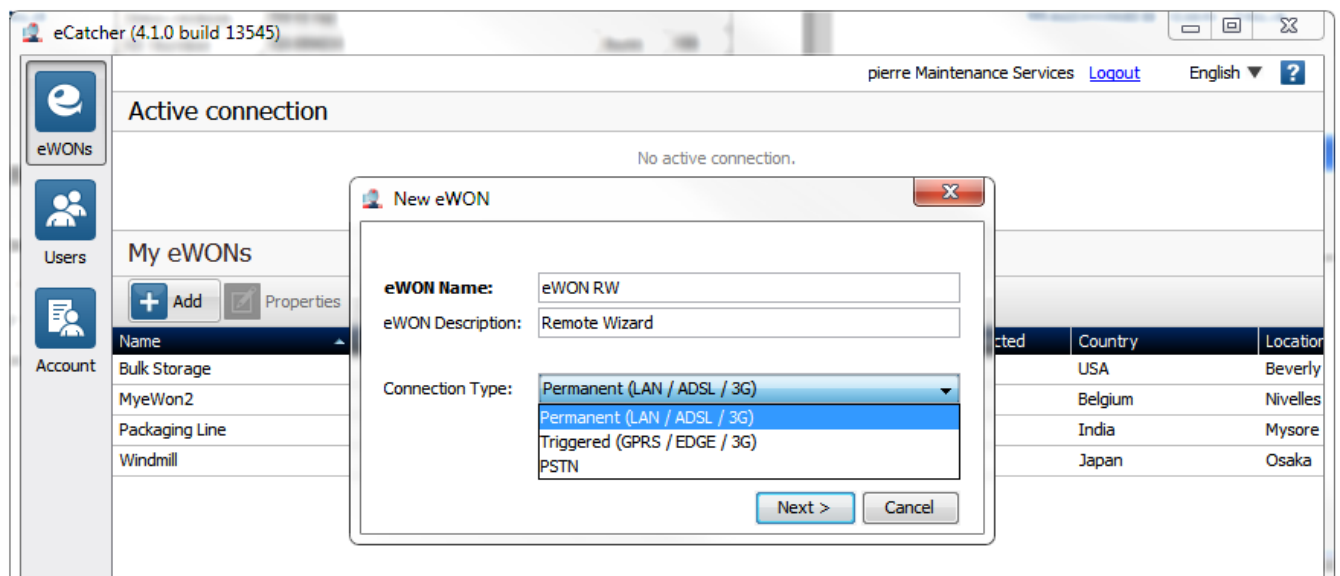
Step 1: eWON creation process

Launch eCatcher V4.x 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.
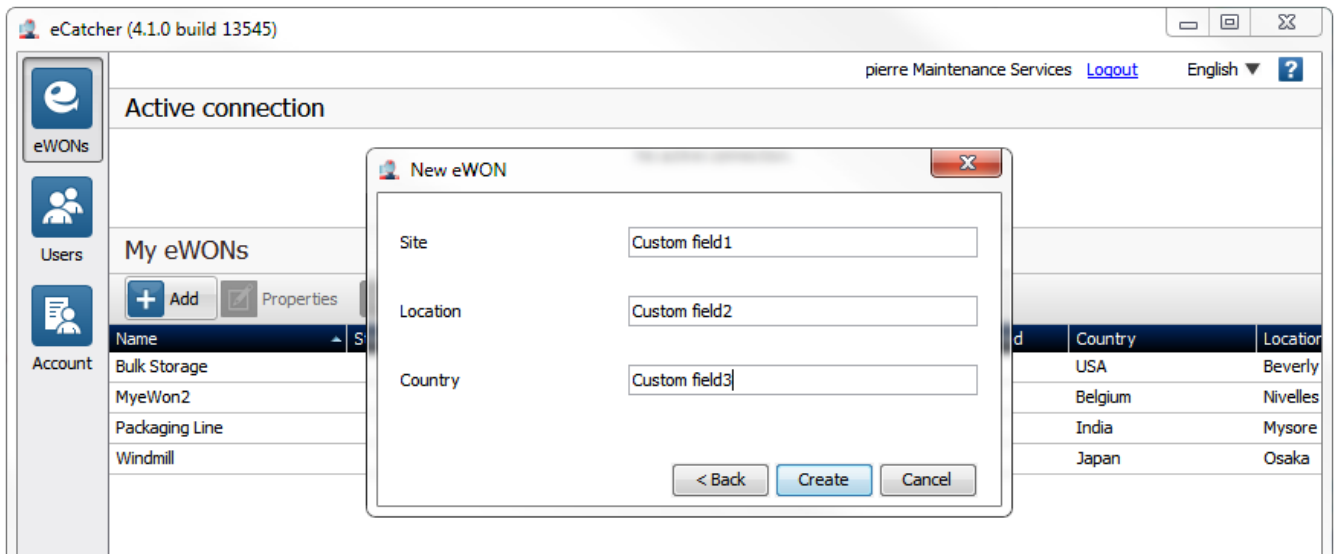

The following window opens

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- Enter the **eWON name** and description
- The **eWON Description** is optional
- Select the applicable **Connection Type**

Click **Next**

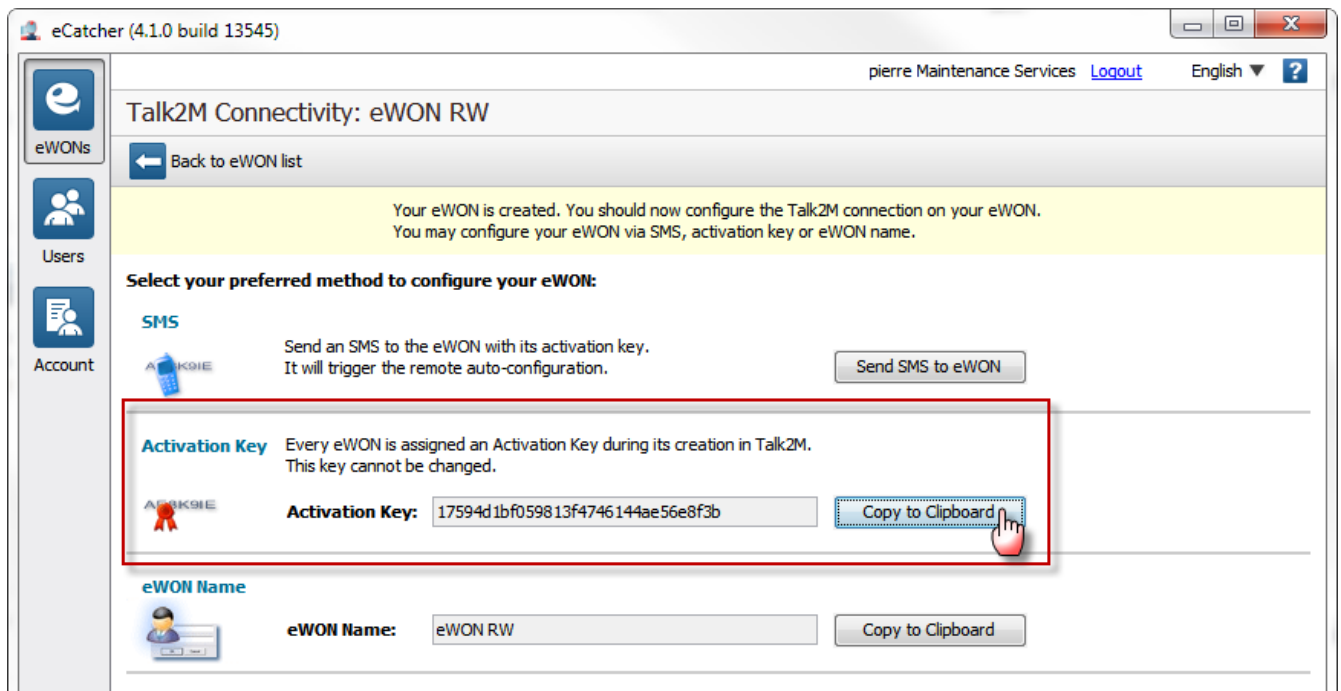- Filling out the **Custom Fields** is also optional

Click **Create**

eCatcher 4.x opens the **Activation Key** window (see next step).

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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.

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

If you have local access to your eWON, <u>we strongly recommend to migrate with a local connection</u> 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.
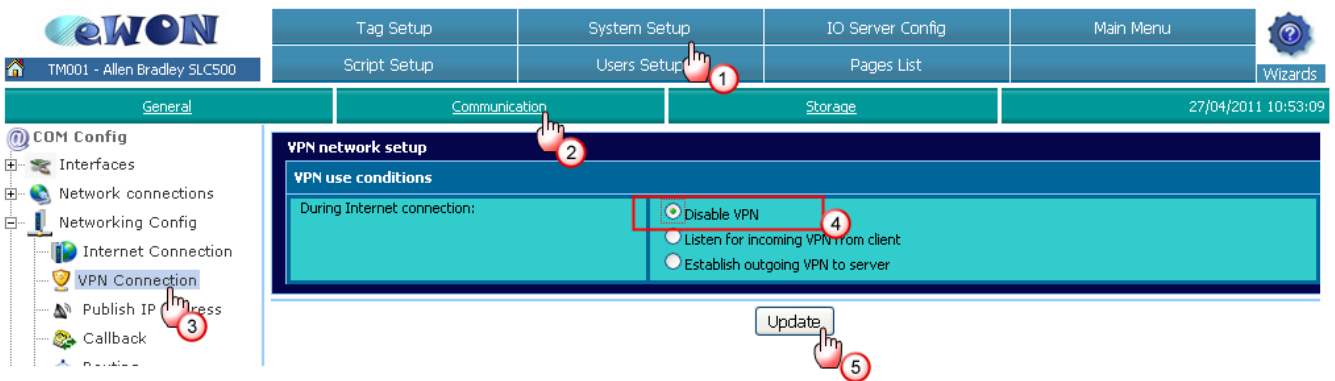
A) Using a local connection (preferred)

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: http://wiki.ewon.biz/Support/07_Download/09_EWON_Firmwares

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:
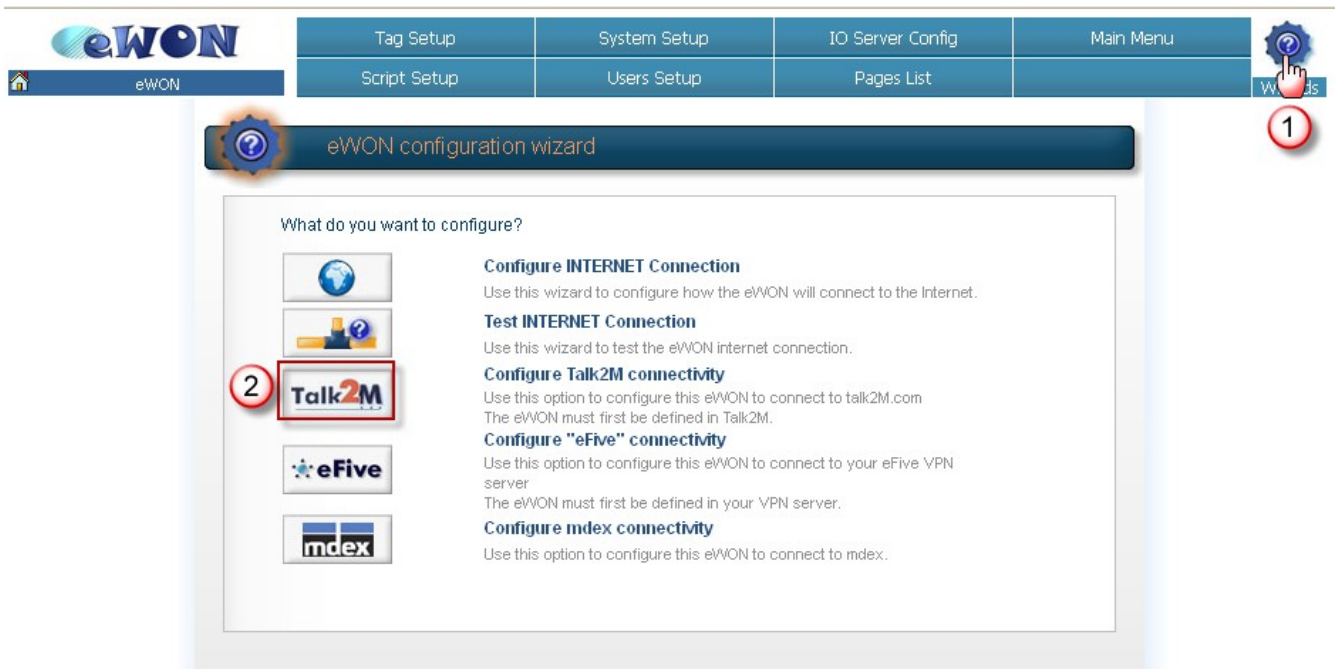
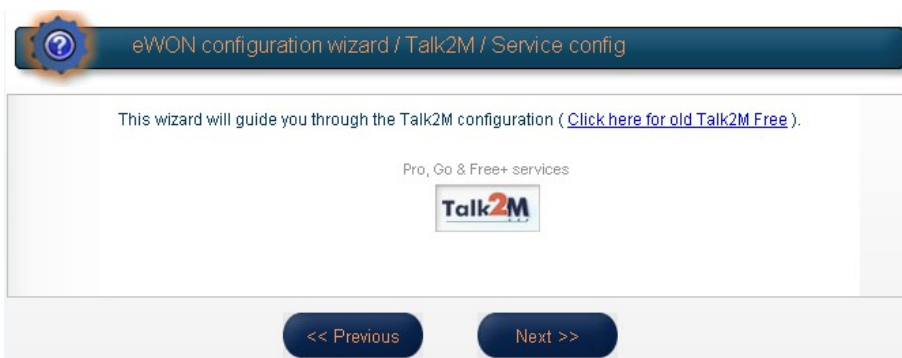| KB Name	How to migrate an eWON from one Talk2M account to another?		
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Step 5: Launch the Talk2M wizard on the eWON.

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

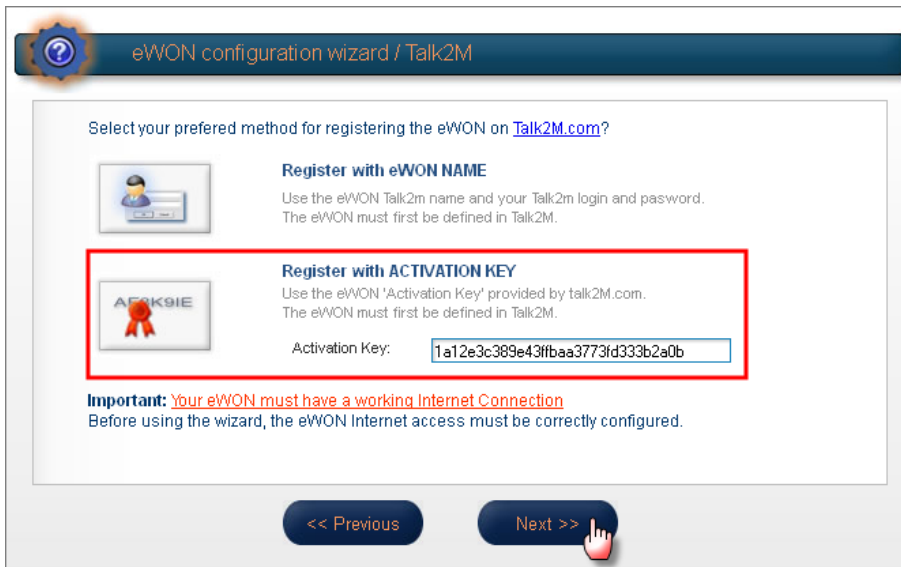Click on **Talk2M** (2).

The following window is displayed

Click **Next**

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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 version 4.x to check if the eWON can be reached through the new Talk2M account.

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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: http://wiki.ewon.biz/Support/07_Download/09_EWON_Firmwares

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 *will not be included*. Please 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 manually at the end!

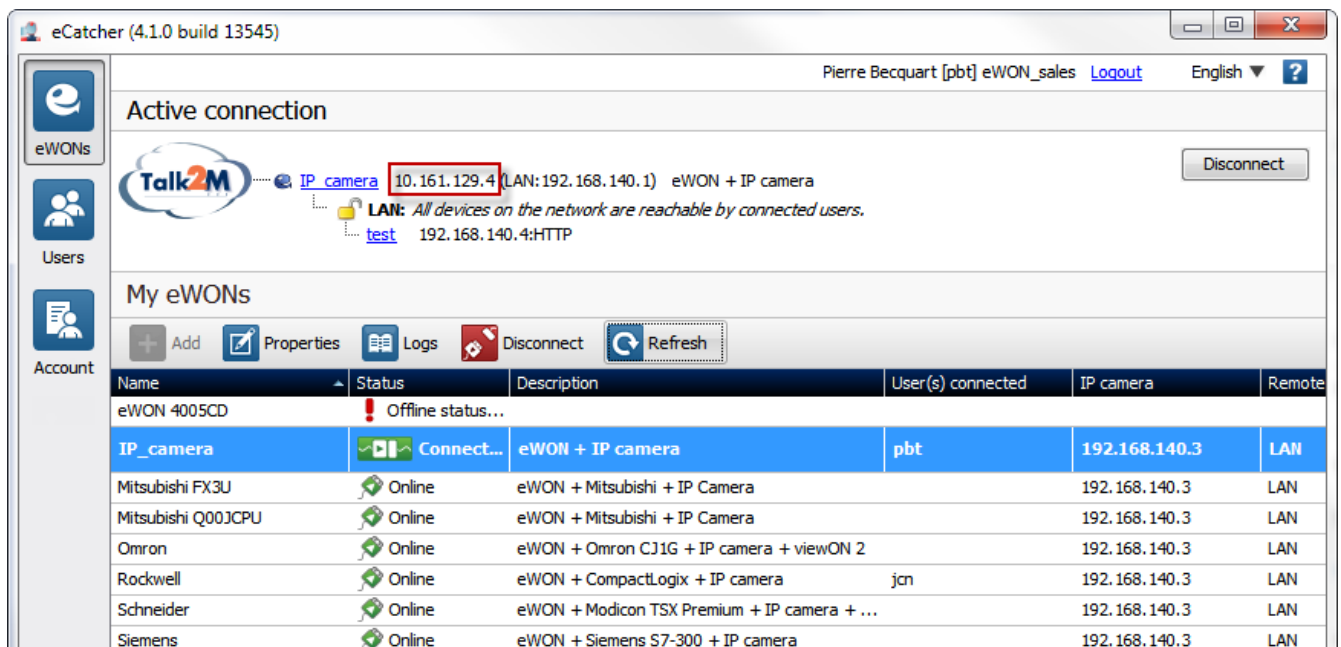4. Save the file under the following name on your PC: remotewizard.txt

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

Connect to your eWON using your old account (and 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 VPN IP address is displayed in eCatcher when you are connected to your eWON. See the picture below:
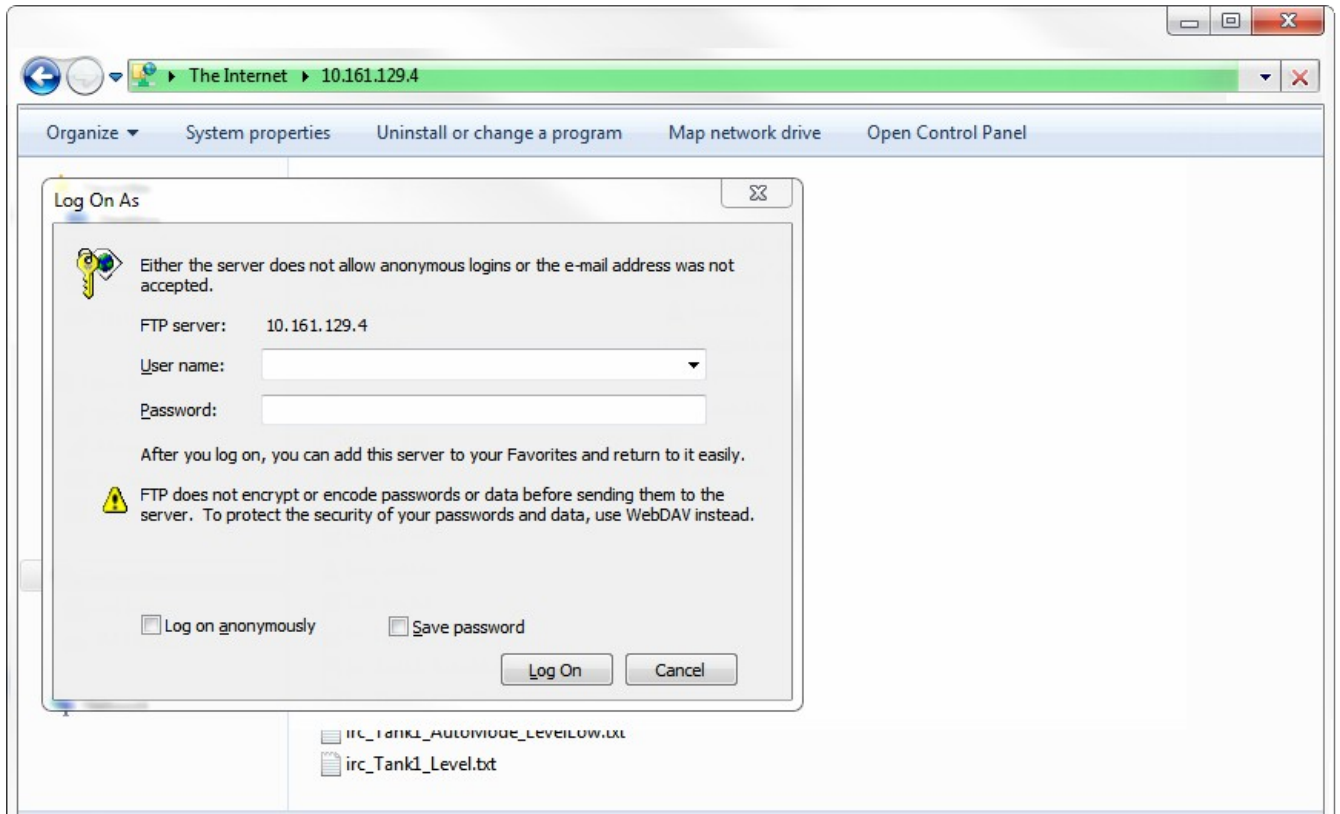

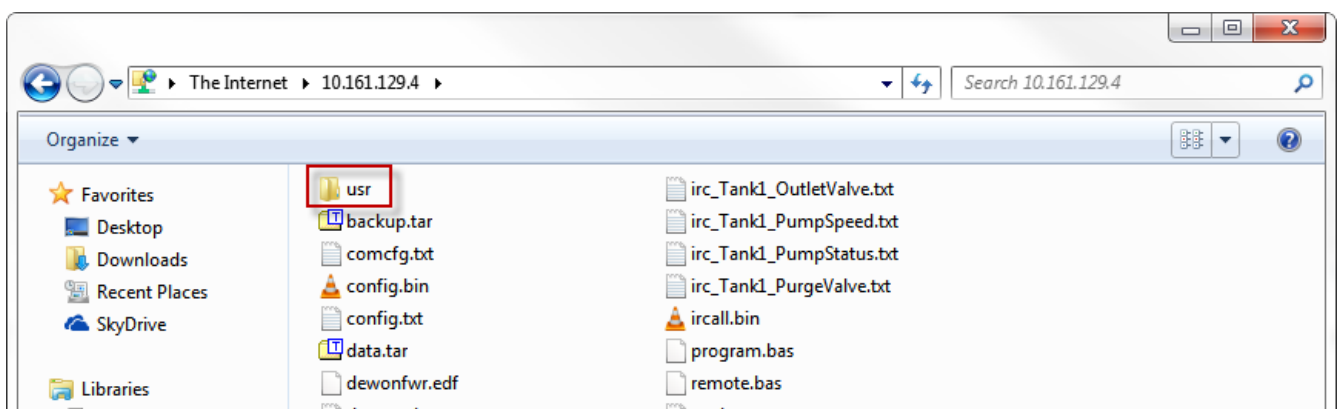To connect to the FTP server of this eWON we could use: ftp://10.161.129.4

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- The *Login* window appears

- Enter the eWON user name and password (adm/adm by default).
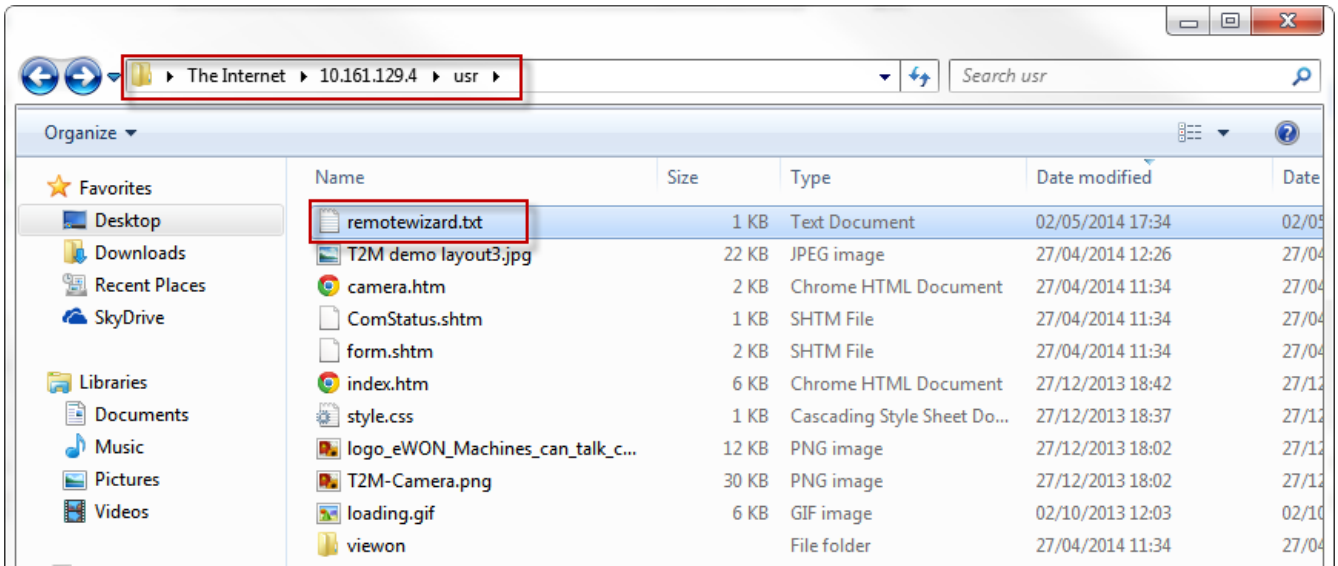- Once logged in, the FTP directory of the eWON will be displayed.

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

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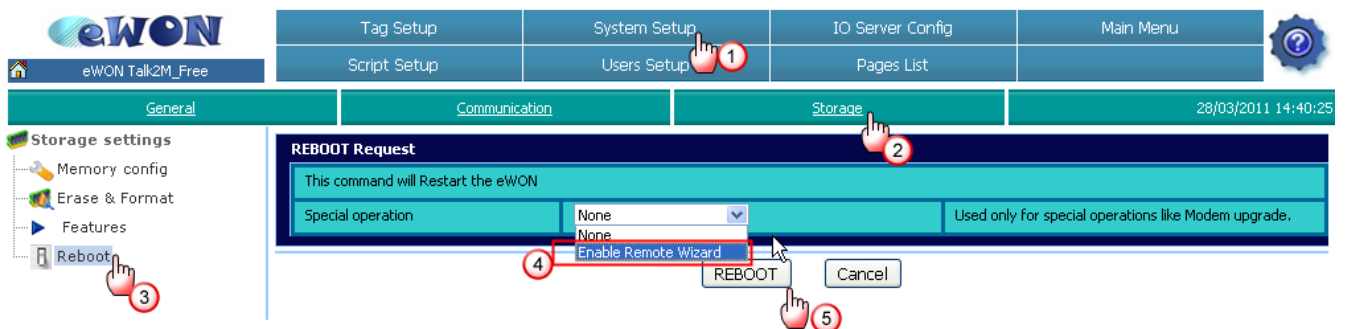**Knowledge Base Information**

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

- 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.

Notes: a) To be able to connect to the eWON in your new account, you need 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 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 it will still be accessible through your old account.