eCatcher & Talk2M Troubleshooting

This document explains how to identify and solve the connection problem you may encounter when you use the eCatcher software to connect to Talk2M.

Start by trying to identify in which of the following parts the problem is located:

- eCatcher Installation
    - The eCatcher installer indicates an installation failure
    - eCatcher fails to launch
- Connection to Talk2M
    - Login results in an error message indicating a problem reaching the Talk2M server
- Connection to eWON
    - Error occurs when trying to establish an active connection with an eWON
- Connection to devices behind the eWON
    - Unable to reach devices behind the eWON or to reach the eWON by its LAN IP address

Follow the "Questions to ask" to resolve the issue yourself.

If the problem persists, report the problem.

When you report your problem be sure to:

- Confirm you have followed all recommendations to try to fix the issue by yourself
- Describe problem thoroughly with context
- Mention OS you are running on your PC, including service packs
- Mention version and build number of eCatcher
- Include the logs and files requested in the "Last Resort" section

- Warning -

Links appearing in this document may not work if:
- The eCatcher installation was made on another computer
- The eCatcher installation was made on a custom location (other than the default C:/Program Files)
- You try to use the Windows XP link instead of a Windows 7 link (or other way around)
- There is no active internet connection

1. eCatcher Installation

1.1. Questions to ask

- Did you install eCatcher while logged on your machine with admin rights ?

    Reinstall eCatcher while logged in as a user with admin rights.

    In Windows 7, right click on the eCatcher installer and select "Run as administrator."

1.2. Last resort: reporting problem

Attach the following log file:

Name	Location
Installation Diagnostic Log Windows XP Windows 7	C:\Program Files\eCatcher-Talk2M\ServiceInstall.log C:\Program Files (x86)\eCatcher-Talk2M\ServiceInstall.log

2. Connection to Talk2M

2.1. Questions to ask

- Are you running the most recent version of eCatcher?

    The latest version of eCatcher is available at https://ewon.biz/support/product/download-zone/all-software

- Is the current local date of your PC correct (HTTP checks date consistency) ?

- Is the service called "Talk2mVpnService" installed and running?

    If the service is not installed, reinstall eCatcher being careful to run the installer with admin rights.

    If the service is installed but not started, manually restart the service.

- Are you getting to the Internet via a proxy?

    Check the proxy server settings of eCatcher. For NTLM proxy, the userName field has to include the domain name: DOMAIN\user.

- Are the necessary ports open and IP addresses accessible from the network?

    Install & run diagnostic tool **Talk2M Connection Checker** that you can find here: https://ewon.biz/support/product/download-zone/all-software

If the diagnostic tool reports blocked ports, check with your IT whether they can be opened. You can learn more on ports used by Talk2M here: https://ewon.biz/support/content/kb-0209-talk2m-used-addresses-and-ports

- **Check for one of the following error message and follow suggested solution:**

Message	Cause / Solution
Additional info: I/O error while communicating with HTTP server: No route to host: connect	eCatcher is not able to reach the Talk2M access server. Check the Internet connection of the PC.
Additional info I/O error while communicating with HTTP server: sun.security.validator.ValidatorException PKIX path building failed unable to find certification path to request target	You are probably running an eCatcher version prior or equal to 3.2.0 Since February 2016, we updated the Talk2M SSL Certificates which leads to an impossibility to login to your Talk2M account. See KB-0251 on eWON Support website
Server communication error : peer not authenticated	You are probably running an eCatcher version newer than 3.2.0 but older than 5.0 Since February 2016, we updated the Talk2M SSL Certificates which leads to an impossibility to login to your Talk2M account. See KB-0251 on eWON Support website

2.2. Last resort: reporting problem

Attach the following log files:

Name	Location
eCatcher System Log	Launch eCatcher and do not login. Click the **Settings** icon on opening page + magnifier icon in System config page, save log as text file (give it a name of your choice).
Talk2M Connection Checker report	Launch Talk2M Connection Checker tool and save report (give it a name of your choice)
Talk2M VPN Service Log Windows XP Windows 7	 C:\Program Files\eCatcher-Talk2M\Talk2mVpnService\logs\talk2mVpnService.log C:\Program Files (x86)\eCatcher-Talk2M\Talk2mVpnService\logs\talk2mVpnService.log

3. Connection to eWON

3.1. Questions to ask

- Are you running the most recent version of eCatcher?

The latest version of eCatcher is available at https://ewon.biz/support/product/download-zone/all-software

- Is the current local date of the PC correct (VPN checks date consistency) ?

- Is the local network IP range conflicting with the VPN IP ranges 10.7.0.0, 10.8.0.0 or 10.12.0.0 ?

  From the command prompt of your PC, run `ipconfig /all` to see the IP address of all of your network adapters.

- Is eCatcher blocked by a firewall or antivirus software on the PC?

  Add an exception to your firewall and anti-virus software for eCatcher

- Is the Talk2m-eCatcher network adapter installed and enabled?

  If the Talk2m-eCatcher adapter is not installed, either reinstall eCatcher being careful to run the installer with admin rights or manually install the adapter using the addtap.bat utility followed by the renametap.vbs utility found in C:\Program Files\eCatcher-Talk2M\Talk2mVpnService\drivers (Windows XP) or C:\Program Files (x86)\eCatcher-Talk2M\Talk2mVpnService\drivers (Windows 7).

- **Check for one of the following error message and follow suggested solution:**

Message	Cause / Solution
Cannot connect to Talk2MServer:> FATAL: NETSH: command failed	eCatcher uses a netsh (network shell) command to set the IP address of the VPN connection. Under some rare circumstances, netsh will not work and you will get an error indicating netsh failed. To correct this error, follow the instructions listed in: https://ewon.biz/support/content/kb-0095-0-en-ecatcher-sets-tap-win32-ip-netsh-or-dhcp-command
Cannot connect to Talk2MServer:> FATAL: CreateFile failed on TAP device... (errno=2) Windows XP Windows 7	Talk2M network adapter disabled or not connected. Check your Network Connections in your Windows Settings, select the Talk2M connection and click Enable or Connect. If the network adapter is missing completely, run the **addtap.bat** utility followed by the **renametap.vbs** utility found in: C:\Program Files\eCatcher-Talk2M\Talk2mVpnService\drivers C:\Program Files (x86)\eCatcher-Talk2M\Talk2mVpnService\drivers
Cannot connect to Talk2MServer:> FATAL: Error: When using –ip-win32 netsh... Windows XP Windows 7	Name mismatch of local Talk2M network adapter. Default name is "Talk2m-eCatcher Connection". To synchronize adapter names in case of mismatch, double-click on **renametap.vbs** located here: C:\Program Files\eCatcher-Talk2M\Talk2mVpnService\drivers C:\Program Files (x86)\eCatcher-Talk2M\Talk2mVpnService\drivers

VPN Tunnel error: Unable to find TAP-Win32 adapter named : Talk2M-eCatcher Connection	Talk2M network adapter disabled or not connected. Check your Network Connections in your Windows Settings, select the Talk2M connection and click Enable or Connect. If the network adapter is missing completely, run the **addtap.bat** utility followed by the **renametap.vbs** utility found in:
Windows XP	C:\Program Files\eCatcher-Talk2M\Talk2mVpnService\drivers
Windows 7	C:\Program Files (x86)\eCatcher-Talk2M\Talk2mVpnService\drivers
Additional info: I/O error while communicating with HTTP server: No route to host: connect	eCatcher is not able to reach the Talk2M access server. Check the Internet connection of the PC.

3.2. Last resort: reporting problem

Attach the following log files:

Name	Location
eCatcher System Log	Launch eCatcher and do not login. Click the Settings icon on opening page + magnifier icon in System config page, save log as text file (give it a name of your choice).
Talk2M VPN Service Log	
Windows XP	C:\Program Files\eCatcher-Talk2M\Talk2mVpnService\logs\talk2mVpnService.log
Windows 7	C:\Program Files (x86)\eCatcher-Talk2M\Talk2mVpnService\logs\talk2mVpnService.log
Open VPN Log (if available)	C:\Windows\Temp\.talk2M\OpenVpnLog.txt
ipconfig.txt	From the command prompt, type ipconfig /all >ipconfig.txt
routeprint.txt	From the command prompt, type route print >routeprint.txt

Revision

Revision History

Revision Level	Date	Description
1.0	03/01/2013	Creation Document
1.1	14/03/2015	New Template + Additional error msg

Document build number: 7

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