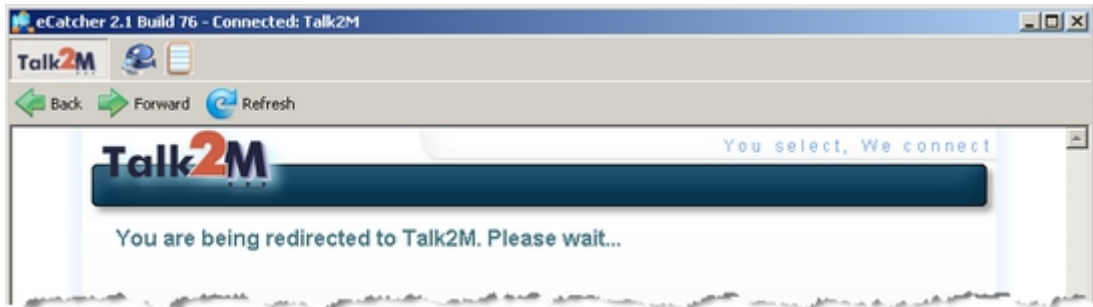


## eCatcher Redirection TimeOut

### 1. Problem:

Applies to Talk2M legacy version. So eCatcher version 2.#.

eCatcher hangs with the message "**You are being redirected to Talk2M. please wait...**".



### 2. Solution:

Try first to deactivate and reactivate the Tap-Win32 interface:

1. On your PC open the Network Connections window: Start > Control Panel > Network Connections
2. Right click the eCatcher Connection Tap-Win32 Adapter and select the 'Disable' option
3. Wait until interface is disabled
4. Right click the Tap-Win32 adapter and select the 'Enable' option.

If this does not solve the problem, then try the reinstallation of the Tap-Win32 adapter solves the problem:

To remove and add manually the TAP-WIN32 interface:

1. Remove all the TAP-WIN32 interfaces using the batch file

```
c:\Program Files\eCatcherPro\Drivers\deltapall.bat
```

2. Add one TAP-WIN32 interface using the batch file

```
c:\Program Files\eCatcherPro\Drivers\addtap.bat
```



## Revision

### Revision History

Revision Level	Date	Description
1.0	16/05/2011	Creation of document

#### Document build number: 37

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