Create a backup of an eWON

Everything explained in this document is also available as a hands-on video that shows you step by step how to perform a backup with eBuddy.

The best option to create a backup of your eWON configuration is to use eBuddy, the eWON companion tool. Make sure, the latest version of eBuddy is installed on the computer.

1.1. Why create a backup?

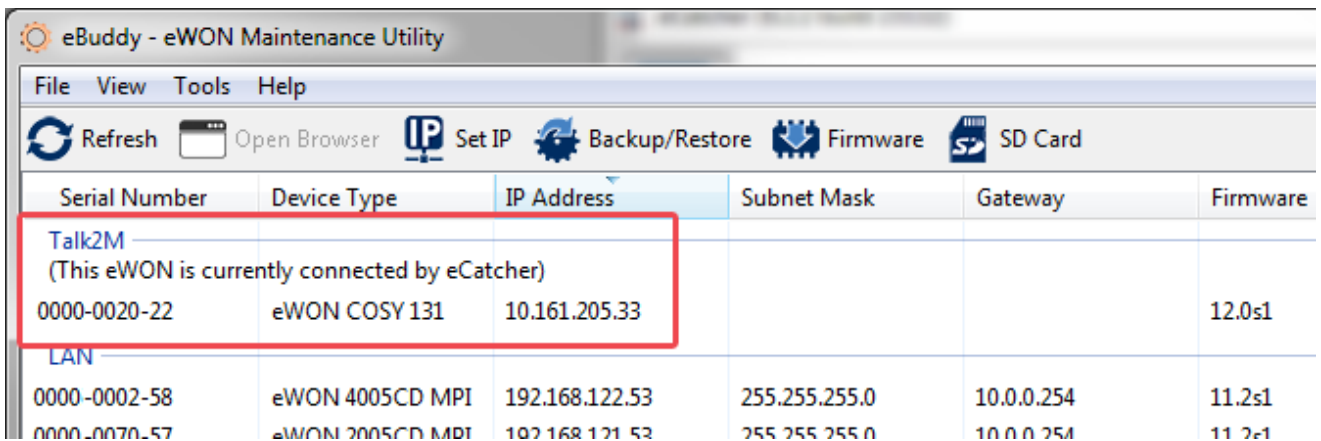A backup can be useful in case you want to:

- Save the data an eWON generates
- Duplicate the setup/settings of an eWON in order to insert it in another one
- Send it to eWON Support team in case you are facing an issue with an eWON

1.2. How to create one

If you don't have eBuddy installed on your computer yet, visit our Software web page to download & install it.
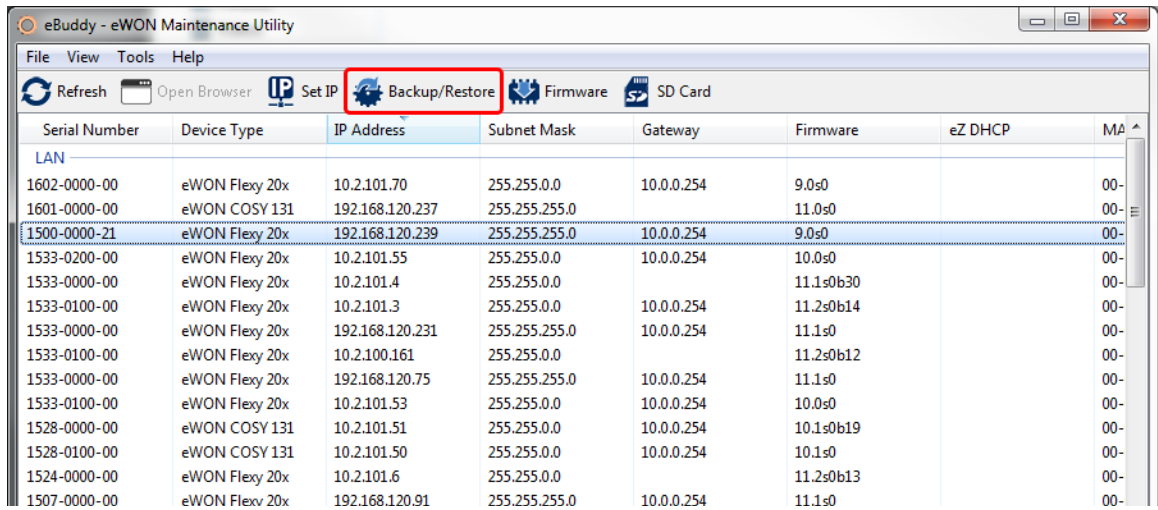
Once eBuddy is on your computer, open it. Highlight the eWON you want to back up by clicking on it then click on the Backup/Restore button in the upper menu.

If you are connected to an eWON (the one you want to create a backup for) through Talk2M, using eCatcher, this eWON will show up on top of the list in eBuddy
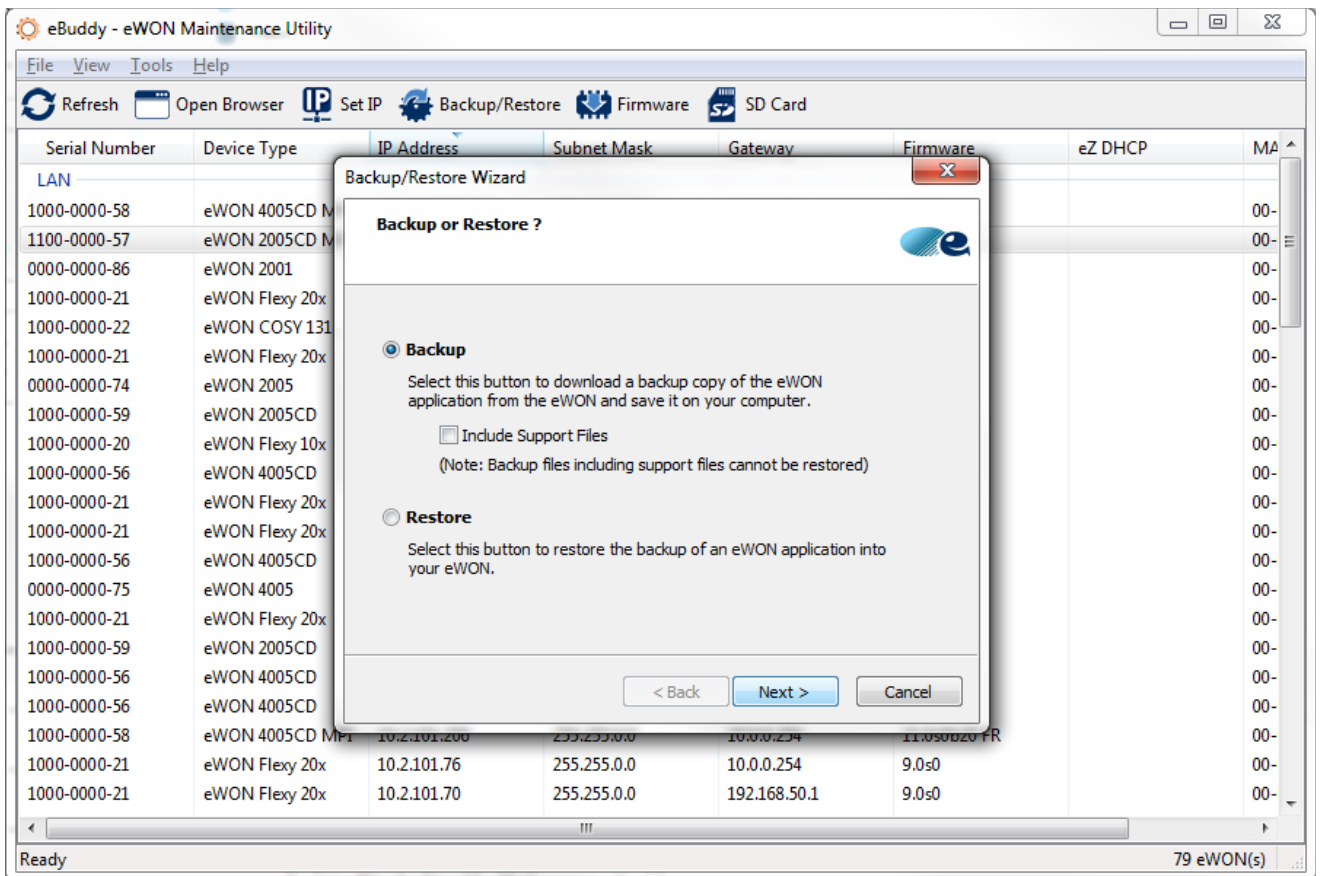
If your eWON is not listed, simply click on the Backup/Restore application.

This application will ask to either perform a backup either a restore. In this case, chose the backup option.
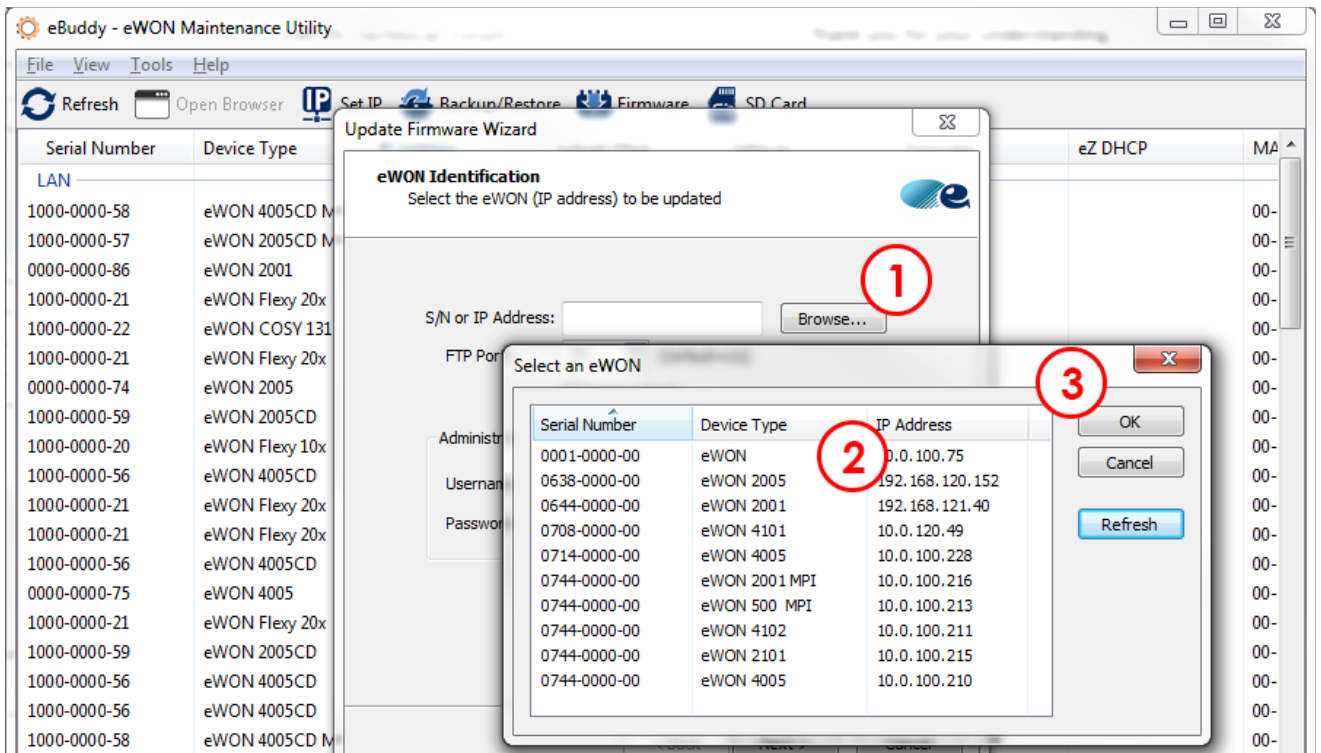
- Important -

Leave the checkbox "Include Support Files" UNCHECKED unless told otherwise by your support representative. eBuddy will attach files that can help the Support Team understand the issue occurring or where it comes from...

By highlighting the eWON in the first place, the Serial Number of the highlighted eWON will automatically be in the "S/N or IP Address" field.
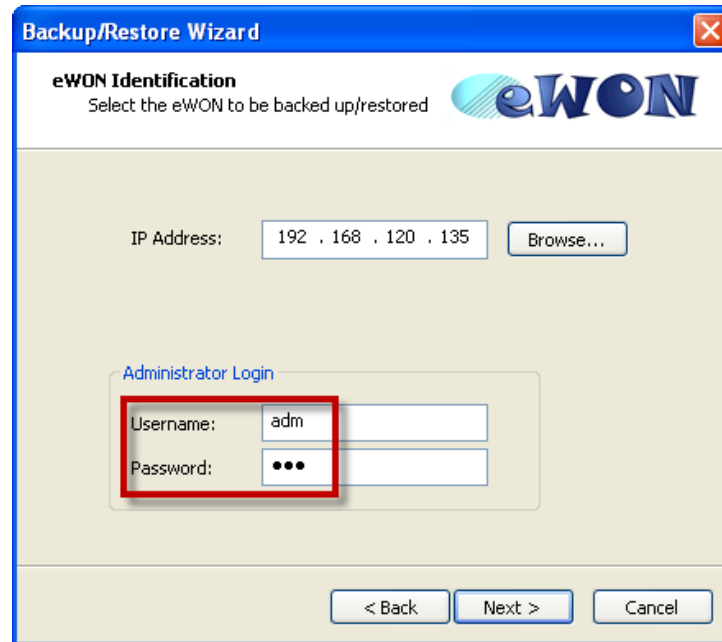
If none were selected but the eWON can be reached directly on the same network as your PC, click the Browse button to select the eWON you want to backup and click OK, the IP address of the selected eWON is transferred in the field.
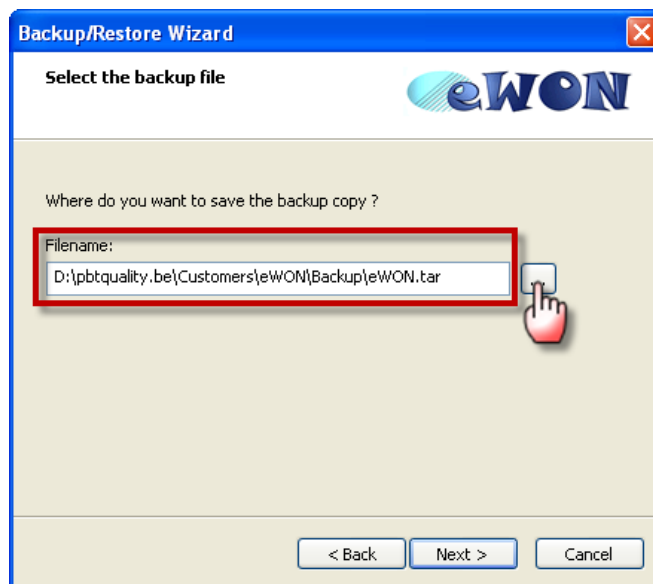

- Note -

If your eWON is on a remote site and you are using a Talk2M connection to create the backup, you have to make sure the VPN connection is established.

You can choose one of the two methods explained here above to retrieve the backup of an eWON that is located remotely. The IP Address is either the VPN or the LAN.

Fill in the the user/password fields.
By default, those are adm / adm but it is highly recommended to change them!

Click on the ... button to browse your PC and select the directory you want to store the backup in. You can edit the default backup name eWON.tar. Click Next.

eBuddy saves the backup in the chosen location. At the end of the process, a message states that the backup has successfully been downloaded. Click Finish.

Your backup is created. You can close eBuddy.

Revision

Revision History

Revision Level	Date	Description
1.0	11/05/2012	Creation of document
1.1	06/06/2016	Updated the images. Wizard mode no longer available.
1.2	19/07/2016	New GUI
1.3	05/04/2017	Modified: Chapter 1.2

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