

Talk2M Free connection issue on LAN ADSL connection

On Talk2M Free, you may encounter a connection problem after an Talk2M Server reboot.





Problem description:

The eWON is displayed as online in your Talk2M account, but you are not able to connect to it.

Solution:

Disconnect and reconnect the eWON VPN connection.

You can realize this from remote using eCatcher with the "Send eWON offline" button.

 	eWON Test	Online	eWON
 	eWON_AB	Offline	Rock

But this button is only available for eWON with GPRS/EDGE connection.

Then, to use this button, you need to edit your eWON to configure it as "GPRS/EDGE".

- Warning -

Only apply these following steps if your eWON is connected to Internet using its second Ethernet Interface and if the "Maintain connection" is checked.

1. In your Talk2M account, display the eWON details page of the eWON which creates the problem

 	eWON Test	Online	eWON F
 	eWON_AB	Offline	Rockwe

2. Click on the Edit button

eWON Properties: eWON Test

 Back
  Edit
  eWON Setup
  Duplicate
  Delete

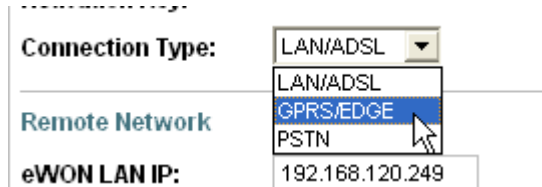
eWON Description

eWON Name: eWON Test

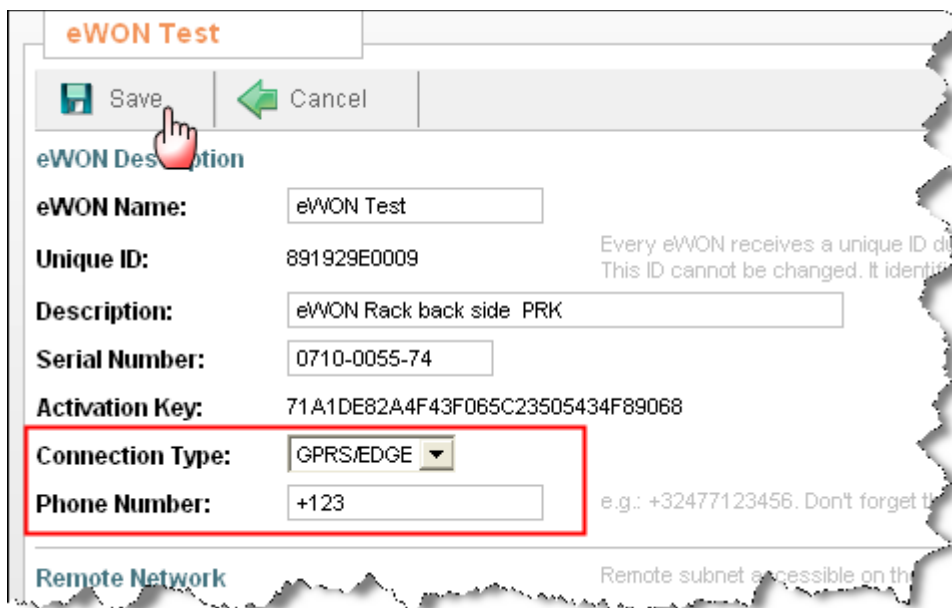
Unique ID: 891929E0009 Every eWON receives a unique ID during its creation in T. This ID cannot be changed. It identifies the eWON.

Description: eWON Rack back side PRK

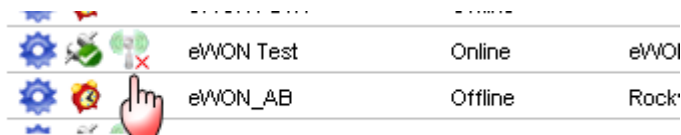
3. Change the connection type from LAN/ADSL to GPRS/EDGE



4. Enter a phone number, as for example "+123" and click on the Save button.



5. Go back to the "My eWONs" page.
6. Next to the eWON should now be displayed the "Send eWON offline" button. Click on this button to send your eWON offline.



Icon	Name	Status	Action
	eWON Test	Online	
	eWON_AB	Offline	

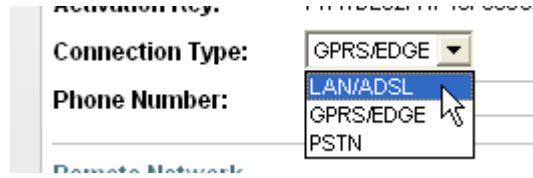
7. The eWON will go offline and will come automatically online again after a few minutes.



Icon	Name	Status	Action
	eWON Test	Going offline... (0:42)	
	eWON_AB	Offline	

8. You should now be able to connect to your eWON again.

To remove the "Send eWON offline" button on your Talk2M account, edit the eWON properties page once again and set the connection type back to LAN/ADSL.



Revision

Revision History

Revision Level	Date	Description
1.0	22/10/2010	Creation of document

Document build number: 6

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eWON sa, Member of ACT'L Group