

## Talk2M used addresses and ports

The information applies to Talk2M connections using Free+ and Pro services.

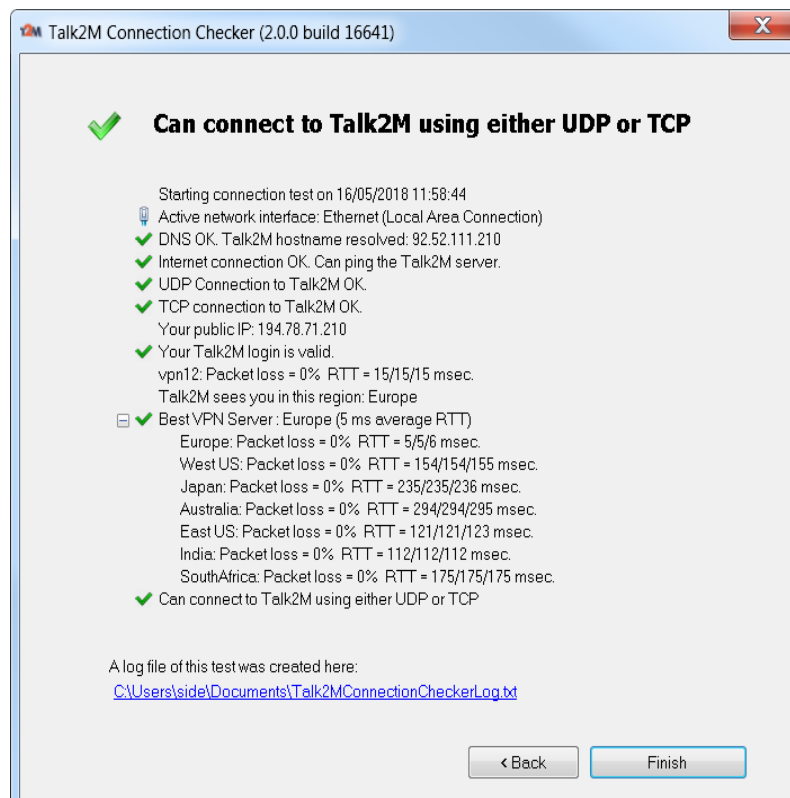
To make the Talk2M connection work, different servers must be accessible by the eWON from your network.

Hereunder you will find detailed information about the ports and addresses used for the Talk2M connection.

The most recommended rule is not to white list specifically some server addresses but all the Talk2M servers using the wild-card :

**\*.talk2m.com**

To check if the different ports and addresses needed for the Talk2M connection can be reached from your network, you can use our [Talk2MConnectionChecker tool](#).



## 1. eCatcher connection to Talk2M

eCatcher will need to connect to the following servers:

### 1. Access Server:

- Protocol and port used: HTTPS (TCP port 443)
- Addresses:
  - *as.pro.talk2m.com* (eCatcher version < 6.3.5)
  - *client.api.talk2m.com* (eCatcher version >= 6.3.5)

### 2. VPN servers:

- Protocols and ports used:
  - UDP port 1194 or TCP port 443
- Addresses:
  - *client.vpnX.talk2m.com*, with **X** is the VPN server number. Can be between 1 and 50.
  - NAP Server of China : *sclient.vpn15.talk2m.com*

If possible, white list the URL `*.talk2m.com`.

If not possible, white list the URLs `client.vpn1.talk2m.com`,  
`client.vpn2.talk2m.com`,... `client.vpn50.talk2m.com`

REM : Not all URL are currently used.

If the Internet connection is established through a Proxy server, then eCatcher will use the TCP protocol.

## 2. eWON connection to Talk2M

eWON will need to connect to following servers:

### 1. Access Server:

- Protocol and port: HTTPS (port 443)
- Addresses:
  - *as.pro.talk2m.com* (eWON Firmware < 12.2)
  - *device.api.talk2m.com* (eWON Firmware >=12.2)

### 2. VPN servers:

- Protocols and ports used:
  - UDP port 1194 or TCP port 443
- Addresses: *device.vpnX.talk2m.com*, with **X** is the VPN server number. Can be

between 1 and 50.

If possible, white list the URL "\*.talk2m.com".

If not possible, white list the URLs device.vpn1.talk2m.com,  
device.vpn2.talk2m.com,... device.vpn50.talk2m.com

REM : Not all URL are currently used.

If the Internet connection is established through a Proxy server, then eWON will use the TCP protocol.

### 3. Deep Packet Inspection of TLS/SSL encrypted traffic.

Some firewalls or anti-virus may feature the Deep Packet Inspection of the encrypted traffic to monitor the application data sent and received.

This mechanism implies that the firewall or the anti-virus replaces the Talk2M HTTPS certificate by its own certificate, which may be seen as a "Man in the middle" attack.

This method of replacing certificates **is refused** by eCatcher and the eWON Cosy/Flexy for security reasons.

When you face this issue, the error you get in eCatcher when trying to log in is

*"Server communication error : peer not authenticated"*

On the eWON Flexy/Cosy side, an error is returned when you execute the Talk2M Wizard :

*"HTTPS dialog failed (Server certificate verification failed: certificate issued for a different hostname, issuer is not trusted)"*

The only solution to fix this issue is to disable the Deep Packet Inspection feature, at least for our URL/IP addresses (see above).

## Revision

### Revision History

Revision Level	Date	Description
1.0	22/04/2015	Creation of document
1.1	16/07/2015	Added Mumbai VPN server
1.2	08/12/2015	Added Europe VPN server
1.3	09/12/2015	Refresh VPN server info
1.4	28/02/2018	Added an Access Server address
1.5	16/05/2018	Added detailed List of VPN servers
1.6	11/07/2018	Added NAP Server
1.7	07/11/2018	Update of info inside Chapter 2.1: <i>client.api.talk2m.com</i> changed into <i>device.api.talk2m.com</i>
1.8	25/02/2019	Add note on "DPI-SSL" and increase VPN server max ID to 50

### Document build number: 55

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