What is the Tap-Win32 Adapter used for?

The Tap-Win32 Adapter is a virtual network interface needed on your PC to allow the VPN connection to the Talk2M server.
This adapter is added on your PC during the eCatcher installation process.

It may happen that the TAP-Win32 adapter cannot be used by the eCatcher software.
The message "*There are no Tap-Win32 adapters on this system*" will then be displayed.

Probably the Tap-Win32 adapter could not be added on your PC during the eCatcher installation process or an other program deleted or uses the existing Tap-Win32 adapter.

To solve the problem, add the Tap-Win32 adapter manually on your PC as described here under.

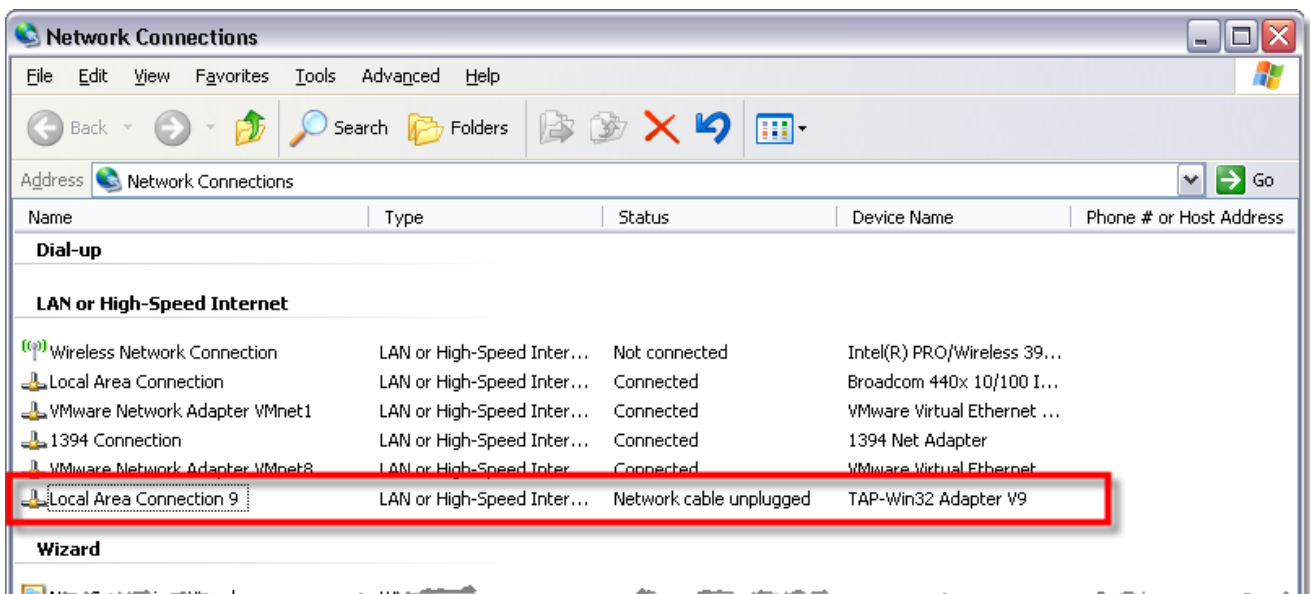## 1. eCatcher version 3.0 (Free+ and Pro accounts)

To install the TAP-Win32 adapter, go on the directory %INSTALL_DIR% \Talk2mVpnService\Drivers\ (by default, it should be "C:\Program Files\eCatcher-Talk2M\Talk2mVpnService\Drivers\") and click on the addtap.bat command file.

A DOS window will open and the installation of the Tap-Win32 adapter will start.
Depending on the security settings of your PC you will be asked to confirm the installation of the Tap-Win32 adapter.

When installation finished, the DOS window will close automatically.
You should now be able to see the Tap-Win32 adapter V9 in the "Network Connection" window of your PC:

- Attention -

The eCatcher application must be restarted to take the modification into account.

2. eCatcher version 2.0 (Free legacy accounts)

To install the TAP-Win32 adapter, go on the C:\Program Files\eCatcher\drivers directory and click on the addtap.bat command file.

A DOS window will open and the installation of the Tap-Win32 adapter will start. Depending on the security settings of your PC you will be asked to confirm the installation of the Tap-Win32 adapter.

Once the installation finished, you should be able to see the Tap-Win32 V8 adapter in the "Network Connection" window of your PC.

On Windows 7 64 bits, to be able to use eCatcher version 2.0 (legacy version) you may need to install the latest version of the Tap-Win32 adapter. Explications can be found here: Manual Tap-Win32 installation.

Revision

Revision History

Revision Level	Date	Description
1.0	26/04/2011	Creation of document

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