eWON Application User Guide

AUG 034 / Rev 1.0

You Select, We Connect

Talk2M – Service Free+
Getting started

Content

This document will describe how to establish a remote connection to your eWON using the Talk2M service Free +.

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Hardware and software requirements

Hardware requirements

In order to follow this guide you will need:

- 1 eWON with second Ethernet interface (for example 2005CD) or an eWON with integrated modem (for example : eWON 2001CD).

Software requirements

eWON configuration software:

The eWON is configured through its web server. So all you need is a standard Web Browser software like Internet Explorer[i] or Firefox[ii].

Additionally we suggest you to download the eBuddy utility on our website : http://support.ewon.biz.
This utility allows to list all the eWONs on your network and to change the default IP address of an eWON to match your LAN IP address range. With eBuddy you can also easily upgrade the firmware of your eWON (if required), or realize a Backup of the eWON configuration.

Other software:

eCatcher V3.0 must be installed on your PC to allow to establish the remote connection using Talk2M.

eWON Firmware Version

To be able to follow this guide your eWON needs a firmware version 6.1 or higher. A simple way to realize the eWON firmware upgrade is to use eBuddy, the eWON software companion.

Introduction

This document will describe how to establish a remote connection to your eWON using the Talk2M service Free +.

To configure the eWON, all you need is a Web Browser and to open the internal Web pages of the eWON. (http://10.0.0.53 with factory settings)

If it is the first time you connect to an eWON, we suggest you to read the "Quick Start Guide for eWON" which has been shipped with your eWON. This document explains step by step how to change the IP address of the eWON LAN port, in order to be able to connect to it.

You can also download the Quick Start Guide under following link:
http://wiki.ewon.biz/Support/01_Getting_Started

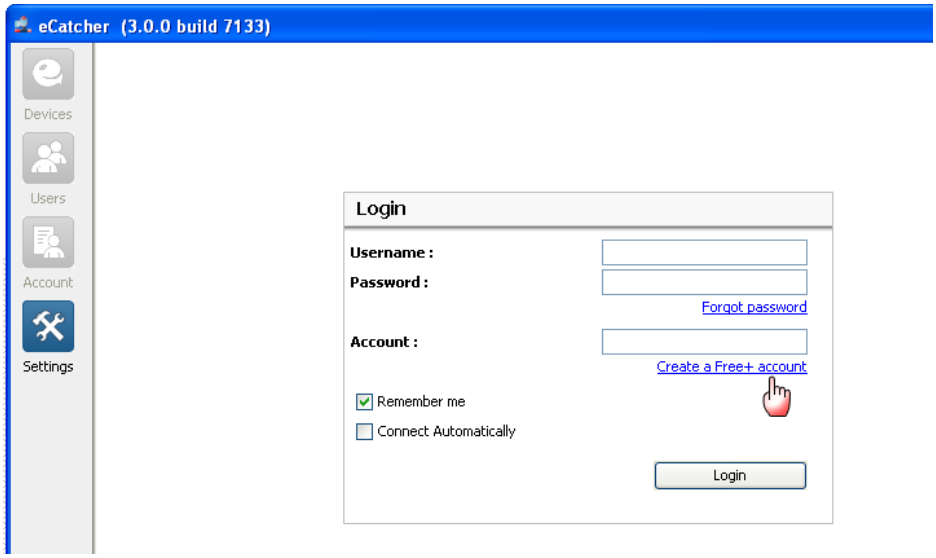
Create your Free+ account on Talk2M

For the remote connection to eWON using Talk2M you will need to install the eCatcher software version 3.0.

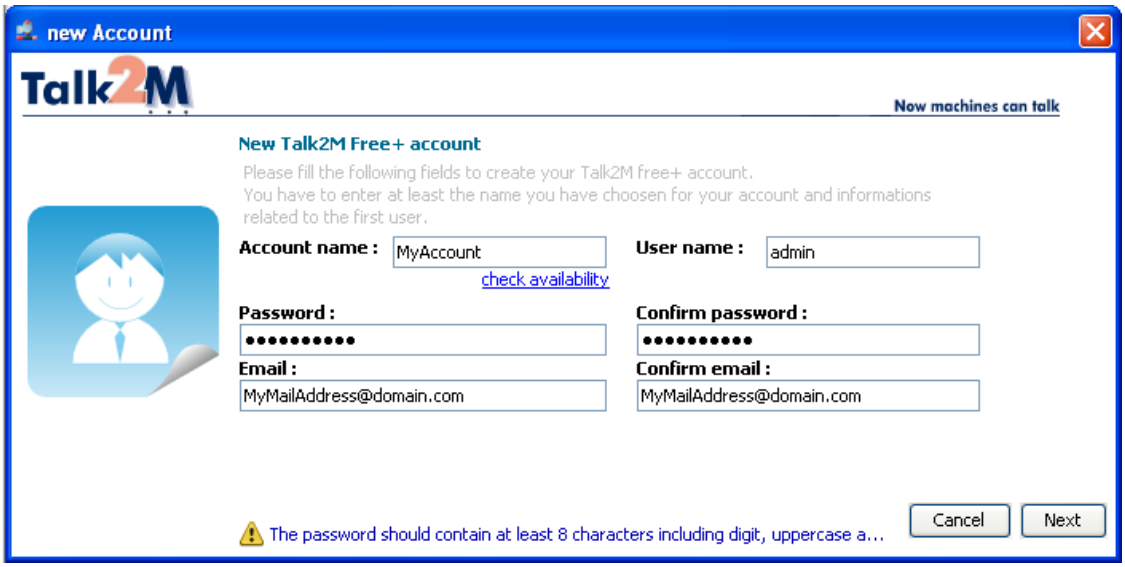
The eCatcher software can be found here (Temporary link during the pre-release phase): http://dnl.ewon.biz/Download/eCatcher/setup.exe

Download and install the software on your PC.

Once the eCatcher software installed on your PC you can launch eCatcher to create your Free+ account on the Talk2M server.



Following window will show up:



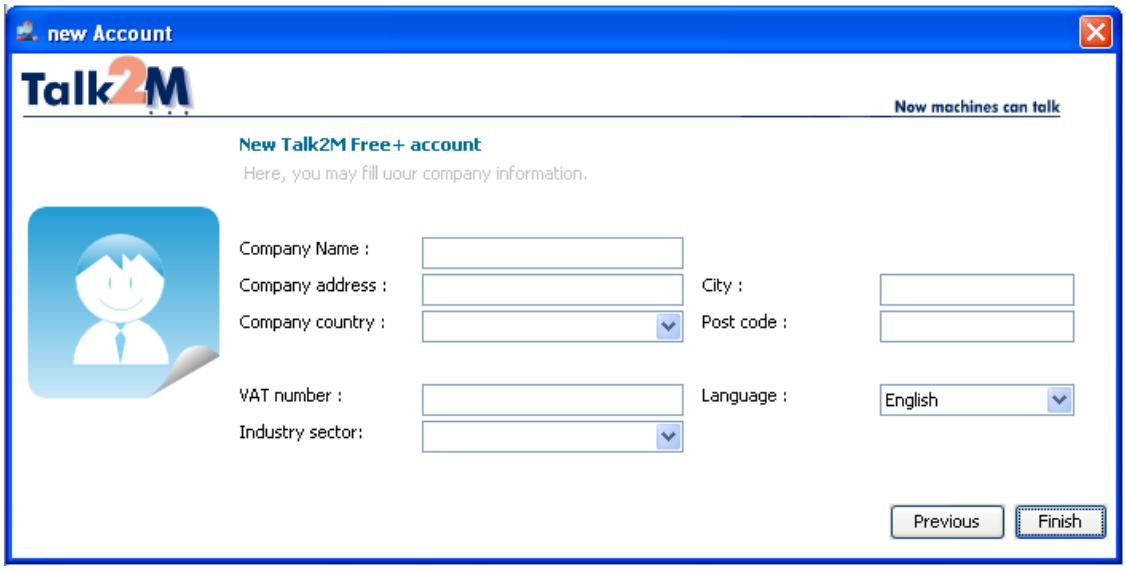
Enter the ***Account name*** you want to create and specify the ***user name***, ***password*** and **Email** address for your account.

For the ***Account name*** choose for example the name of your company. The Free+ services allows to create multiple users on the same account. So best choose a generic name for the account instead of using your own name.

Use the "***check availability***" link under the account name field to check if the Account name you encoded is still available or not.

By default the user name "admin" is proposed, but you can also change it.

Once all the fields encoded click on *Next*.



This window will allow you to encode detailed information about your company.

These fields are not mandatory.

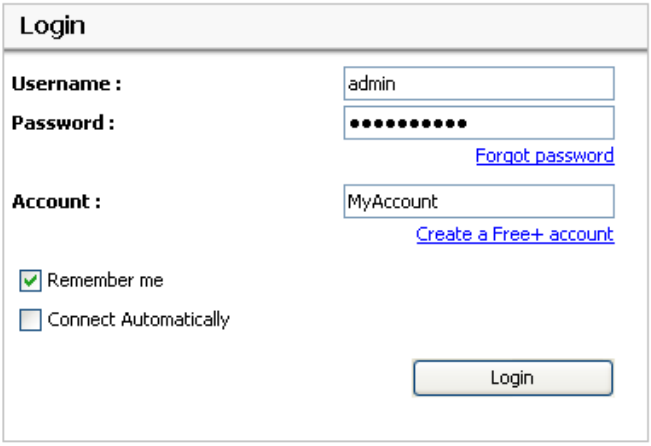
Once finished the encoding click on the ***Finish*** button to create your account.

A message indicating that your account was successfully created will be displayed.

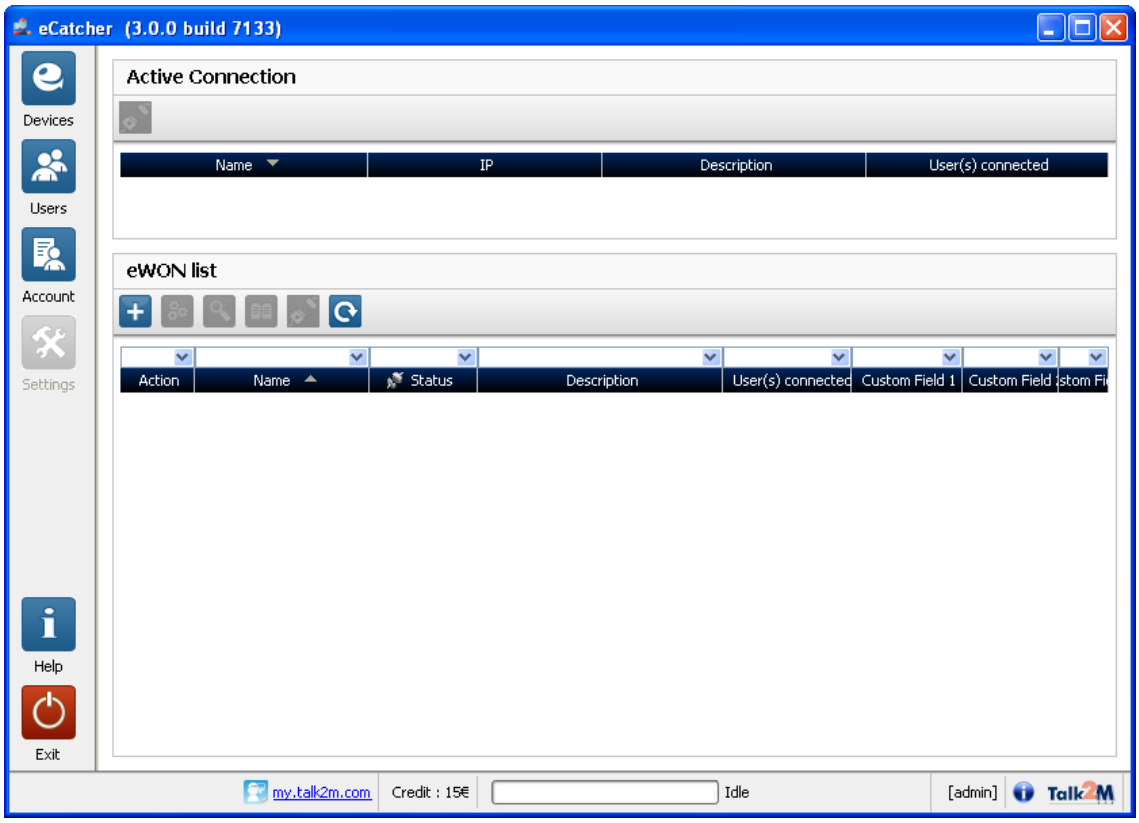
Login your Free+ account

Once your Free+ account created, you can then log into your Talk2M account.

Launch the eCatcher software, specify the Username, Password and your Talk2M account to log into the Talk2M service.
If you created your account just before, then the login information will be filled in automatically.



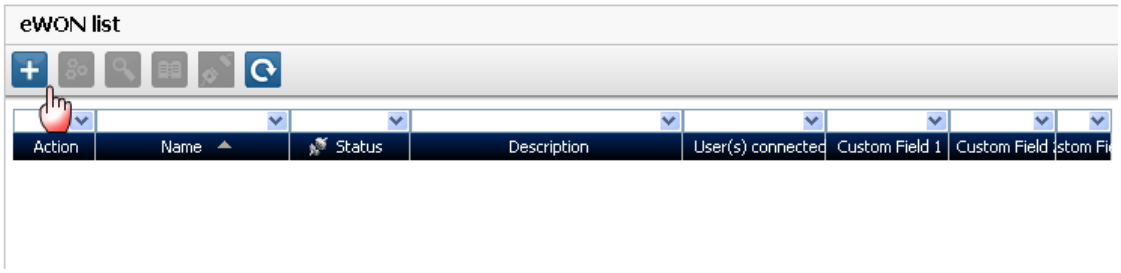
The eCatcher interface will be displayed:



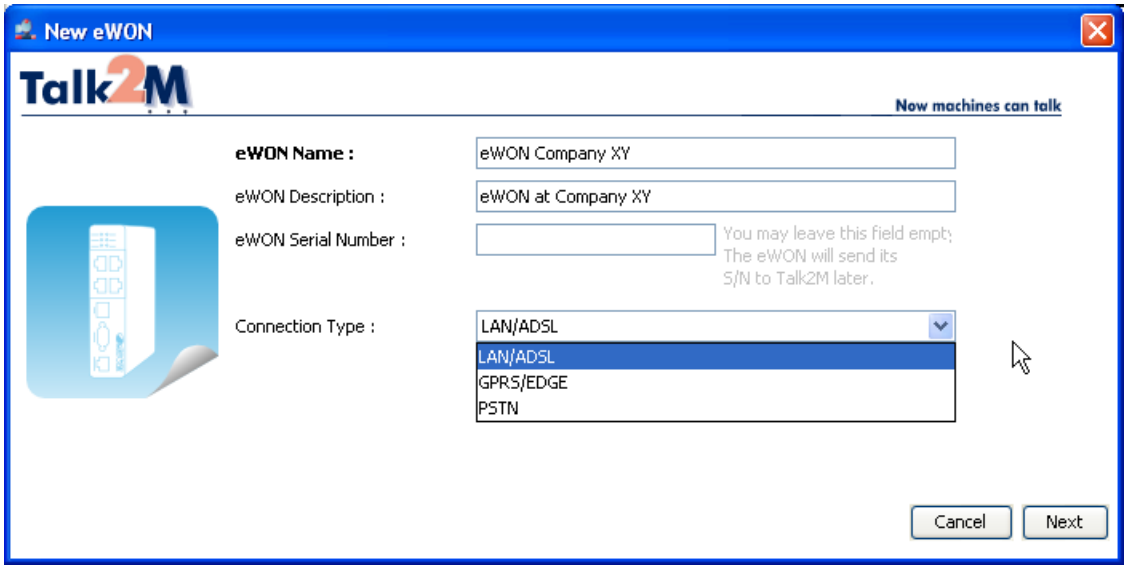
Create an eWON on your Free+ account

On the menu on the left side of the eCatcher interface click on the ***devices*** button (default view).

To add a new eWON on your account, click then on the "+" icon in the eWON list section.



Following windows show up:



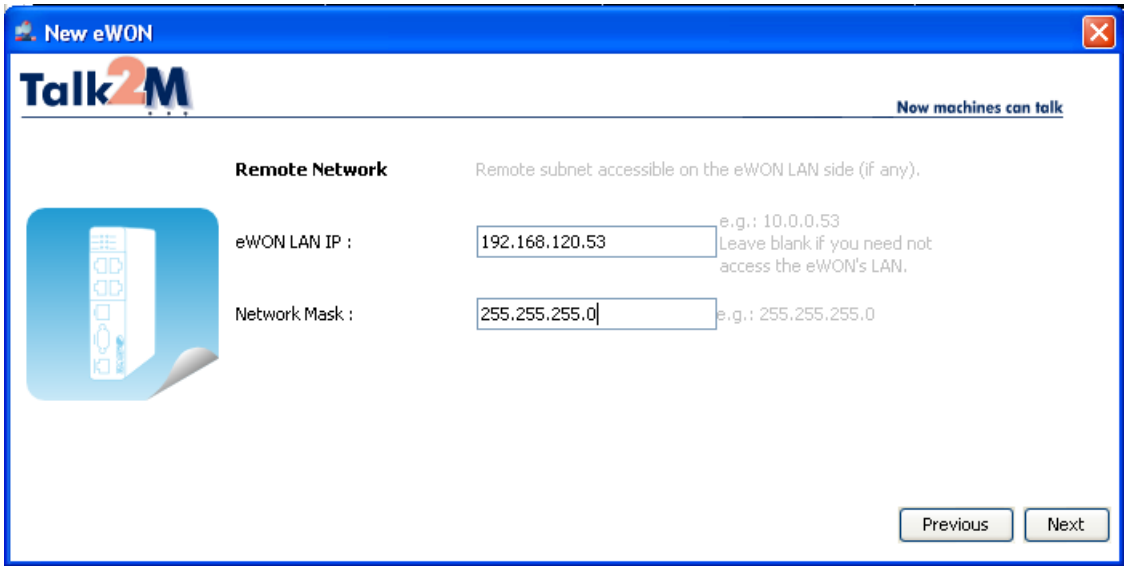
Enter the ***eWON name*** you want to use on the Talk2M server to identify the remote connection to your eWON.

The ***eWON Serial Number*** can be left empty, because it will be filled automatically during the Talk2M connection configuration of the eWON.

For the ***Connection Type*** specify how eWON will be connected to the Talk2M server.

Using a **LAN/ADSL** connection, using a **GPRS/EDGE** connection or using an Internet connection over a **PSTN** connection (analog modem).
If you specify a GPRS/Edge connection, then you will be asked to specify also the phone number. This will allow Talk2M to wake up your eWON from remote using an Wake-Up SMS as specified later in this document.

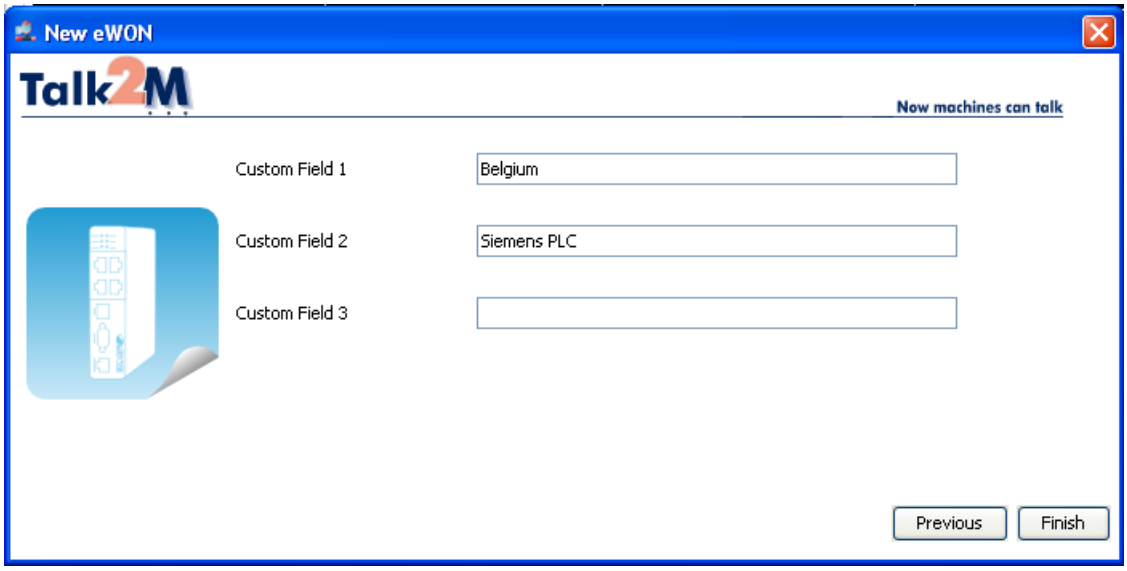
Click on *Next*.



This window allows you to specify the ***Remote Network*** to reach behind the eWON.

Using the Talk2M Service you will probably not only connect to the eWON from remote, but you want to connect to the Ethernet devices which are connected to the eWON LAN side.
To allow this, you need here to specify the ***eWON LAN IP*** address and the ***Network Mask.*** eCatcher will then create the adequate route during the connection establishment to your eWON.

Click on *Next*.



Here you can enter additional information concerning your remote connection. The ***Custom Fields*** can then be used to classify or filter your different remote connections to allow easily to find the eWON you need to connect to.

I entered for example "Belgium" and "Siemens PLC" just to indicate the country where eWON is placed and the PLC type which will be placed behind the eWON.
The Custom Field names can be modified as explained later in this document.

Click on ***Finish*** to add the eWON to the eWON list of your account.

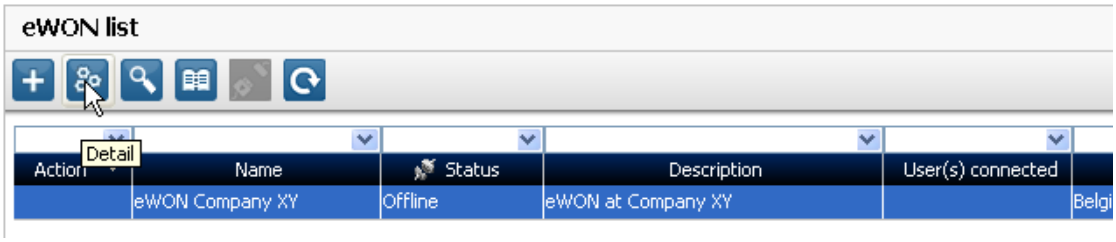
Get the eWON activation Key

Up to now we added an eWON on our Talk2 account, but we did not yet configure the eWON to connect to the Talk2M server.

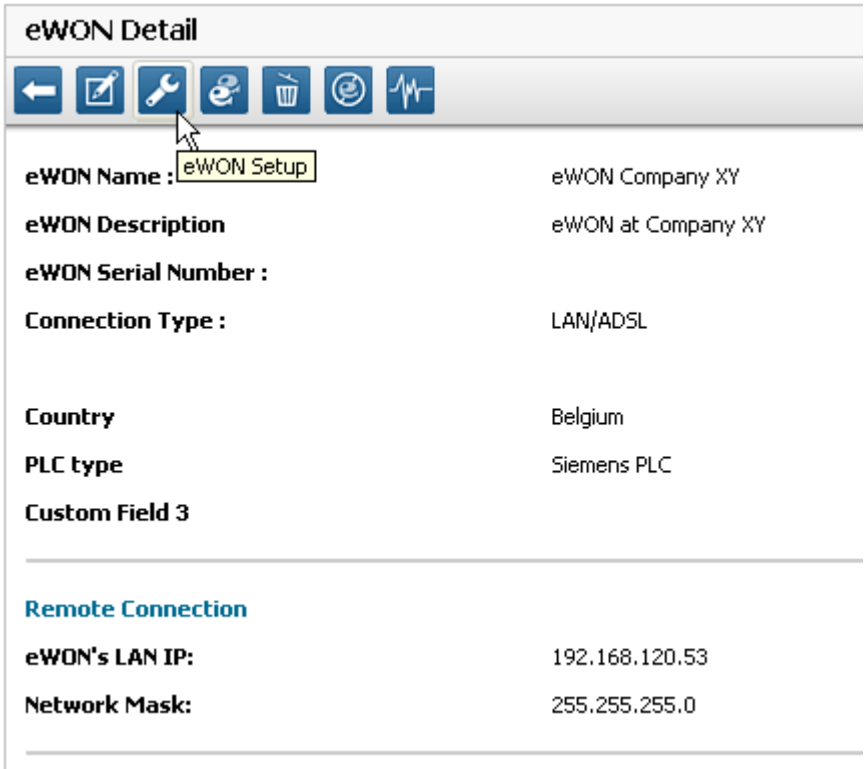
To configure the eWON, we will need to specify during the Talk2M connection wizard an activation key which will allow the eWON to get back the VPN keys and certificates needed for the VPN connection.

To get the activation key, proceed as follows:

In the eWON list, click on the ***Detail*** button.



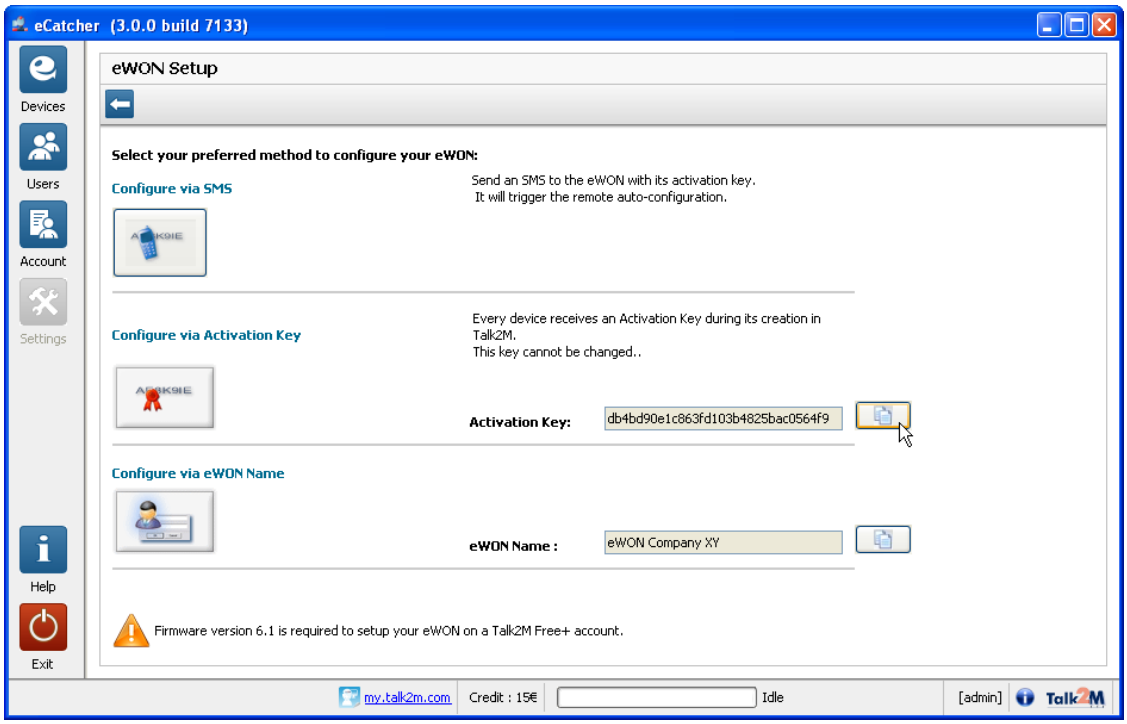
The eWON Detail window will open:



Here you will find the different information you encoded just before.

To get the activation key needed for the eWON configuration click on the ***eWON Setup*** button as showed on the picture.

Following window will open:



Under the ***Configure via Activation Key*** section you will find the Activation Key needed for the eWON configuration. Just click on the ***Copy*** icon to copy the activation key into the clipboard of your PC.

Next to the eWON configuration using the Activation Key there exists also 2 other configuration methods:

- ***Configure via eWON Name***: During the eWON Talk2M wizard instead of using the Activation Key you can also specify the ***eWON Name*** and use the user name and password of your Free+ account.
- ***Configure via SMS***: If your eWON has a GSM modem and if the eWON is already configured for Internet connection, then you can also send an SMS to the eWON containing the activation key. When eWON receives the SMS, it will then trigger automatically the Talk2M connection wizard and will configure itself to connect to the Talk2M server.

Configure the eWON Internet connection

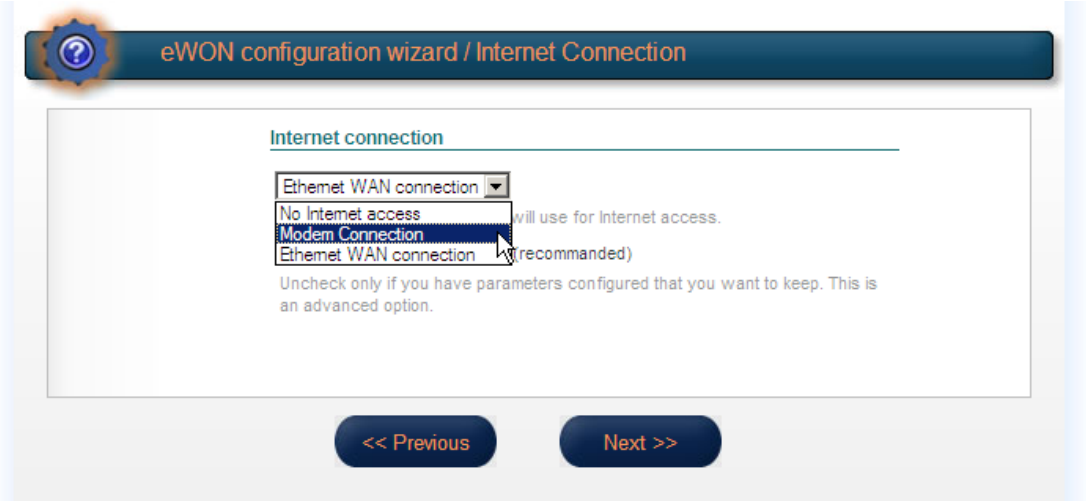
Connect now to your eWON to configure the Internet connection of the eWON. You must connect to the LAN side of your eWON to configure it.

The easiest way to configure the Internet connection of your eWON is to use the integrated Internet connection wizard.

To open the eWON wizard page, click on ***Configuration*** in the toolbar and then on the wizard icon.

The following page will be displayed:

Click on the icon next to ***Configure INTERNET Connection*** to launch the wizard. Following window will be displayed:



According to your eWON type (with a modem or a second Ethernet interface), you will have the possibility to choose between different connections:

- *Modem Connection*
- *Ethernet WAN connection*

- *ADSL*

If you want to establish the Internet connection using the second Ethernet port of the eWON to connect using the Internet access of the Company network, then choose "Ethernet WAN connection"

If you want to establish the connection using a GPRS/EDGE/HSUPA connection, then choose the "Modem Connection" option.

Follow the different steps to complete the Internet connection wizard.

Once the wizard completed, eWON should display a message like in the screen shot displayed hereunder:

The Internet Connection ✔ means that the eWON is correctly configured for an Internet connection.

The **Online IP Check** ✔ means that the eWON was actually able to reach an IP address on the Internet.

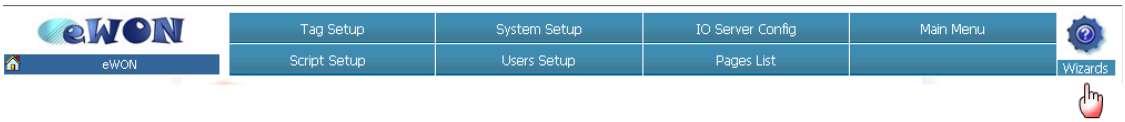
Detailed information of the use of the wizard can be found in following document:

AUG-019-0-EN-(eWON Configuration for Internet Access Using the Wizard).pdf

Configure the Talk2M connection on your eWON

Now that the eWON is configured for the Internet connection, you can launch the Talk2M connection wizard. This will configure the VPN settings inside the eWON to allow the remote connection using Talk2M services.

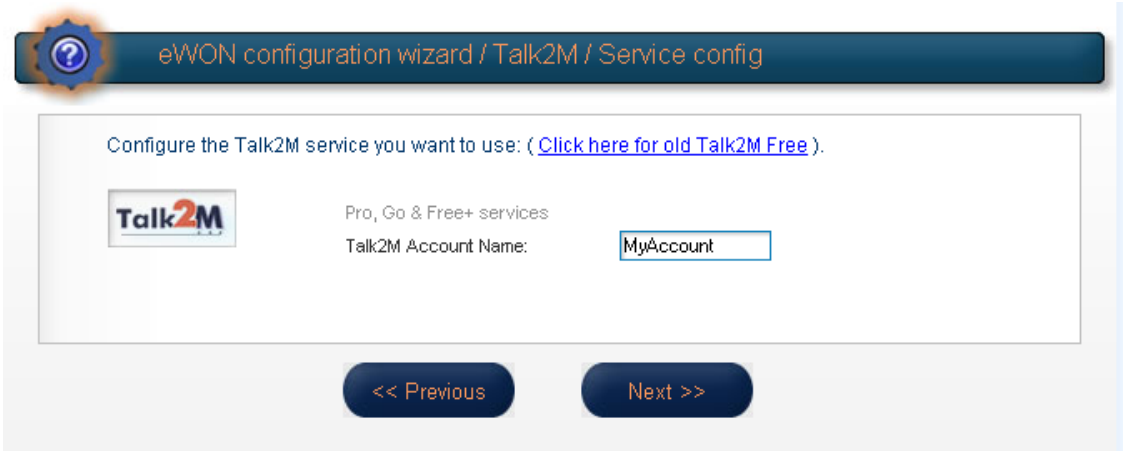
To open the eWON wizard page, click on ***Configuration*** in the toolbar and then on the icon.



The wizard window will open:

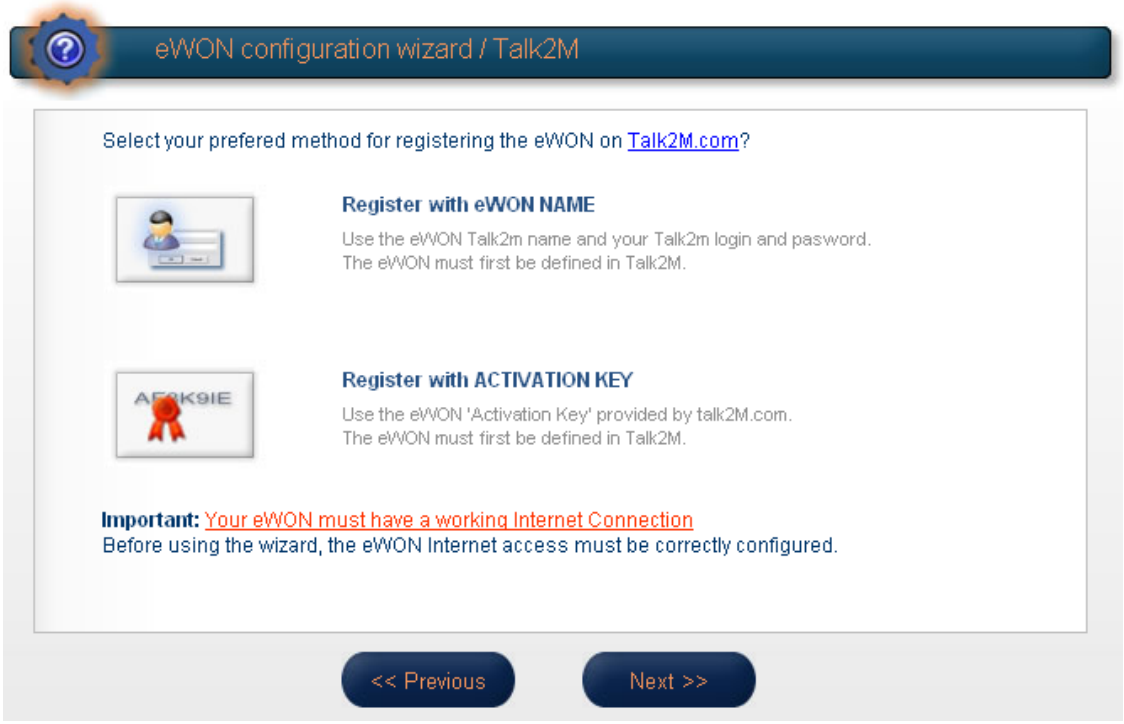
Click on the Talk2M wizard.

In the first window of the wizard you will need to enter your ***Talk2M Account Name***.



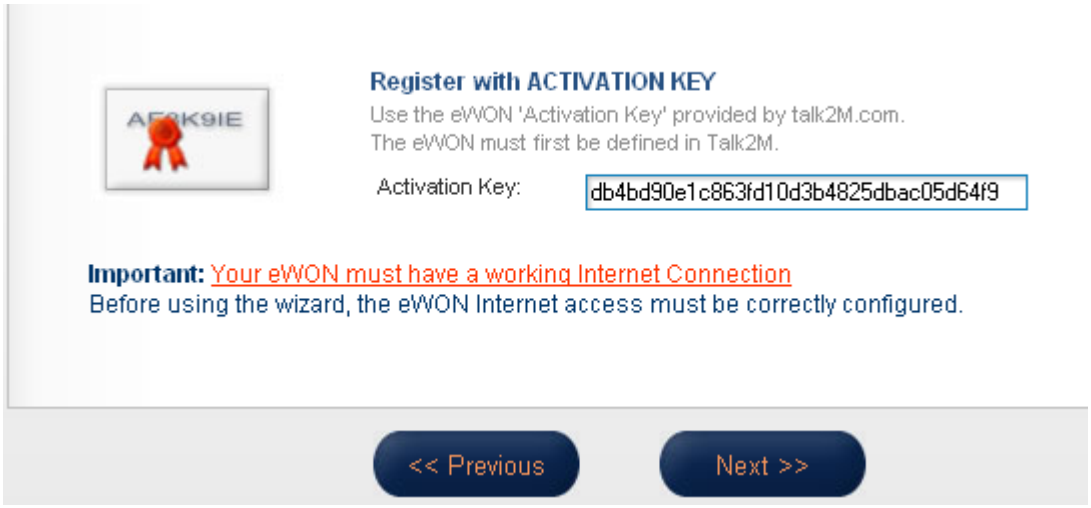
Encode here the account name you created in chapter "Create your Free+ account on Talk2M" at the beginning of this document.

Click on *Next*.



Here specify if you want to launch the Talk2M registration using the ***Activation Key*** or using the ***eWON Name***.

Remember, in the previous chapter we just copied the Activation Key to the clipboard of our PC. So we will use the Activation Key for the registration.

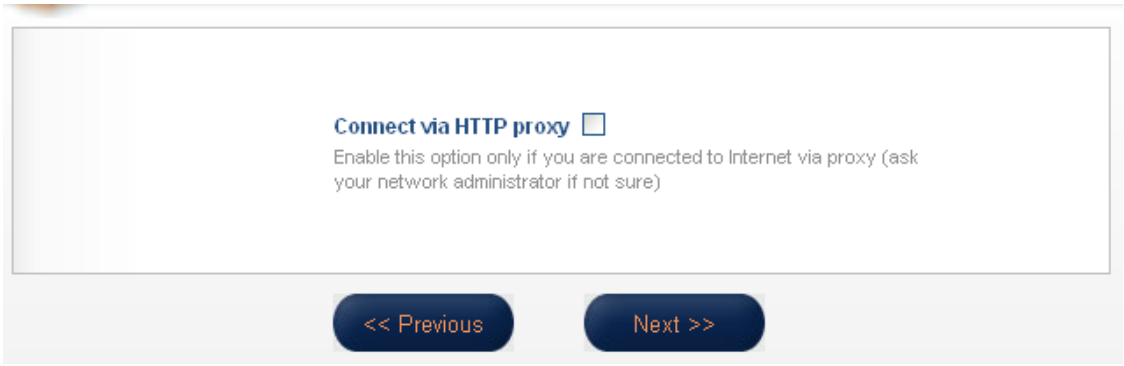


Click on the ***Register with Activation Key*** option and enter the Activation Key (Ctrl + V) .

Then click on *Next*.

Note: If you use the "registration with eWON NAME" method, then you will be asked to enter the Name you specified for the remote connection in your Talk2M account. You will then also need to specify the user name and the password which you use to connect to your Talk2M account.

The next window of the wizard will ask you if you need to connect through a Proxy server.



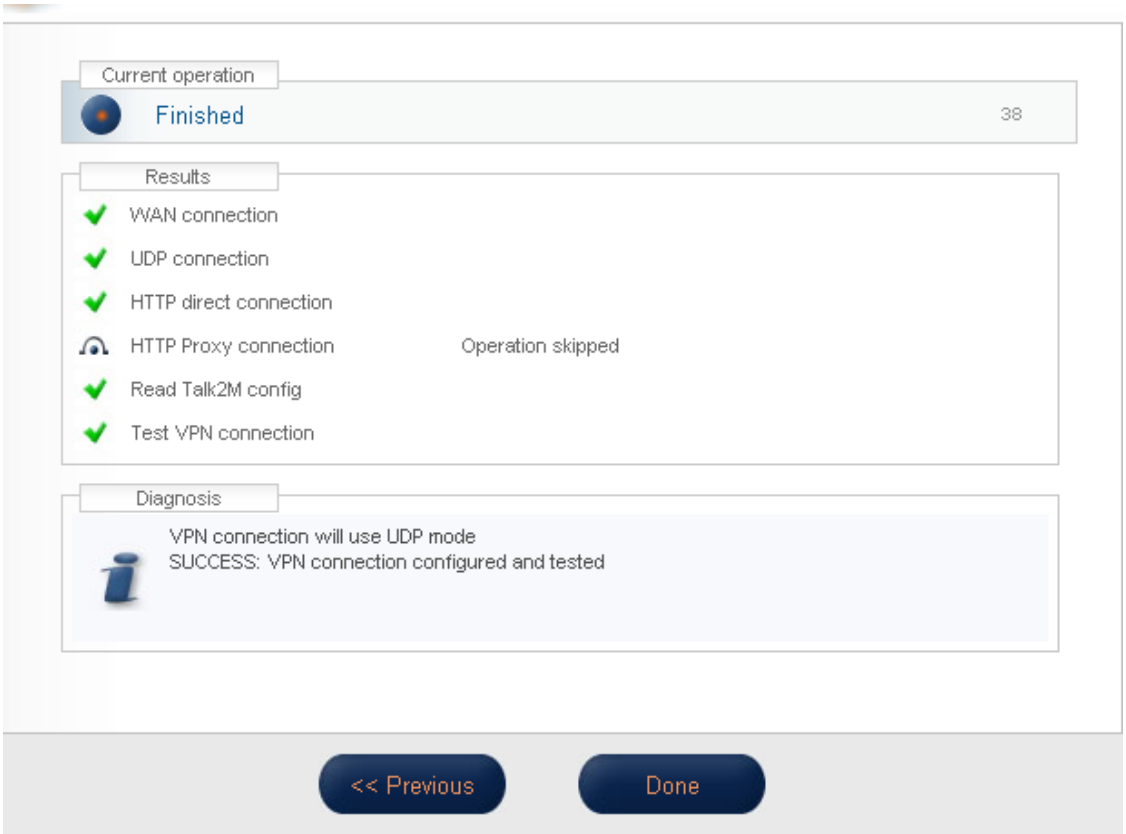
Only check this option if you need to specify a Proxy server for the Internet connection.

Otherwise leave this option unchecked and click on *Next*.

The Talk2M registration will now start and the result will be displayed on the wizard page:

eWON will first test the different connections needed to connect to the Talk2M server (UDP and HTTP or HTTP using a Proxy).
Then eWON will connect to the Talk2M server and retrieve the VPN keys.
At the end, eWON will then establish the VPN connection to the Talk2M server.

Once the registration and configuration of the eWON finished, the result will be displayed on the Wizard page as shown in the following picture:



Click on the ***Done*** button to close the wizard.

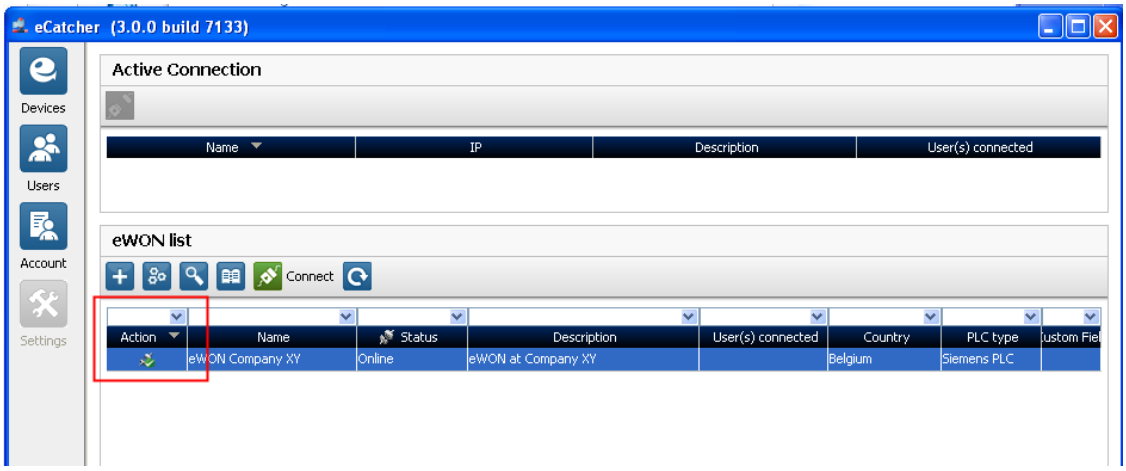
Your eWON is now configured to connect to the Talk2M server.

Establish the remote connection to your eWON

Now that the eWON is configured to connect to Talk2M, we can establish the remote connection to the eWON.

Login into your eCatcher Free+ account and display the ***Device*** Window (default view).

In the eWON list displayed on the lower part of the window, select the eWON you want to use for the remote connection.



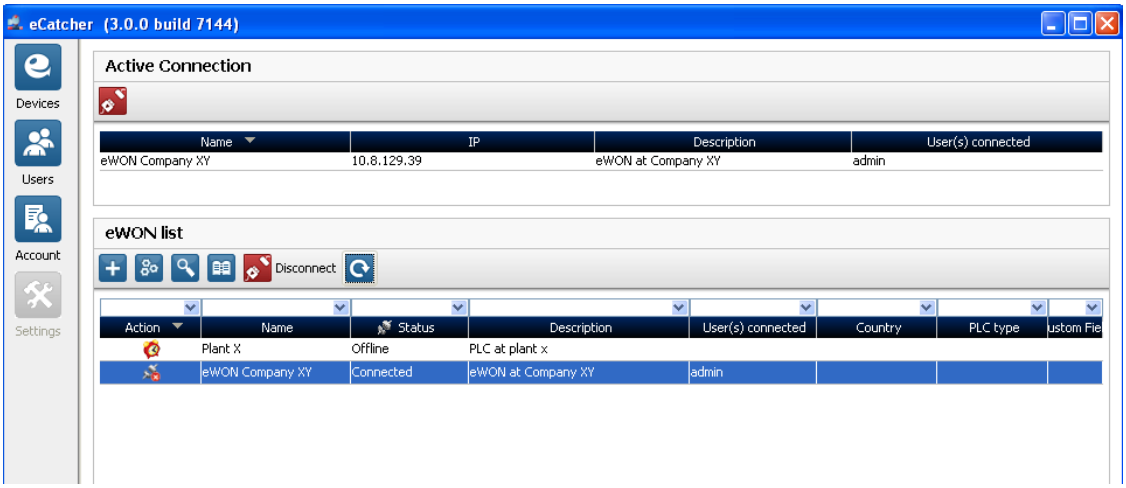
The eWON which you just configured should now be displayed as on line (green tick in the action column).

This means that the eWON has established its VPN connection to the Talk2M server.

To establish the remote connection using this eWON, double-click with the mouse the ***online icon*** or click on the ***Connect*** button displayed in the eWON list menu.

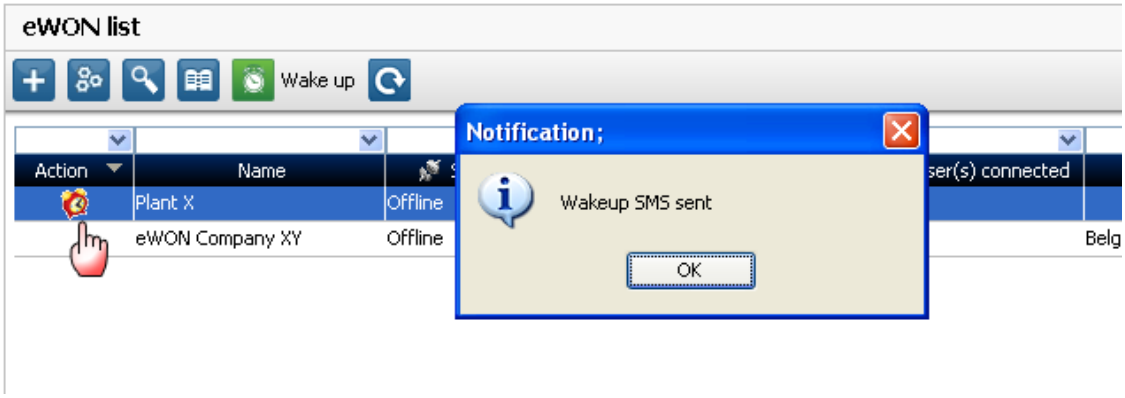
eCatcher will now establish the VPN connection to the Talk2M server.

Once the VPN connection to the eWON established, the eWON will be displayed in the "Active connection" section on the top of the window.



This means that the PC is now connected to the eWON using the VPN tunnel and you can start to enjoy the remote connection.

Note: If you use an eWON GPRS, then probably you will first need to wake-up the Talk2M connection of the eWON. To do this just click on the "Wake-up" icon in front of the eWON name under Action column.

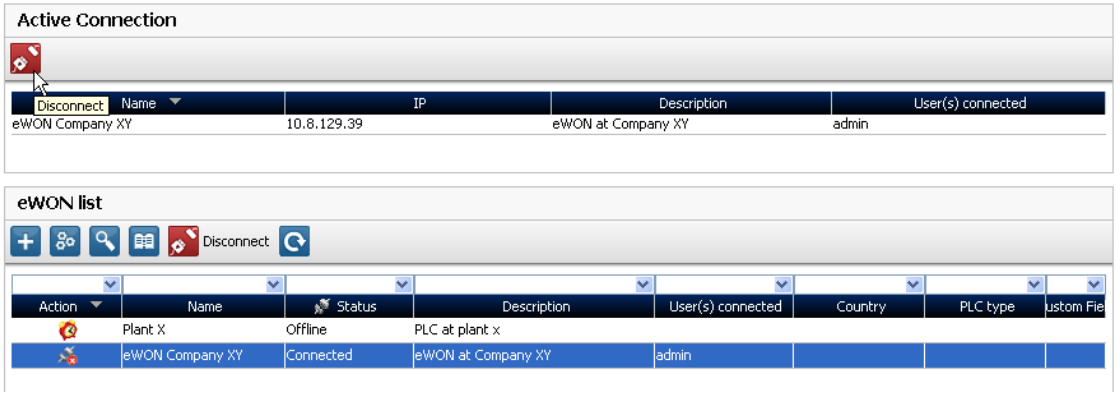


Talk2M will then send an SMS (text message) to the eWON in order to ask eWON to start its Internet connection and to connect to the Talk2M server.

After a while the eWON should then be displayed as online in the eWON list. Once the eWON is online, you can then just click on the connect button as explained here above to establish the remote connection.

Terminate the remote connection

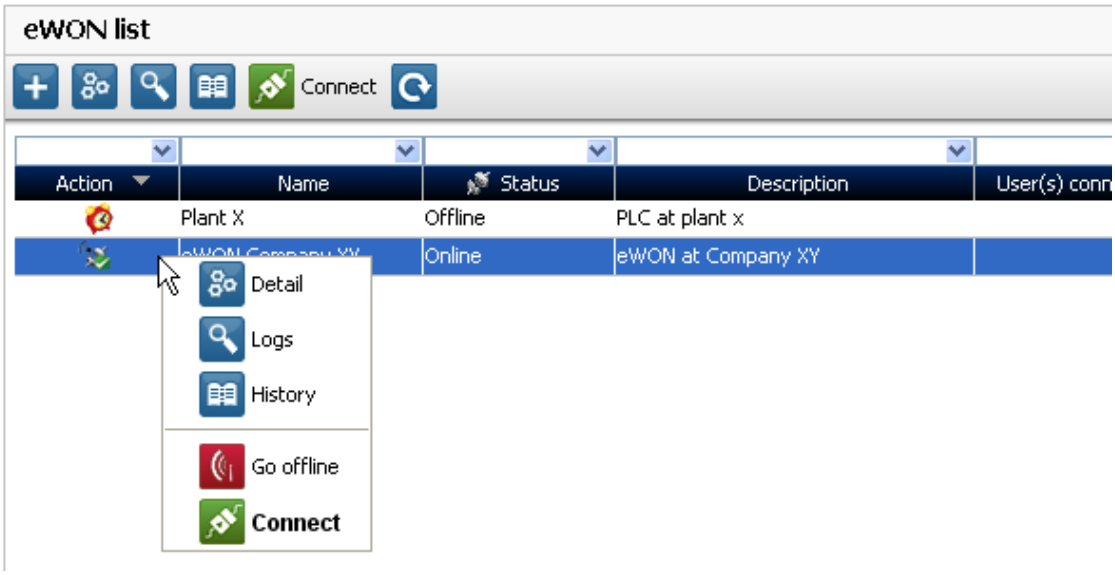
Once you finished your remote connection, click on the disconnect button in the Active connection section to close the VPN connection to the eWON.



If the eWON on which you was connected uses a Modem connection for the Internet access, then you probably want to close the Internet connection of the eWON (to save GPRS communication costs).

To do this, right-click on the Online icon in front of the eWON. In the context menu click on the "Go offline" button to send the disconnection request to the eWON.

The eWON will then close its Internet connection and after a while the eWON will be displayed as offline in your Talk2M account.



Reach Ethernet devices behind the eWON

Probably you do not just want to connect to the eWON but you want to connect to the devices behind the eWON.

To allow this, following conditions must be fulfilled:

Ethernet device configuration

Every Ethernet device on the remote network must have the eWON IP address as default gateway. Otherwise the equipment can not be reached through the VPN tunnel of the Talk2M connection.

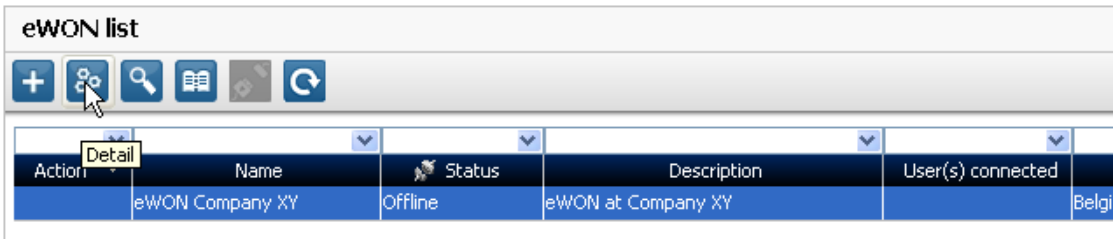
Note: For the eWON 2005/4005 series the eWON LAN IP address must be specified as gateway in the remote device (not the eWON WAN IP address).

Talk2M configuration

The remote network must be specified in the eWON configuration of your Talk2M account.

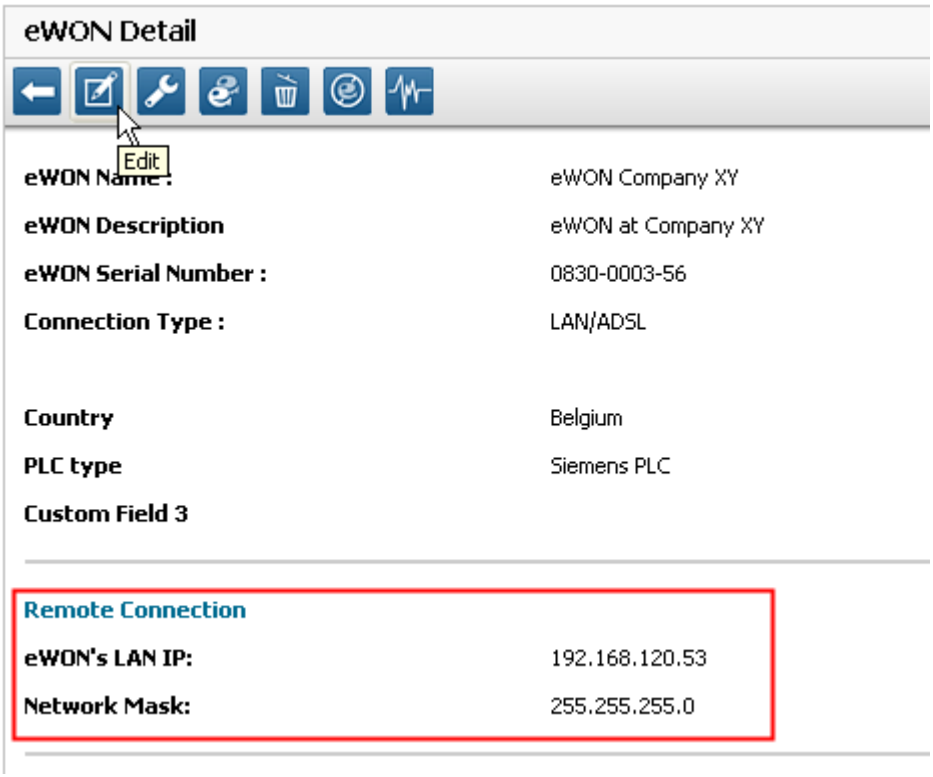
We already specify the remote network during the eWON creation on our Talk2M account.

To verify or to modify these settings, in eCatcher under the eWON list select the Name of the remote connection you want to open and click on the ***Detail*** button.



The eWON Detail window will open:

Here you will find the different information you encoded before. The Remote Network is specified under the Remote connection section.



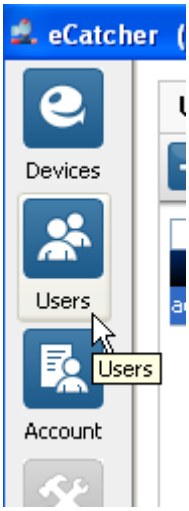
To change the Remote Connection settings, click on the Edit button on the top of the page.

Once the modification finished, click on the Save button which is displayed on the top of the window when in edit mode.

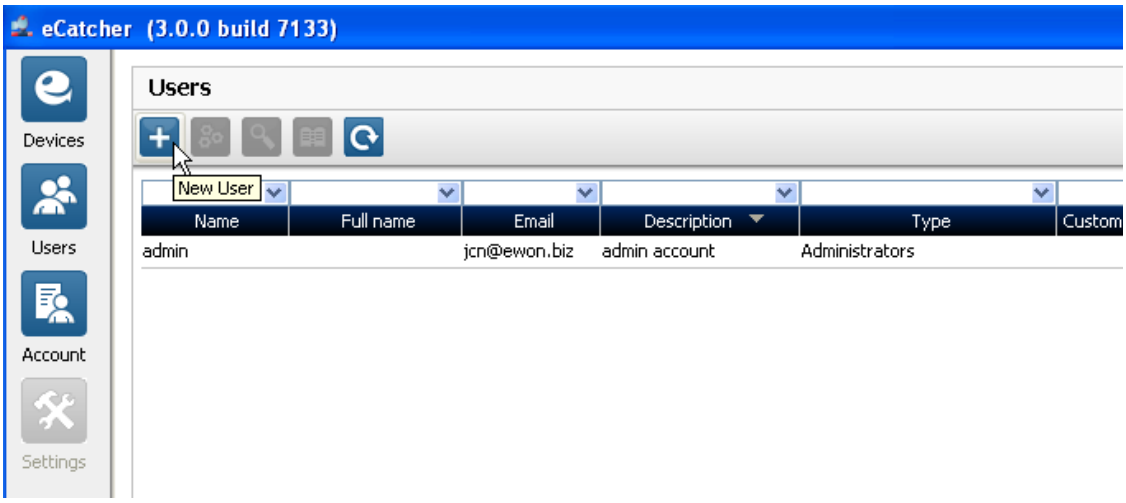
Add users to your Free + Talk2M account

You can add other users to your Free+ Account on the Talk2M server.

Open the User window on your account using the **Users** menu displayed on the left side of the eCatcher interface.

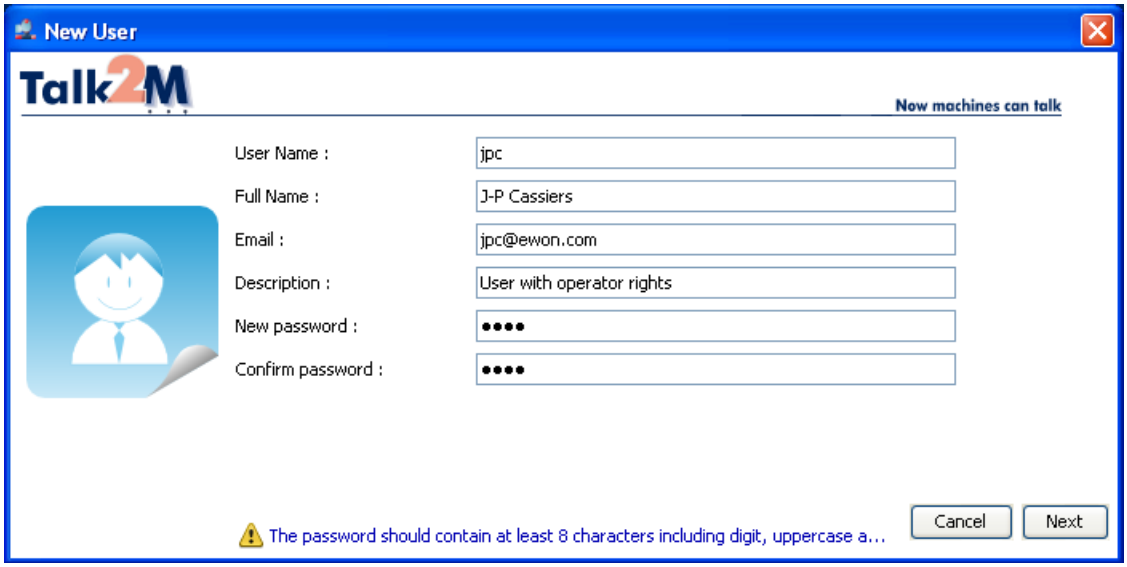


Following window will be displayed which lists all the different users configured on your Talk2M account.



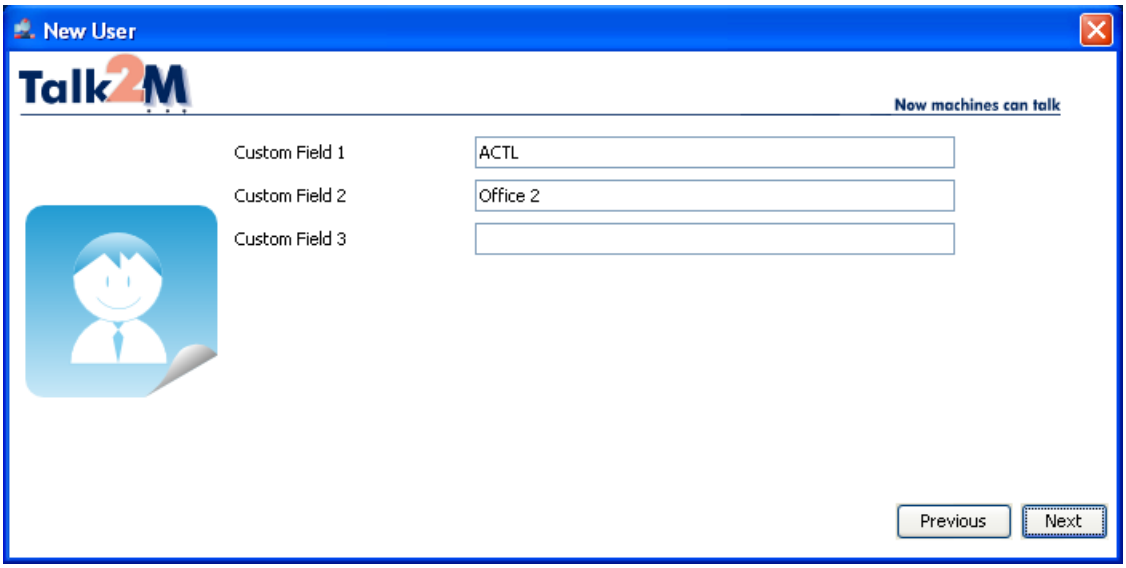
To add a new user click on the **+** icon on the top of the window.

Following window will be displayed:



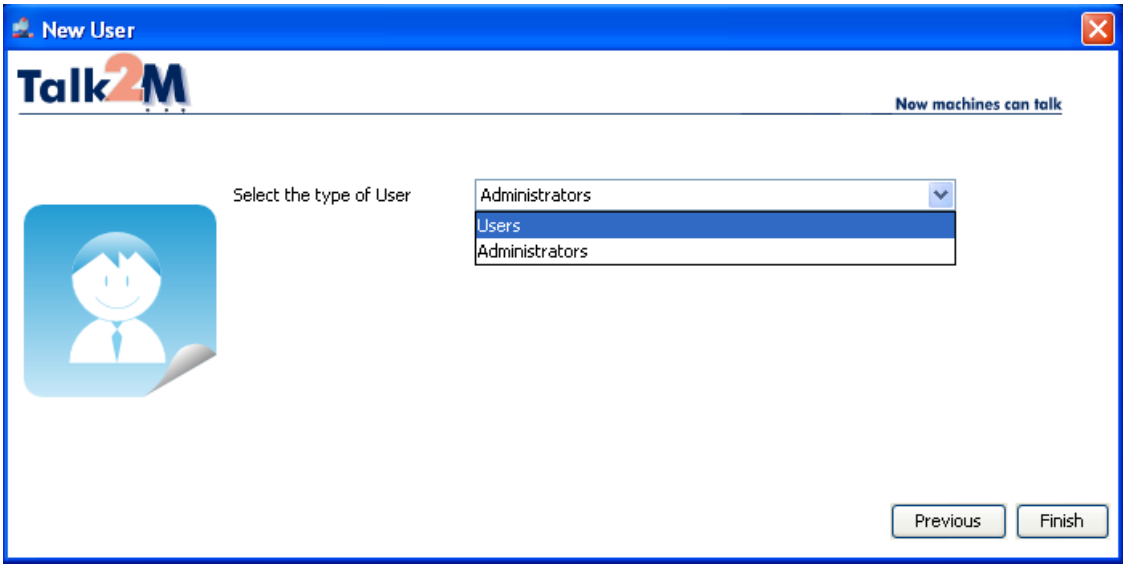
Enter the new ***User Name***, ***Email*** address and ***password*** for the new user.

Click on *Next*.



If wanted specify the Custom fields for this user account. The custom fields will allow you to enter additional info to the customer account and will allow you to easily find and filter out users in the user account list.

Click on *Next*.



Here you can specify the access rights for the user.

You can choose between "Users" or "Administrators"

Administrators will have full access to the account. They can configure and add users, configure and add eWONs and they can also establish the remote connection to the eWON.

Users will be able to configure and add eWONs to the account and to establish the remote connection to the eWON. They will not be able to add or modify users on the Talk2M account.

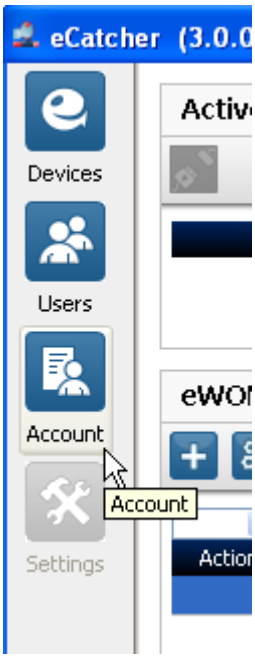
Specify the Custom field names

For each eWON and user created on the Talk2M account you can specify 3 custom fields which will be displayed on the eWON list or User list.

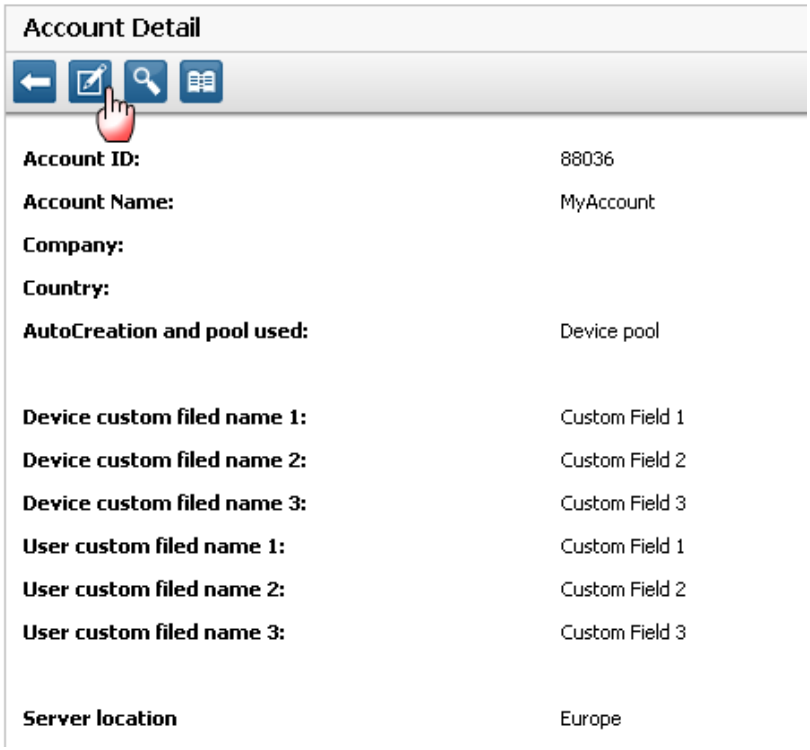
So this fields can be used to easily find an eWON or a user in the list or even to filter out some eWONs or users.

The name of the 3 fields which are linked to each user and eWON can be changed for every Talk2M account.

To achieve this, click on the Account menu on the left side of the eCatcher interface.

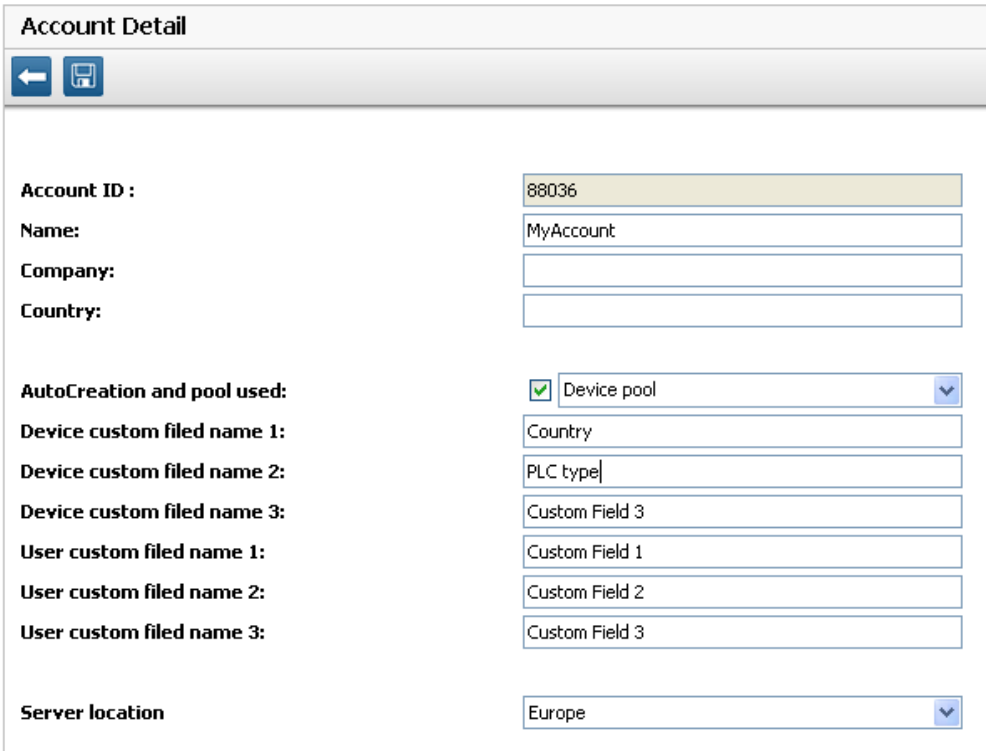


The Account Detail window will show up:

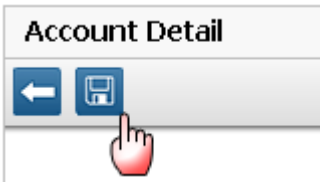


To modify the custom field names, click on the Edit icon on the top of the window.

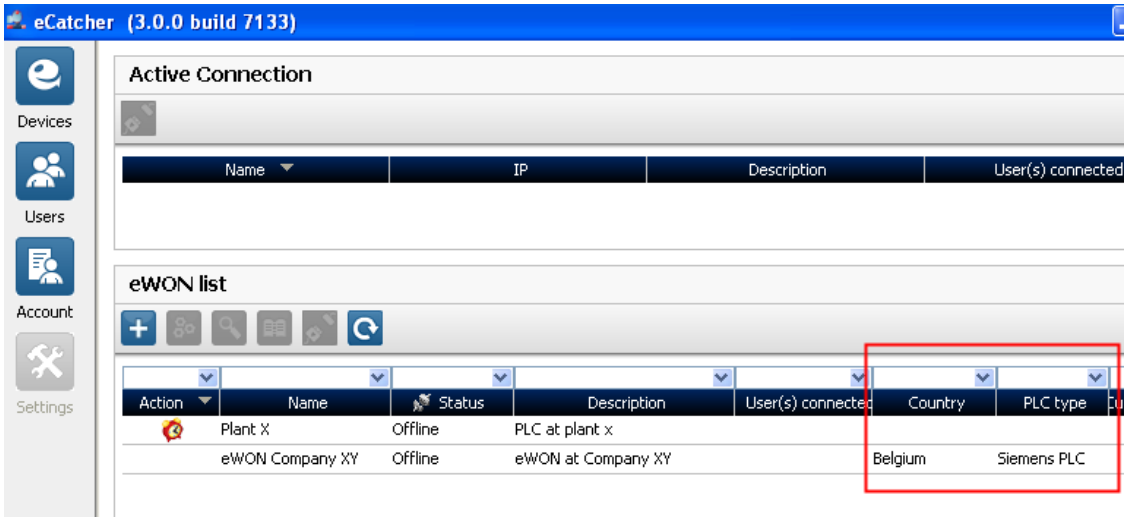
You will then be able to modify the field names. In this example we change the Device custom field 1 and 2 into "Country" and "PLC type".



To apply the modification click on the ***Save*** button which is displayed on the top of the page when in edit mode.



When you now display again the Device window, you will see that the custom field names have been changed on the eWON list.



Talk2M credits

The use of the Free+ service is for free.

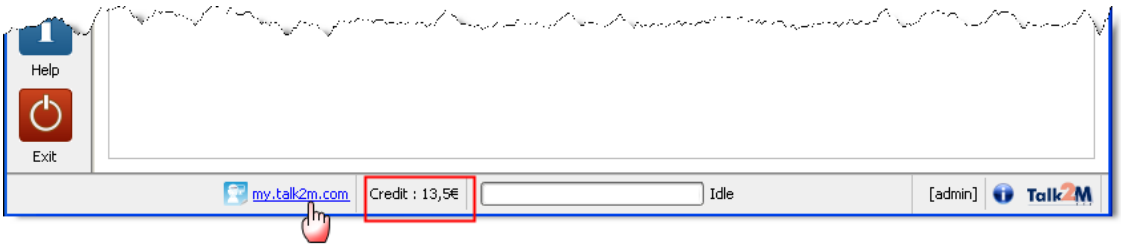
But if you use the "Wake-Up by SMS" feature inside your Talk2M account or the "eWON configuration using SMS" feature, then you will be charged by 0.3 € for each SMS.

At creation of your account, you received a free credit of 15 €. This will allow you to send out 50 SMS.

If you want to continue using the "Wake up by SMS" feature from inside your Talk2M account you can then add credits to your account using the my.talk2m.com web portal.

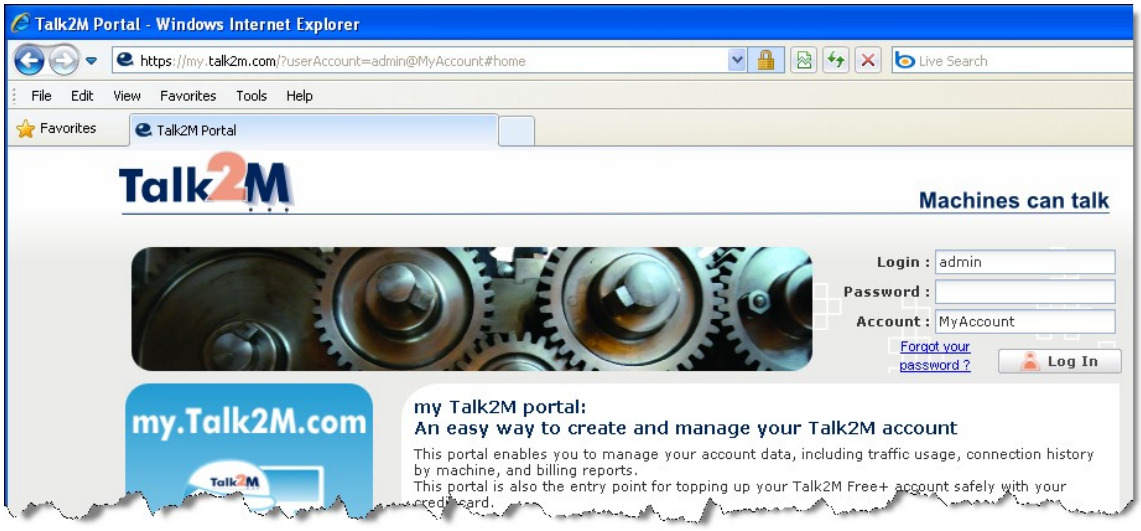
Note: The Wake-Up SMS can also be send out to the eWON using your own GSM modem. All you need to do is to send following SMS message to the eWON phone number: Talk2MConnect.

To connect to the my.talk2m.com portal just enter the address in your web browser or click on the link which is displayed in the status bar on the bottom of the eCatcher interface.

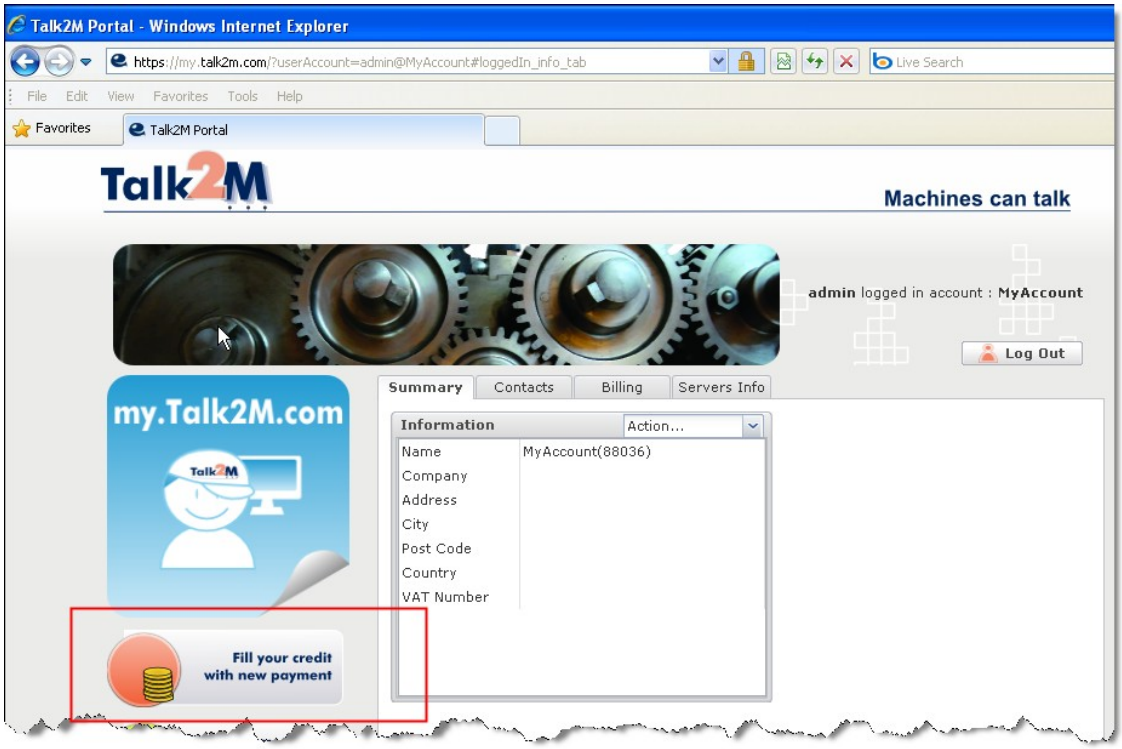


The status bar also displays your remaining Credit.

On the my.talk2M.com portal you can then log into the portal using your user name and account name.



Once logged in, you can then add new credit on your Talk2M account.

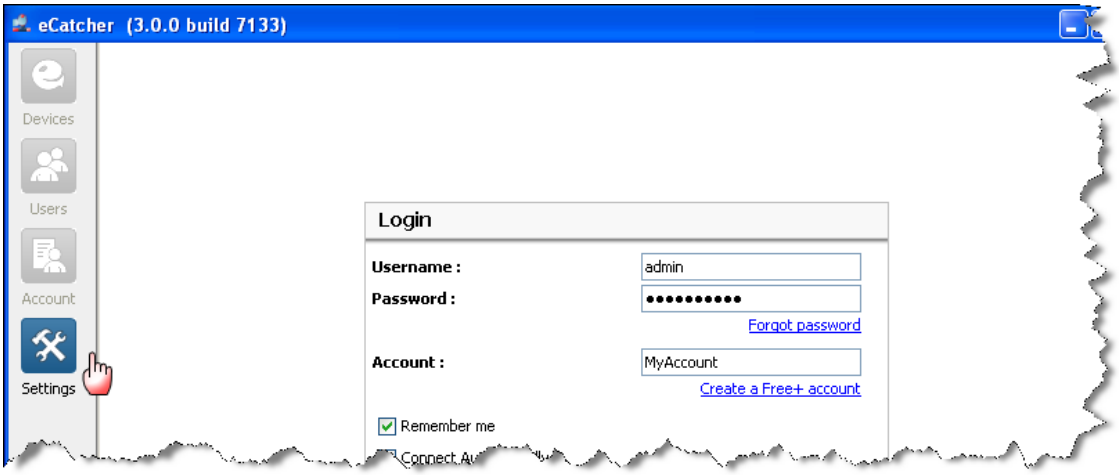


Troubleshooting

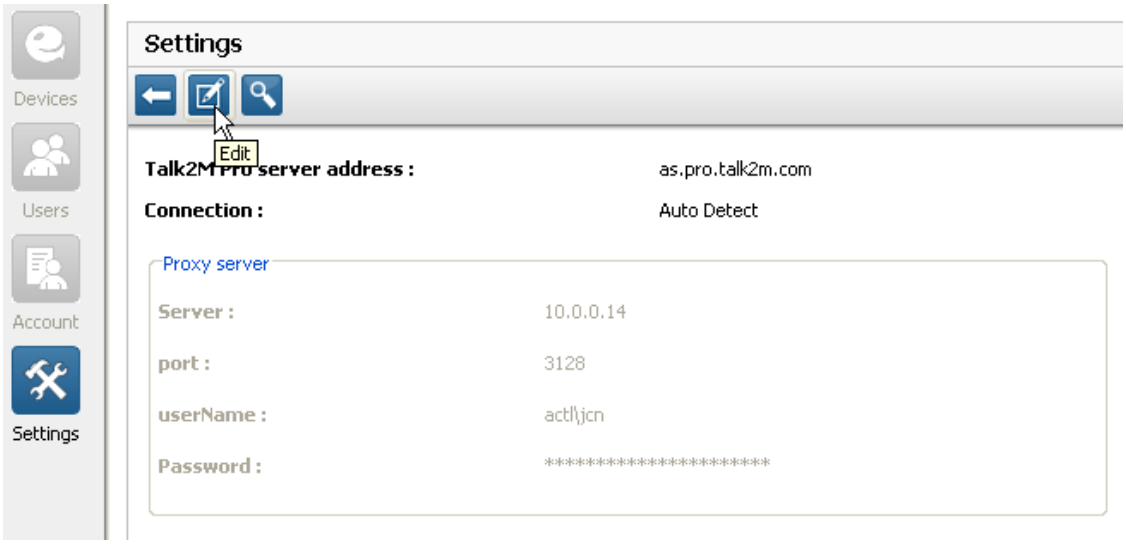
Connect to Internet using Proxy server

If you connect to Internet using a Proxy server you will need to encode the Proxy settings on the eCatcher software.

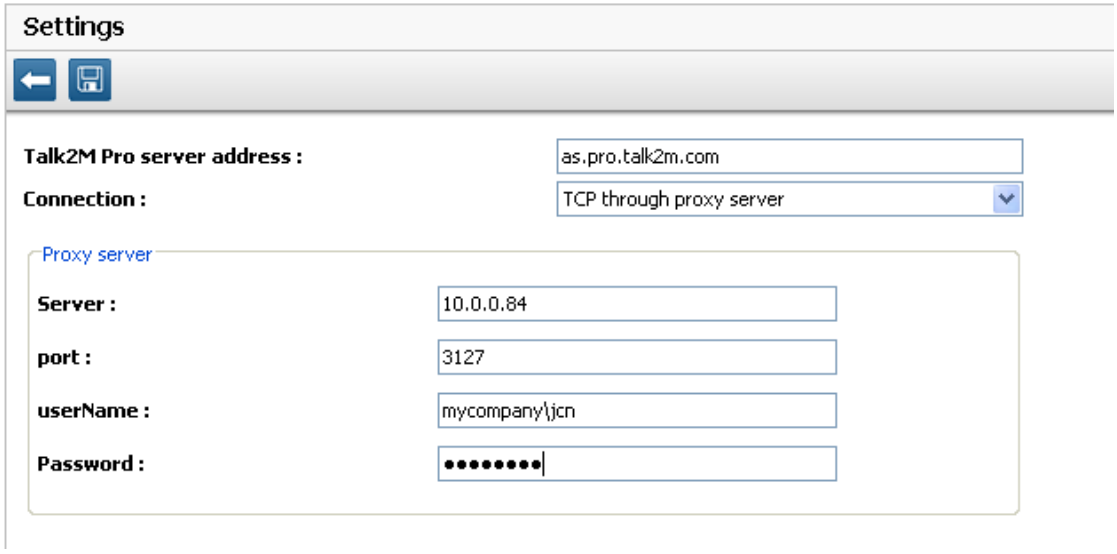
To achieve this, click on the Settings Menu which is displayed on the left side of the eCatcher software when you are not logged in.



Following window will be displayed:



Click on the **Edit** button on the top of the screen to change the connection type.



Select for the Connection "TCP through proxy server" and encode your Proxy settings inside the Proxy server box.

To save the settings, click on the **Save** button on the top of the screen which is displayed in edit mode.

Not possible to connect to the Talk2M server

If you need to encode a Proxy server to be able to connect to Internet from your company LAN then follow the settings just explained in the previous chapter.

If this is not the case, or if the connection through the proxy also fails, then contact the IT service of your Company to ask to open the needed outgoing ports and addresses.

Detailed info can be found here:

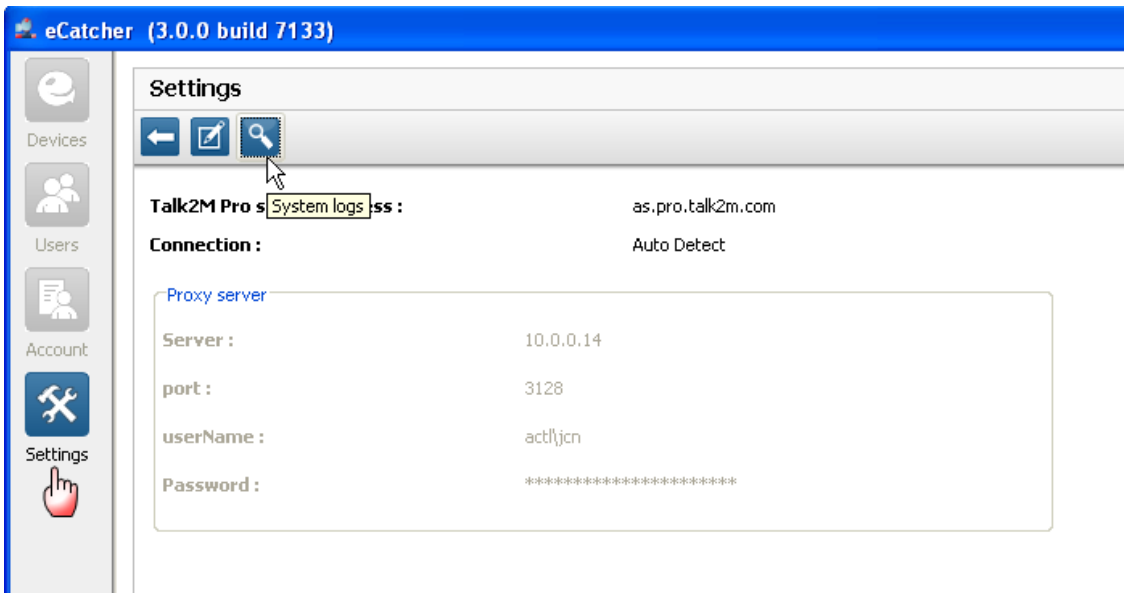
http://wiki.ewon.biz/index.php?title=_&curid=733

eCatcher problems

If you had problems during eCatcher installation or an other unexpected error during the use of eCatcher, then please get the System logs of your eCatcher application and send these information to your technical contact person.

To save the system logs on your PC, open the Settings menu and click on the **System logs** icon.

To be able to display the Settings menu you must be logged out of your Talk2M account.



Revisions

Revision Level	Date	Description
1.0	02/03/11	First release.

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ii Firefox is a trademark of the Mozilla Foundation

Document build number: *3*

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