



Knowledge Base Information

KB Name	How to switch an eWON device from Talk2M Free to Free+		
Type	KB		
Since revision	EW 6.1s2		
KB Number	KB-0042-0	Build	101
Mod date	24. Mar 2011		

# How to switch an eWON device from Talk2M Free to Free+

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**Read this Important Note: Switching from Talk2M Free to Talk2M Free+ is easy. With just a few steps, you will be able to access your devices remotely and take advantage of all the new Talk2M Free+ features. However, we do recommend taking a few basic precautions to make sure your migration is as smooth as possible.**

**If you have local access to your eWON devices, we strongly recommend migrating them manually.**

**If you choose to make the switch remotely, we recommend doing it at a time when others will not need remote access to the device and at a time when you are unlikely to experience power or communication disruptions.**

**Should you have somewhere on-site available during the switch procedure of an eWON is also better, while it is not mandatory.**

**Also we use a special feature called Remote Wizard. Do not confuse it with the normal Wizard tool that should never be used for this remote switch operation!!!**



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## Introduction

This document will describe how to switch your eWON from the old Talk2MFree server to your new Talk2M Free+ account.

To make that switch, we will distinguish 2 different parts:

Part 1: Creation of the eWON on Talk2M

- Step 1: Create the eWON on your Talk2M Free+ account
- Step 2: Get the new Activation Key

Part 2: Switching the eWON from your old Free account to your new Free+ account:

A) Using local access to the eWON

- Step 3: Upgrade eWON firmware
- Step 4: Stop the VPN connection
- Step 5: Launch the Talk2M wizard on the eWON

B) Using remote access to the eWON

B.1) eWON with second Ethernet Interface

- Step 3: Upgrade the eWON firmware if needed
- Step 4: Create the remotewizard.txt file needed for the Remote Wizard
- Step 5: Copy the remotewizard.txt file into the eWON /usr directory
- Step 6: Launch the Remote Wizard on the eWON

B.2) eWON with modem Interface

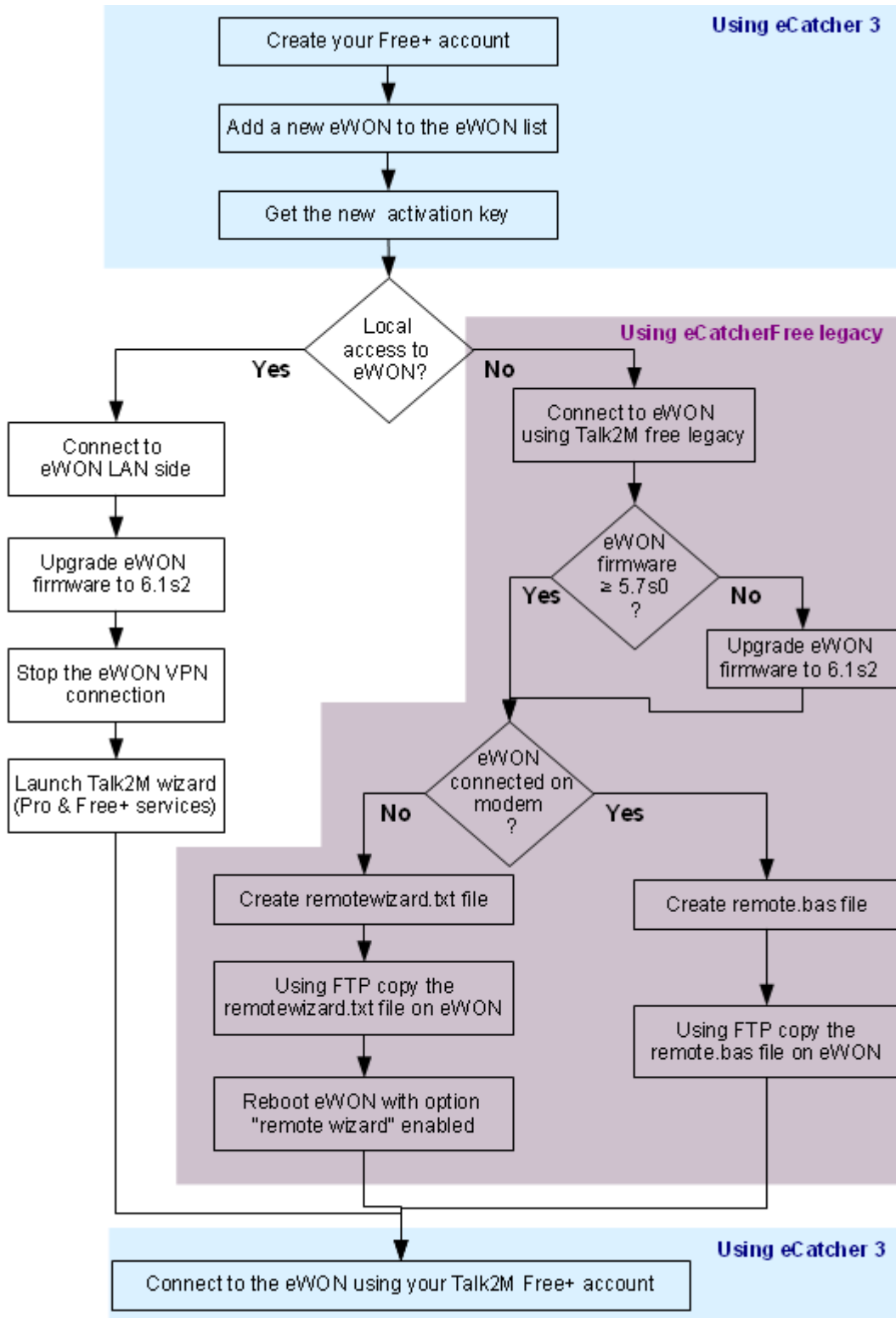
- Step 3: Upgrade the eWON firmware if needed
- Step 4: Create the remote.bas file needed to launch the Wizard from remote
- Step 5: Copy the remote.bas file into the eWON root directory

**BEWARE:** Switching from old Free account to new Free+ account through the existing remote connection requires to use the Remote wizard feature. You cannot use the Talk2M Wizard pages of the eWON through the remote connection.

The following flowchart summarizes the different steps.

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## New eCatcher 3 versus old eCatcher 2.1 :

To connect to Talk2M using our new Free+ service you need to use another eCatcher software than the one you used to connect to the old Talk2MFree server.

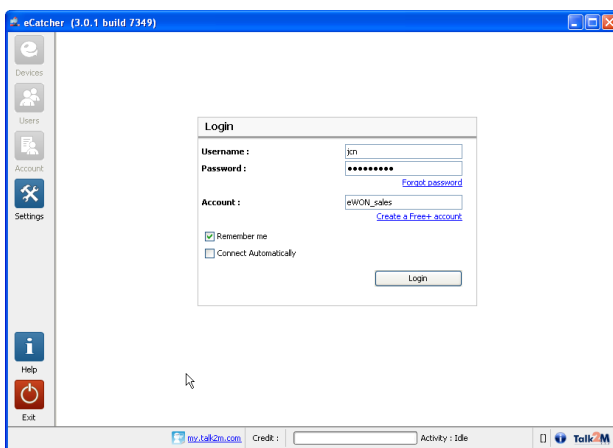
For Talk2M Free+ accounts only eCatcher version 3 must be used. It can be downloaded here: <http://ftp.ewon.biz/software/eCatcher/eCatcherSetup.exe>

For old Talk2MFree, you used the eCatcher version 2.1. This version of eCatcher does not allow you to connect to new Talk2M Free+ and Talk2M Pro accounts!

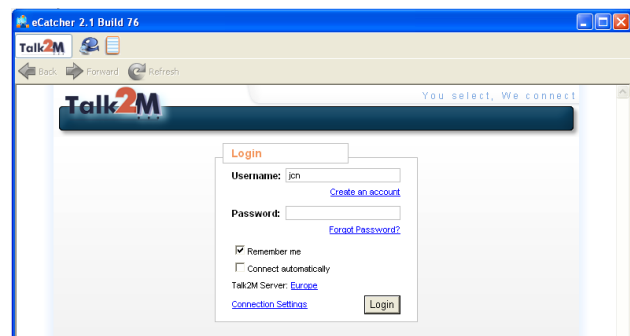
To perform the switch remotely, you will need to use both software versions. You will need to use the eCatcher version 3 to create and manage your Free+ account and you will need to use the eCatcher version 2.1 to connect to the eWON remotely to launch the switch.

Optically you can easily identify the 2 different versions:

### eCatcher version 3:



### eCatcher version 2.1 (old Talk2MFree):



**Important Note:** During installation of the eCatcher version 3 it may happen that the Tap-Win32 adapter needed by the old eCatcher 2.1 version gets deleted. In order to be able to connect using your old Talk2MFree account you then need to add manually the Tap-Win32 adapter. To do this, go on the C:\Program Files\eCatcher\drivers directory and click on the addtap.bat command file.

## eWON Scripting:

If you used special scripting on your eWON, then we recommend turning the script off during the Talk2M switch phase. Open the Script Control window of your eWON and uncheck the "Script starts at eWON Boot" option. Don't forget to reactivate this option once the Talk2M switch has finished.



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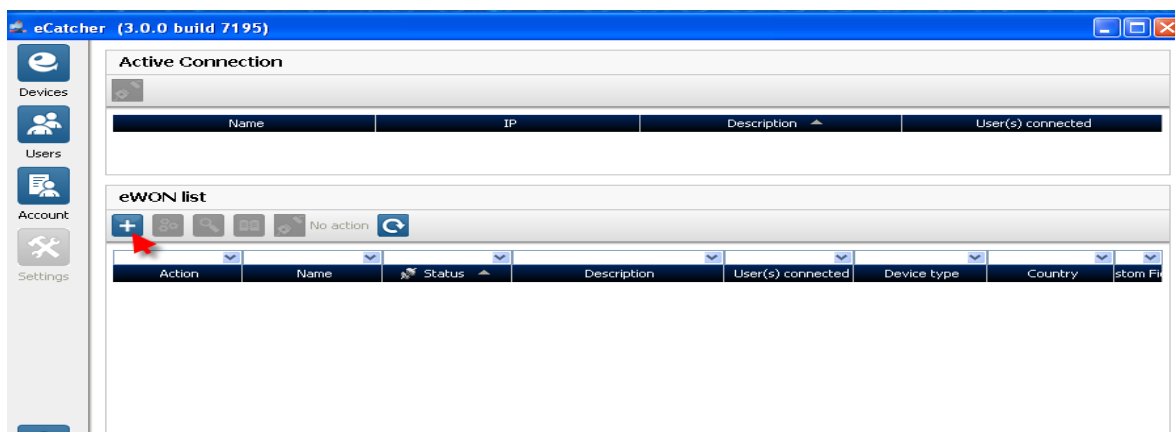
## Part1: Create the eWON on Talk2M

### Step 1: Create the eWON on your Talk2M Free+ account

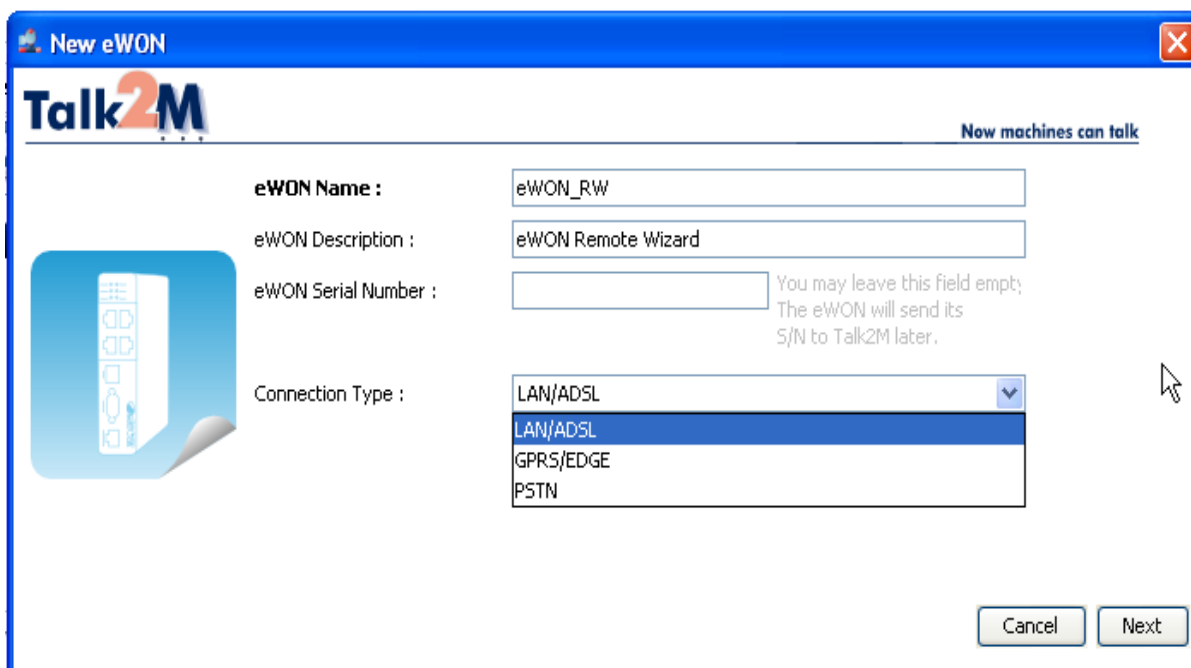
Start the eCatcher V3.0 software to log into your Free+ account.

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 on the "+" icon in the eWON list section.



The following window will show up:





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- Enter the eWON\_name and description
- The eWON Serial Number can be left empty
- Choose the connection type.

Click on next

- Specify the eWON LAN IP address and the Network Mask

Click on Next.

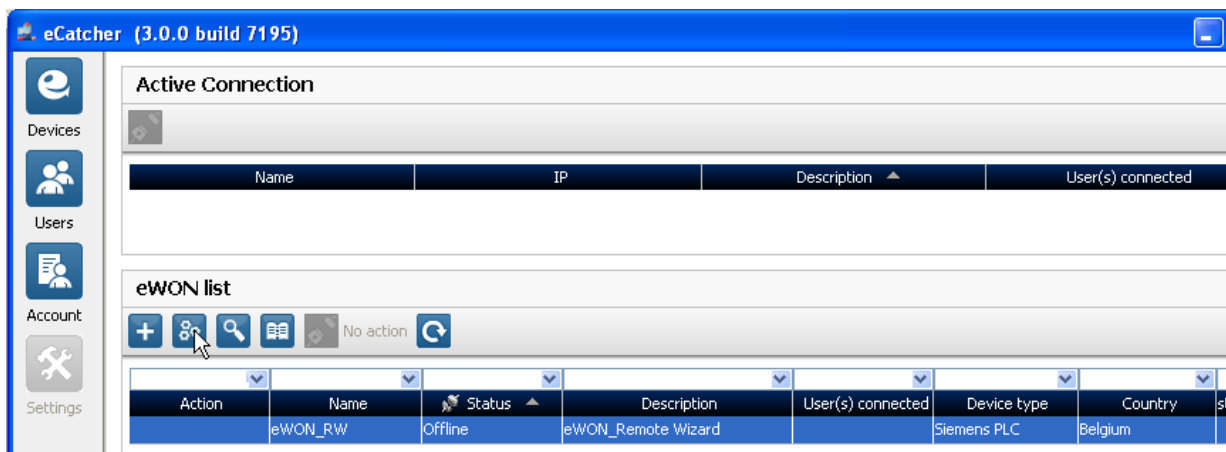
- Enter any custom fields linked to each eWON device.
- Click on Finish.

The eWON will now be displayed in the eWON list.

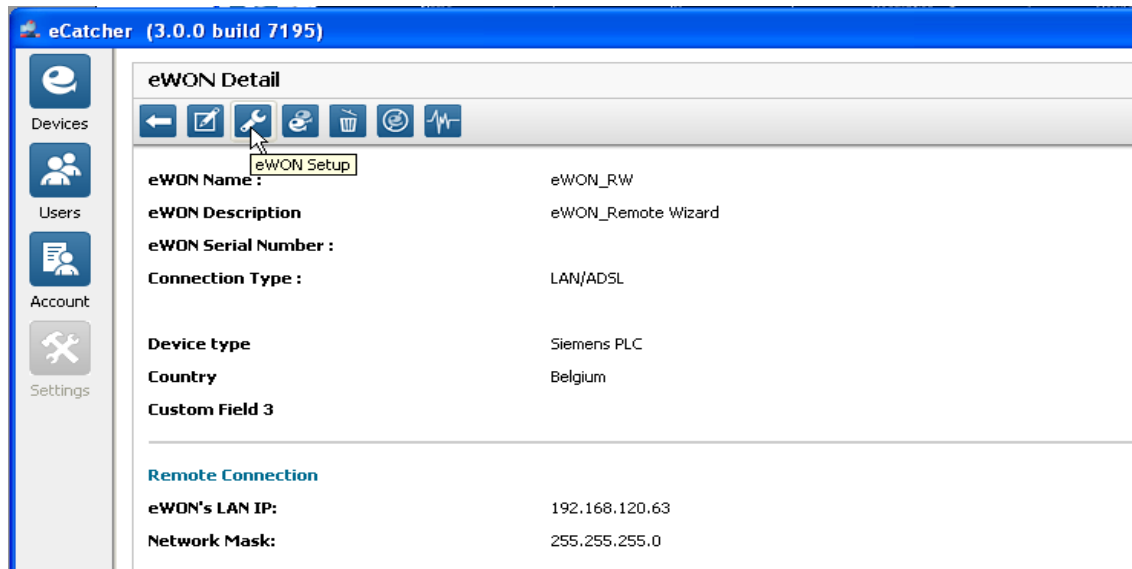
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## Step 2: Get the eWON Activation Key

On your Free+ account select the eWON in the eWON list.

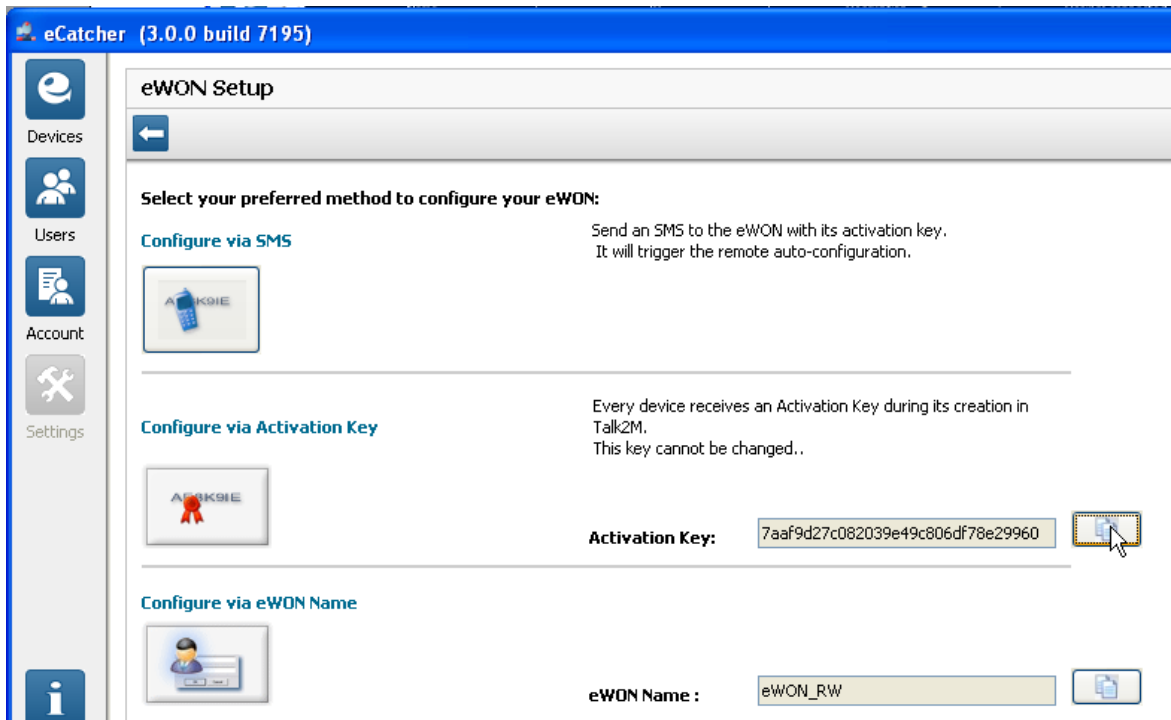


- Click on the **Detail** button to open the eWON detail window.



- To display the Activation Key page click on the **eWON Setup** button as showed in the picture.

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eCatcher (3.0.0 build 7195)

**eWON Setup**


Select your preferred method to configure your eWON:

**Configure via SMS** Send an SMS to the eWON with its activation key.  
It will trigger the remote auto-configuration.

**Configure via Activation Key** Every device receives an Activation Key during its creation in Talk2M.  
This key cannot be changed..

**Activation Key:**  

**Configure via eWON Name**

**eWON Name :**  

- Click on the Copy icon to copy the Activation Key into the clipboard of your PC.

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## Part2: Switch the eWON from the old Free account to your new Free+ account:

The next steps will depend on how you access your eWON.

If you have local access to your eWON devices, we strongly recommend migrating them manually using the local connection to the eWON LAN side.

If you do not have local access to your eWON then we will use the remote wizard feature of the eWON. This feature allows you to launch a wizard on the eWON without using the web interface. Furthermore, if the wizard fails, the eWON will re-apply the old configuration so you can continue to connect to your eWON remotely.

### A) Using a local access to the eWON.

#### Step 3: Upgrade the eWON firmware.

You will need to upgrade the eWON firmware to version 6.1s2 or higher.

The easiest way to upgrade the firmware is to connect to the eWON LAN side and to use eBuddy.

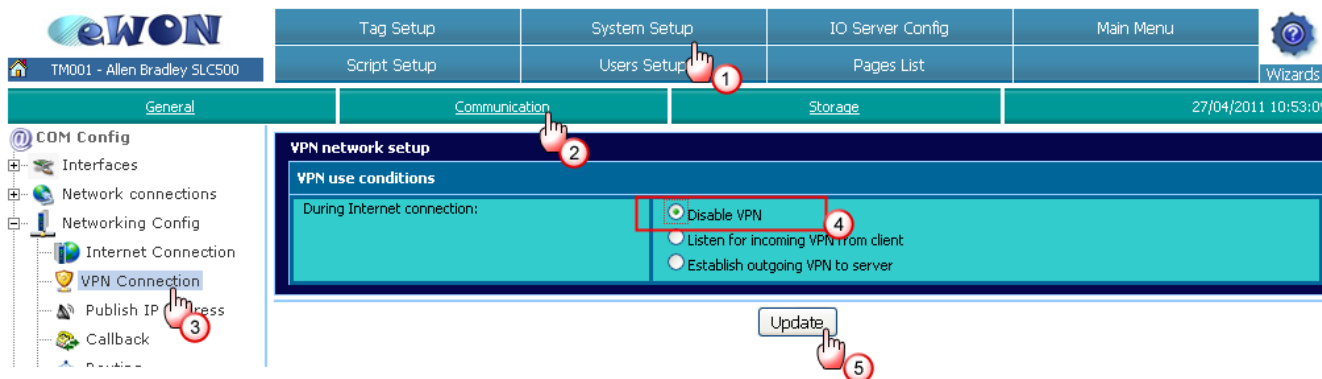
Detailed info can be found here:

[http://wiki.ewon.biz/Support/07\\_Download/09\\_EWON\\_Firmwares](http://wiki.ewon.biz/Support/07_Download/09_EWON_Firmwares)

#### Step 4: Stop the VPN connection.

Before launching the Talk2M wizard it is advisable to stop first the current VPN connection.

Open the Configuration/ System Setup/ Communication/ Networking Config/ VPN Connection Menu and select the "Disable VPN" option as indicated in the picture below:



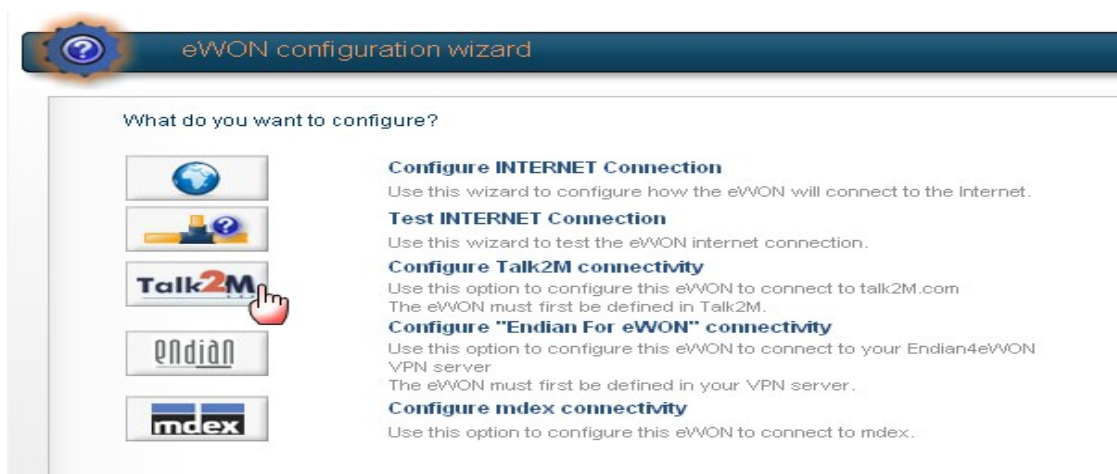
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## Step 5: Launch the Talk2M wizard on the eWON.

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

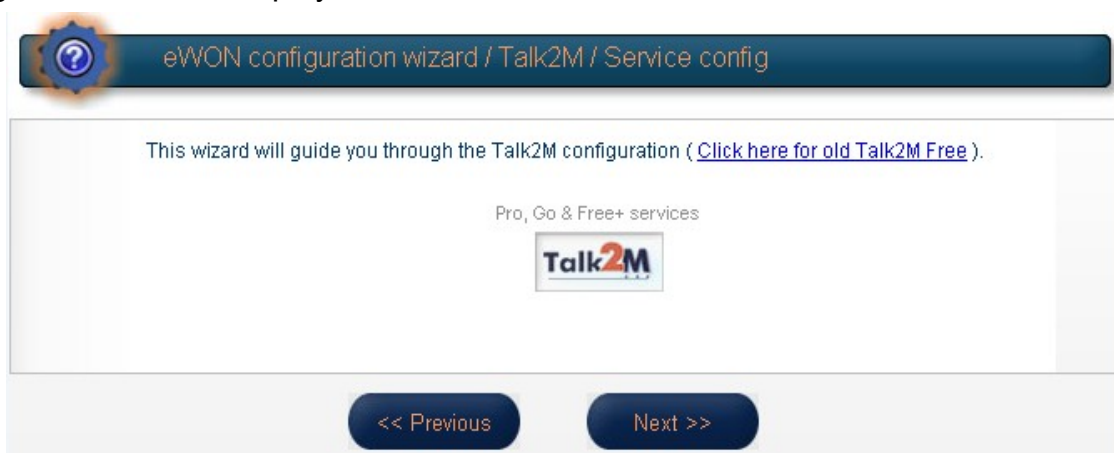


The wizard window will open:



Click on the Talk2M wizard.

The following window will be displayed:



Click on *Next* to register the eWON on the Talk2M server using the new activation key.

Once the execution of the wizard is finished, your eWON should now be connected to your Talk2M Free+ account.

Open eCatcher version 3 to verify if the eWON can be reached through the new Talk2M server.

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## ***B) Using a remote access to the eWON.***

To switch the eWON from remote we will need to distinguish how the eWON is connected to Internet.

If the eWON is connected to Talk2M using the second Ethernet interface then we will use the Remote Wizard feature of the eWON.

If the eWON is connected using a modem/GPRS connection, then we will launch the switch using the eWON scripting.

### ***B.1) eWON connected on Second Ethernet interface.***

#### **Step 3: Upgrade the eWON firmware if needed.**

To allow the use of the Remote Wizard, your eWON needs a firmware version **5.7s0 or higher**.

When you make the firmware upgrade we recommend upgrading to firmware 6.1s2 or higher. This firmware version fully supports all Talk2M Free+ features.

To perform the firmware upgrade through the Talk2M connection you can use the eBuddy software just by specifying the VPN address of the eWON.

Detailed information can be found here:

[http://wiki.ewon.biz/Support/06\\_Knowledge\\_Base/Questions\\_and\\_Answers/Upgrade\\_eWON\\_firmware\\_through\\_Talk2M](http://wiki.ewon.biz/Support/06_Knowledge_Base/Questions_and_Answers/Upgrade_eWON_firmware_through_Talk2M)

#### **Step 4: Create the file needed for the Remote Wizard.**

To shift the eWON from the old Free to the new Free+ account we will use the remote wizard feature of the eWON.

We will first need to create the file needed for the Remote Wizard.

Contents of remotewizard.txt:

```

:
:main
wizardname:t2mCnx
:
:com
T2mAccSrvAddr:talk2m_pro
:
:wizard
T2mActivationKey:7aaf9d27c082039e49c806df78589910

```

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To create the file:

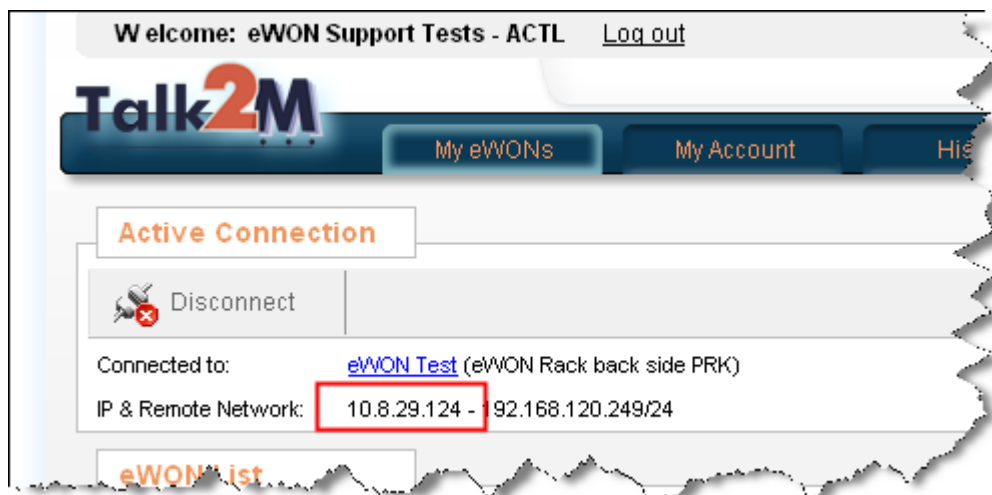
1. Open notepad on your PC
2. Copy the lines displayed above
3. Replace the Activation Key (displayed in red in our example) with the one you retrieved in the previous step.
4. Save the file under the following name on your PC: remotewizard.txt

### Step 5: Copy the remotewizard.txt file on your eWON

Connect to your eWON using eCatcher version 2.1 (Old Talk2M Free) and open an FTP session on your eWON.

If you do not have an FTP client software on your PC, then you can use the Windows Explorer instead:

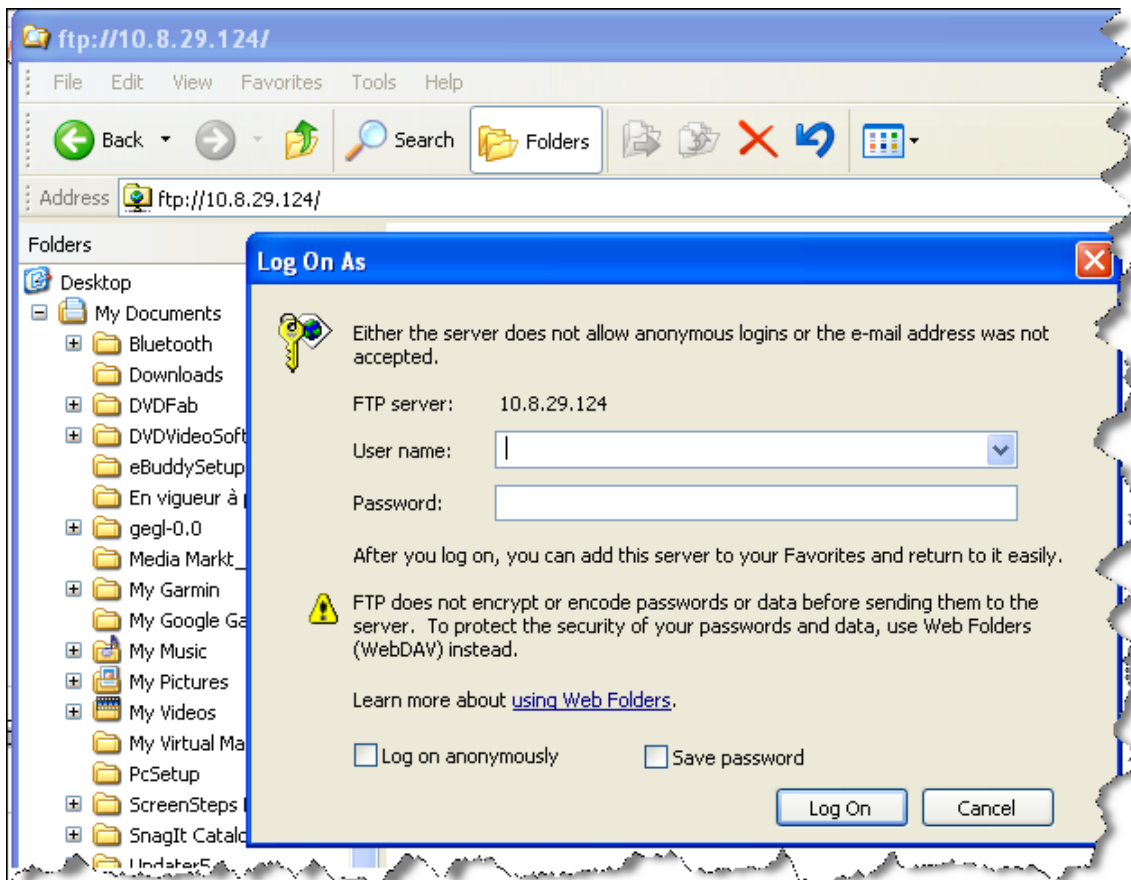
- Open Windows Explorer (Not Internet Explorer) on your PC and enter "**ftp://**" followed by the **IP address of your eWON**.  
For the IP address of the eWON you can use its local LAN IP address or its VPN IP address. The VPN IP address is displayed in eCatcherFree when you are connected to your eWON. See the picture below:



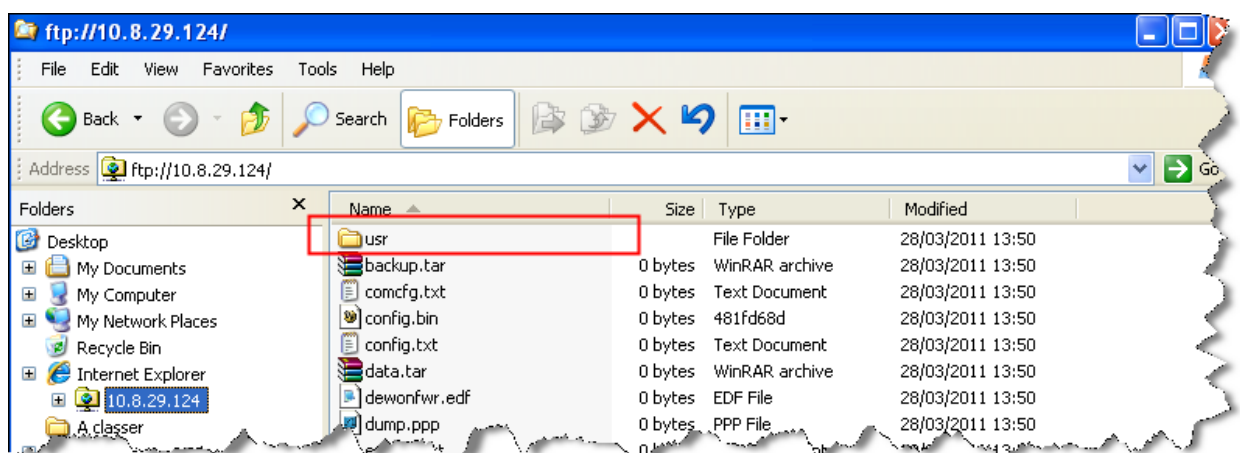
To connect to the FTP server of this eWON we will use: <ftp://10.8.29.124>

- The Log On window will show up.

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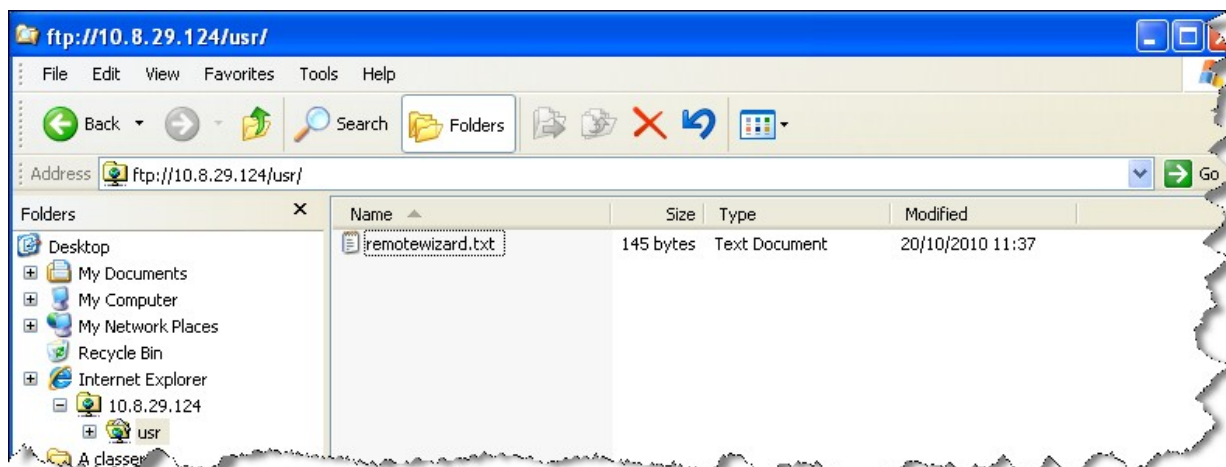


- Enter the eWON user name and password (adm/adm by default). Once logged in, the FTP directory of the eWON will be displayed.



- Open the "usr" directory and copy the remotewizard.txt file into it.

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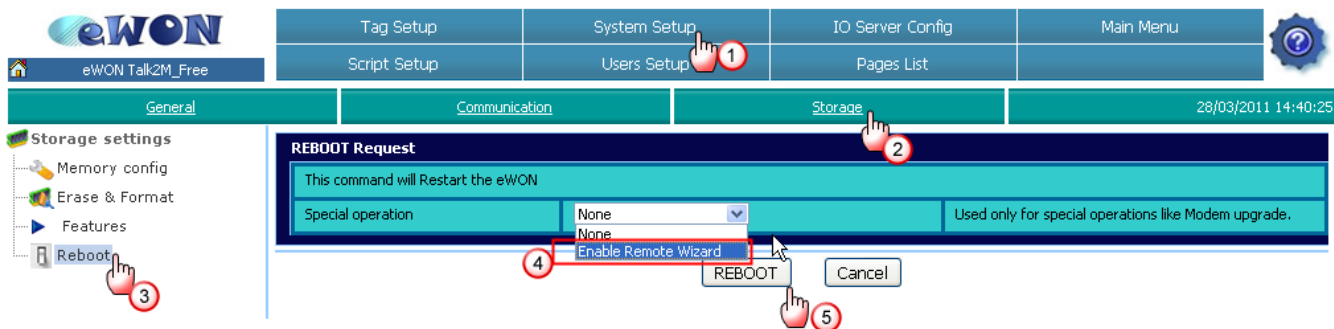


You can use the drag and drop feature of your PC to copy the remotewizard.txt into the FTP folder.

- Close your FTP connection (just close the window if you are using Windows Explorer as the FTP client).

### Step 6: Launch the Remote Wizard on the eWON

Open the *Configuration->SystemSetup->Storage-> Reboot* window.



Select **"Enable Remote Wizard"** for the Special Operation and click on the **REBOOT** button.

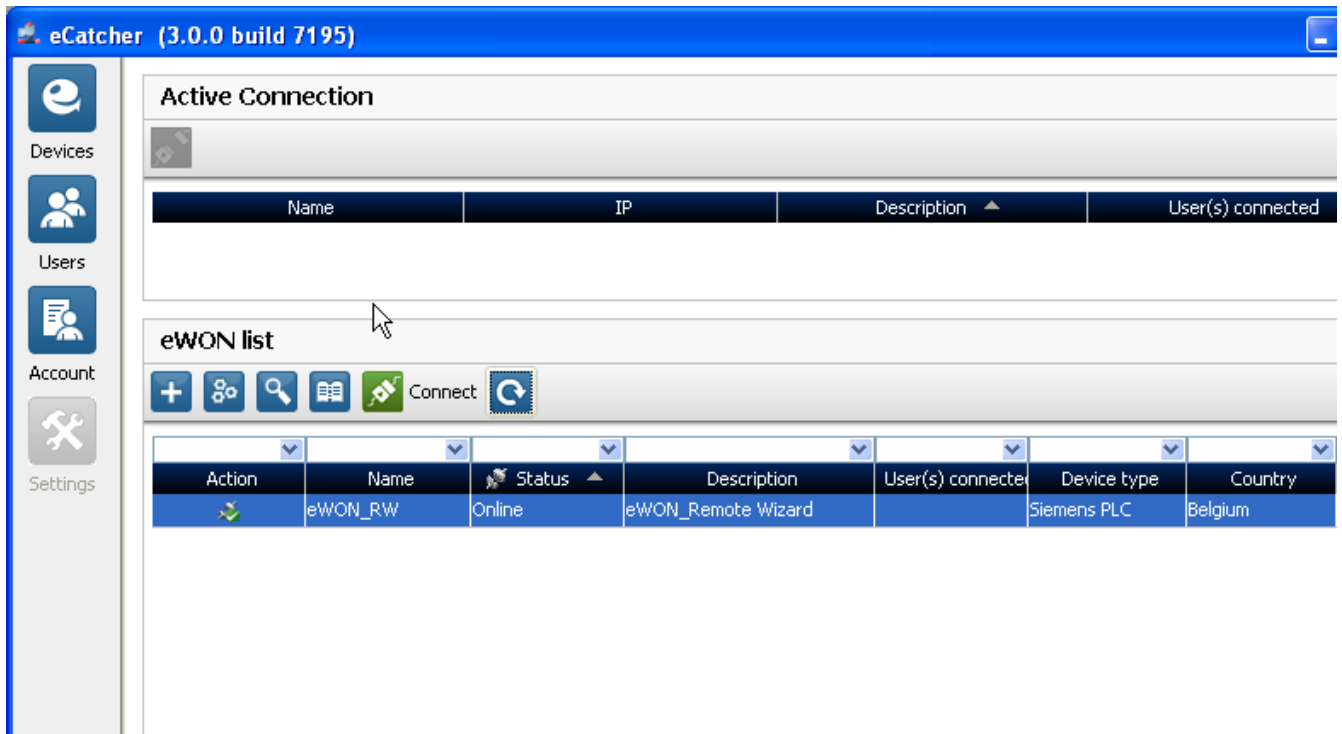
The eWON will reboot and will launch the Talk2M wizard with the parameters from the remotewizard.txt file.

The eWON will disconnect from the Old Talk2M Free server and thus the eWON will be displayed as "offline" on the old Free account. A few minutes later your eWON should then become "online" on your new Free+ account.



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**Attention:** To be able to connect to the eWON in your Free+ account, you first need to close the Old eCatcherFree 2.1 software. Otherwise the VPN connection will not be possible.

**Note:** If the Talk2M wizard failed, then the eWON will restart using the old VPN settings. The eWON will not be online in your Free+ account, but the eWON will still be accessible using your Old Talk2M Free account.



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### ***B.2) eWON connected on modem interface.***

Only follow the steps below if your eWON is connected to Talk2M using its modem connection.

#### **Step 3: Upgrade the eWON firmware.**

To allow the switch from Old Free to new Free+, your eWON needs a firmware version **5.7s0 or higher**.

When you make the firmware upgrade we recommend upgrading to firmware 6.1s2 or higher. This firmware version fully supports all Talk2M Free+ features.

To perform the firmware upgrade through the Talk2M connection you can use the eBuddy software just by specifying the VPN address of the eWON. Detailed information can be found here:

[http://wiki.ewon.biz/Support/06\\_Knowledge\\_Base/Questions\\_and\\_Answers/Upgrade\\_eWON\\_firmware\\_through\\_Talk2M](http://wiki.ewon.biz/Support/06_Knowledge_Base/Questions_and_Answers/Upgrade_eWON_firmware_through_Talk2M)

#### **Step 4: Create the remote.bas file.**

We will now create a remote.bas file which will allow the execution of a script on the eWON from remote. The script will launch the Talk2M wizard on the eWON.

Contents of remote.bas:

```
SETSYS COM, "LOAD"  
SETSYS COM, "T2mAccSrvAddr", "talk2m_pro"  
SETSYS COM, "SAVE"  
SetSys PRG, "T2MCFG", "f24f9a35ed0bc2c837d4560d240d6b1c", "0"
```

To create the file:

1. Open notepad on your PC
2. Copy the lines displayed above
3. Replace the Activation Key (displayed in red in our example) with the one you retrieved in the previous step.
4. Save the file under the following name on your PC: remote.bas

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## Step 5: Copy the remote.bas file on your eWON

Connect to your eWON using the old Talk2M Free application and open an FTP session on your eWON.

If you do not have an FTP client software on your PC, then you can use the Windows Explorer instead:

- Open Windows Explorer (Not Internet Explorer) on your PC and enter "**ftp://**" followed by the **IP address of your eWON**.  
For the IP address of the eWON you can use its local LAN IP address or its VPN IP address. The VPN IP address is displayed in eCatcherFree when you are connected to your eWON. See the picture below:

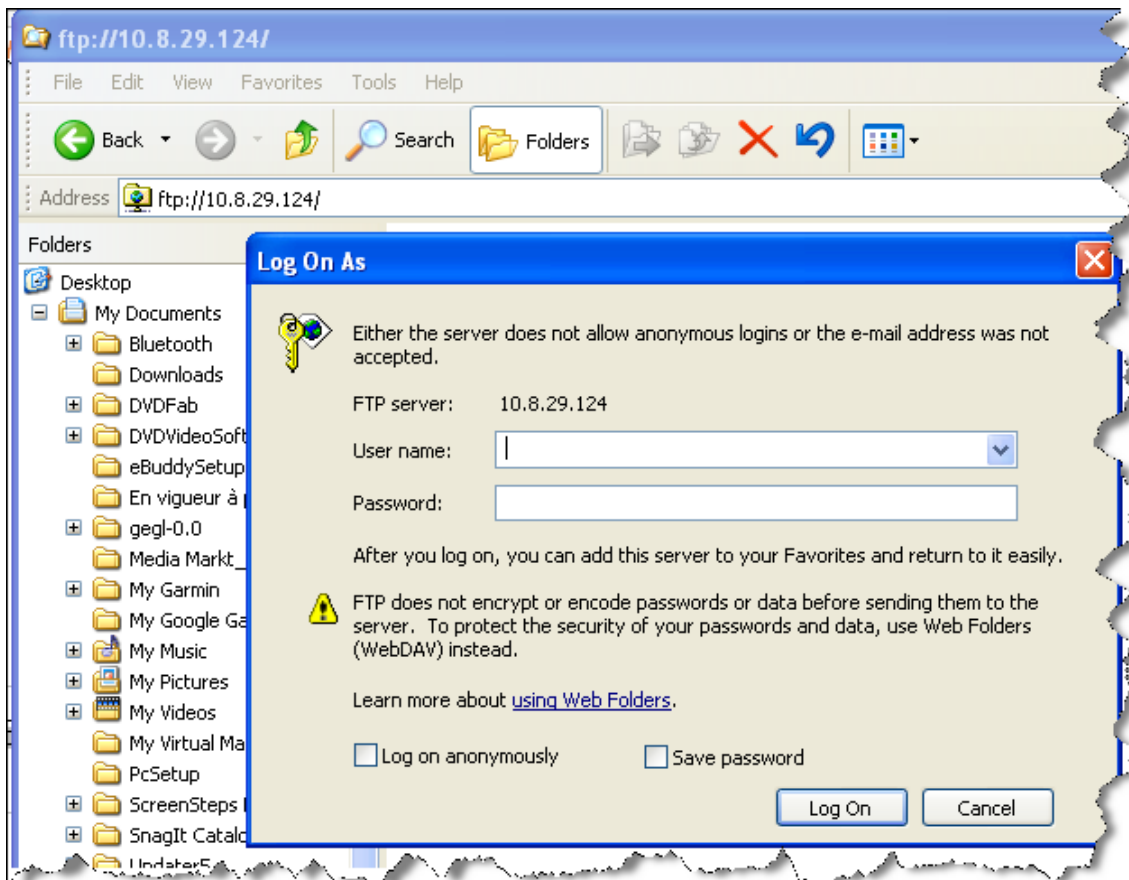


To connect to the FTP server of this eWON we will use: <ftp://10.8.29.124>

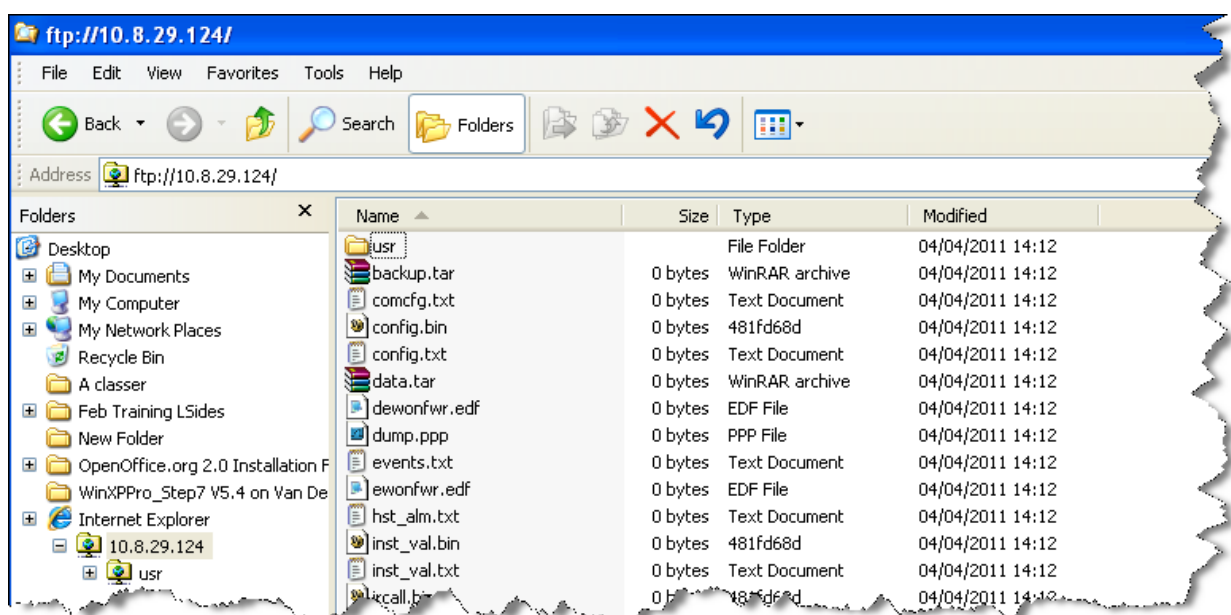
- The Log On window will show up.

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- Enter the eWON user name and password (adm/adm by default). Once logged in, the FTP directory of the eWON will be displayed.





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- Copy the remote.bas file into the FTP root directory of the eWON.

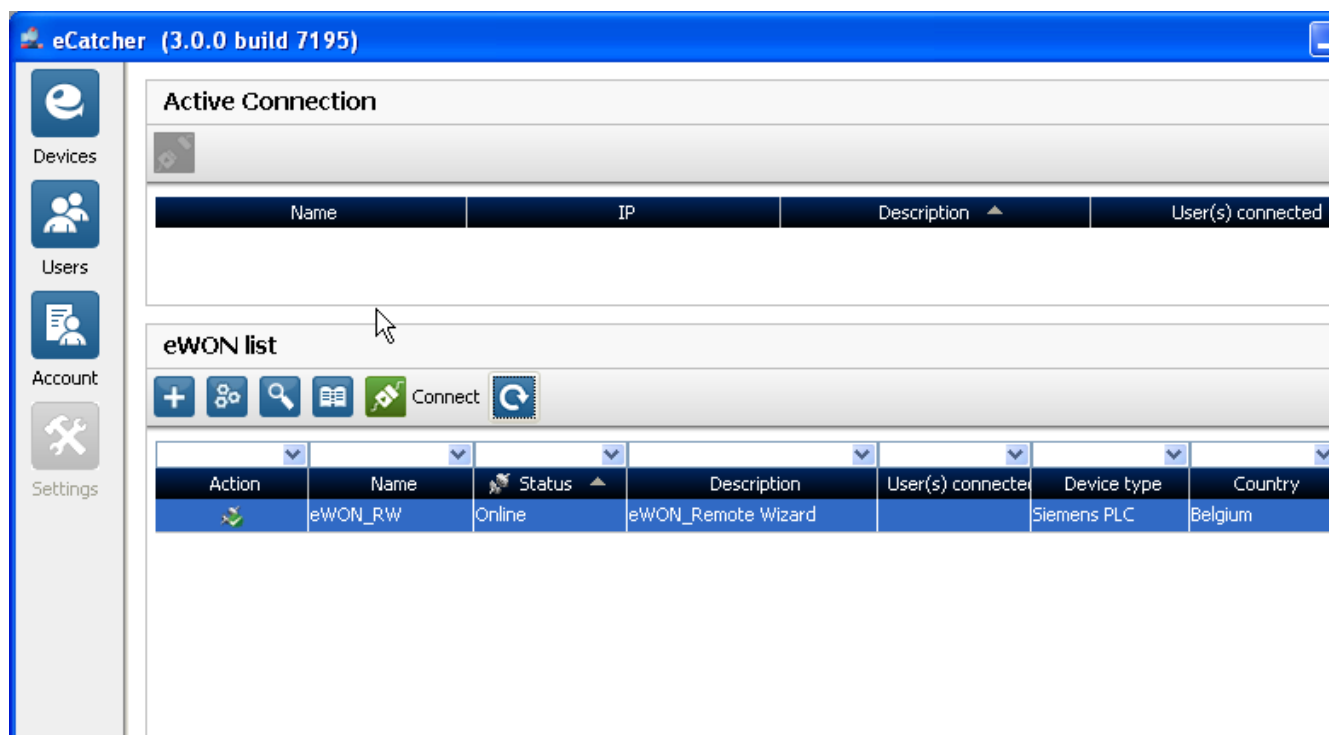
You can use the drag and drop feature of your PC to copy the file into the FTP folder. During copy of the remote.bas file you will be asked to confirm the replacement of the existing file.

- Close your FTP connection (just close the window if you are using Windows Explorer as the FTP client).

The eWON will now launch the Talk2M wizard with the activation key indicated inside the remote.bas file.

The eWON will disconnect from the old Talk2M Free server and thus the eWON will be displayed as "offline" on the old Free account. A few minutes later your eWON should then become "online" on your new Free+ account.

Depending on the configuration settings of your eWON you may need to "Wake-Up" the eWON to become "online" on your Free+ account.



**Attention:** To be able to connect to the eWON in your Free+ account, you first need to close the old eCatcherFree 2.1 software. Otherwise the VPN connection will not be possible.

**Note:** If the Talk2M wizard failed, then the eWON will reuse the old VPN settings. The eWON will not be online in your Free+ account, but the eWON should still be accessible using your old Talk2M Free account.