

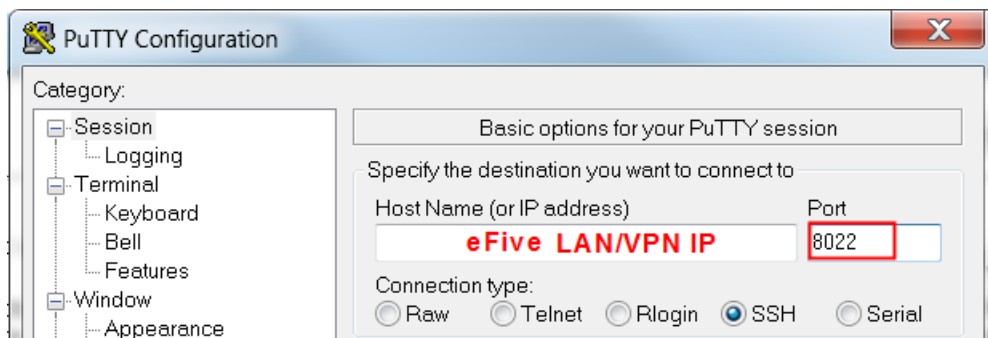
eFive: Remove Ghost connections

A ghost connection is a VNP connection that is displayed as "up" even if no eWON is currently connected with this login and password. Ghost connections keep being "up" even if you restart your eFive.

Actually, it may happen because eFive did not detect that eWON has disconnected the VPN network.

To remove these ghost connections, you have to connect the eFive through SSH. For that, you first need to activate the SSH communication in your eFive by going in "System --> SSH Access" and then checking the option "SSH Access".

Now, open a SSH session to your eFive using your SSH client (eFive LAN IP or VPN IP can be used). If you don't have one, use the software "PuTTY" available [here](#). Be careful that eFive uses TCP Port 8022 for SSH connections.



Login to your eFive using the username "root" and the administrator password defined in your eFive (the one you use for the eFive website authentication)

Go to the directory "/var/log/" by using the command "cd"

```
login as: root
root@192.168.120.97's password:
Last login: Wed Nov 19 18:08:31 2014 from 192.168.120.98
root@efive:~ # cd /var/log
```

Finally, you have to remove the file "vpnaccountstatus" by using the command "rm vpnaccountstatus"

When it is done, reboot your eFive from the webpage. All VPN connections should be seen as "down".

Do not forget to deactivate the SSH Access when it is done.

eFive firmware will be improved to avoid this issue in the future.



Revision

Revision History

Revision Level	Date	Description
1.0	20/11/2014	Creation of document

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