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 18 19:00:31 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 Information

Revision

Revision History

<table>
<thead>
<tr>
<th>Revision Level</th>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>20/11/2014</td>
<td>Creation of document</td>
</tr>
</tbody>
</table>

Document build number: 47

Note concerning the warranty and the rights of ownership:

The information contained in this document is subject to modification without notice. Check http://wiki.ewon.biz for the latest documents releases.

The vendor and the authors of this manual are not liable for the errors it may contain, nor for their eventual consequences.

No liability or warranty, explicit or implicit, is made concerning the quality, the accuracy and the correctness of the information contained in this document. In no case the manufacturer's responsibility could be called for direct, indirect, accidental or other damage occurring from any defect of the product or errors coming from this document.

The product names are mentioned in this manual for information purposes only. The trade marks and the product names or marks contained in this document are the property of their respective owners.

This document contains materials protected by the International Copyright Laws. All reproduction rights are reserved. No part of this handbook can be reproduced, transmitted or copied in any way without written consent from the manufacturer and/or the authors of this handbook.

eWON sa, Member of ACT'L Group

support.ewon.biz