



Create an Ewon Backup

Through eBuddy

SOLUTION SHEET

KB-0135-00 1.4 en-US ENGLISH

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1 Preface

1.1 About This Document

This document explains step by step how to create an Ewon backup with eBuddy.

For additional related documentation and file downloads, please visit www.ewon.biz/support.

1.2 Document history

Version	Date	Description
1.0	2012-05-11	First release
1.1	2016-06-06	Deleted: Wizard mode no longer available Changed: Images
1.2	2017-07-19	Changed: Images with new GUI
1.3	2019-04-05	Changed: Backup Creation, p. 5
1.4	2019-08-01	Changed: General template

1.3 Related Documents

Document	Author	Document ID
eBuddy manual	HMS	AUG-0063-00
Restore an Ewon Backup	HMS	KB-0186-00
Reference Guide for Flexy Family	HMS	RG-0008-00
Reference Guide for Cosy 131	HMS	RG-0010-00

1.4 Trademark Information

Ewon® is a registered trademark of HMS Industrial Networks SA. All other trademarks mentioned in this document are the property of their respective holders.

2 Introduction

A backup can be useful in case you want to:

- Save the data generated by your Ewon.
- Duplicate the setup/settings of an Ewon to copy it in to another Ewon.
- Send it to Ewon Support team in case you are facing an issue.

2.1 Requirements

There are some requirements to create or restore a backup with eBuddy:

1. Download the latest version of eBuddy on the [Ewon website](#).
2. Connect the Ewon to your PC.
3. Open the eBuddy software.

If you do not know how to restore a backup in to your Ewon, refer to the document “Restore an Ewon Backup” (see [Related Documents, p. 3](#)).

3 Backup Creation

 If your Ewon is located on a remote site, make sure the VPN connection through Talk2M using eCatcher is established.

To create an Ewon backup, follow the procedure:

1. Click on **the Ewon** you wish to back up.

If you are connected to this Ewon through Talk2M using eCatcher, this Ewon shows up at the top of the list.

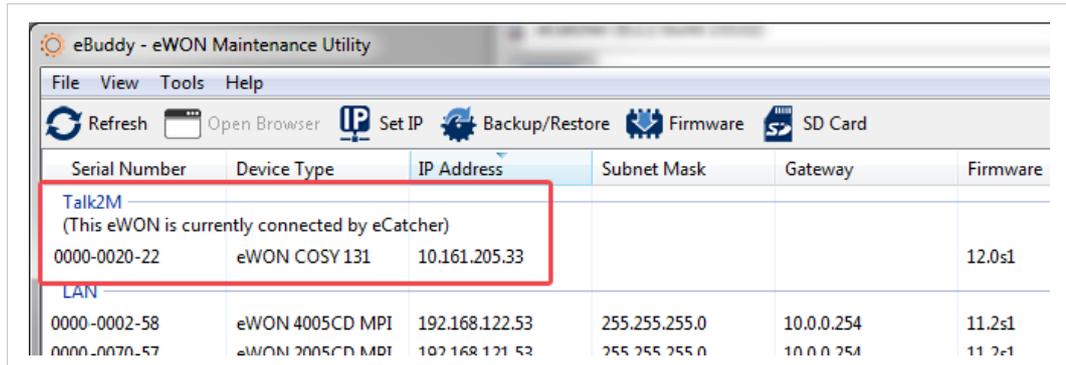


Fig. 1 Ewon connected through eCatcher

If your Ewon is not listed, go to step 2.

2. Hit the **Backup/Restore** button from the top menu.

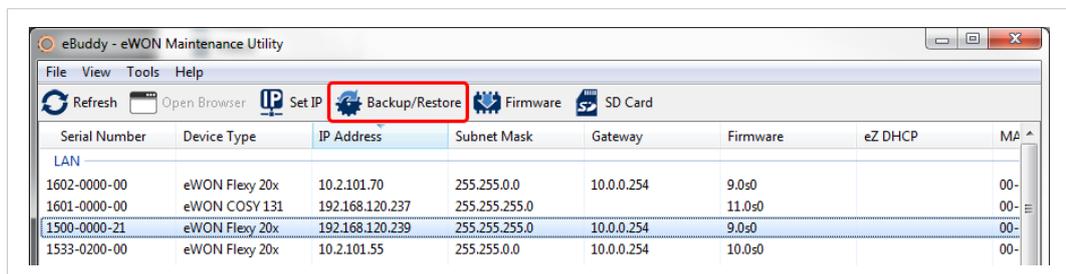


Fig. 2 Backup/Restore button

3. Choose to back up your Ewon

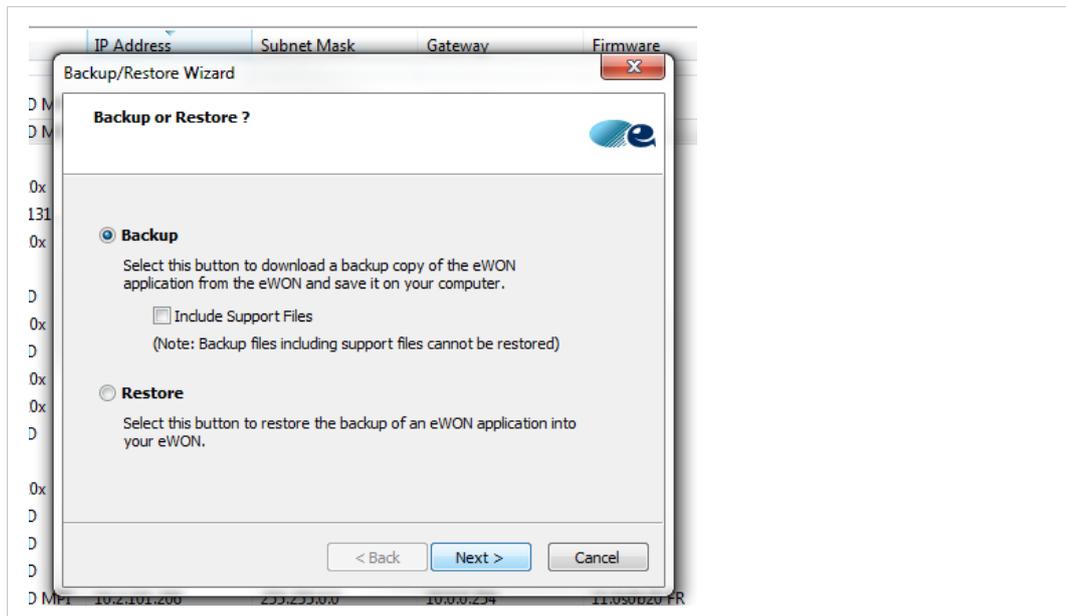


Fig. 3 Selection of the backup option

Leave the box “Include Support Files” unchecked unless told otherwise by your support representative.

If the “Include Support Files” option is checked, Ewon attaches files that can help the support team diagnose an issue.

4. Click on **Next**.

5. Set the required information:

- **S/N or IP address:** The serial number or the IP address of the Ewon you want to back up.

If you highlighted your Ewon in step 1, the serial number is already provided.

If you started the process with step 2, click on the **Browse** button to select an Ewon on your network.

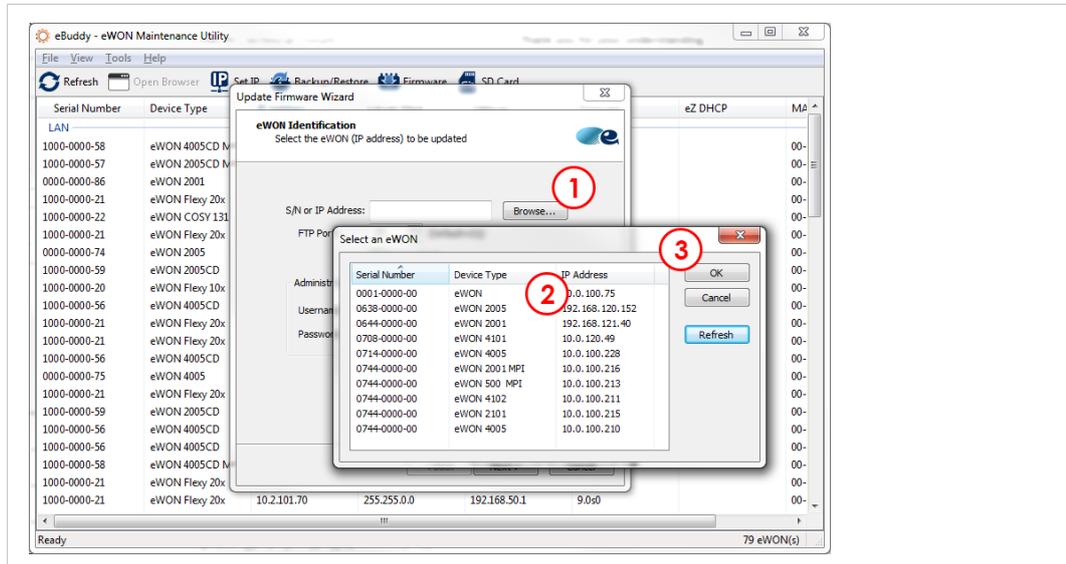


Fig. 4 Ewon selection

If you are connected to your Ewon through Talk2M using Catcher, you can provide the serial number, the LAN IP address or the VPN IP address.

- **FTP Port:** the port used for the FTP connection. By default: 21.
- **Username:** the login of the “adm” user.
- **Password:** the password of the “adm” user.

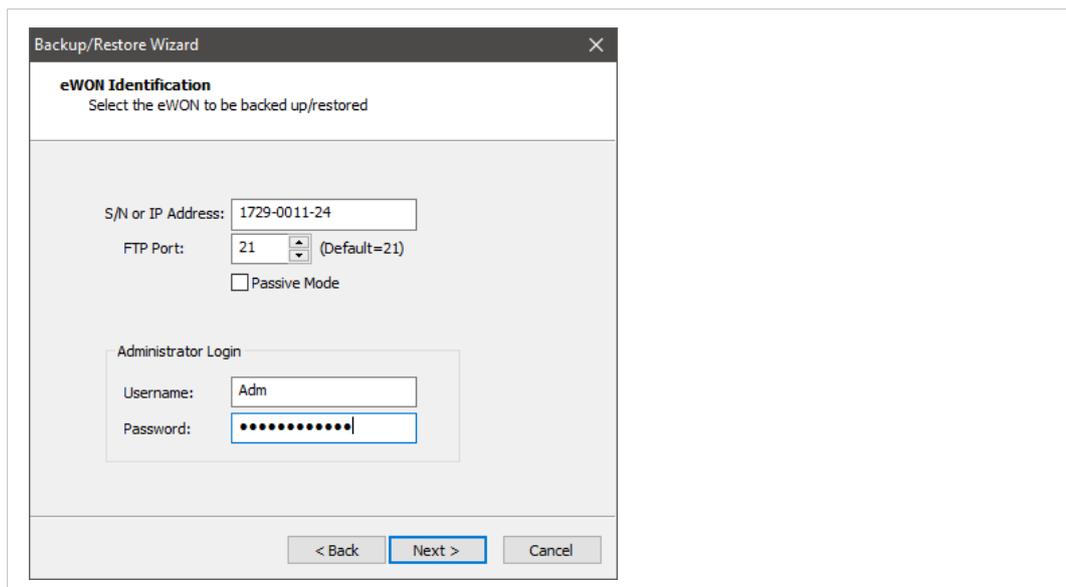


Fig. 5 Ewon Identification

6. Click on **Next**.

7. Provide **the path** to a folder where the backup file should be created.



Fig. 6 Path to the backup file

8. Click on **Next**.
 - At the end of the process, eBuddy displays a message stating the status (success or failure).
 9. Click on **Finish**.
- Your backup file has been created and is available in the folder you indicated earlier.

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