



## How to easily replace an eWON connected to Talk2M

### **Steps summary:**

- 1) Prepare the environment
- 2) Apply the backup of the impacted device on the new device
- 3) Ship the new device to remote site
- 4) Switch the devices
- 5) Power the new device on
- 6) Run the Talk2M connection Wizard on the new device
- 7) Approve the device in eCatcher

### **Requirements:**

- Talk2M account credentials
- eBuddy software installed on the computer and knowledge on how to [apply a backup](#)
- adm password for eWON website
- the same Extension cards that are inserted in the faulty device

### **Terms:**

- Faulty device = the eWON device located on site requiring a replacement.
- New device = the new eWON device that will receive a backup from the faulty device and will replace it on the remote site.

## 1. Step 1 – Prepare the environment of the new device

Different environment aspects should be considered before proceeding. The new device must:

- be powered off.
- be linked on its LAN port to the computer.
- For Flexy only: integrate the same amount / type of Extension cards the impacted device has.

### - Important -

*In any cases, the new device must **NOT** be connected to the Internet.  
The WAN Ethernet port or modem SIM holder should be left empty.*

## 2. Step 2 – Apply the backup on the new device

Power on the new device and make sure it is set in the same network range than the computer it is connected to (using the LAN port of the new device).

Apply the backup taken from the impacted device on the new device.

The easiest way to apply an eWON backup is through eBuddy. Read the [KB-0135 : Create a backup of eWON](#) for more info.

Once the backup has been successfully applied, power off the new device.

For Flexy only: remove the Extensions cards if they don't need to be shipped to remote location.

### - Note -

*The device requires a reboot when applying a backup. As the device is being shipped to a remote location, the power off and future power on act as a reboot sequence.*

### 3. Step 3 – Ship the new device

The new device is ready to be shipped to the remote location.

### 4. Step 4 – Replace the devices

Once the new device is on site, power off the faulty device and remove it from the cabinet. Transfer all Extension cards (for Flexy) but also SIM card and antenna (if modem Cosy 131 or Flexy) from the faulty device into the new one.

If LAN & WAN cables were used, put them back into the new device.

### 5. Step 5 – Power on

As the new device has physically replaced the faulty one, power it on.

### 6. Step 6 – Run the Talk2M Wizard

**- Note -**

*This following procedure can be done remotely.*

Wait until it appears online in eCatcher to connect to the device.

If everything seems to be alright, it is not the case for Talk2M. The new device also needs to replace the faulty one in the Talk2M service.

Before running the Talk2M wizard on the new device, copy the Global Registration Key – GRK. To do so, in the eCatcher account, got to :

**Account > Show advanced settings > eWON auto-registration**

The GRK is clearly mentioned under the form: A01-D08E2B0000396AA380A0000AA2FC6000

Once the GRK copied and the VPN tunnel to the device established, open the device homepage (VPN IP address of the device in an Internet browser).

Run the Talk2M Wizard by going to:

- **For Cosy 131**

*Settings > Talk2M*

Insert the GRK inside the **Register with ACTIVATION KEY** option field. Follow and end the Wizard normally.

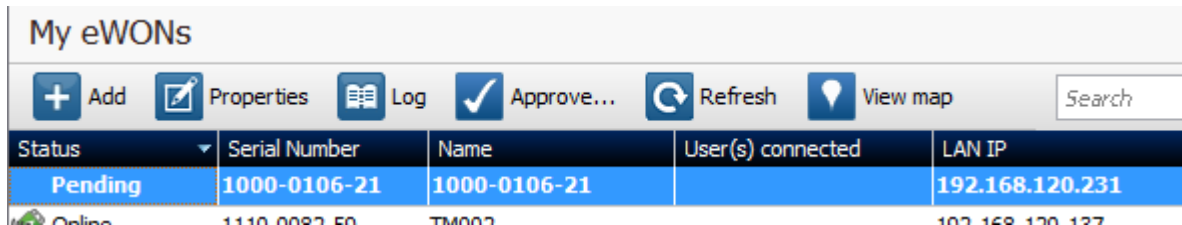
- **For Flexy**

*Configuration > Wizards > Configure Talk2M connectivity*

Insert the GRK inside the **Register with ACTIVATION KEY** option field. Follow and end the Wizard normally.

## 7. Step 6 – Approve the device in eCatcher

By performing the Talk2M Wizard with the Global Registration Key, the device will be added in the eWON list of eCatcher. Its status is "Pending" (this can be filter on).

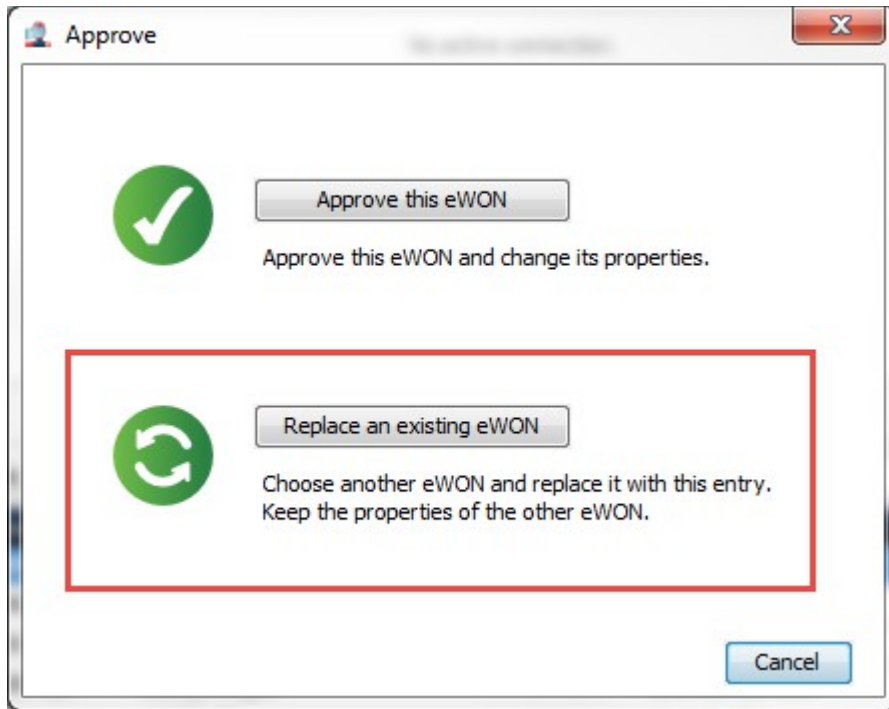


Status	Serial Number	Name	User(s) connected	LAN IP
Pending	1000-0106-21	1000-0106-21		192.168.120.231

### - Important -

*Before approving the new pending device, wait until the (former) faulty device turns offline in eCatcher.*

Approve the device. A pop-up will show up asking if an eWON needs to be created or if it has to replace an existing one. Choose this second option and select the former faulty eWON to replace.





## Revision

### Revision History

Revision Level	Date	Description
1.0	11/04/17	Original document

**Document build number: 85**

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