

Upgrading from Talk2M Free+ to Talk2M PRO

APPLICATION NOTE

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Important User Information

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1 Preface

1.1 About This Document

This document explains how to upgrade a Talk2M Free+ account to a Talk2M PRO account and take advantage of all Talk2M PRO features.

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

1.2 Document history

Version	Date	Description
1.0	2020-05-30	First release

1.3 Related Documents

Document	Author	Document ID
Security Features for Talk2M PRO	HMS	AUG-0057-00

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

Talk2M is a secure industrial connectivity service in the cloud allowing easy remote access and remote monitoring of industrial devices. With Talk2M's VPN client software, eCatcher, users can connect to their remote equipment for programming and troubleshooting. Users can also use Talk2M's HTTPS web portal, M2Web, to monitor remote HMIs, PCs, and webservers.



Fig. 1 Talk2M environment

All Talk2M accounts begin as Talk2M Free+ accounts. It is free and offers the core services necessary to perform remote access and remote monitoring of devices. Talk2M Pro includes all the same features available with Talk2M Free+ accounts along with additional features useful to many organizations. This document presents these additional features and where to find them.

3 Upgrade to Talk2M PRO

To upgrade an existing Talk2M Free+ account to Talk2M PRO, account administrators can select the **Learn about Talk2M Pro** option from the **<Account Properties>** screen in eCatcher.

After clicking on the **Request Talk2M Pro** button and confirming the account and contact information, the administrator will then receive a Talk2M PRO Request ID and can contact their local sales office to complete the order.

Both before and after an account upgrade, users can continue to use the same version of eCatcher and same Talk2M credentials to access their account. No new software or credentials are required after upgrading.

All Ewons associated with the Talk2M account before the upgrade will remain associated with the Talk2M account; no changes on the Ewon side are required.

If an organization has multiple Talk2M Free+ accounts, they can consolidate them into a single Talk2M Pro account by upgrading one of the accounts to a Talk2M Pro account and importing the Ewon from the other Talk2M Free+ accounts into the Talk2M Pro account as described later in this document.

4 User Groups and Ewon Pools

User Groups and *Ewon Pools* are used with a Talk2M account to define which users have access to which Ewons and what permissions those users have on *Ewon Pools* and other *User Groups*.

By default, a Talk2M account has two *User Groups*, an **<Administrator group>** that has all permissions and can access all Ewons and a **<Users group>** that can access Ewons in the default Ewon pool.

The default Ewon pool is called the **<Device pool>**.

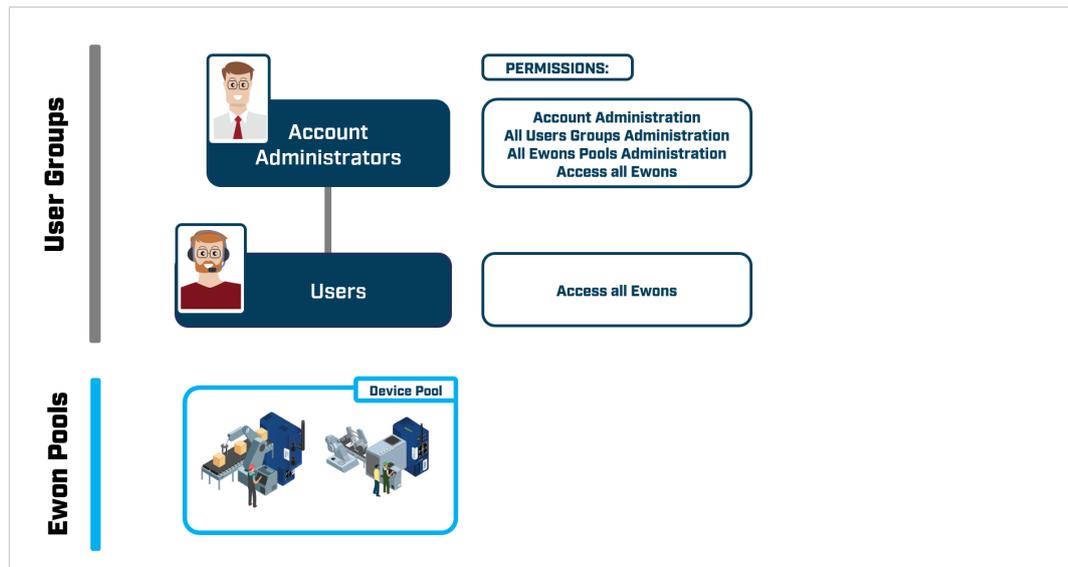


Fig. 2 User permissions

User Groups and *Ewon Pools* can be used to create more complex access rights.

For example, within a company, the company's service organization might need its engineers to be able to access any Ewon at any site.

Within that organization, though, only the service managers should be able to add or delete Ewons to the account or grant or revoke access rights to their engineers.

In addition, the company might want to allow users at each site to have access to view the KPIs from the Ewons at their own locations but only through M2Web.

By creating multiple **<User groups>** and **<Ewon Pools>** and granting appropriate permissions to each group, the company can make sure that users only access the equipment for which they have authorization.

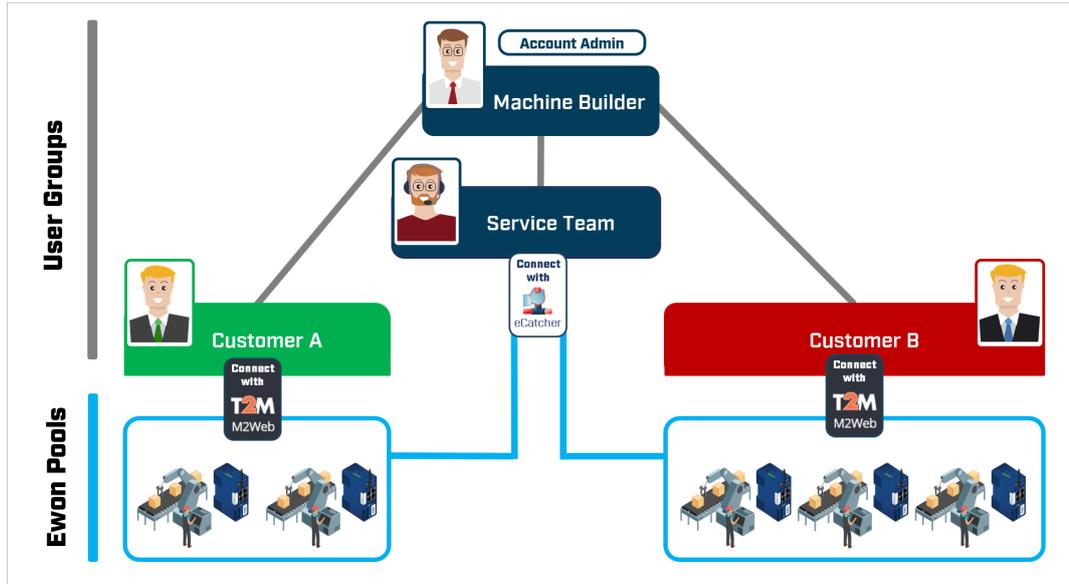


Fig. 3 Overview of Groups and Pools

5 Concurrent Connections

With a Talk2M Free+ account, at most one user can connect through eCatcher to any Ewon on the account.

Other users who need to connect to Ewons through eCatcher at the same time must wait until the first user disconnects.

With a Talk2M Pro account, multiple users can make eCatcher connections to the same or different Ewons at the same time.

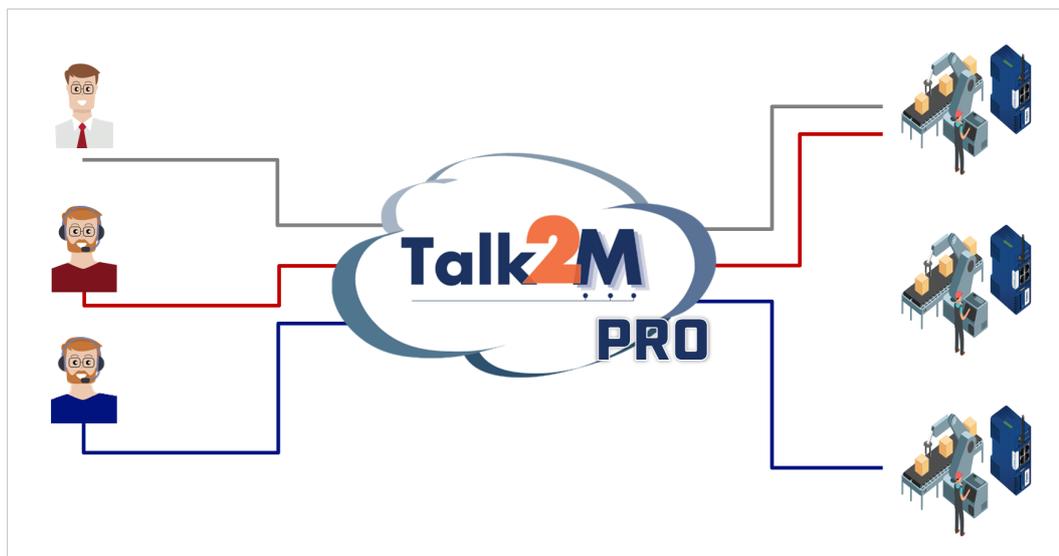


Fig. 4 Example of possible eCatcher connections with a Talk2M Pro account

These simultaneous eCatcher connections are referred to as concurrent connections.

Concurrent connections refer only to eCatcher connections; simultaneous connections through M2Web and eCatcher Mobile are unlimited.

On the picture above, if each user connects using eCatcher, they will use 3 concurrent connections.

	Talk2M Free+	Talk2M PRO
Concurrent eCatcher Connections	1	3 or more
Concurrent viewers (M2Web and eCatcher Mobile)	5	Unlimited

5.1 Limits

By default, a Talk2M account supports up to three eCatcher concurrent connections. However, this number can be adjusted if needed.

The number of concurrent connections supported by a Talk2M account can be found in the **<Credit & Contract>** portion of the **<Account>** screen in eCatcher.

Account administrators can modify the contract to increase or decrease the number of concurrent connections in the **<Credit & Contract>** area.

Changing the number of concurrent connections will impact the price of the Talk2M account and changes are applied immediately.

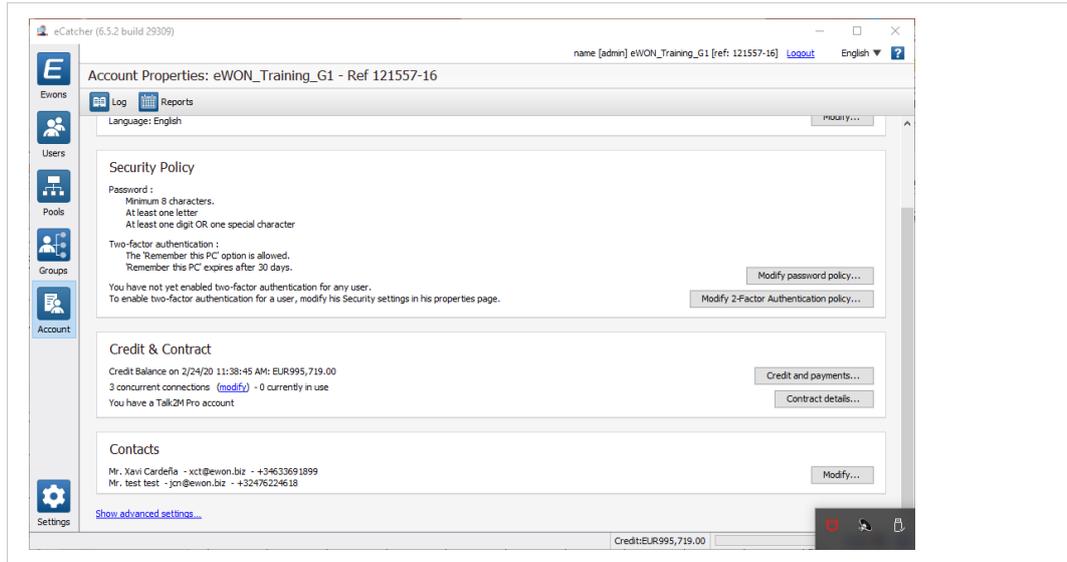


Fig. 5 Concurrent connection in <Credit & Contract>

5.2 Reservation

If all the available concurrent connections are in use, any additional user who tries to connect through eCatcher to an Ewon will receive an error message.

The user must then wait until one of the other users disconnects or until an administrator disconnects a connected user.

Under some circumstances, it could be helpful to reserve one or more of the concurrent connections for a specific user group.

Reserved connections are defined in the *Reserved Concurrent Connections* section of the <Advanced Settings> in the <Account> screen in eCatcher.

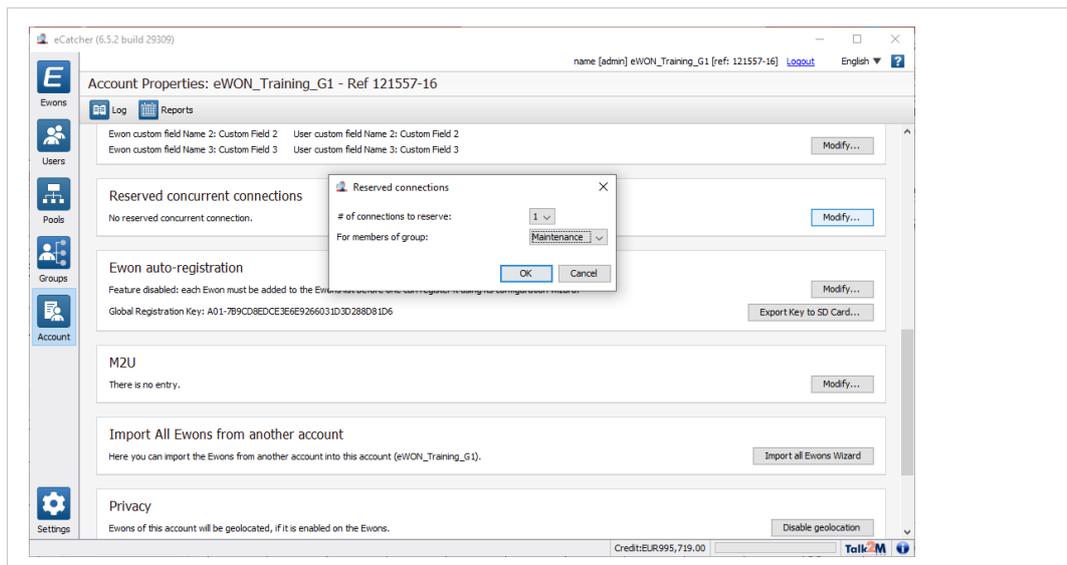


Fig. 6 Reserved concurrent connections

6 Security

Talk2M has a variety of configurable security features to allow account administrators to match their Talk2M account's security levels with their corporate security policies.

Talk2M PRO offers additional configuration options with additional levels of restrictions and more opportunities for customization.

More detailed information about the security features of Talk2M accounts is available in Security Features for Talk2M PRO from [Related Documents, p. 3](#).

6.1 Password Management

Password management is an important part of any organization's security policy.

With a Talk2M Free+ account, administrators were limited to two possible password policies.

- a standard policy with passwords with a minimum of 8 characters including at least one letter and one digit or special character,
- an enforced policy with passwords of at least 8 characters including one letter, one digit, and one special character

For Talk2M PRO accounts, administrators have more flexibility in setting the password policies to fit the requirements of their organization.

Administrators can:

- specify the minimum length and set the requirement of the password,
- force users to reset their passwords after a specified period of time,
- require a minimum number of unique passwords before a user can reuse one of their previous passwords.

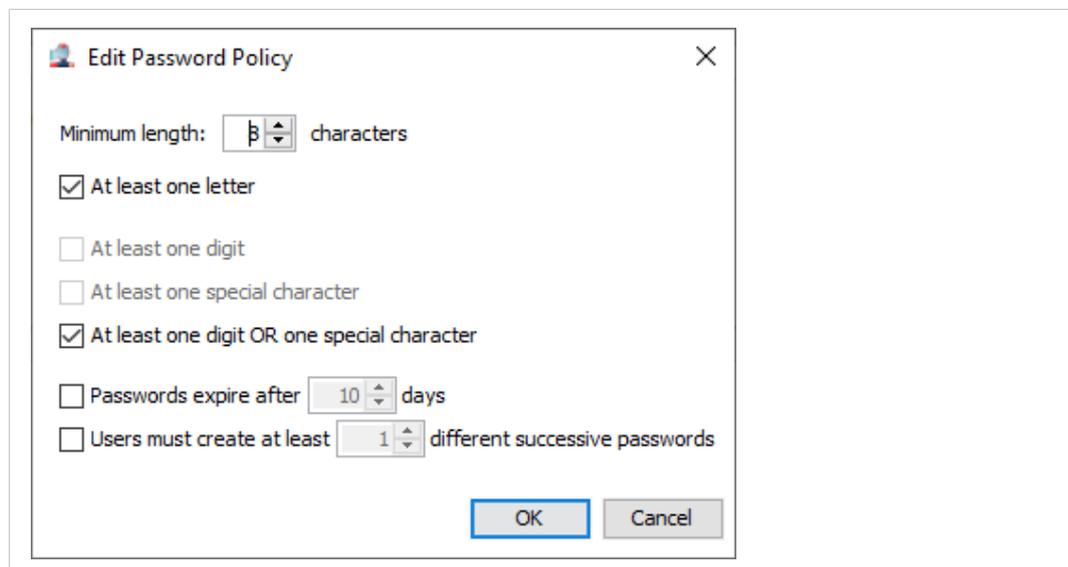


Fig. 7 Password policy

6.2 Two-Factor Authentication

Like Talk2M Free+ accounts, Talk2M PRO accounts support two-factor authentication.

However, in a Talk2M Pro account, two-factor authentication is configured separately from the password policy.

In addition, the **<Remember this PC>** option can be enabled or disabled separately from enabling or disabling two-factor authentication in general.

If the **<Remember this PC>** option is enabled, administrators can also configure an expiration time.

When the option expires, the user will need to authenticate with a text message passcode before being able to login again.

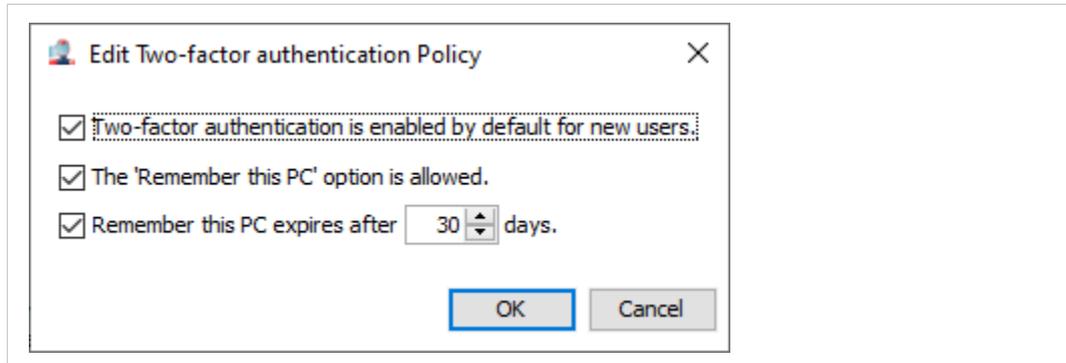


Fig. 8 Two-factor authentication

6.3 Auto Registration

The Ewon auto-registration feature permits adding Ewons to a Talk2M account without the need to create the Ewon first inside the account.

For example: an Ewon can be configured with an SD card or USB stick with a **Global Registration Key (GRK)**. This allows the person installing the Ewon to configure it without the need of access to eCatcher or to the Ewon's web interface.

When registering an Ewon with a **Global Registration Key (GRK)**, the Ewon will be automatically added to the pool set in the *Auto-registration* section of the **<Advanced Settings>** in the **<Account>** screen.

Talk2M account administrators can also disable the auto-registration feature.

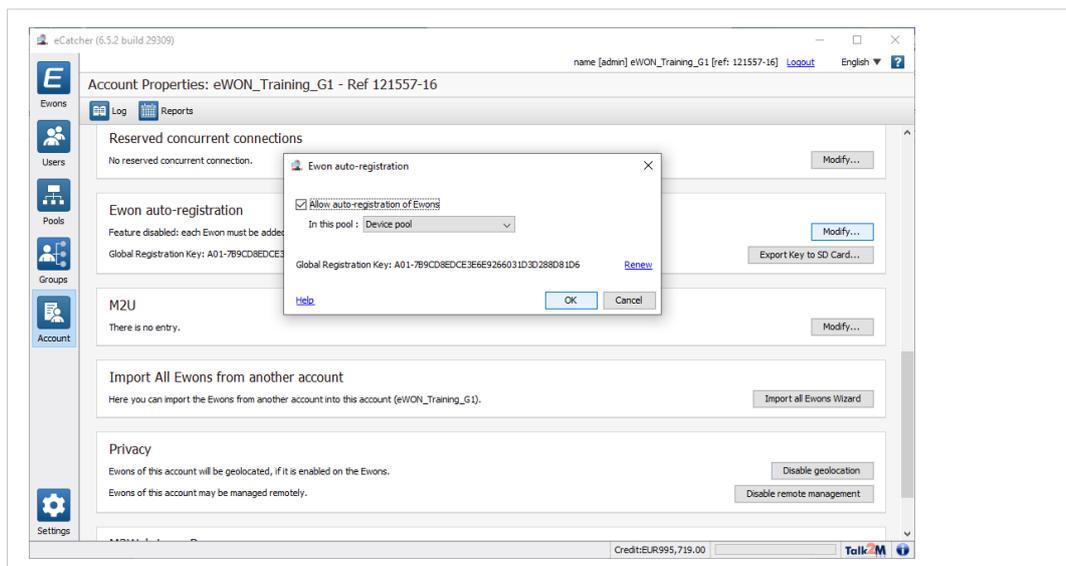


Fig. 9 Auto-registration with Global Registration Key

6.4 Firewall Levels

Talk2M offers remote access to devices behind Ewon routers.

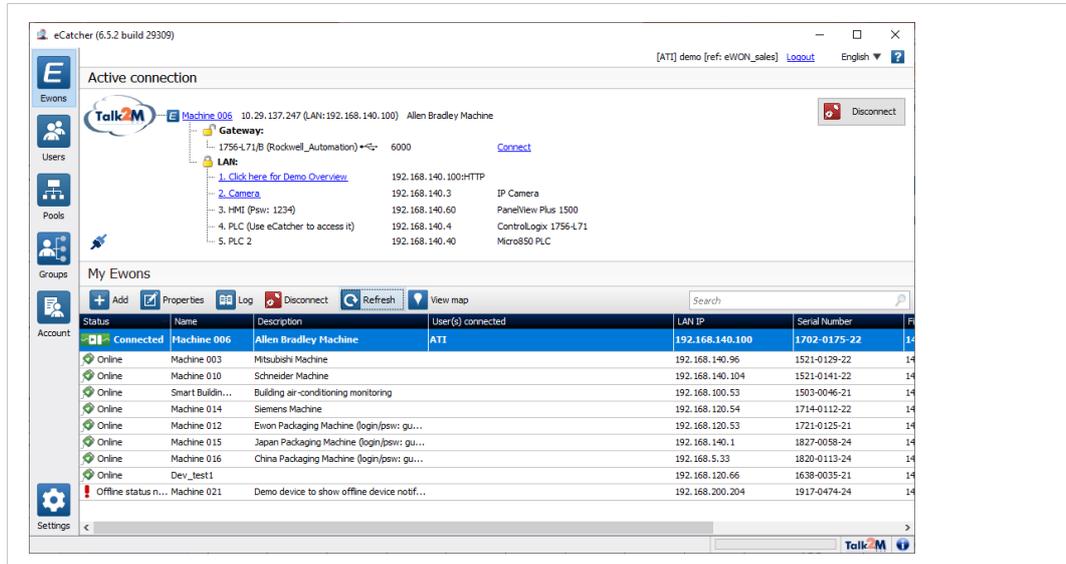


Fig. 10

However, it is recommended to limit which devices on the Ewon's LAN are accessible or limit access to only certain users. Talk2M accounts offer configurable firewall levels to restrict device access.

With a Talk2M PRO account, when device access is restricted, administrators can grant access for all users or restrict access to only specified user groups.

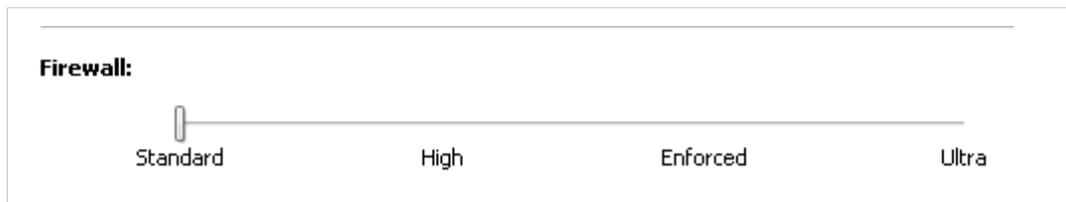


Fig. 11 Firewall states

Along with the **Standard** and **High** firewall levels included in a Talk2M Free+ account, Talk2M PRO offers two additional firewall levels: **Enforced** and **Ultra**.

At the **Enforced** firewall level, administrators also have ability to restrict access to the Ewon's gateway services including its Ethernet to serial gateways and its proxy gateways.

At the **Ultra** firewall level, access to services such as the Ewon's web server, ftp server, and USB over IP feature can be restricted.

7 Online / Offline Notifications

A device pool of a Talk2M account can be configured to send out email notifications if an Ewon belonging to the pool stays offline for an extended time.

This feature is especially useful when monitoring critical systems.

Administrators can specify:

- an offline duration of 3 hours, 6 hours, 12 hours, 1 day, or more
- the notification list which can include entire user groups, individual users, or individual email addresses.

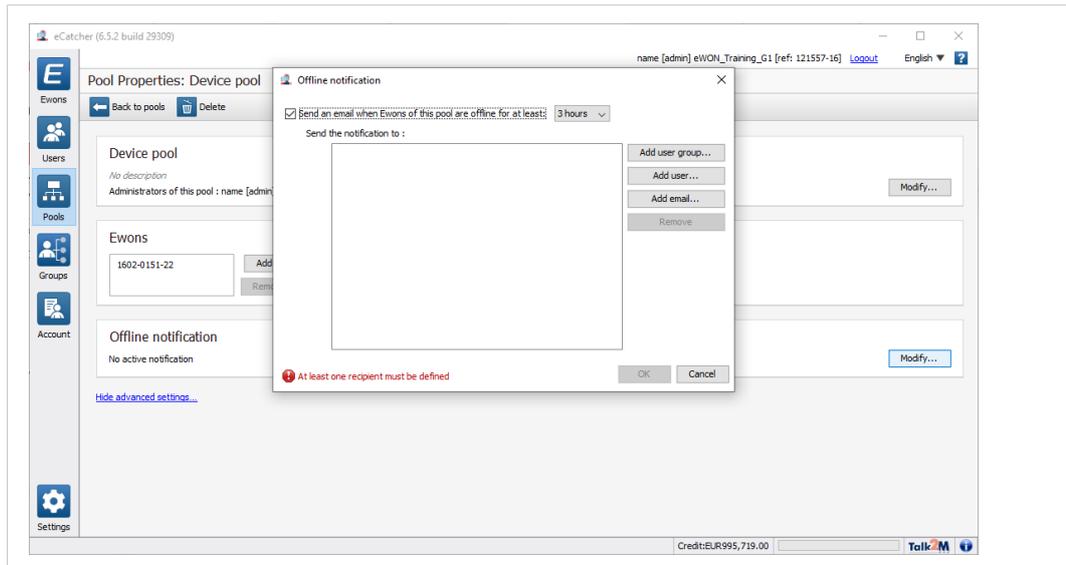


Fig. 12 Notification online – offline status

8 Import Other Talk2M Accounts

Sometimes it is useful to consolidate multiple Talk2M Free+ accounts into a single Talk2M PRO account.

Typically, one Talk2M Free+ account will be converted to a Talk2M PRO account. Then the Ewons on the other Talk2M Free+ accounts must be moved to the Talk2M PRO account.

An Talk2M import wizard within eCatcher makes this process simple.

The wizard is accessible from the *Advanced settings* of the **<Account Properties>** in eCatcher.

Valid administrator credentials for the source Talk2M account are required as part of the import process. The Ewons can be imported into an existing Ewon pool, or a new pool can be created for them during the import process.

The settings of the source account such as their user lists, pools, Ewon LAN devices, and permissions are not imported.

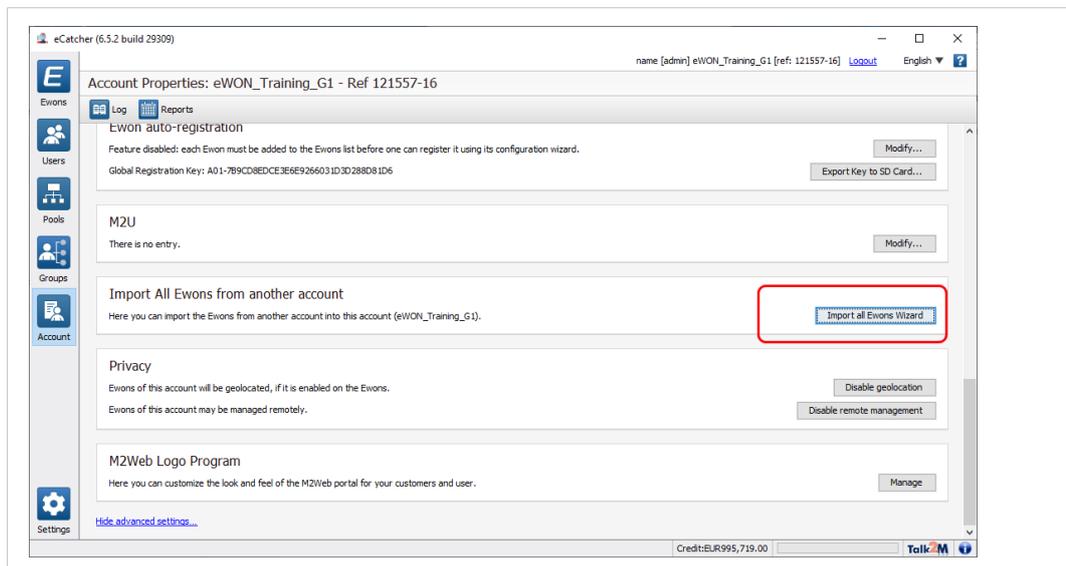


Fig. 13 Import Ewons

9 Automatic Reporting

9.1 Financial Report

It is important to monitor the current credit balance in order to reorder new service packages in a timely fashion and prevent the termination of the service.

Every month, the account contacts — as specified in the *Contacts* screen of the **<Account information>** in eCatcher — receive a detailed financial statement containing information about the current balance and any charges for the month.

Monthly consumption : January 2020		2020-01-01 to 2020-01-31	
	Quantity	Unit Price	Total Price
Number of Ewons	1	0.00	0.00 EUR
Concurrent eCatcher Connections	3	20.00	60.00 EUR
Traffic Included in Pack	6.0 GB	0.00	0.00 EUR
Additional Traffic	0 MB	4.00 / 1GB	0.00 EUR
Total Traffic	0 MB	0.00	0.00 EUR
SMS Included in Pack	50	0.00	0.00 EUR
Additional Paid SMS	0	0.15	0.00 EUR
Authentication SMS	0	0.00	0.00 EUR
Max DataMailbox Storage (number of points)	0		
Total			60.00 EUR

Credit history		Credit Balance on 2020-01-31: 995719.00 EUR
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Fig. 14 Example of a financial report

The report can also be manually downloaded from the **<Credits and Payments>** screen of the **<Account information>** in eCatcher.

Date	Description
1/30/20	Monthly consumption (January 2020)
12/30/19	Monthly consumption (December 2019)
11/29/19	Monthly consumption (November 2019)
10/30/19	Monthly consumption (October 2019)
9/29/19	Monthly consumption (September 2019)
8/30/19	Monthly consumption (August 2019)
7/30/19	Monthly consumption (July 2019)
6/29/19	Monthly consumption (June 2019)

Fig. 15 List of financial report

9.2 Connection Report

For many organizations, being able to track who has connected to different remote assets is an important part of their business practice.

The *Connection Log Report* documents every connection to an Ewon.

Administrators can easily see which users connected to which Ewon, the date and duration of the connection, and the type of remote connection. Information about the amount of traffic through the Talk2M VPN tunnel, DataMailbox storage, and API calls is available by device.

The current month's connection log report can be downloaded as a PDF and previous months' logs can be downloaded in multiple file formats to allow for easy data import into other applications.

