Ewon® BY HMS NETWORKS

Talk2m for Machine Users

How to securely manage remote support from your external partners?

Industrial Remote Connectivity made secure and easy

Machine users are always looking for new ways to increase their productivity and gain competitive advantages. Leveraging IIoT technologies to reduce equipment downtime through proactive maintenance and efficient remote support is considered one of the best opportunities, but security concerns and the complexity of integrating IT and OT technologies often prevent major progress.

With its Talk2m service, Ewon provides manufacturers with a harmonized solution allowing them to manage all the connectivity needs within their organization. This includes the possibility of granting to their teams and external partners a secure remote access to the automation equipment, in order to perform an immediate and effective support.
With Talk2m, the machine user is in control of all aspects of the connectivity, such as the definition of the user access rights, to make sure that authorized personal can only reach the target equipment, and can easily monitor at any time all the activity occurring through the solution.

What are Ewon and Talk2m?

Ewon, a brand of HMS Networks, has been developing remote connectivity solutions for automation equipment since 2001. Talk2m is the name of Ewon's VPN connectivity cloud service, which allows hundreds of thousands of industrial machines to securely and easily connect through the Internet. To make your equipment remotely accessible through the Talk2m service, an Ewon gateway must be installed inside it. This Ewon gateway is usually connected to control devices such as PLCs and HMIs, and securely connected to the Internet and the Talk2m service through the factory LAN.
The new generation of Ewon gateways integrates state-of-the-art hardware security, with a CC EAL6+ certified secure element chip serving as a root-of-trust to deliver a strong end-to-end security.

For more details, please visit: ***https://ewon.biz/about-us***

How can Ewon and Talk2m help me manage the remote connectivity in my factory?

Implementing a secure and validated remote access solution with Talk2m allows you to receive a much faster and more efficient support from your external partners, such as machine builders and system integrators, while keeping a full control over the connectivity. With your authorization, service engineers can immediately assist you remotely for diagnostics, troubleshooting or maintenance. In addition, you will also be able to remotely connect yourself to monitor the status and performance of your equipment at any time, from anywhere in the world.

For more details, please visit: ***https://www.ewon.biz/products/cosy***

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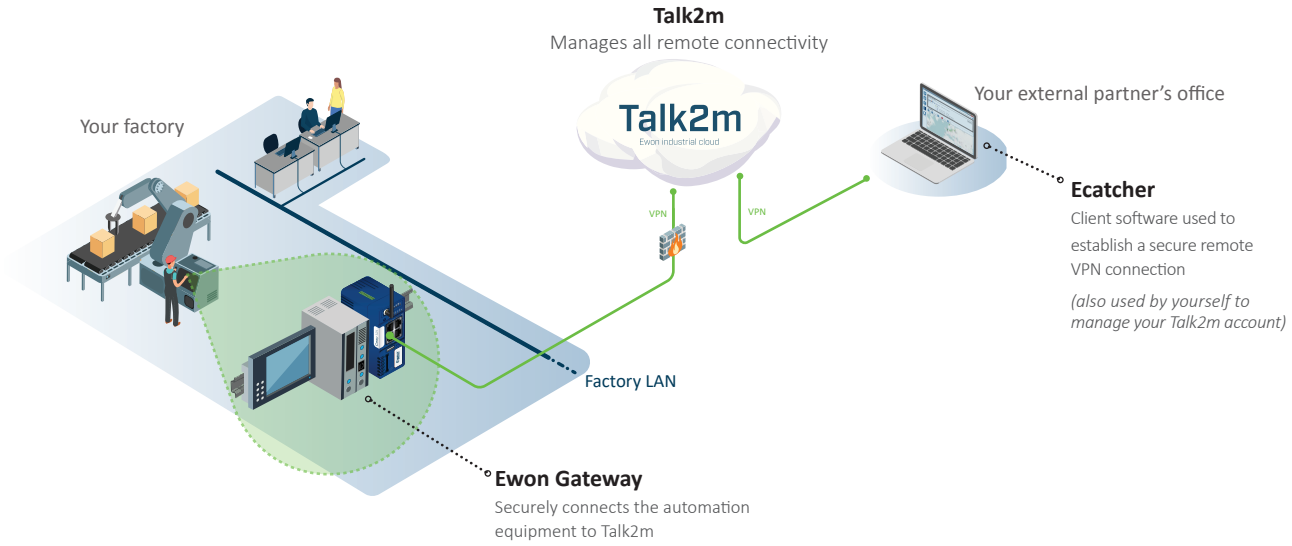
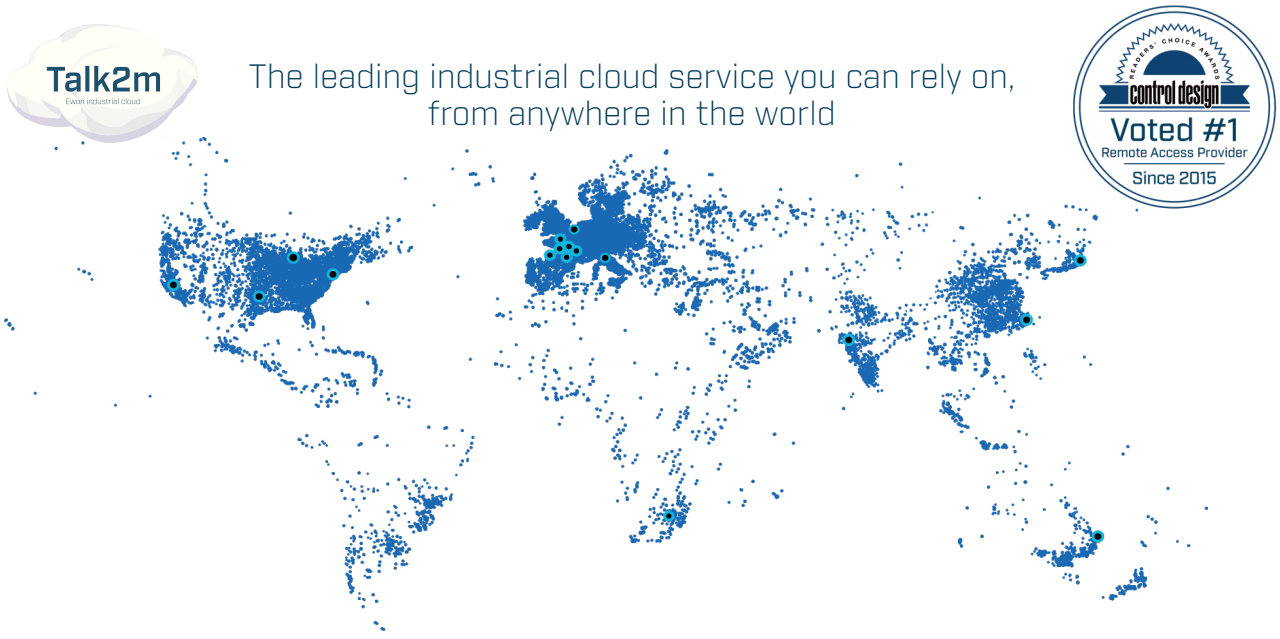


Can I trust the security and reliability of the Talk2m service?

The Ewon solution has been designed and developed with security in mind, using a comprehensive defense-in-depth approach based on recognized international security guidelines. Ewon's security is regularly audited by 3rd party cybersecurity organizations and is certified ISO 27001.
Moreover, with its fully redundant architecture of more than 20 data centers spread accross the world, Talk2m offers the best-in-class business continuity since 2006 and is now trusted by more than 25,000 customers. Talk2m pro and Talk2m light users also benefit from a Service Level Agreement (SLA) guaranteeing a 99.6% availability.
Talk2m has been selected as the No. 1 Machine Remote Access solution in the USA since 2015.

For more details, please visit: ***https://www.ewon.biz/about-us/security***



20+ Data centers	500,000+	178	40+ Million	Talk2m pro & light
Worldwide infrastructure	Ewon devices registered	Countries	Secure VPN connections	Service with SLA

Why is Talk2m pro the best solution for my operation?

A Talk2m pro account provides advanced controls of the user access rights, the possibility to have multiple concurrent VPN connections and a SLA guaranteeing a 99.6% availability of the service. The "advanced control of the user access rights" is an essential feature if you wish to securely give restricted and managed access permissions to your external partners. Detailed connection logs will also give you full visibility on the activity of all the users of the account.

For more details, please visit: ***https://www.ewon.biz/products/Talk2m/Talk2m-pro***
or watch our "introduction to Talk2m Pro" video: ***https://vimeopro.com/ewonsupport/Talk2m-pro***

How can I create a Talk2m account and upgrade it to "Talk2m light" or "Talk2m pro"?

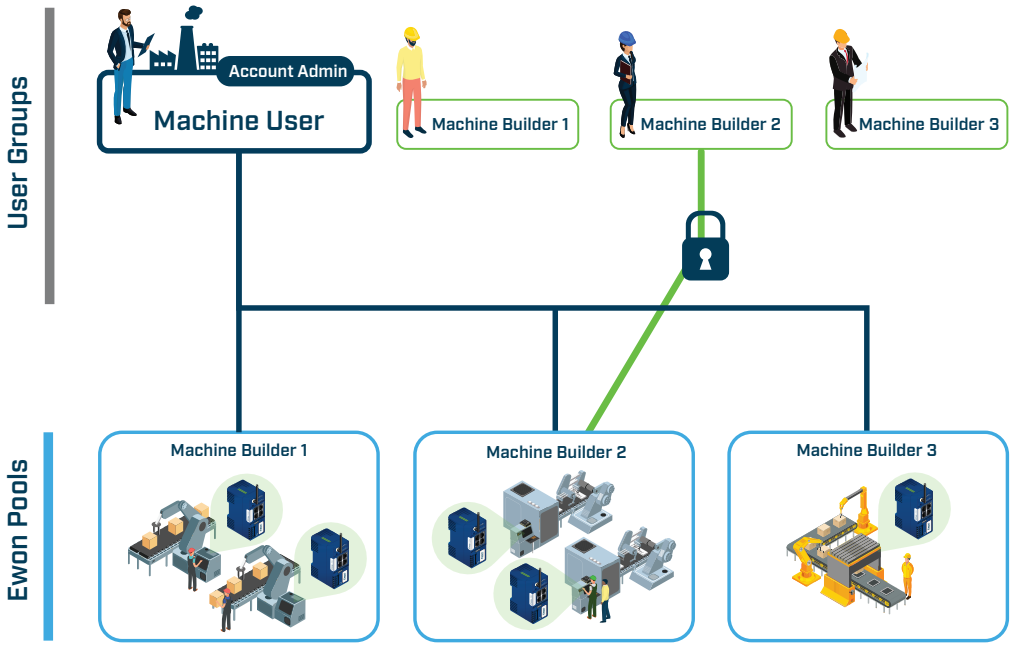
Start by downloading and installing our free Talk2m client software "Ecatcher". This software will let you create your Talk2m account and manage all its aspects. A new account is always a "free" account, but you can easily request an upgrade to a "Talk2m pro" account directly from inside Ecatcher. Your local distributor or HMS representative will then contact you for a price quotation. To upgrade to a "Talk2m light" account, get in touch directly with your local distributor or HMS representative.

For more details, please visit: ***https://ewon.biz/cloud-services/vpn-client-ecatcher***

How can I securely give a limited access to an external equipment/service supplier?

The administrator of the Talk2m pro account can precisely control the access rights of each user by creating "pools" of Ewon gateways and "groups" of users, then defining the permissions that each user group has on the pools of Ewon gateway or other groups of users. It is therefore possible to limit the access of an external partner to only the equipment he has supplied. Users who are not required to remotely connect anymore can easily be removed from the Talk2m account, or temporarily disabled.

*For more details, please read the application note "****AUG-0086 - Manage Devices Access With a Talk2m pro account****"*



How can I limit the access to only specific automation devices connected behind the Ewon gateway?

A remote user can only connect to the Ewon gateways for which he was granted access rights and, once connected to an Ewon gateway, he can only reach the automation devices connected behind this Ewon gateway. He will not have access to the rest of the factory network. It is also possible to further restrict this access to only specific devices connected behind the Ewon gateway, by defining in Ecatcher a whitelist of the authorized IP addresses and ports of these devices.

*For more details, please read the application note "****AUG-0057 - Security Features For Talk2m pro account****"*

Can an operator inside the factory physically control the VPN connection of an Ewon gateway?

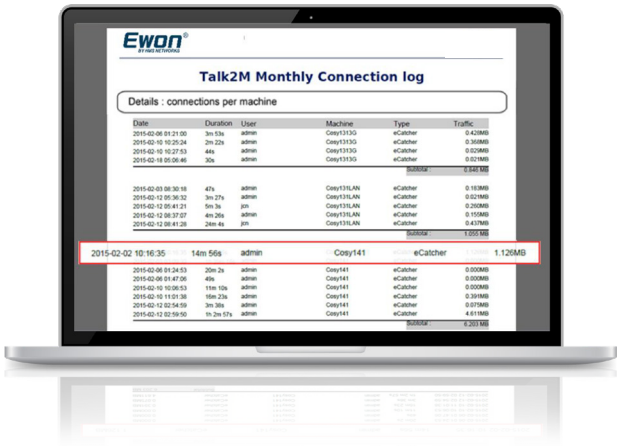
Yes, by connecting a key-switch or HMI button to the digital input of the Ewon gateway, a local operator can easily turn the Ewon gateway online or offline by manipulating the switch or button. It is therefore possible to keep the Ewon gateway offline, and only turn it online when a remote maintenance operation is needed.
The digital output of the new generation of Ewon gateways can also be used to notify when a remote user is connected, for example by having its signal light up a lamp on the control panel of the machine.

*For more details, please read the user manual "**UM-0006-00 1.2 en-US**" (Ewon® Cosy+ USER MANUAL)*

How can I monitor the activity of the users of my Talk2m account?

An administrator of the Talk2m pro account can at any time check inside Ecatcher a connection report showing all the activity on the account: which user connected to which Ewon gateway, at what time and for how long. Detailed logs for a specific user or Ewon gateway are also available.

*For more details, please read the user manual "**UM-0005 - Introduction to Talk2m pro**"*



What are the options to further reinforce the security of my account?

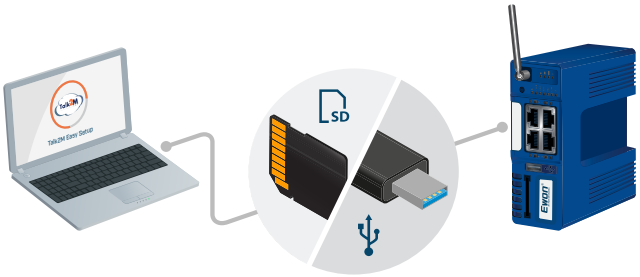
Security is Ewon's No. 1 priority and we provide various mechanism to help you strengthen the security of your Talk2m account, such as two-factor authentication, advanced password policy management and user lockout in case of the multiple erroneous input of a password.

*For more details, please read the application note "**AUG-0057 - Security Features For Talk2m pro account**"*

I have asked my supplier to equip my new automation equipment with an Ewon gateway. How can this Ewon gateway be registered to my Talk2m account?

Inside Ecatcher, a wizard will help you create in a few simple steps a configuration file that you can then send, for example by email, to your equipment supplier, who will just have to apply it to the Ewon gateway, via a USB stick or SD card. The Ewon gateway will automatically be configured and registered to your Talk2m account.

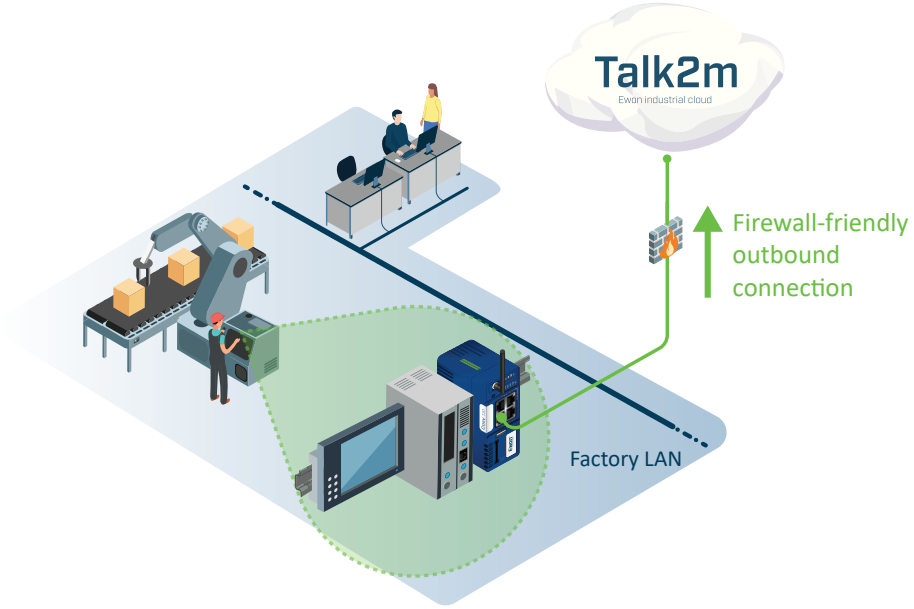
For more details, please watch the ***Talk2m Easy Setup videos on the Ewon E-learning website***



What are the network requirements to use Ewon's solution inside my factory?

The Ewon solution has been designed to be as non-intrusive as possible for the existing local network and IT policies. It uses only encrypted OpenVPN outbound connections through the port TCP443 (and optionally UDP1194), which can usually pass through firewalls and proxy servers without any need for changes in the IT configuration. For an even greater peace of mind, it is also possible to whitelist the Talk2m servers in your firewall, to be sure that any outbound connection can only go to Talk2m. If connecting to the Internet through an Ethernet factory LAN is not possible, WiFi or 4G connectivity is also available.

*For more details, please read the "****Ewon Remote Access FAQ****"*



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