

# Addresses & ports used by Talk2M

## SOLUTION SHEET

KB-0209-00 1.9 en-US ENGLISH

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# Important User Information

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# 1 Preface

## 1.1 About This Document

The present document details the addresses and ports used by Talk2M to establish a VPN connection to your eWON but also to your computer.

For additional related documentation and file downloads, please visit [www.ewon.biz/support](http://www.ewon.biz/support).

## 1.2 Document History

Version	Date	Description
1.0	2015-04-22	First release
1.1	2015-07-16	Added Mumbai VPN server
1.2	2015-12-08	Added Europe VPN server
1.3	2015-12-09	Changed: VPN server info
1.4	2018-02-28	Added: access server address
1.5	2018-05-16	Added: detailed List of ortsVPN servers
1.6	2018-07-11	Added: NAP Server
1.7	2018-11-07	Changed: information inside <a href="#">Ewon Connection to Talk2M, p. 7</a>
1.8	2018-12-05	Changed: references inside <a href="#">eCatcher Connection to Talk2M, p. 6</a> and <a href="#">Ewon Connection to Talk2M, p. 7</a> .
1.9	2019-05-08	Changed: General disclaimer Added: <a href="#">Deep Packet Inspection of TLS/SSL Encrypted Traffic, p. 5</a>

## 1.3 Related Documents

Document	Author	Document ID

## 1.4 Trademark Information

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## 2 Introduction

The information describes in this document applies to Talk2M connections using Free+ or Pro services.

The Talk2M architecture is based on multiple interconnected servers and services. This architecture implies a single rule when you combine the Talk2M servers/services with a firewall: whitelist the Talk2M domain name.

The simplest solution is to whitelist the wildcard domain “\*.talk2m.com” for outgoing port TCP 443 and UDP 1194. If your firewall cannot be configured with a wildcard, you can find all useful information in this document.

You can check if the different ports and addresses needed for the Talk2M connections are reachable within your network by using our [Talk2M connection checker](#) tool.

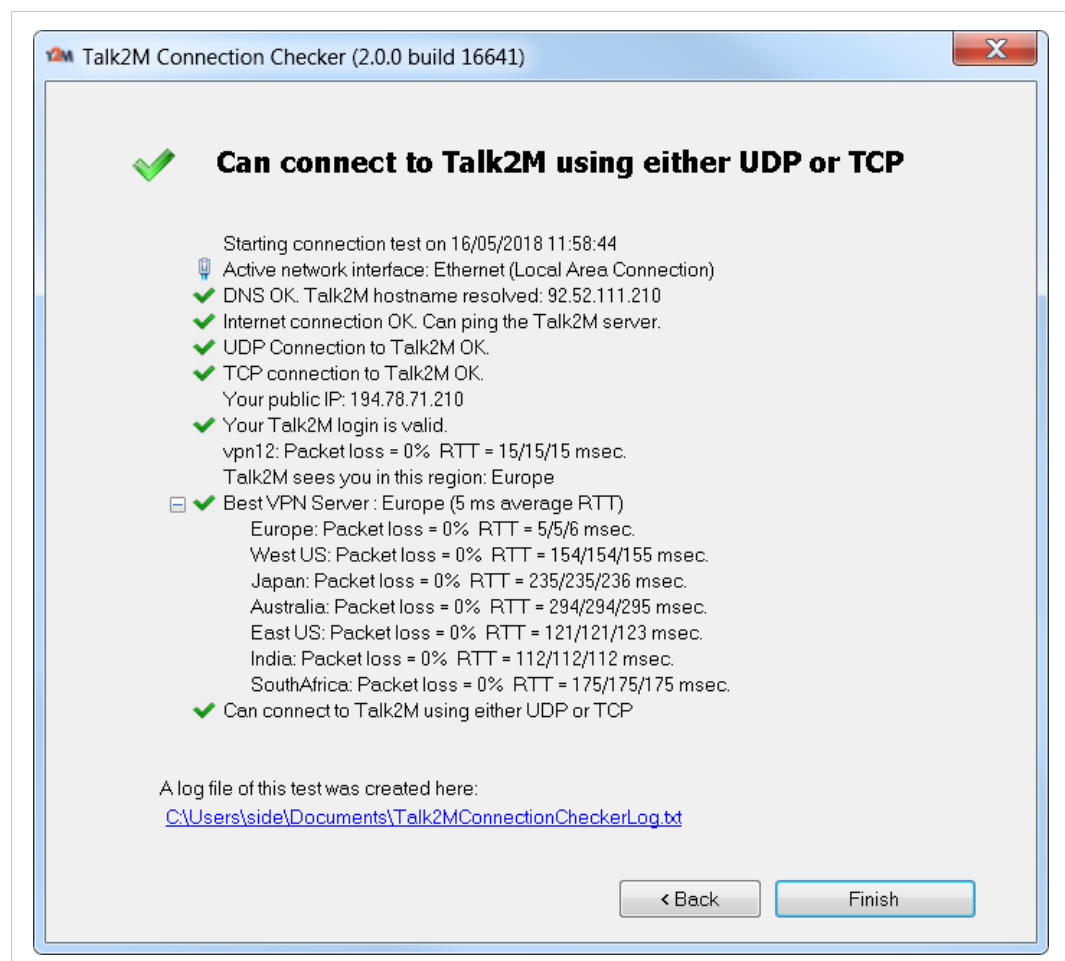


Fig. 1 Talk2M connection checker interface

### 2.1 Firewall Configuration

Under some circumstances, it is necessary to shift a Talk2M account from one VPN server to another.

This is why we recommend whitelisting all the Talk2M servers range using the wildcard “\*.talk2m.com” and not only a specific VPN server address.

An access server connection or VPN server connection which are blocked, induce different issues as it prevents your Ewon from switching to another VPN server.

The induced results are the following ones:

- The remote access is no longer possible.
- If your Ewon uses Talk2M as a mail server or as an SMS relay, then the alarm notification is no longer available
- If your Ewon uses the DataMailbox, the historical data is no longer sent to the DataMailbox.



*A server switch from one server to another one can be required during a VPN server maintenance or due to a major VPN server issue.*

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### 2.1.1 Deep Packet Inspection of TLS/SSL Encrypted Traffic

Some firewalls or anti-virus software embed a *Deep Packet Inspection* feature which monitors the data of an encrypted traffic sent and received by an application.

This mechanism implies that the firewall or the anti-virus software replaces the Talk2M HTTPS certificate by its own certificate, and this may be seen as a “Man in the middle” attack.

This method of replacing certificates **is refused** by eCatcher and the Ewon Cosy 131 & Ewon Flexy for security reasons.

If you face this issue, an error is thrown:

- in eCatcher, while connecting to the Ewon: *Server communication error : peer not authenticated*
- in the Ewon, while running the Talk2M wizard: *HTTPS dialog failed (Server certificate verification failed: certificate issued for a different hostname, issuer is not trusted)*

The only solution is to disable the *Deep Packet Inspection* feature in the firewall / anti-virus software, at least for our URL/IP addresses (see [eCatcher Connection to Talk2M, p. 6](#) and [Ewon Connection to Talk2M, p. 7](#)).

### 3 eCatcher Connection to Talk2M

eCatcher will need to connect to the following servers:

1. Access Server:
  - Protocol and port used: HTTPS (TCP port 443)
  - Addresses:
    - as.pro.talk2m.com (eCatcher version < 6.3.5)
    - client.api.talk2m.com (eCatcher version >= 6.3.5)
2. VPN servers
  - Protocols and ports used:
    - UDP port 1194 or TCP port 443
  - Addresses:
    - client.vpnX.talk2m.com, where X is the VPN server number. The VPN server number can be between 1 and 50.
    - NAP server of China: sclient.vpn15.talk2m.com.

You must use the NAP server when the Ewon is located in China. If the Ewon is outside China but the user is in China, then additional URLs might be required.

We recommend whitelisting the URL “\*.talk2m.com”. If whitelisting a wildcard domain is not possible, you can whitelist the URLs “client.vpn1.talk2m.com, client.vpn2.talk2m.com, ..., client.vpn50.talk2m.com”.



*We do not use all incremental URLs. There might be gaps between “vpn1” and “vpn50”.*

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If the Internet connection is established through a proxy server, then eCatcher will use the TCP protocol.



Since eCatcher 4.1, if eCatcher connects through a proxy server, this proxy server must allow outbound connections on port TCP 443 to hostname “\*.talk2m.com”.



## 4 Ewon Connection to Talk2M

1. Access Server:
  - Protocol and port used: HTTPS (TCP port 443)
  - Addresses:
    - as.pro.talk2m.com (Ewon firmware < 12.2)
    - device.api.talk2m.com (Ewon firmware >= 12.2)
2. VPN servers
  - Protocols and ports used:
    - UDP port 1194 or TCP port 443
  - Addresses:
    - device.vpnX.talk2m.com, where X is the VPN server number. The VPN server number can be between 1 and 50.
    - NAP server of China: sclient.vpn15.talk2m.com

We recommend whitelisting the URL **"\*.talk2m.com"**. If whitelisting a wild-card is not possible, you can whitelist the URLs **"device.vpn1.talk2m.com, device.vpn2.talk2m.com, ..., device.vpn50.talk2m.com"**.

If you use an Internet connection established through a proxy server, then your Ewon uses the TCP protocol.



Since firmware 6.4s6, if your Ewon connects through a proxy server, this proxy server on local site should allow outbound connections on port TCP 443 to hostname **"\*.talk2m.com"**.

