

Restore an Ewon Backup

Through eBuddy

SOLUTION SHEET

KB-0186-00 1.2 en-US ENGLISH

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1 Preface

1.1 About This Document

This document explains step by step how to restore an Ewon backup with eBuddy. The scope of this document targets all Ewon devices.

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	2019-04-08	Changed: General template
1.2	2019-12-03	Added: <i>Restoring Firmware Equal or Higher than 13.3, p. 8</i>

1.3 Related Documents

Document	Author	Document ID
eBuddy manual	HMS	AUG-0063-00
comcfg.txt	HMS	KB-0050-00
config.txt	HMS	KB-0052-00
Create an Ewon Backup	HMS	KB-0135-00
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 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 create an eBuddy backup, refer to the document “Create an Ewon Backup” (see [Related Documents, p. 3](#)).

3 Restore a Backup File

Follow these steps to restore a backup that has been created previously:

1. Right-click on the Ewon you wish to restore.
2. Select **Backup/Restore**.

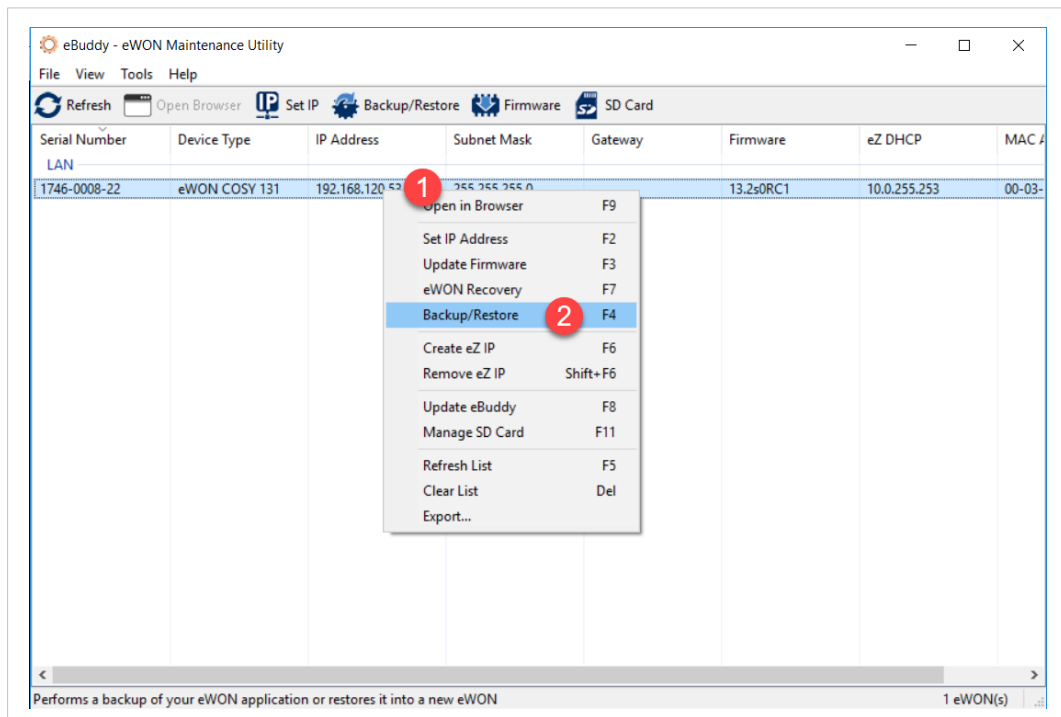


Fig. 1 Restore backup – Start process

3. Select **Restore** in the new window.
4. Click on **Next**.

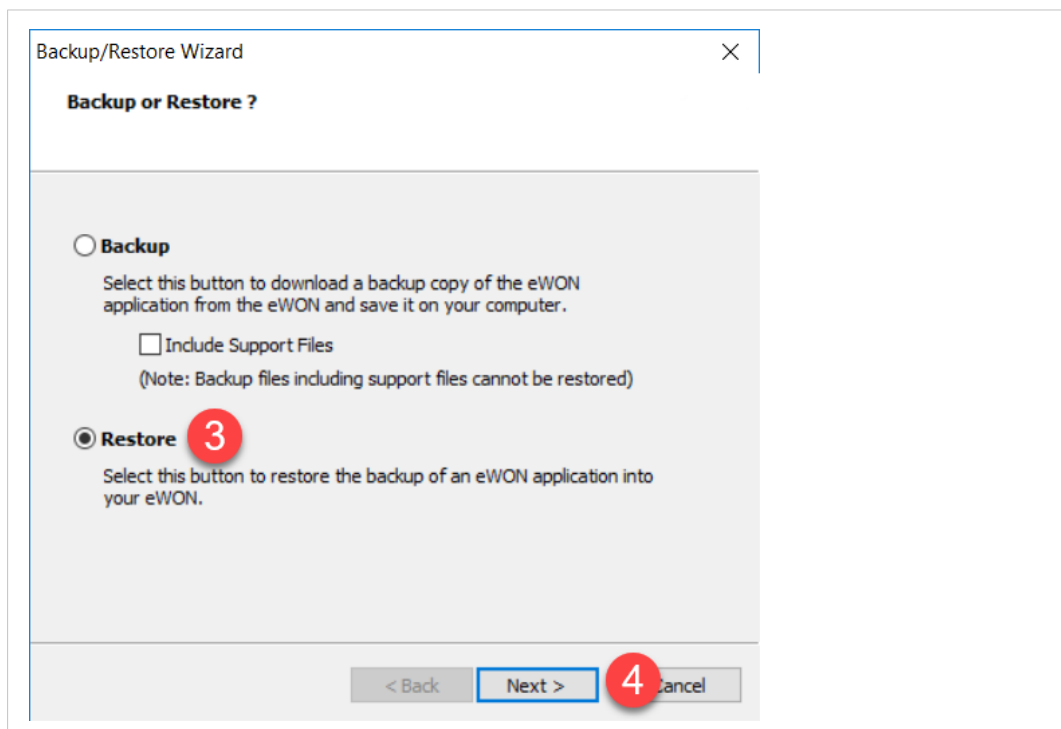


Fig. 2 Restore backup – Option selection

5. Insert **the path** to the backup file location.
6. Click on **Next**.

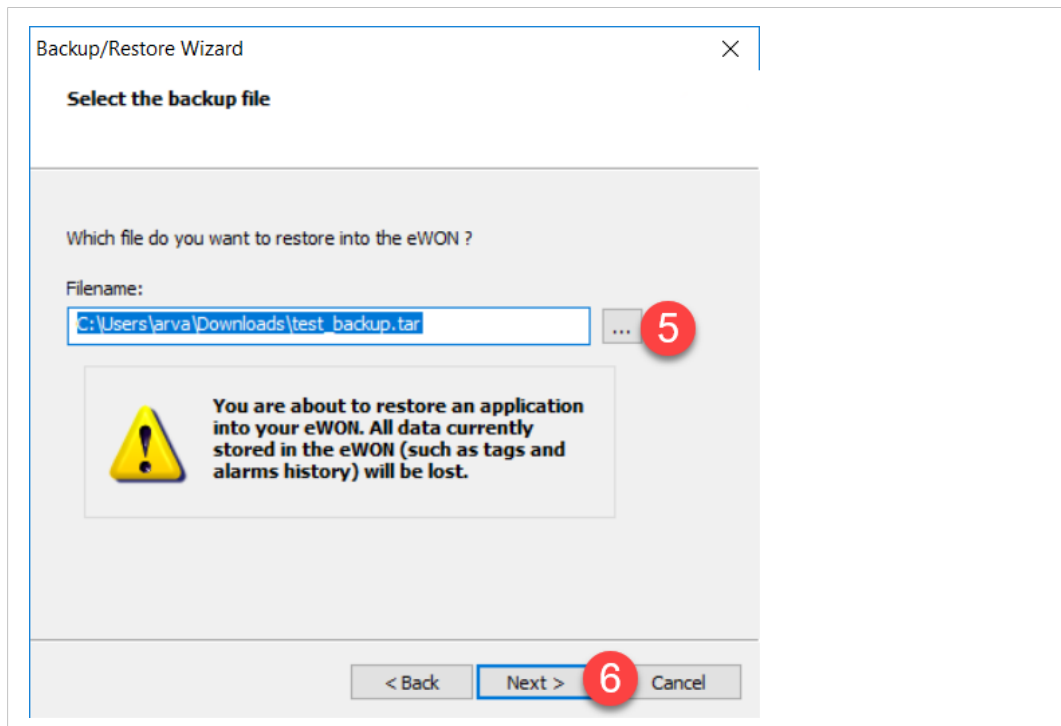


Fig. 3 Restore backup – Path to file

7. Click on **Finish** when eBuddy has restored the backup.

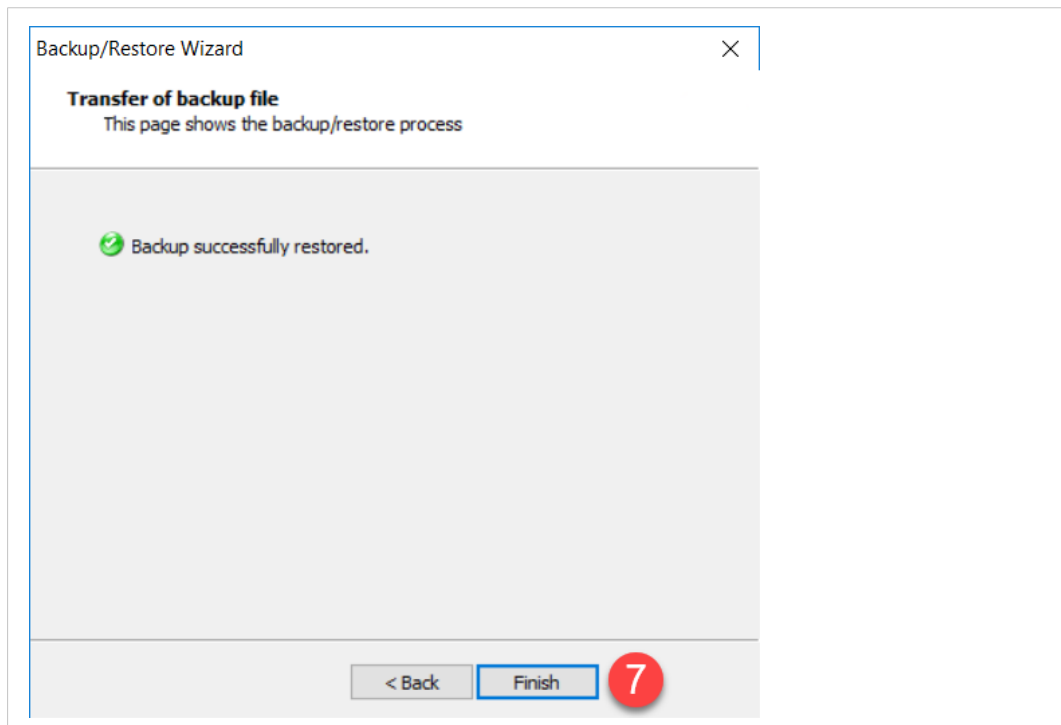


Fig. 4 Restore backup – End process

4 Potential Issues

4.1 Different Hardware Modem

Restoring the *comcfg* file — which is part of the backup file — on a different *Hardware Modem Type* generates an error while detecting the modem.

This error -27246 leads the Ewon to an endless reset loops and reboots.

To avoid this case, eBuddy checks if the *Hardware Modem Type* of the Ewon matches the *Hardware Modem Type* from the backup.

If these type are different, a mismatch message prompts and provides the following options:

- Continue the restore without this modem type parameter. If you choose this option, a different error -27246 occurs afterwards.
- Continue the restore with this modem type mismatch.
- Cancel the restore process.

4.2 Different Memory Organization

Restoring the *comcfg* file on an Ewon with a different memory organization results in formatting the Ewon on next boot.

To avoid this case, Ewon restores the *comcfg* file — which is part of the backup file — in two steps:

1. Format the memory to match the new organization.
2. Set the backup file on the Ewon.

Due to memory organization reasons, the overall restore procedure takes a little bit longer than a normal situation.

4.3 Backup Includes Support Files

If you restore a backup that was created with the checkbox “Include Support Files” checked, all the information files are also transferred on the Ewon.

As they cannot be written, they generate errors in the diagnostic page:

Time	Event	Description	Originator	Help
15/07/2010 15:57:50	1073763130	eftp-Close FTP session (User: Adm)	ftps	
15/07/2010 15:57:50	28604	secu-The file the user is trying to write is unknown	ftps	
15/07/2010 15:57:50	28606	secu-The file is read only	ftps	
15/07/2010 15:57:50	28604	secu-The file the user is trying to write is unknown	ftps	
15/07/2010 15:57:50	28604	secu-The file the user is trying to write is unknown	ftps	
15/07/2010 15:57:50	28604	secu-The file the user is trying to write is unknown	ftps	
15/07/2010 15:57:50	28604	secu-The file the user is trying to write is unknown	ftps	
15/07/2010 15:57:50	28604	secu-The file the user is trying to write is unknown	ftps	
15/07/2010 15:57:50	28606	secu-The file is read only	ftps	
15/07/2010 15:57:49	28002	bakfile-Could not rename file to backup	ftps	
15/07/2010 15:57:49	28002	bakfile-Could not rename file to backup	ftps	
15/07/2010 15:57:12	1073763129	eftp-Open FTP session (User: Adm)	ftps	

Fig. 5 Error code — Support file included



Starting firmware 12.2s0, no error is displayed even if the backup contains the support files.

4.4 Restoring Firmware Equal or Higher than 13.3

Since firmware 13.3, the encryption of sensitive parameters in the Ewon has been highly increased.

Because of this modification, it is not recommended to apply a backup taken from an Ewon running firmware 13.3 (or higher) and restore it in an Ewon running a firmware lower than 13.3.

However, despite the recommendation, if you apply a backup from firmware 13.3 (or higher) on a firmware lower than 13.3, you will observe the following situations:

- eBuddy transfers the backup to the Ewon without generating any error.
- Once restored, your Ewon runs but will face issues for each setting linked to a security/password aspect (e.g.: remote access if based on Wi-Fi, emails if SMTP server or users access).

This means that you will need to update all password settings. These settings can be found in the KB-0050-00: comcfg.txt for communication parameters and the KB-0052-00: config.txt for configuration parameters.

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