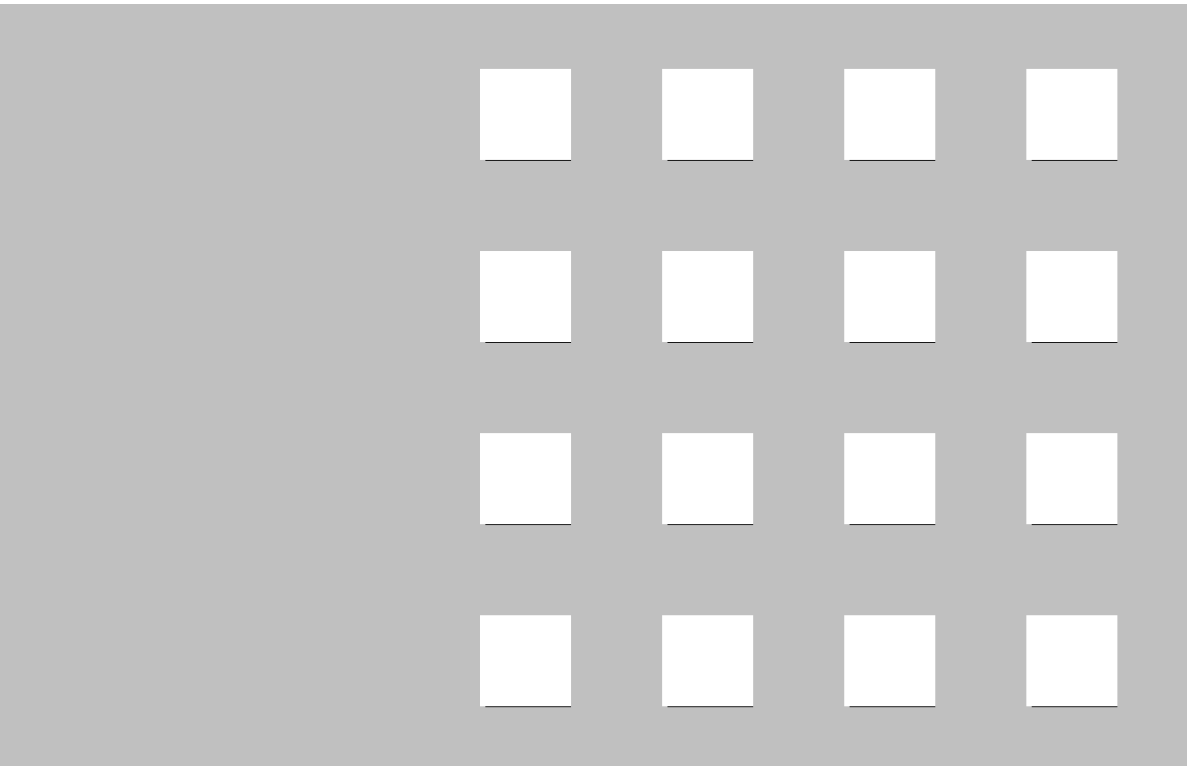
FRAMA
SMART MAILING



MATRIX F SERIES

IP Configuration Manual

Safety precautions and warnings

Thank you for deciding to use a Frama Franking System.

The information in this guide is intended to support you during the configuration of the franking system to connect via TCP / IP to FramaOnline2.

Your franking system meets currently valid safety regulations. Inappropriate use, however, can lead to personal injury or damage to property. With this in mind, please read this guide first before you put the unit into service. By doing so, you will protect yourself and avoid damaging the unit. Store this guide carefully and pass it along to any subsequent owner.

Symbols used

This configuration guide uses the following symbols:

Danger!

This symbol points to dangers and safety risks when handling, operating or servicing your franking system which could result in personal injury.

Note!

This symbol points to valuable guidelines and instructions for handling your franking system which can eliminate the risk of damage to the franking system, the mail items or the immediate environment.

Tip!

Interesting notes and tips for efficient handling.

Table of Contents

1 Introduction

This manual describes how to configure the franking system to connect via the Internet to the FramaOnline2 system.

Read this manual in line with the franking machine user manual. Refer to the franking machine user manual for further information on safety, operation maintenance. The franking machine screens provided in this manual are for reference only and may differ from country to country.

This manual requires enhanced knowledge about network technology. Speak to a qualified IT support person if you feel uncomfortable with the network setup.

2 Overview TCP/IP connection Frama Matrix F series

This chapter shall provide an detailed overview with regards to the requirements of the clients IT infrastructure to operate a franking system of Matrix F series within the TCP/IP network. Always refer to the "IP configuration manual for Matrix F series" which can be downloaded from www.frama.com

2.1 System requirements

- An Ethernet network socket that connects to the Internet
- The franking system must be able to communicate via TCP port 443 (https /SSL) to the URL fo2.frama.com
- Supported proxy server configuration (refer to section 2.2.2)

2.2 TCP/IP Specification of Frama Matrix F series TCP/IP port

2.2.1 Connection / Protocols

- Ethernet 10 Base-T / 100 Base-T Auto Sensing, RJ45 socket
- Internet protocol IPv4
- Supports DHCP (standard) and Static IP Address Configuration

Note!

The Ethernet port used on Frama Matrix F series is only active and enabled during connection with FramaOnline2!

2.2.2 Proxy Servers

- Proxy Servers are supported without authentication or with basic authentication (username and password)
- Addressing of proxy server is supported using proxy server IP-Address and port number

Note!

Communication via Proxy Server with SSL Interception is not supported!
Due to security requirements, the franking system cannot connect through https proxy servers that intercept the SSL encrypted communication.

2.3 FramaOnline2 Connection Procedure

The following steps are performed when the Frama Matrix F series franking systems connects to FramaOnline2 (fo2.frama.com).

Step	Action	Details
0	**Pre-conditions to initiate a connection**	**Manual process** The franking system user (the "user") initiates a connection via the corresponding functions "Inspection", "Re-set" or by using the SmartShop **Automated process (Auto-Connect)** Automatically performed on a daily, weekly, monthly basis or other period (due to local requirements)
1	**Network initialisation**	Franking system seals print head Franking system enables its TCP/IP port (power on) **DHCP address mode** The franking system performs a DHCP broadcast request and waits for DHCP-Server answer for about 60 seconds **Static IP-Address mode** The franking system uses the address settings configured in Setup2/FramaOnline2/Connection/Network Setup
2	**Connection to fo2.frama.com**	The Franking system connects to port 443 on fo2.frama.com. In any case communication via a proxy server is mandatory, the parameters in Setup2/FramaOnline2/Connection/Network Setup) will be used. Please note the supported proxy server configurations The franking system communicates through SSL/https tunnel with FramaOnline2. Data exchange starts.
3	**Termination of connection to fo2.frama.com**	After the successful data exchange with Framaonline2 the franking system terminates communication to port 443 on fo2.frama.com The franking system disables the TCP/IP port (power off) The franking system displays the communication result to the user

3 System Requirements

In order to connect your franking system with the FramaOnline2 system, you minimally require the following:

Infrastructure:

- An Ethernet network socket that connects to the Internet
- The franking system must be able to communicate via TCP port **443** (https / SSL) to the URL **fo2.frama.com**

Proxy server

- The franking system supports connection via a **http proxy server** with **basic authentication** or **without authentication**

Note!

Communication via Proxy Server with SSL Interception is not supported!
Due to security requirements, the franking system cannot connect through a https proxy server that intercepts the SSL encrypted communication.


Tip!

Proxy servers using SSL-interception require a specific rule in order to allow transparent communication (franking system via F-Link to FramaOnline) via https port 443.
The specific rule grants correct identification of FramaOnline2 (https certificate) for the franking system.

4 Quick-Start Installation and Configuration

If you connect your franking system to a so-called SOHO (Small Office / Home Office) infrastructure via a DSL router to the internet, installation and configuration of the franking system is very simple and straight forward:

Preconditions:

- (DSL) Router device connecting to the internet
- DHCP enabled on router and access to internet from LAN not restricted

Procedure:

- Make sure that the franking system is switched off.
- Connect the green framed RJ-45 socket labelled „LANG4" of the franking system with a free LAN-port on your router using a standard CAT5 RJ-45 network cable
- Power on the franking system
- Check the connection as described in section 8.8.


Tip!

→ Perform the required installation connect as described in your franking system user manual to trigger the initial connection to the FramaOnline2 system.
→ Perform any subsequent inspection or re-set connections as described in your franking system user manual.

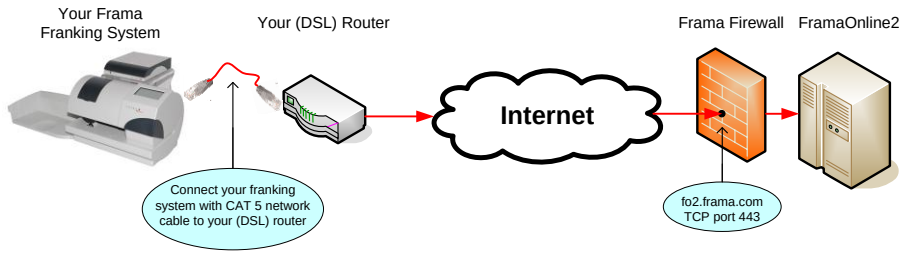
Refer to the following sections in this manual for detailed information on configuration in case your network does not meet the pre-conditions for a quick start installation and configuration.

5 Supported Network Infrastructure

In order to connect a Frama franking system to the FramaOnline2 system via the Internet the following network structures are supported:

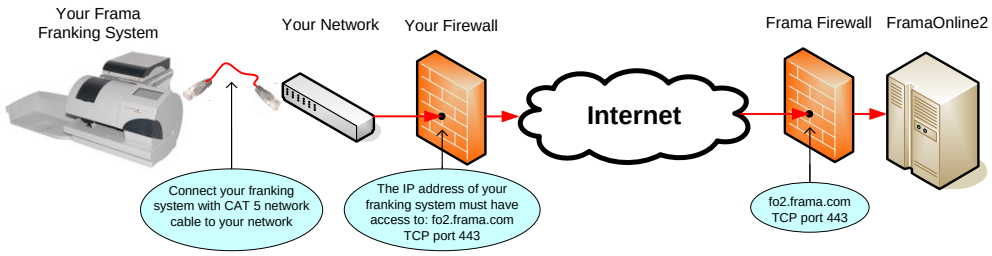
Simple Network Layout:

Your franking system is connected via a network router device (e.g. a DSL router) to the internet.



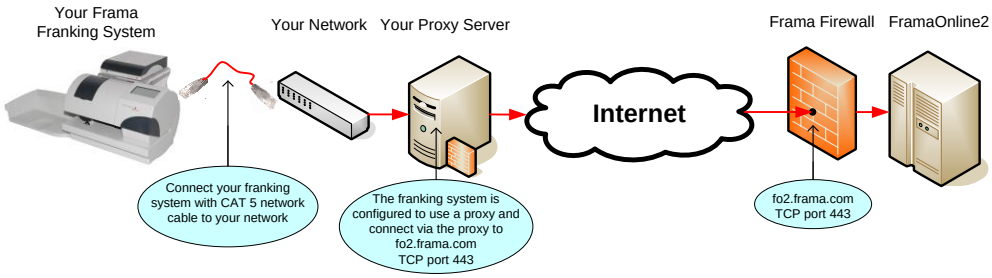
Typical Company Network Layout without Proxy Server

Your franking system is connected via a company network and a routing device to the internet.



Typical Company Network Layout with Proxy Server

Your franking system is connected via a company network and a proxy server to the internet. All traffic from the company internal network is routed via the proxy server to the internet.



Addressing Mode

Independently of the physical or logical network layout, the addressing mode defines how the franking system does determine the IP address to use for network communication. The franking system supports DHCP and static IP address mode.

- **DHCP**: In DHCP addressing mode, the franking system is automatically assigned to an IP address, subnet mask, default gateway and DNS-Server from a DHCP server.
- **Static IP Address**: In this mode, you are required to configure the static IP address, subnet mask, default gateway and DNS-Server. If your network requires the franking system to use static IP address, your IT personnel shall be able to provide you with the values required.

6 Information required for manual configuration / proxy configuration

Before you start the configuration of the IP parameters of the franking system, please ask your IT personnel for the following information:

What addressing mode must be used?

The addressing mode defines how your franking system determines IP address and related parameters to be able to communicate in your local network. The franking system supports DHCP and static IP address mode:

- **Static IP Address**: If your network requires a static IP address the following additional information is required:
  - IP Address Format: nnn.nnn.nnn.nnn Example: 192.168.2.36
  - Subnet Mask Format: nnn.nnn.nnn.nnn Example: 255.255.252.0
  - Default Gateway Format: nnn.nnn.nnn.nnn Example: 192.168.2.1
  - DNS-Server Format: nnn.nnn.nnn.nnn Example: 168.192.178.25
- **DHCP**: In DHCP addressing mode, the franking system is automatically assigned to an IP address, subnet mask, default gateway and DNS-Server from a DHCP server.

Do you have to configure a Proxy Server?

In case your local network configuration requires all connections to be routed via a proxy server you need to get the following information:

- **Proxy Server IP Address**: What is the IP address of the proxy server?
- **Proxy Server Port Number**: What port number has to be used on the proxy server?
- **Authentication Mode**: The franking system support the following proxy authentications:
  - **No authentication**: No user and password is required to connect through the proxy
  - **Basic authentication**: If the proxy requires basic authentication you have to be given a username and password to connect through the proxy.

Tip!

Use the form provided in section 10.1 to get the required information from your IT personnel.

7 Installation

Connect your franking system via the provided RJ45 network cable with your local network:

- Use the green framed RJ-45 socket labelled with „LANG4“ at the back of the franking system.

Note!

The Ethernet port on the franking system is only active during a connection to the FramaOnline2 system. Use the function “Connection Test” described in section 8.8 to power the Ethernet port and to check the connection.

8 IP Configuration

Please use the questionnaire provided in section 10.1 to ask your IT personnel for the required information for configuring the IP parameters in your franking system.

Section 8.1 describes how to login as admin user and to navigate to the network configuration screen.

The following table shows you, what configuration has to be done on the franking system:

IP Configuration Values	**Description**	**Required steps for new installation**	**How to assure that the IP parameters are set correctly**
DHCP and no proxy server	This is the default configuration of the IP parameters in the franking system	Nothing!	Section 8.3 and 8.5
DHCP and Proxy Server	DHCP is set by default, you only have to configure the proxy server.	**Section 8.6** when no username/ password is provided for the proxy. **Section 8.7** when a username/ password is required for the proxy.	Section 8.3 and 8.6 or 8.7
Static IP Address and no proxy	You have to configure the parameters for static IP configuration.	**Section 8.4**	Section 8.4 and 8.5
Static IP Address and Proxy Server	You have to configure static IP and the proxy server	**Section 8.4** **AND** **Section 8.6** when no username/ password is provided for the proxy. **OR** **Section 8.7** when a username/ password is required for the proxy.	See Section 8.4 and 8.6 or 8.7

Note!

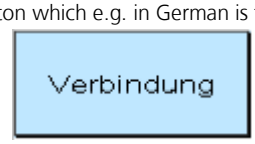
The screen texts of the franking system user interface are translated to the local language depending on the country and settings of the franking system.

In the following pages button referenced in the description are shown in *Italic* when they will appear in the local language. Buttons referenced in normal font are always displayed in English.

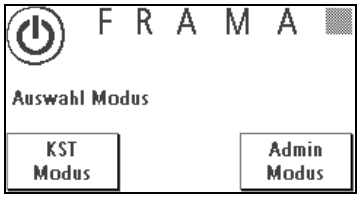
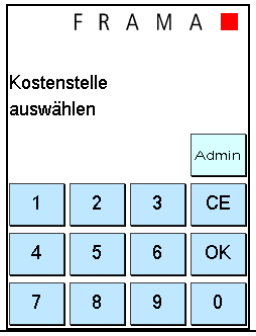
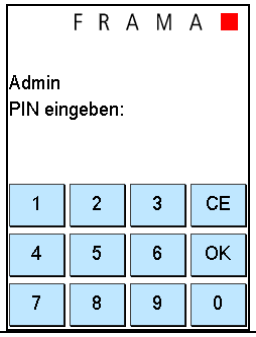
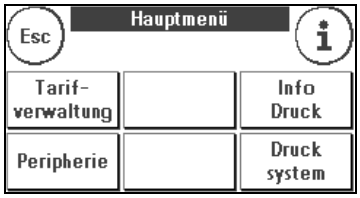
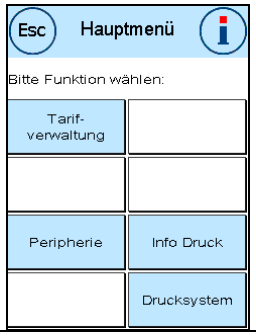
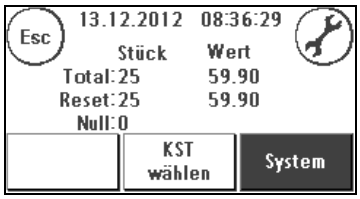
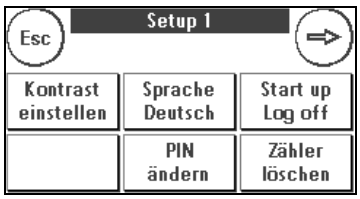
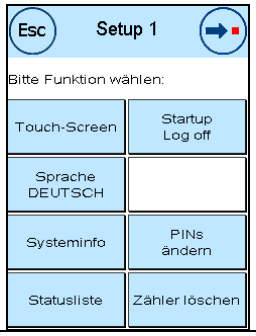
Example:

- "FramaOnline2" → references the button which in all languages is shown as

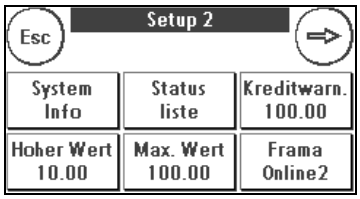
- "*Connection*" → references the button which e.g. in German is translated as:



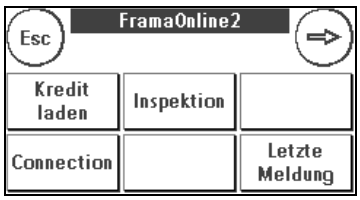
8.1 Admin Login and Connection Settings

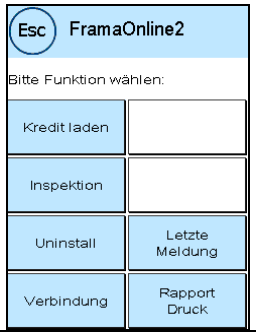
Description	Matrix F12	Matrix F22 – Matrix F82
Power on the franking system		
Select the Admin Login		
Enter the pin code		
Select the Button “i”		
Select the tool button in the upper right corner.		
Select the button “→”		

Select the button “FramaOnline2”

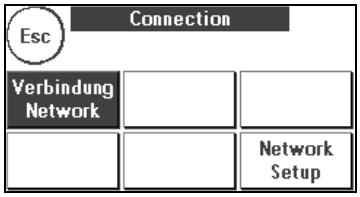


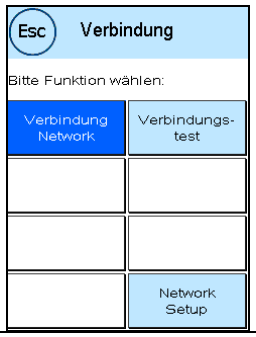
Select the Button “*Connection*”





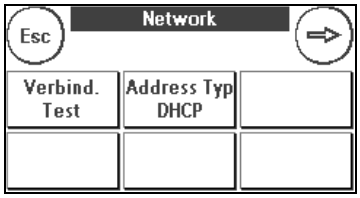
Select the button “Network Setup”

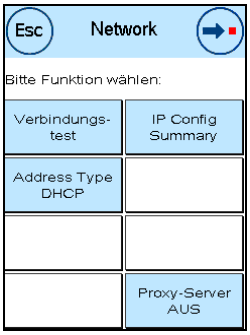


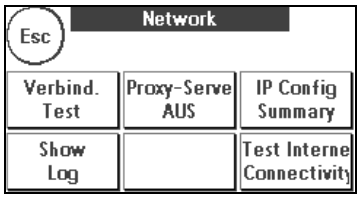


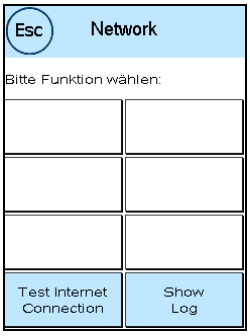
In the network configuration menu (2 pages), you can

- define the network settings of the franking system,
- display the actual configuration,
- trigger a connection test,
- trigger an internet connection test and
- display the connection log.









8.2 Display Current Network Configuration

Description

Power on the franking system, login as "Admin" and navigate to the network settings page → refer to section 8.1

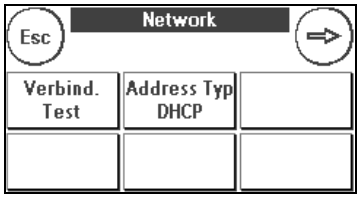
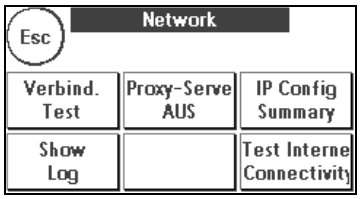
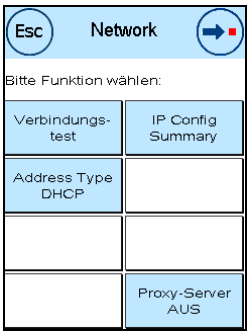
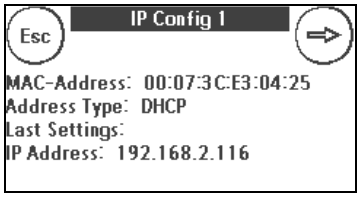
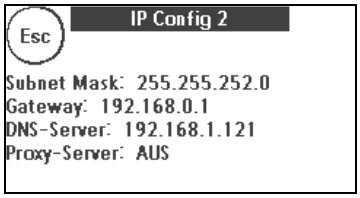
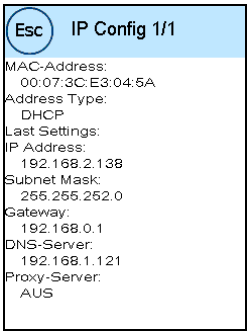
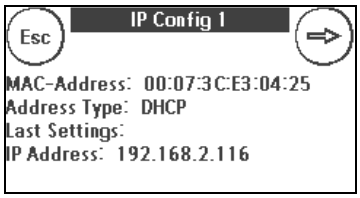
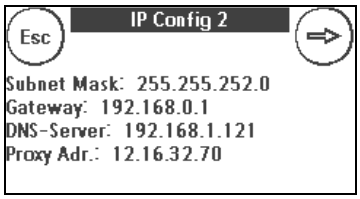
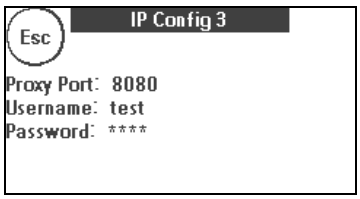
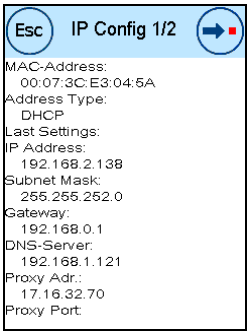
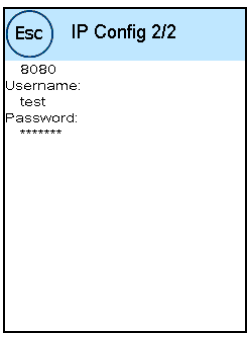
F12: Go to the second page of the network configuration screen with the button "⇨".

F22 – F82: Press the button "IP Config Summary".

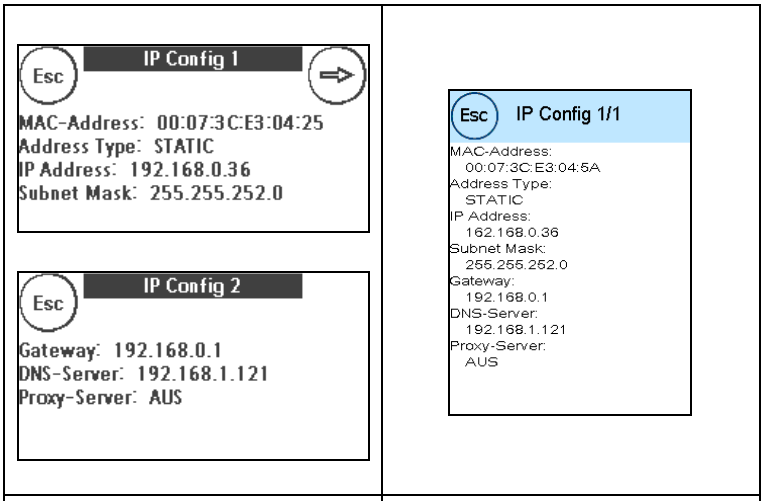
The franking system displays the current IP configuration:

- First sample: DHCP and no proxy

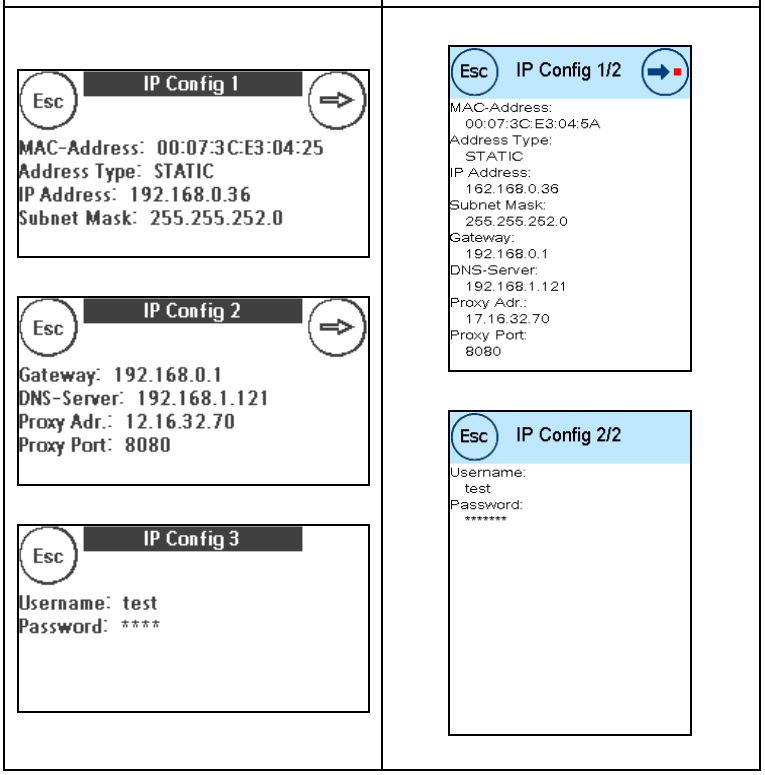
- 2nd sample: DHCP and proxy with authentication

Matrix F12	Matrix F22 – Matrix F82
 	
 	
  	 

- 3rd sample: Static IP and no proxy



- 4th sample: Static IP and proxy with authentication

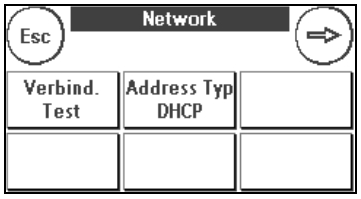
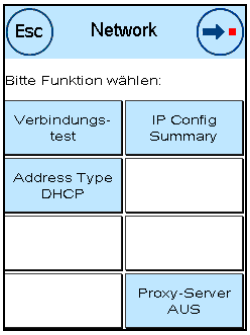


8.3 DHCP

Description

Power on the franking system, login as "Admin" and navigate to the network settings page → refer to section 8.1.

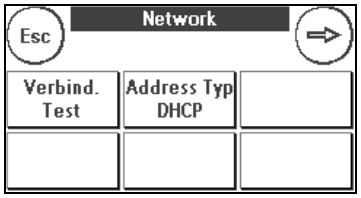
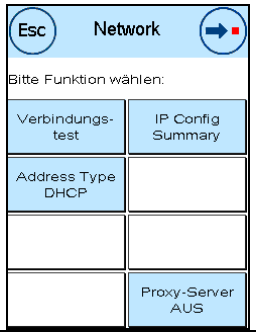
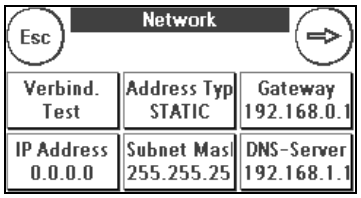
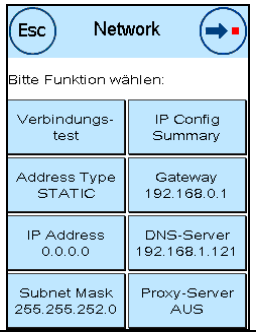
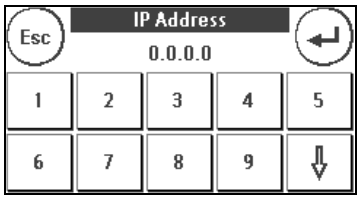
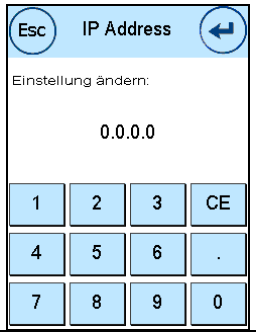
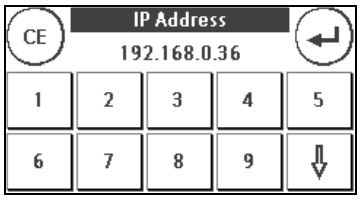
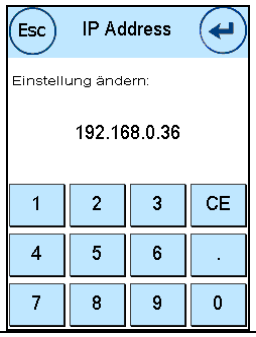
Press the button "Address Type" until it displays on the second line "DHCP".

Matrix F12	Matrix F22 – Matrix F82
	

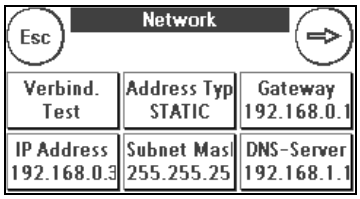
8.4 Static IP Address

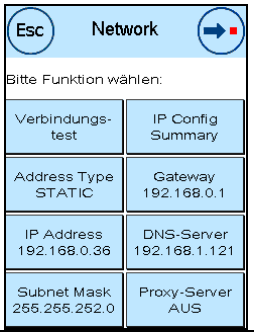
Note!

Due to the limited space in the buttons, some of the static IP parameters may not be display completely in the button. But you are always able to check and see the complete value of a parameter, by pressing the button.

Description	Matrix F12	Matrix F22 – Matrix F82
Power on the franking system, login as "Admin" and navigate to the network settings page → refer to section 8.1		
Press the button "Address Type" until it displays on the second line "STATIC" When switching from DHCP to static IP Address, the franking system will always reset the IP address to 0.0.0.0 and use the last values known for the other parameters.		
Press the button "IP Address ...." to manually set the IP address		
Enter the **IP address** to the value defined by your IT personnel. Complete the entry by pressing "↵". The franking system will only accept valid IP addresses: • Format: n.n.n.n • 0 ≤ n ≤ 255		

Press the button "Subnet Mask".

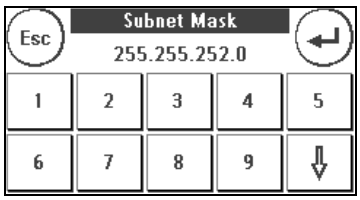


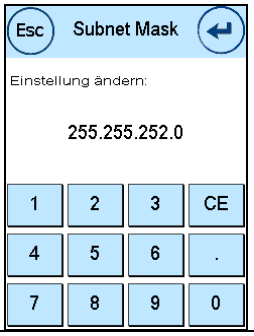


Enter the **subnet mask** to the value defined by your IT personnel.
Complete the entry by pressing "↵".

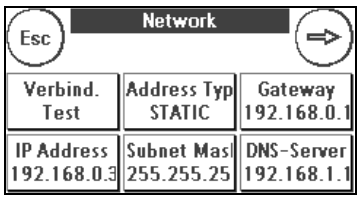
The franking system will only accept valid subnet masks:

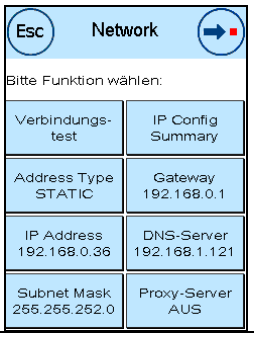
- Format: n.n.n.n
- 0 ≤ n ≤ 255





Press the button "DNS-Server".

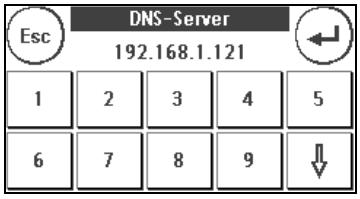


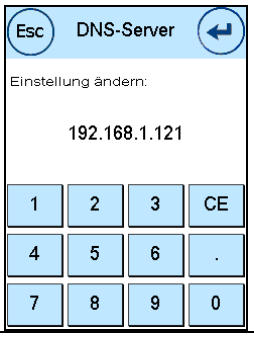


Enter the **DNS Server** IP address to the value defined by your IT personnel.
Complete the entry by pressing "↵".

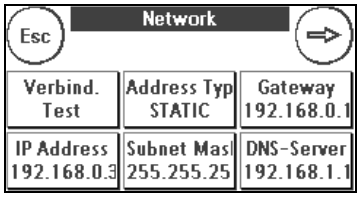
The franking system will only accept valid subnet masks:

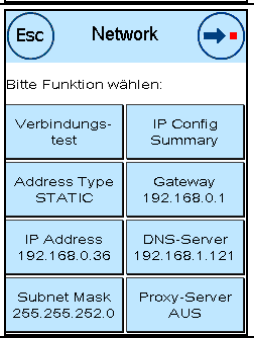
- Format: n.n.n.n
- 0 ≤ n ≤ 255





Press the button "Gateway".





Enter the **default gateway** IP address to the value defined by your IT personnel.

Complete the entry by pressing "↵".

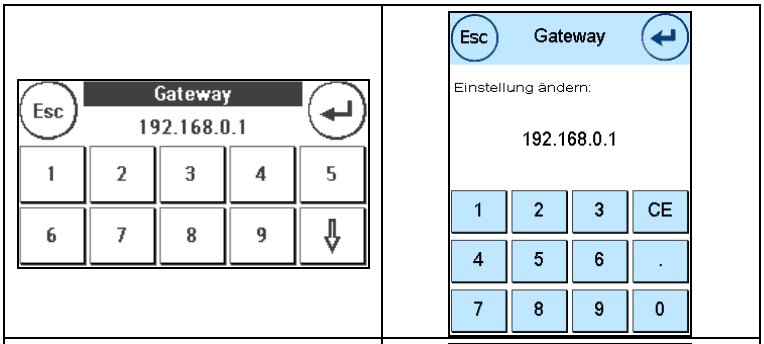
The franking system will only accept valid subnet masks:

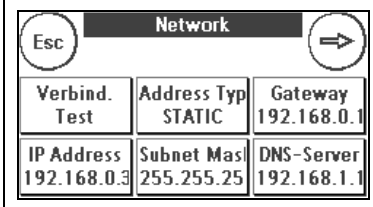
- Format: n.n.n.n
- 0 ≤ n ≤ 255

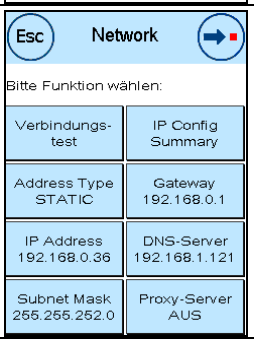
Now you have set all parameters for a static IP address configuration.

Now make sure to configure the proxy server correctly:

- See section 8.5 when no proxy server must be set.
- See section 8.6 to configure a proxy server without authentication
- See section 8.7 to configure a proxy server with basic authentication







8.5 No Proxy Server

Description

Power on the franking system, login as "Admin" and navigate to the network settings page → refer to section 8.1

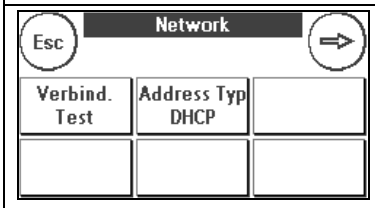
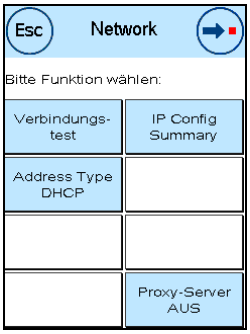
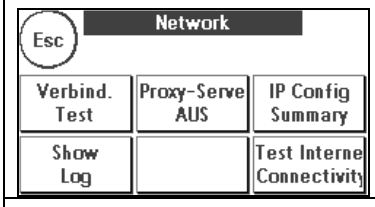
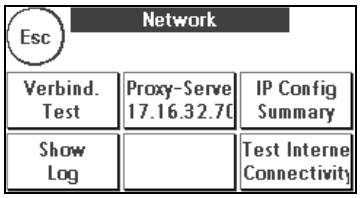
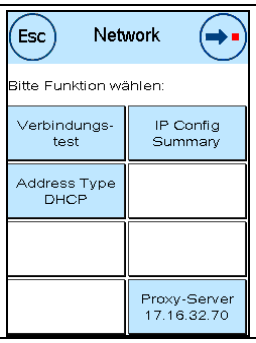
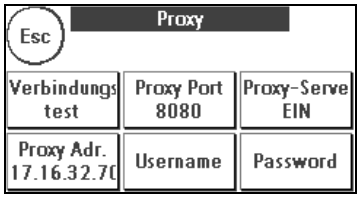
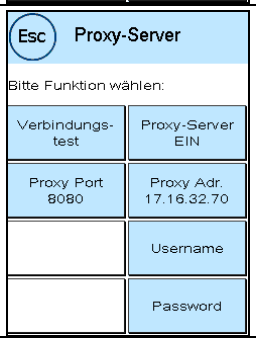
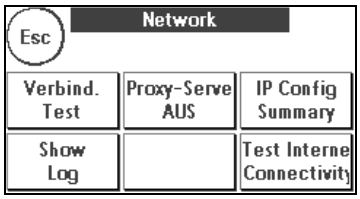
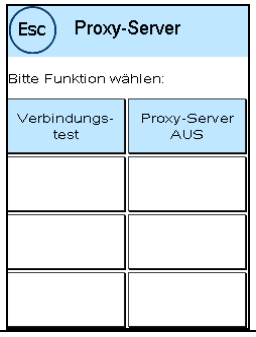
F12: Go to the second page of the network configuration screen with the button "⇨".

When the button "Proxy Server" shows "OFF" in the second line → The franking system uses no proxy server and you are done.

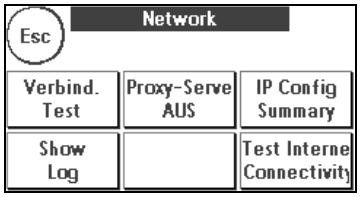
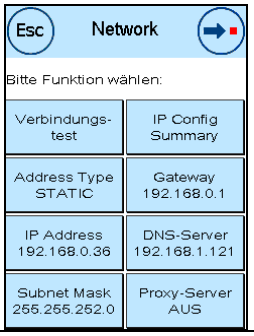
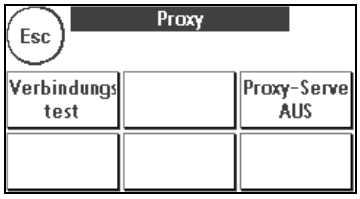
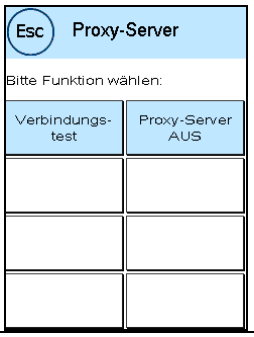
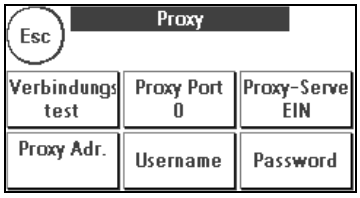
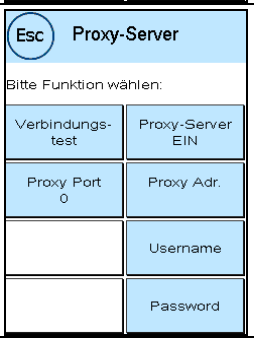
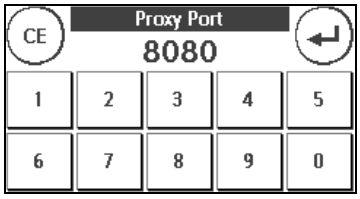
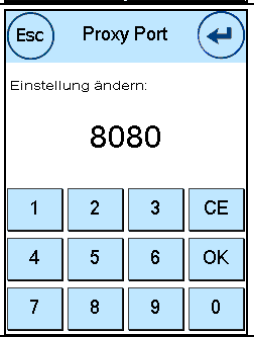
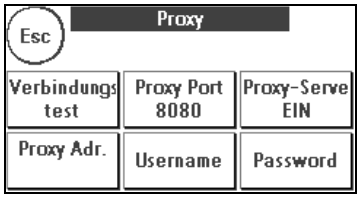
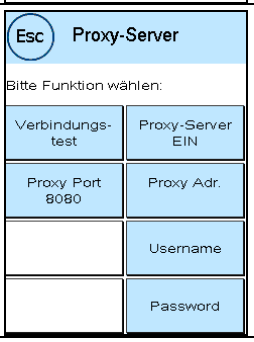
When the button "Proxy Server" shows an IP address in the second line, then the franking system is configured to use a proxy server →
Press the button "Proxy Server".

Press the button "Proxy Server ON" to disable the proxy server configuration.

Press the button "Esc" to go back to the network configuration screen.

Matrix F12	Matrix F22 – Matrix F82
	
	
	
	
	

8.6 Proxy Server without Authentication

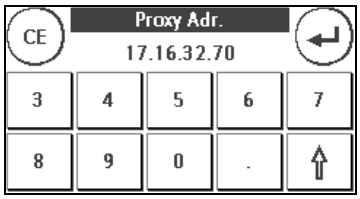
Description	Matrix F12	Matrix F22 – Matrix F82
Power on the franking system, login as "Admin" and navigate to the network settings page → refer to section 8.1 F12: press the button "⇨" to navigate to the second page		
Press the button "Proxy Server" to use a proxy server to connect via internet to the FramaOnline2 system.		
To set (or change) the proxy port number, press the button "Proxy Port" and …		
Enter (or change) the port number for the proxy port and complete the entry with the button "↵" or "OK".		
Press the button "Proxy Adr." and …		

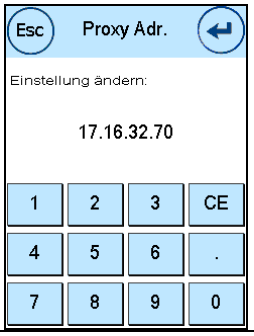
Enter (or change) the **proxy server** IP address to the value defined by your IT personnel.

Complete the entry by pressing "↵".

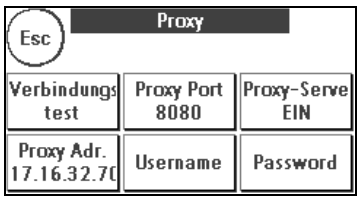
The franking system will only accept valid IP addresses:

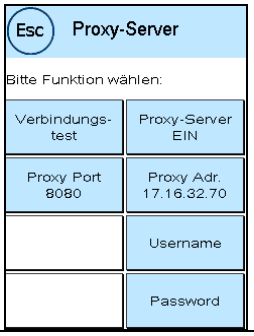
- Format: n.n.n.n
- 0 ≤ n ≤ 255





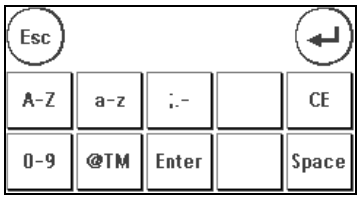
Press the button "Username" to check that no username is set …

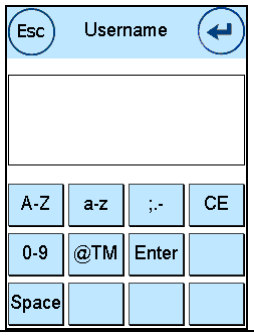




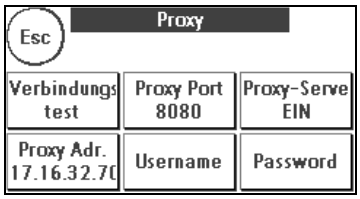
Delete an eventually set username by pressing "CE" until the input field is empty.

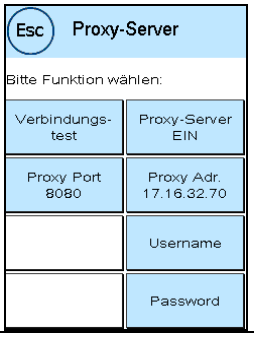
Complete the entry by pressing "↵".





Press the button "Password" to check that no password is set …

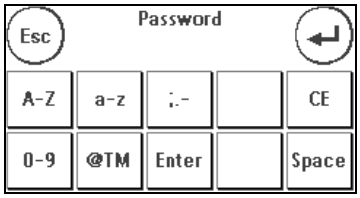


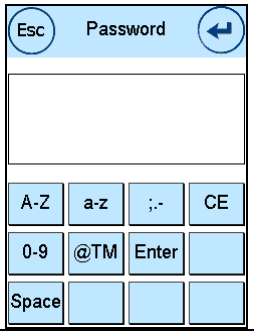


Delete an eventually set password by pressing "CE" until the input field is empty.

Complete the entry by pressing "↵".

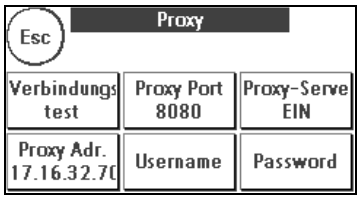
Note: Password entry is not in clear text, all characters entered are displayed as "*".

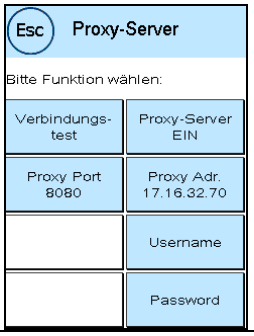




Now you have completed the entry of the proxy parameters.

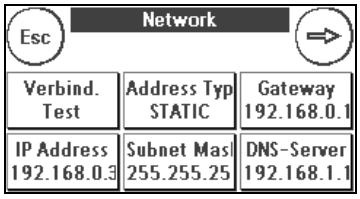
Use button “Esc” to go back to the network configuration screen

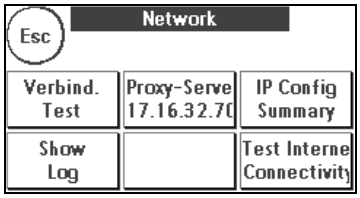


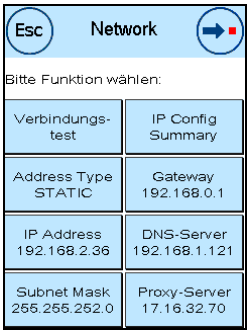


This shows the resulting network configuration screen:

- static IP address
- Proxy Server

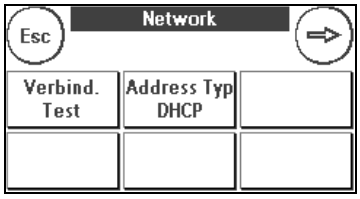


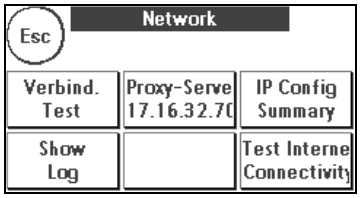


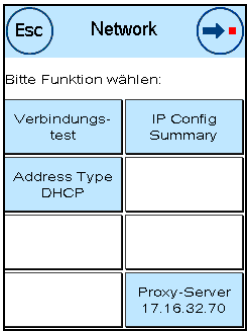


This shows the resulting network configuration screen:

- DHCP
- Proxy Server







8.7 Proxy Server with Basic Authentication

Description

Power on the franking system, login as "Admin" and navigate to the network settings page → refer to section 8.1

F12: press the button "⇨" to navigate to the second page

Press the button "Proxy Server" to use a proxy server to connect via internet to the FramaOnline2 system.

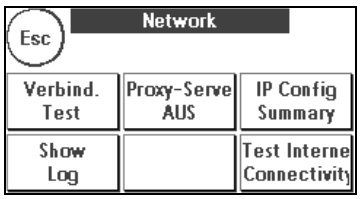
To set (or change) the proxy port number, press the button "Proxy Port" and …

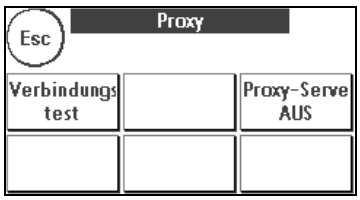
Note on F12: Due to the limited space in the buttons the proxy server IP address is not shown completely.

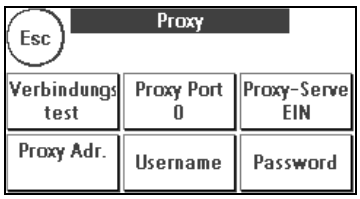
Enter (or change) the port number for the proxy port and complete the entry with the button "↵" or "OK".

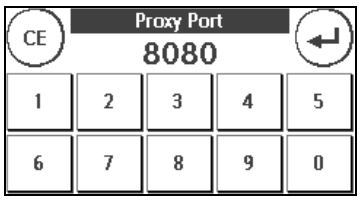
Press the button "Proxy Adr."

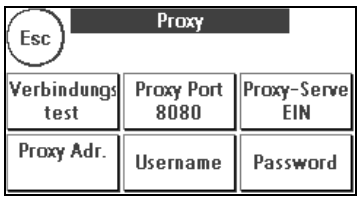
Matrix F12



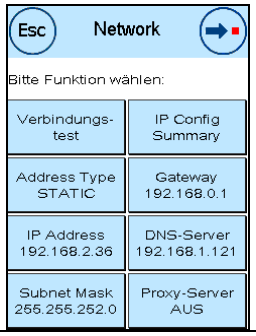


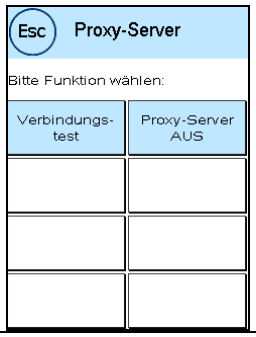


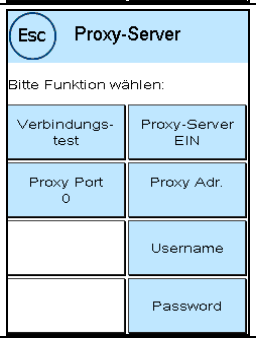


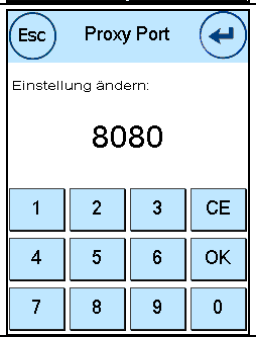


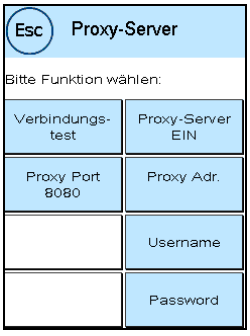
Matrix F22 – Matrix F82









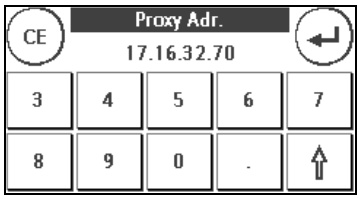


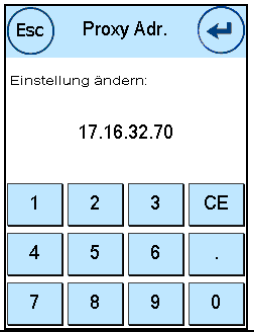
Enter (or change) the **proxy server** IP address to the value defined by your IT personnel.

Complete the entry by pressing "↵".

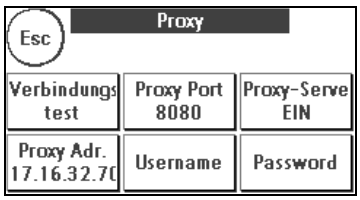
The franking system will only accept valid IP addresses:

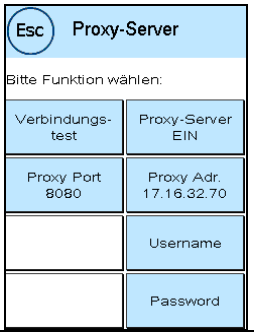
- Format: n.n.n.n
- 0 ≤ n ≤ 255





Press the button "Username" to set the proxy username.

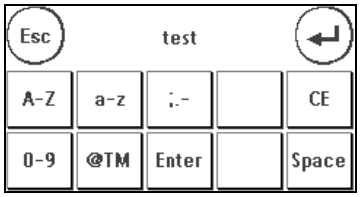


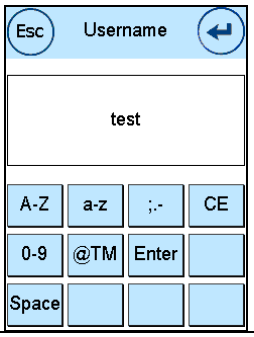


Type in the username for the proxy authentication:

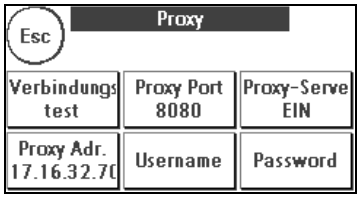
- To enter characters, press first the corresponding category button and then select the character.
- To change back to the screen on the right, use the button "⬅".

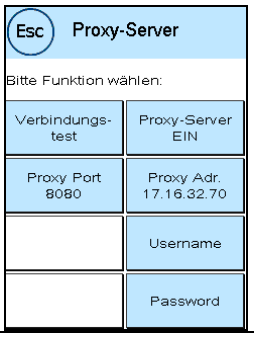
Complete the entry by pressing "↵".





Press the button "Password" to set the proxy password.



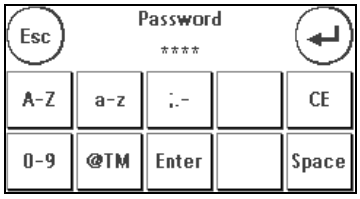


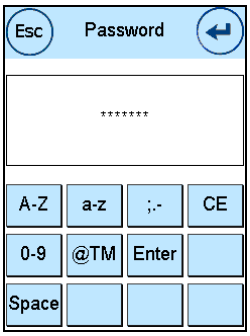
Type in the password for the proxy authentication:

- To enter characters, press first the corresponding category button and then select the character.
- To change back to the screen above, use the button "⬅".

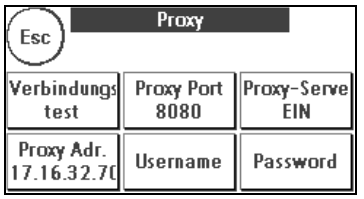
Complete the entry by pressing "↵".

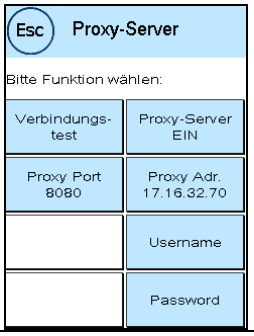
Note: Password entry is not in clear text, all characters entered are displayed as "*".





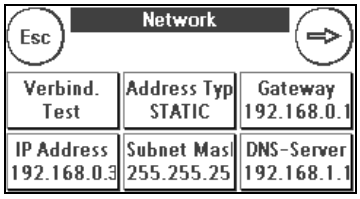
Now you have completed the entry of the proxy parameters.
Use button "Esc" to go back to the network configuration screen.

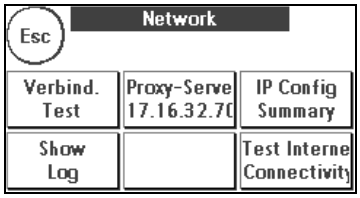


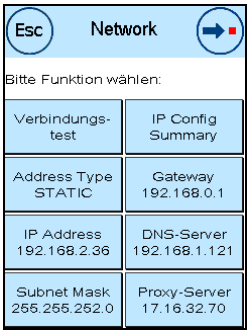


This shows the resulting network configuration screen:

- static IP address
- Proxy Server

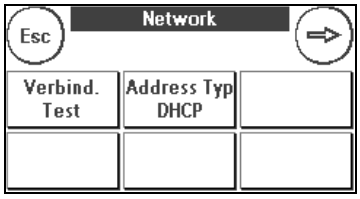


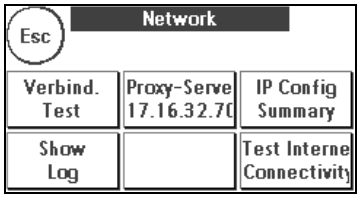


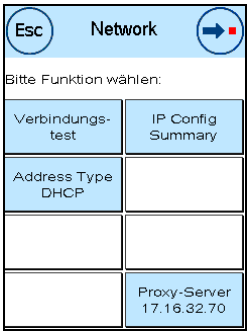


This shows the resulting network configuration screen:

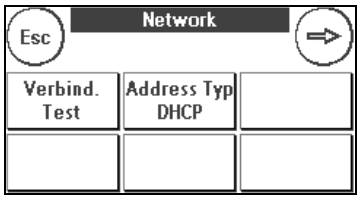
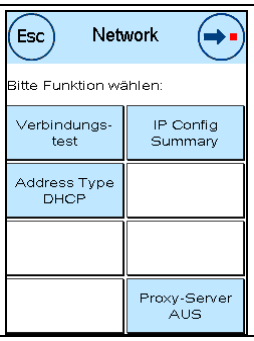
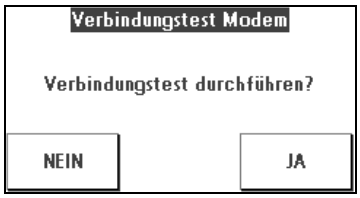
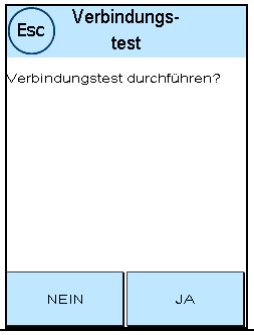
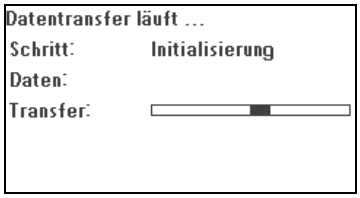
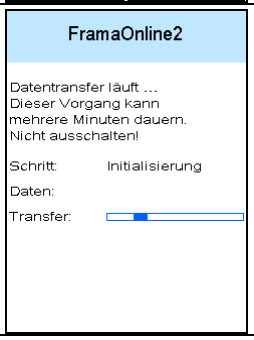
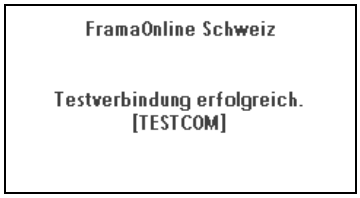
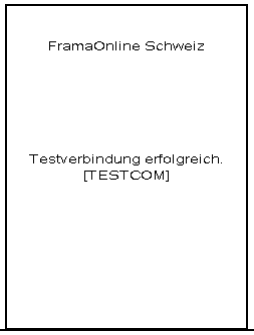
- DHCP
- Proxy Server







8.8 Connection Test

Description	Matrix F12	Matrix F22 – Matrix F82
Power on the franking system, login as "Admin" and navigate to the network settings page → refer to section 8.1		
When you have completed the network configuration, press the button "*Connection Test*" to check the connection		
Press "*Yes*" …		
The franking system initializes the connection module and connects to the FramaOnline2 system…		
After a successful connection this message from FramaOnline2 is displayed.		

8.9 Internet Connection Test

Description

Power on the franking system, login as "Admin" and navigate to the network settings page → refer to section 8.1

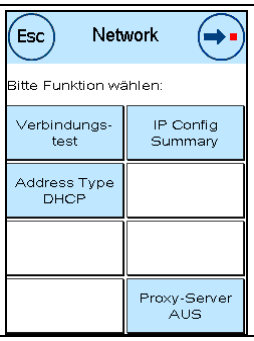
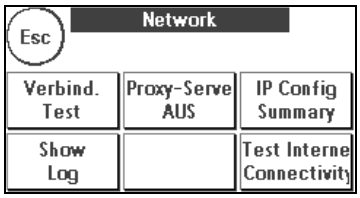
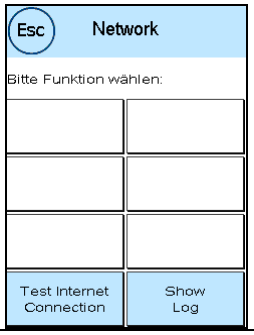
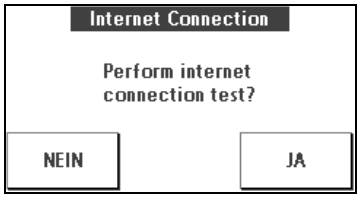
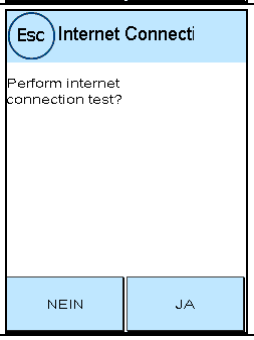
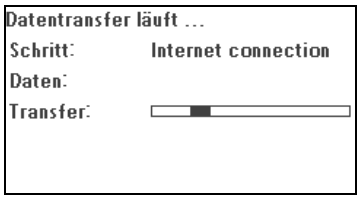
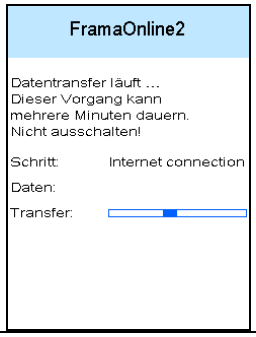
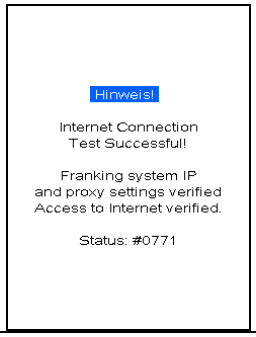
F22 – F82: Press the button "➡▪" to navigate to the second page.

Press the button "Test Internet Connection".

Press "*Yes*" …

… the franking system tries to "ping" www.google.com …

… and displays this message when it's successful.

Matrix F12	Matrix F22 – Matrix F82
	
	
	
	
	

8.10 Display IP Log

Description

Power on the franking system, login as "Admin" and navigate to the network settings page → refer to section 8.1

F22 – F82: Press the button "➡▪" to navigate to the second page.

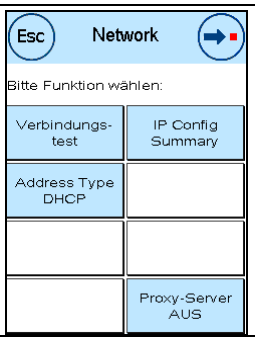
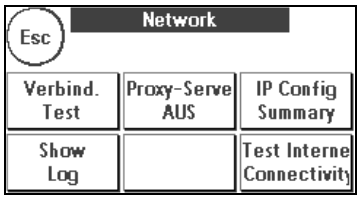
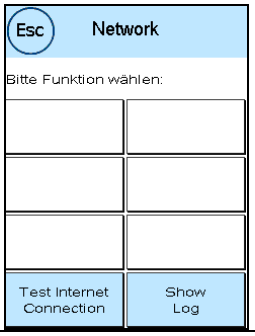
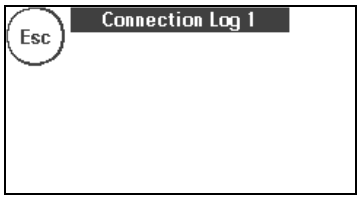
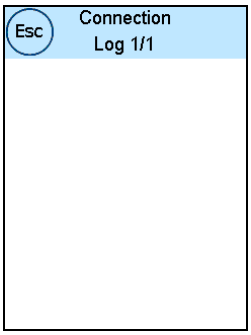
Press the button "Show Log".

Now the franking system displays a detailed technical log of the initialisation and configuration of the Ethernet module.

Notes:

- The log shows information on connection setup since the last power-up and is limited to around 2k data
- Information is appended to the end of the log and older information is overwritten

See section 9 interpretation of the contents.

Matrix F12	Matrix F22 – Matrix F82
	
	
	

9 Troubleshooting

Note!

The part of the message text displayed to the costumer which is translated to the local language is shown in *Italic*. The message text displayed in normal font is always displayed in English.

Note!

Due to the screen size of the Matrix F12, the screen message is displayed without the header line "*Information!*" and the footer with the status code may be missing.

9.1 E0755

Code	Screen Message	Description
E0755	*Information!* *General Connection Failure.* *Please try again later.* Please refer to the manual for further info. *Status*: #0755	**No connection** to FramaOnline2 system**.** The FramaOnline2 system may be temporary unavailable or the **proxy configuration may be incorrect**.

Possible Causes	Solution
• The problem may be caused by temporarily connection problems.	• Try again later
• No **access to the internet** from the network connection you are using.	• Use the function "Internet Connection Test" (see section 8.9) to check accessibility of the internet from this device. • Use another network device and connect this to the same Ethernet cable/socket to check this.
• The configuration of the **proxy server** is not correct.	• Use the function "Internet Connection Test" (see section 8.9) to check accessibility of the internet from this device. • Use the questionnaire in section 10.1 to interrogate your IT personnel and make sure that the franking system is configured accordingly.
• In case of **static IP address** configuration, the DNS server IP address might be wrongly configured.	• Use the function "Internet Connection Test" (see section 8.9) to check accessibility of the internet from this device. • Use the questionnaire in section 10.1 to interrogate your IT personnel and make sure that the franking system is configured accordingly. • Section 8.4 shows how to configure static IP address.

9.2 E0757

Code	Screen Message	Description
E0757	*Information!* *Connection Lost.* *Please try again later.* Please refer to the manual for further info. *Status*: #0757	**Connection lost** to FramaOnline2 system.

Possible Causes	Solution
• The problem may be caused by temporarily connection problems.	• Try again later.
• No **access to the internet** from the network connection you are using.	• Use the function "Internet Connection Test" (see section 8.9) to check accessibility of the internet from this device. • Use another network device and connect this to the same Ethernet cable/socket to check this.
• The franking system network configuration is not correct.	• Use the function "Internet Connection Test" (see section 8.9) to check accessibility of the internet from this device. • Use the questionnaire in section 10.1 to interrogate your IT personnel. • Section 8 shows you, how to configure network parameters. • If the problem persists, contact your FramaOnline2 help line.

9.3 E0764

Code	Screen Message	Description
E0764	*Information!* *No network cable detected.* *Check network cable and* *network cable connectors* *and connect further.* Please refer to the manual for further info. *Status*: #0764	**No network cable** detected.

Possible Causes	Solution
• The franking system is not connected to a working network device, or • The network cable is not firmly inserted firmly into the socket on franking system side, or • The network cable is not inserted in the green framed RJ45 socket of the franking system labeled „LANG4".	• Connect the network cable correctly.
• The network device or the network wall socket is not operational.	• Make sure the network device / network wall socket is operational. • You may connect another network device to check if the wall socket / router / hub is working. • Contact your IT personnel to check the network wall socket / router /hub.

9.4 E0767, E0768, E0769, E076A

Code	Screen Message	Description
E0767	*Information!* Static IP Address Settings: Wrong Parameter(s) detected. Check IP settings. Please refer to the manual for further info. *Status*: #0767	**Invalid DNS server**.
E0768	ditto *Status*: #0768	**Invalid IP address**.
E0769	ditto *Status*: #0769	**Invalid subnet mask**.
E076A	ditto *Status*: #076A	**Invalid default gateway** IP address.

Possible Causes	Solution
• One or more of the four parameters for static IP configuration is not correctly configured.	• Use the questionnaire in section 10.1 to interrogate your IT personnel. • Section 8.4 shows how to configure static IP address.

9.5 E076B, E076C, E076D, E076E

Code	Screen Message	Description
E076B	*Information!* Proxy Server Settings: Wrong Parameter(s) detected. Check Proxy settings. Please refer to the manual for further info. *Status*: #076B	**Invalid Proxy IP address.**
E076C	ditto *Status*: #076C	**Invalid Proxy Port number**
E076D	ditto *Status*: #076D	**Invalid Proxy Username**
E076E	ditto *Status*: #076E	**Invalid Proxy Password**

Possible Causes	Solution
• One or more of the four parameters for proxy server configuration is not correctly configured.	• Use the questionnaire in section 10.1 to interrogate your IT personnel. • Section 8.6 and 8.7 show how to configure the proxy server parameters

9.6 E076F

Code	Screen Message	Description
E076F	*Information!* *No answer from DHCP server.* *Please try again.* *Check that DHCP server answers* *in less than 45 seconds.* Please refer to the manual for further info. *Status*: #076F	**No DHCP server** found.

Possible Causes	Solution
• The problem may be caused by temporary connection problems.	• Try again later.
• No DHCP server available at all, the network requires static IP address configuration.	• Use the questionnaire in section 10.1 to interrogate your IT personnel. • Section 8 shows you, how to configure network parameters.
• DHCP server answers too late.	• Contact your IT personnel to make sure a DHCP server is reachable within 45 seconds. • Try to set the feature "PortFast", if your network equipment supports this feature.

9.7 E0771

Code	Screen Message	Description
E0771	*Information!* Internet Connection Test Successful! Franking system IP and proxy settings verified Access to Internet verified. *Status*: #0771	Internet connection test successful. Note: • This is not a failure, it is a success message.

9.8 E0772

Code	Screen Message	Description
E0772	*Information!* Internet Connection Test Failed! Possible reasons: IP address settings, local proxy server settings, firewall settings. Please refer to the manual for further info. *Status*: #0772	Internet connection test failed. Unable to „ping“ google.com while no proxy is configured.

Possible Causes	Solution
• The problem may be caused by temporary connection problems.	• Try again later.
• The network configuration requires to use a proxy server for internet access, but none is configured yet.	• Use the questionnaire in section 10.1 to interrogate your IT personnel. • Section 8.6 and 8.7 show how to configure the proxy server parameters

9.9 E0773

Code	Screen Message	Description
E0773	*Information!* Internet Connection Test Failed! Proxy server reached, but still no internet access. Check network, IP settings and/or check proxy server configuration. Please refer to the manual for further info. *Status*: #0773	Internet connection test failed. Proxy server reached, but still unable to „ping“ google.com.

Possible Causes	Solution
• The problem may be caused by temporary connection problems between the proxy server and the internet.	• Try again later.
• A proxy server is configured, but the local network does not require use of a proxy server for internet access and you reached by chance another server acting also as proxy.	• Use the questionnaire in section 10.1 to interrogate your IT personnel. • Section 8.6 and 8.7 show how to configure the proxy server parameters

9.10 E0774

Code	Screen Message	Description
E0773	*Information!* Internet Connection Test Failed! Proxy server configured, but no answer. Check proxy server configuration. Please refer to the manual for further info. *Status*: #0774	Internet connection test failed. Proxy server configured but no answer from proxy server.

Possible Causes	Solution
• The problem may be caused by temporary connection problems between the franking system and the proxy server. • The proxy server may be temporary out of service.	• Try again later.
• A proxy server is configured, but the local network does not require use of a proxy server for internet access.	• Use the questionnaire in section 10.1 to interrogate your IT personnel. • Section 8.6 and 8.7 show how to configure the proxy server parameters
• One or more of the four parameters for proxy server configuration is not correctly configured.	• Use the questionnaire in section 10.1 to interrogate your IT personnel. • Section 8.6 and 8.7 show how to configure the proxy server parameters

9.11 E0750, E0751, E0752, E0762, E0763, E0765, E0766

Code	Screen Message	Description
E0750 E0751 E0752 E0762 E0763 E0765 E0766	*Information!* *Status*: #07xx	Communication module inititalisation problem.

Possible Causes	Solution
• Hardware Failure	• Please contact your FramaOnline2 Hotline.

10 Appendix

10.1 IP Configuration Questionnaire

This questionnaire may be used to get the information from your IT personnel.

Addressing Mode

- ☐ DHCP
- ☐ Static IP Address
  - IP-Address: ___ . ___ . ___ . ___ Format: nnn.nnn.nnn.nnn, nnn <= 255 Example: 192.168.0.36
  - Subnet-Mask: ___ . ___ . ___ . ___ Format: nnn.nnn.nnn.nnn, nnn <= 255 Example: 255.255.252.0
  - Default Gateway: ___ . ___ . ___ . ___ Format: nnn.nnn.nnn.nnn, nnn <= 255 Example: 192.168.2.1
  - DNS-Server: ___ . ___ . ___ . ___ Format: nnn.nnn.nnn.nnn, nnn <= 255 Example: 192.168.175.25

Proxy Server

- ☐ No local Proxy required.
- ☐ A local Proxy is required to be used
  - Proxy IP-Address: ___ . ___ . ___ . ___ Format: nnn.nnn.nnn.nnn, nnn <= 255 Example: 192.168.172.38
  - Port Number: _____ Format: nnnnn <= 65535 Example: 8080

Proxy Server Authentication Mode (only applicable if proxy server must be used)

- ☐ No authentication required on proxy server
- ☐ Basic authentication is required for proxy server
  - Username: _____
  - Password: _____

Note!

Make sure that the IP address values and related configurations respect the syntax and semantic rules. Your IT personnel will be able to give you more information on this topic.

10.2 Default IP Configuration

Setting	Default Value	Remark
Addressing Mode	DHCP	-
Proxy Server	No proxy server	-

10.2.1 Default Values Static IP Address

When you switch from DHCP to static IP address, the network parameters are initialised with the following values:

Setting	Default Value	Remark
Static IP address	0.0.0.0	-
Subnet-mask	last known setting from DHCP e.g. 255.255.252.0	empty, if no DHCP connection yet established
Default gateway	last known setting from DHCP e.g. 192.168.2.1	empty, if no DHCP connection yet established
DNS server	last known setting from DHCP e.g. 192.168.175.25	empty, if no DHCP connection yet established

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