

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:



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.

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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 a 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 / TLS) to the URL fo2.frama.com
- Supported proxy server configuration (refer to section 2.2.2)



Note!

All security sensitive connections with the FramaOnline2 backend system are only established through a TLS secured https tunnel!

The ftp connection to URL mupd.frama.com is established using directly the then valid IP address.

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

2.2.1 Connection / Protocols

- TLS v1.2 embedded
- FIPS 140-2 certified SSL stack
- Ethernet 10 Base-T (IEEE 802.3i)
- Half duplex
- RJ45 socket
- Internet protocol IPv4
- Complete and reliable TCP/IP Linux stack
- 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!



The Ethernet port does not support IEEE 802.1Q.

Note!

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



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.

Note!



Update of LAN module firmware and proxy

The “Service Note: LAN module firmware update manual” gives detailed information on the procedure and restrictions of this firmware update.

Note!

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	<p>Manual process</p> <p>The franking system user (the "user") initiates a connection via the corresponding functions "Inspection", "Re-set" or by using the SmartShop</p> <p>Automated process (Auto-Connect)</p> <p>Automatically performed on a daily, weekly, monthly basis or other period (due to local requirements)</p>
1	Network initialisation	<p>Franking system seals print head</p> <p>Franking system enables its TCP/IP port (power on)</p> <p>DHCP address mode</p> <p>The franking system performs a DHCP broadcast request and waits for DHCP-Server answer for about 60 seconds</p> <p>Static IP-Address mode</p> <p>The franking system uses the address settings configured in Setup2/FramaOnline2/Connection/Network Setup</p>
2	Connection to fo2.frama.com	<p>The Franking system connects to port 443 on fo2.frama.com.</p> <p>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</p> <p>The franking system communicates through SSL/https tunnel with FramaOnline2. Data exchange starts.</p>
3	Termination of connection to fo2.frama.com	<p>After the successful data exchange with FramaOnline2 the franking system terminates communication to port 443 on fo2.frama.com</p> <p>The franking system disables the TCP/IP port (power off)</p> <p>The franking system displays the communication result to the user</p>

3 System Requirements

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

Firewall

- Port 443 open
- Port 53 open if the DNS is located outside the network the franking system is connected to

Infrastructure:

- An Ethernet network socket that connects to the Internet
- The franking system must be able to access DNS via TCP port **53**
- 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**



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.

Note!



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.

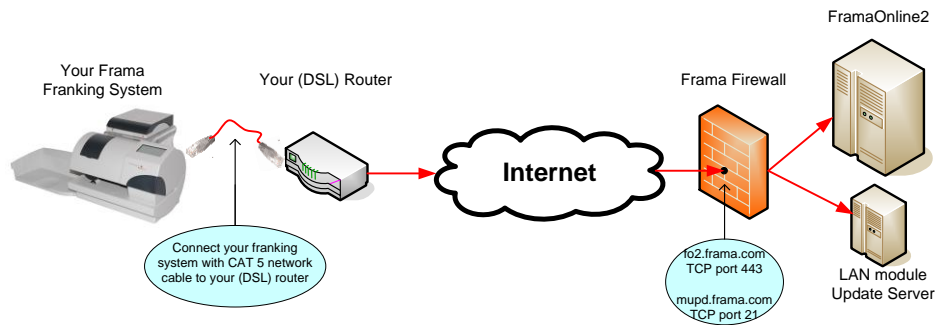
Refer to the following sections in this manual for detailed information on configuration in case your network does not meet the pre-conditions for a quick start installation and configuration.

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:

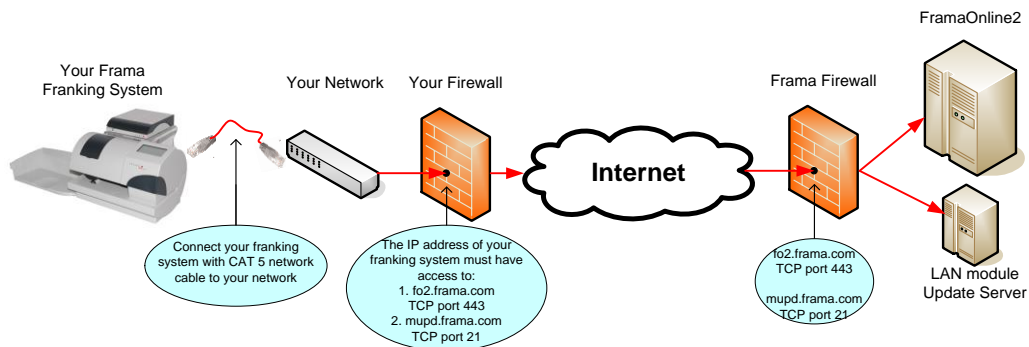
Simple Network Layout:

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



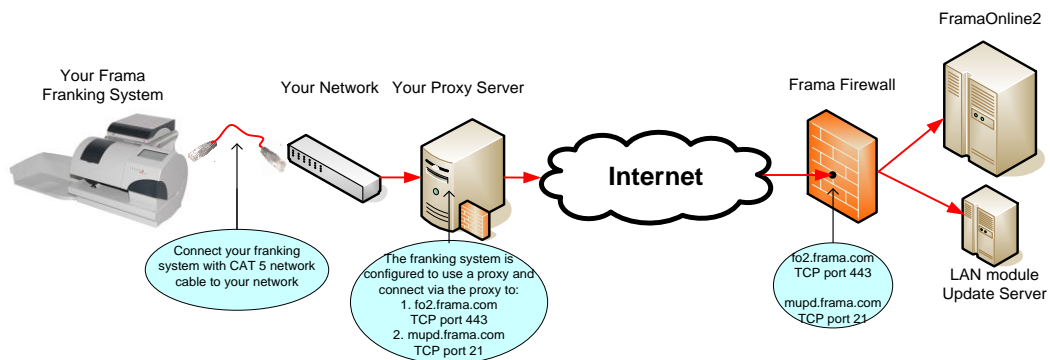
Typical Company Network Layout without Proxy Server

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.	Section 8.4 and 8.6 or 8.7

Note!

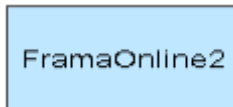


The screen texts of the franking system user interface are translated to the local language depending on the country and settings of the franking system.

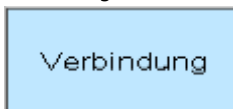
In the following pages button referenced in the description are shown in *Italic* when they will appear in the local language. Buttons referenced in normal font are always displayed in English.

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

Power on the franking system

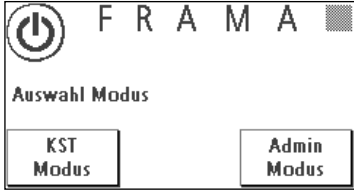




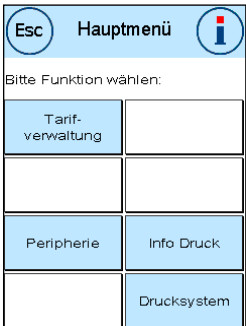
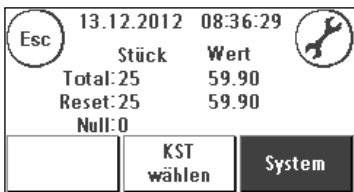

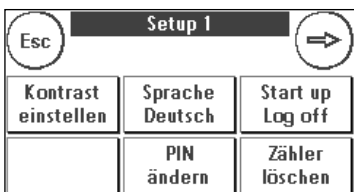
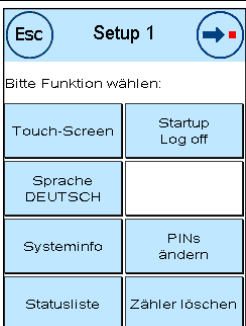
Select the Admin Login

Enter the pin code

Select the Button "i"

Select the tool button in the upper right corner.

Select the button "→"

	Matrix F12	Matrix F22 – Matrix F82
		
		
		
		
		

Select the button "FramaOnline2"

Esc Setup 2 →		
System Info	Status liste	Kreditwarn. 100.00
Hoher Wert 10.00	Max. Wert 100.00	Frama Online2

Esc Setup 2 →	
Bitte Funktion wählen:	
Hoher Wert 10.00	FramaOnline2
Max-Wert 100.00	Kreditwarnung 100.00
Tasten-Beep EIN	PIN Code EIN
Auto Log off 10 Min.	KST Löschen P1:J / P2:J

Select the Button "Connection"

Esc FramaOnline2 →		
Kredit laden	Inspektion	
Connection		Letzte Meldung

Esc FramaOnline2	
Bitte Funktion wählen:	
Kredit laden	
Inspektion	
Uninstall	Letzte Meldung
Verbindung	Rapport Druck

Select the button "Network Setup"

Esc Connection		
Verbindung Network		
		Network Setup

Esc Verbindung	
Bitte Funktion wählen:	
Verbindung Network	Verbindungstest
	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.

Esc Network →		
Verbind. Test	Address Typ DHCP	

Esc Network	
Bitte Funktion wählen:	
Verbindungstest	IP Config Summary
Address Type DHCP	
	Proxy-Server AUS

Esc Network		
Verbind. Test	Proxy-Serve AUS	IP Config Summary
Show Log		Test Internet Connectivity

Esc Network	
Bitte Funktion wählen:	
Test Internet Connection	Show 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

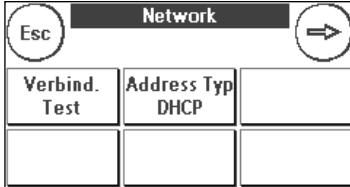
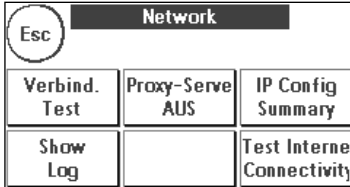
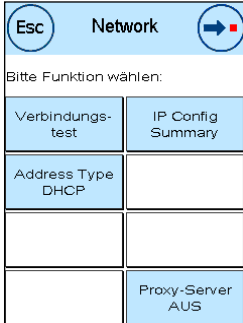
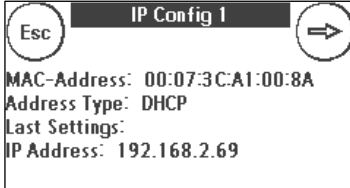
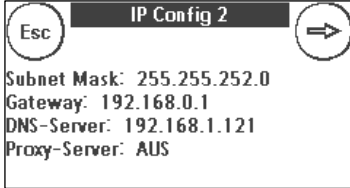
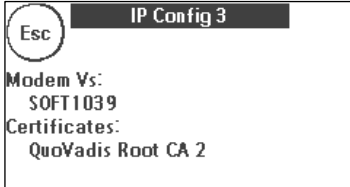
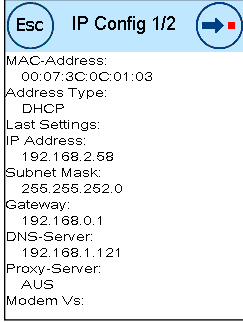
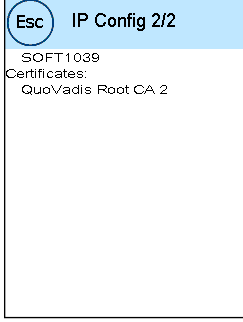
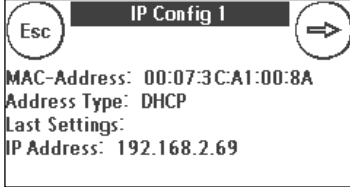
F12: Go to the second page of the network configuration screen with the button "⇒".

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																				
 <p>Network</p> <table border="1"> <tr> <td>Verbind. Test</td> <td>Address Typ DHCP</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </table>  <p>Network</p> <table border="1"> <tr> <td>Verbind. Test</td> <td>Proxy-Serve AUS</td> <td>IP Config Summary</td> </tr> <tr> <td>Show Log</td> <td></td> <td>Test Internet Connectivity</td> </tr> </table>	Verbind. Test	Address Typ DHCP					Verbind. Test	Proxy-Serve AUS	IP Config Summary	Show Log		Test Internet Connectivity	 <p>Network</p> <p>Bitte Funktion wählen:</p> <table border="1"> <tr> <td>Verbindungs-test</td> <td>IP Config Summary</td> </tr> <tr> <td>Address Type DHCP</td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td>Proxy-Server AUS</td> </tr> </table>	Verbindungs-test	IP Config Summary	Address Type DHCP					Proxy-Server AUS
Verbind. Test	Address Typ DHCP																				
Verbind. Test	Proxy-Serve AUS	IP Config Summary																			
Show Log		Test Internet Connectivity																			
Verbindungs-test	IP Config Summary																				
Address Type DHCP																					
	Proxy-Server AUS																				
 <p>IP Config 1</p> <p>MAC-Address: 00:07:3C:A1:00:8A Address Type: DHCP Last Settings: IP Address: 192.168.2.69</p>  <p>IP Config 2</p> <p>Subnet Mask: 255.255.252.0 Gateway: 192.168.0.1 DNS-Server: 192.168.1.121 Proxy-Server: AUS</p>  <p>IP Config 3</p> <p>Modem Vs: SOFT1039 Certificates: QuoVadis Root CA 2</p>	 <p>IP Config 1/2</p> <p>MAC-Address: 00:07:3C:0C:01:03 Address Type: DHCP Last Settings: IP Address: 192.168.2.68 Subnet Mask: 255.255.252.0 Gateway: 192.168.0.1 DNS-Server: 192.168.1.121 Proxy-Server: AUS Modem Vs:</p>  <p>IP Config 2/2</p> <p>SOFT1039 Certificates: QuoVadis Root CA 2</p>																				
 <p>IP Config 1</p> <p>MAC-Address: 00:07:3C:A1:00:8A Address Type: DHCP Last Settings: IP Address: 192.168.2.69</p>																					

<div data-bbox="683 183 1035 376"> <p>IP Config 2</p> <p>Subnet Mask: 255.255.252.0 Gateway: 192.168.0.1 DNS-Server: 192.168.1.121 Proxy Adr.: 17.16.32.70</p> </div> <div data-bbox="683 387 1035 580"> <p>IP Config 3</p> <p>Proxy Port: 8080 Username: test Password: ***** Modem Vs:</p> </div> <div data-bbox="683 622 1035 815"> <p>IP Config 4</p> <p>SOFT1039 Certificates: QuoVadis Root CA 2</p> </div>	<div data-bbox="1114 183 1358 510"> <p>IP Config 1/2</p> <p>MAC-Address: 00:07:3C:0C:01:03 Address Type: DHCP Last Settings: IP Address: 192.168.2.58 Subnet Mask: 255.255.252.0 Gateway: 192.168.0.1 DNS-Server: 192.168.1.121 Proxy Adr.: 17.16.32.70 Proxy Port:</p> </div> <div data-bbox="1114 562 1358 884"> <p>IP Config 2/2</p> <p>8080 Username: test Password: ***** Modem Vs: SOFT1039 Certificates: QuoVadis Root CA 2</p> </div>
<div data-bbox="683 943 1035 1135"> <p>IP Config 1</p> <p>MAC-Address: 00:07:3C:A1:00:8A Address Type: STATIC IP Address: 192.168.2.138 Subnet Mask: 255.255.252.0</p> </div> <div data-bbox="683 1178 1035 1370"> <p>IP Config 2</p> <p>Gateway: 192.168.0.1 DNS-Server: 192.168.1.121 Proxy-Server: AUS Modem Vs:</p> </div> <div data-bbox="683 1413 1035 1606"> <p>IP Config 3</p> <p>SOFT1039 Certificates: QuoVadis Root CA 2</p> </div>	<div data-bbox="1114 934 1358 1261"> <p>IP Config 1/2</p> <p>MAC-Address: 00:07:3C:0C:01:03 Address Type: STATIC IP Address: 192.168.2.138 Subnet Mask: 255.255.252.0 Gateway: 192.168.0.1 DNS-Server: 192.168.1.121 Proxy-Server: AUS Modem Vs: SOFT1039</p> </div> <div data-bbox="1114 1303 1358 1630"> <p>IP Config 2/2</p> <p>Certificates: QuoVadis Root CA 2</p> </div>

- 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

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

Matrix F12

Esc Network →		
Verbind. Test	Address Typ DHCP	

Esc Network →		
Verbind. Test	Address Typ STATIC	Gateway 192.168.0.1
IP Address 0.0.0.0	Subnet Mas 255.255.25	DNS-Server 192.168.1.1

Esc IP Address ↵				
0.0.0.0				
1	2	3	4	5
6	7	8	9	↓

CE IP Address ↵				
192.168.0.36				
1	2	3	4	5
6	7	8	9	↓

Matrix F22 – Matrix F82

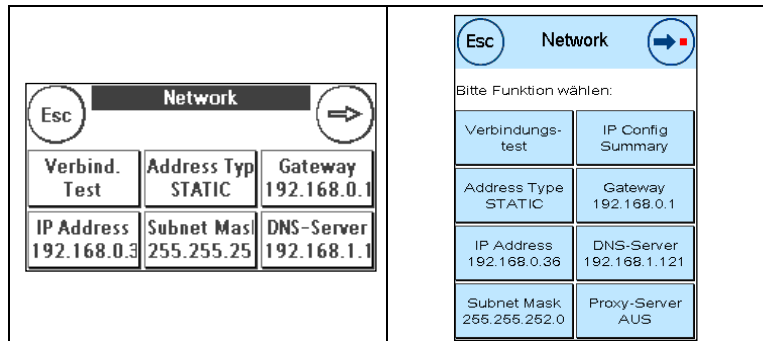
Esc Network →	
Bitte Funktion wählen:	
Verbindungs-test	IP Config Summary
Address Type DHCP	
	Proxy-Server AUS

Esc Network →	
Bitte Funktion wählen:	
Verbindungs-test	IP Config Summary
Address Type STATIC	Gateway 192.168.0.1
IP Address 0.0.0.0	DNS-Server 192.168.1.121
Subnet Mask 255.255.252.0	Proxy-Server AUS

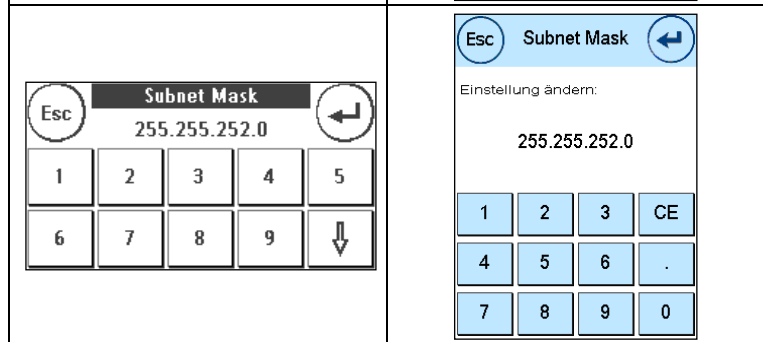
Esc IP Address ↵			
Einstellung ändern:			
0.0.0.0			
1	2	3	CE
4	5	6	.
7	8	9	0

Esc IP Address ↵			
Einstellung ändern:			
192.168.0.36			
1	2	3	CE
4	5	6	.
7	8	9	0

Press the button "Subnet Mask".



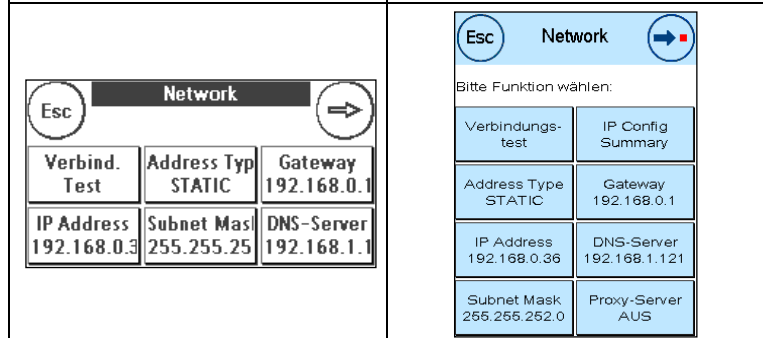
Enter the **subnet mask** to the value defined by your IT personnel.
Complete the entry by pressing "↵".



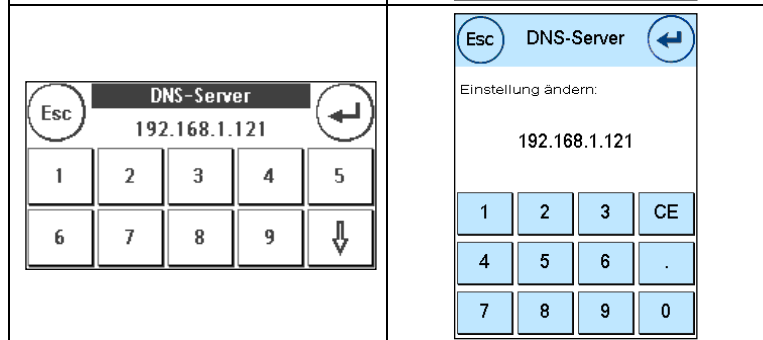
The franking system will only accept valid subnet masks:

- Format: n.n.n.n
- $0 \leq n \leq 255$

Press the button "DNS-Server".



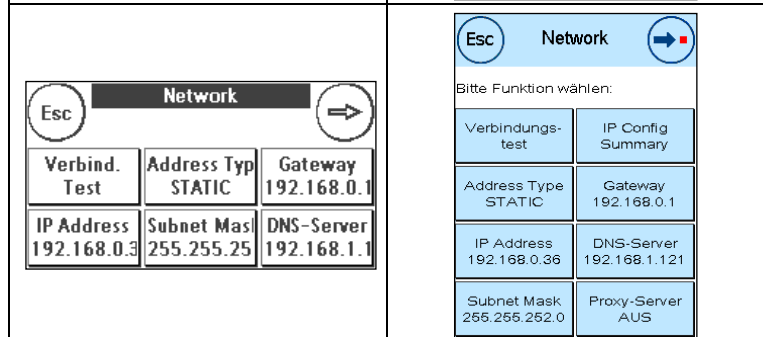
Enter the **DNS Server** IP address to the value defined by your IT personnel.
Complete the entry by pressing "↵".



The franking system will only accept valid subnet masks:

- Format: n.n.n.n
- $0 \leq n \leq 255$

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
- $0 \leq n \leq 255$

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 "⇒".

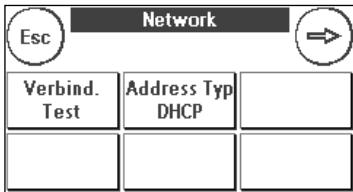
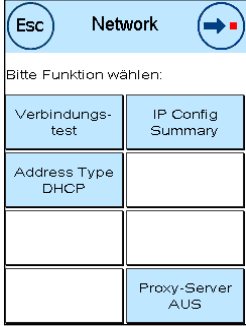
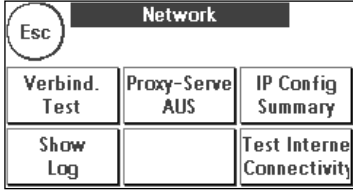
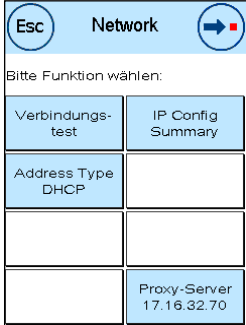
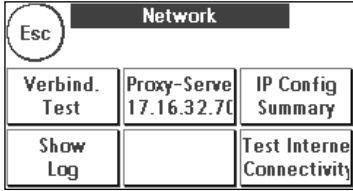
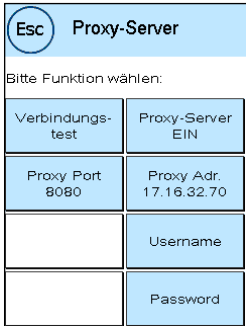
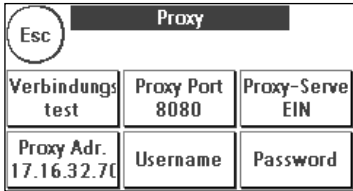
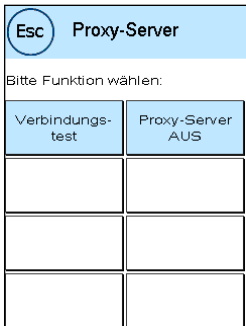
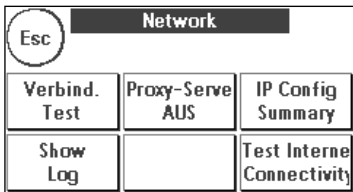

When the button "Proxy Server" shows "OFF" in the second line → The franking system uses no proxy server and you are done.

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

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 ...

Matrix F12

Esc Network		
Verbind. Test	Proxy-Serve AUS	IP Config Summary
Show Log		Test Interne Connectivity

Esc Proxy		
Verbindungs test		Proxy-Serve AUS

Esc Proxy		
Verbindungs test	Proxy Port 0	Proxy-Serve EIN
Proxy Adr.	Username	Password

CE Proxy Port				
8080				
1	2	3	4	5
6	7	8	9	0

Esc Proxy		
Verbindungs test	Proxy Port 8080	Proxy-Serve EIN
Proxy Adr.	Username	Password

Matrix F22 – Matrix F82

Esc Network	
Bitte Funktion wählen:	
Verbindungs-test	IP Config Summary
Address Type STATIC	Gateway 192.168.0.1
IP Address 192.168.0.36	DNS-Server 192.168.1.121
Subnet Mask 255.255.252.0	Proxy-Server AUS

Esc Proxy-Server	
Bitte Funktion wählen:	
Verbindungs-test	Proxy-Server AUS

Esc Proxy-Server	
Bitte Funktion wählen:	
Verbindungs-test	Proxy-Server EIN
Proxy Port 0	Proxy Adr.
	Username
	Password

Esc Proxy Port			
Einstellung ändern:			
8080			
1	2	3	CE
4	5	6	OK
7	8	9	0

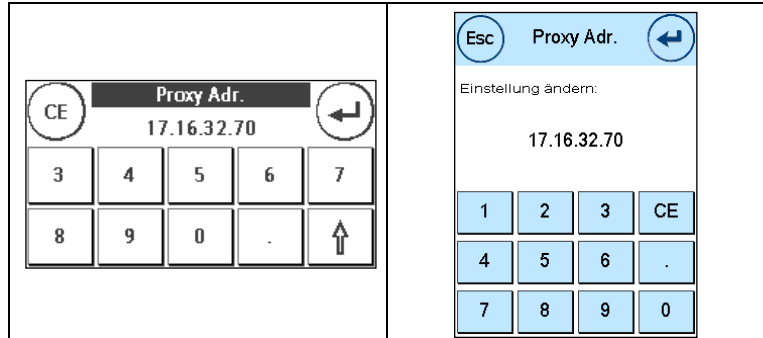
Esc Proxy-Server	
Bitte Funktion wählen:	
Verbindungs-test	Proxy-Server EIN
Proxy Port 8080	Proxy Adr.
	Username
	Password

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

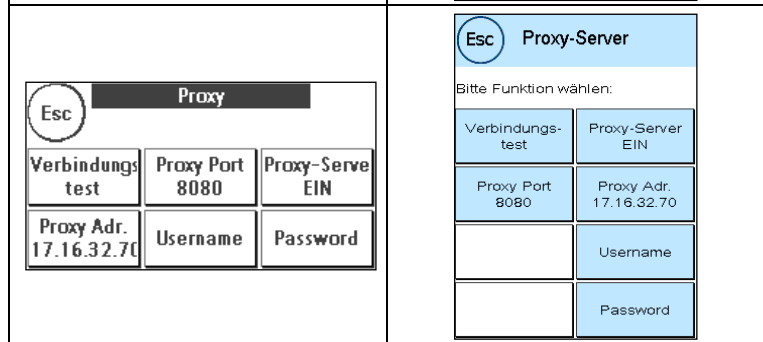
Complete the entry by pressing "↵".

The franking system will only accept valid IP addresses:

- Format: n.n.n.n
- $0 \leq n \leq 255$

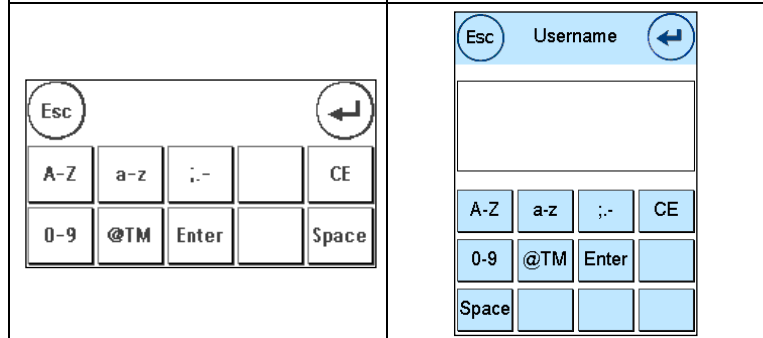


Press the button "Username" to check that no username is set ...

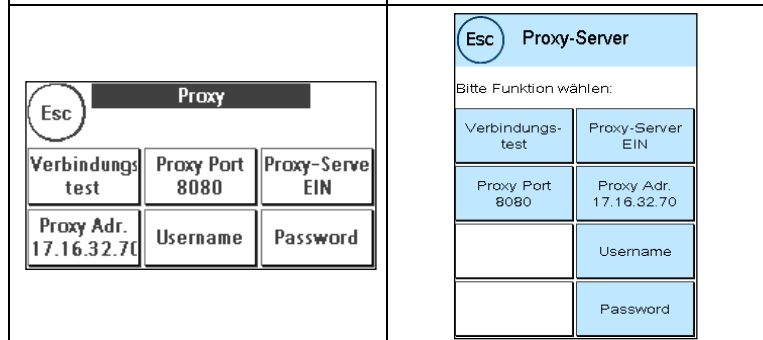


Delete an eventually set username by pressing "CE" until the input field is empty.

Complete the entry by pressing "↵".

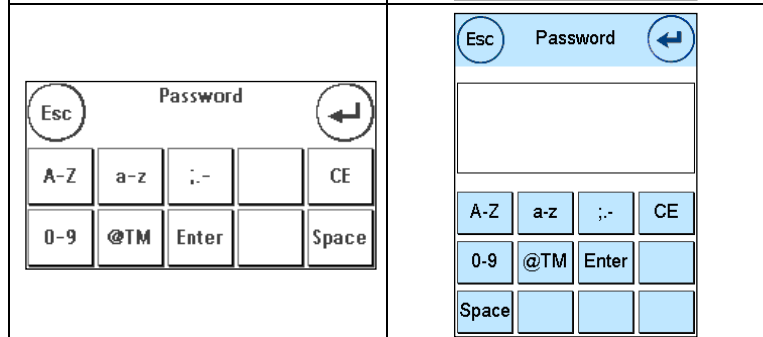


Press the button "Password" to check that no password is set ...



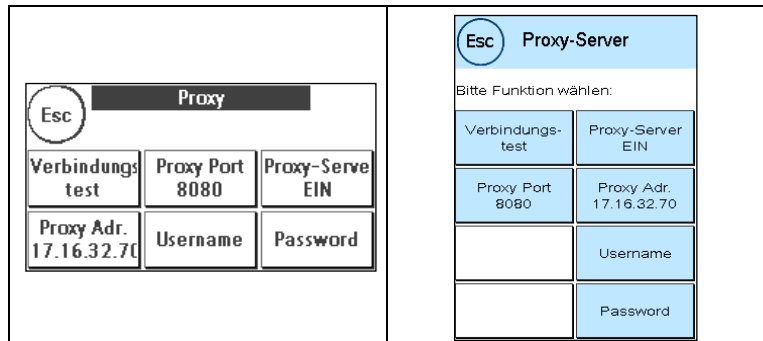
Delete an eventually set password by pressing "CE" until the input field is empty.

Complete the entry by pressing "↵".



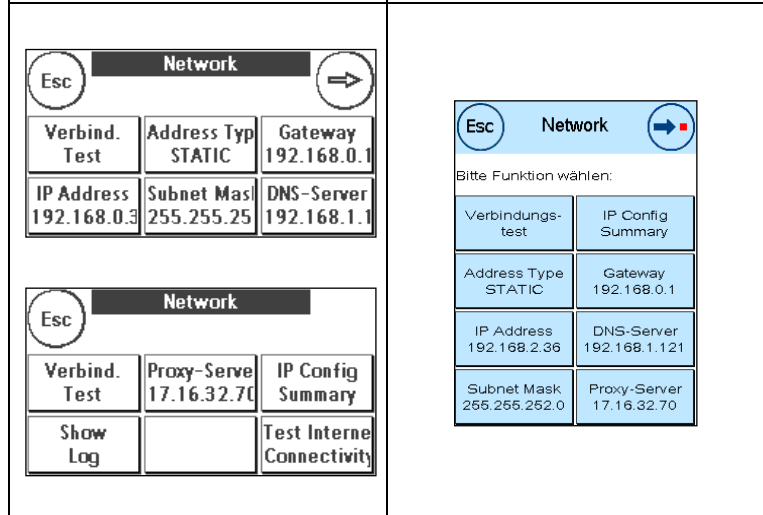
Note: Password entry is not in clear text, all characters entered are displayed as "*".

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



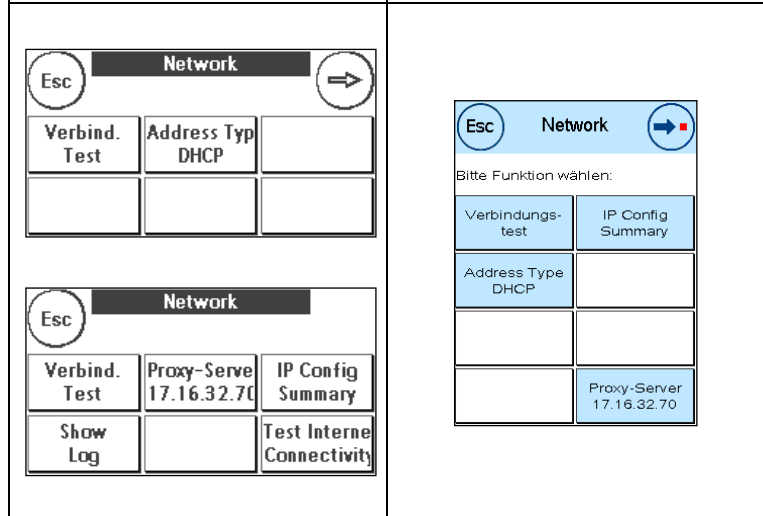
This shows the resulting network configuration screen:

- 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

Esc Network		
Verbind. Test	Proxy-Serve AUS	IP Config Summary
Show Log		Test Internet Connectivity

Esc Proxy		
Verbindungs test		Proxy-Serve AUS

Esc Proxy		
Verbindungs test	Proxy Port 0	Proxy-Serve EIN
Proxy Adr.	Username	Password

CE Proxy Port ←				
8080				
1	2	3	4	5
6	7	8	9	0

Esc Proxy		
Verbindungs test	Proxy Port 8080	Proxy-Serve EIN
Proxy Adr.	Username	Password

Matrix F22 – Matrix F82

Esc Network ⇒	
Bitte Funktion wählen:	
Verbindungs-test	IP Config Summary
Address Type STATIC	Gateway 192.168.0.1
IP Address 192.168.2.36	DNS-Server 192.168.1.121
Subnet Mask 255.255.252.0	Proxy-Server AUS

Esc Proxy-Server	
Bitte Funktion wählen:	
Verbindungs-test	Proxy-Server AUS

Esc Proxy-Server	
Bitte Funktion wählen:	
Verbindungs-test	Proxy-Server EIN
Proxy Port 0	Proxy Adr.
	Username
	Password

Esc Proxy Port ←			
Einstellung ändern:			
8080			
1	2	3	CE
4	5	6	OK
7	8	9	0

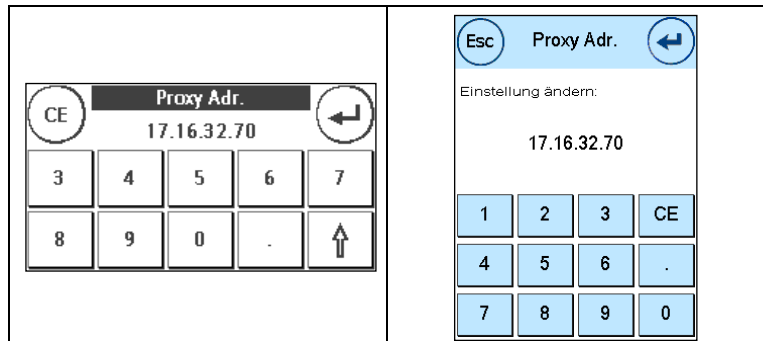
Esc Proxy-Server	
Bitte Funktion wählen:	
Verbindungs-test	Proxy-Server EIN
Proxy Port 8080	Proxy Adr.
	Username
	Password

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

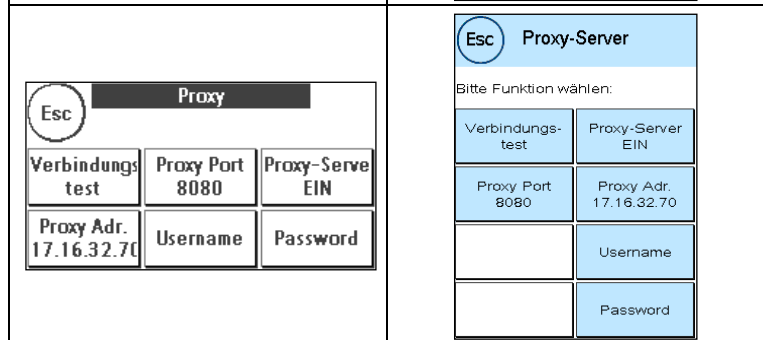
Complete the entry by pressing "↵".

The franking system will only accept valid IP addresses:

- Format: n.n.n.n
- $0 \leq n \leq 255$



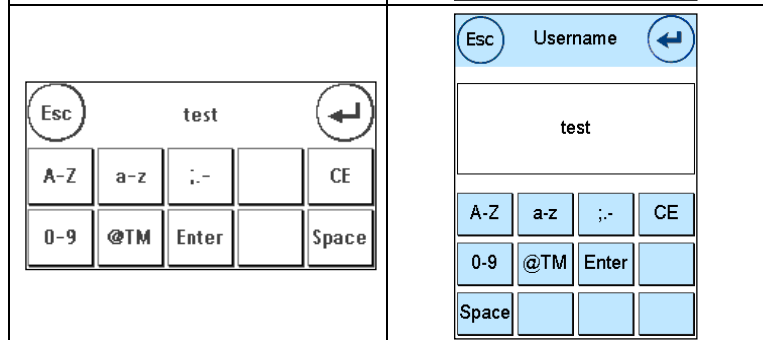
Press the button "Username" to set the proxy username.



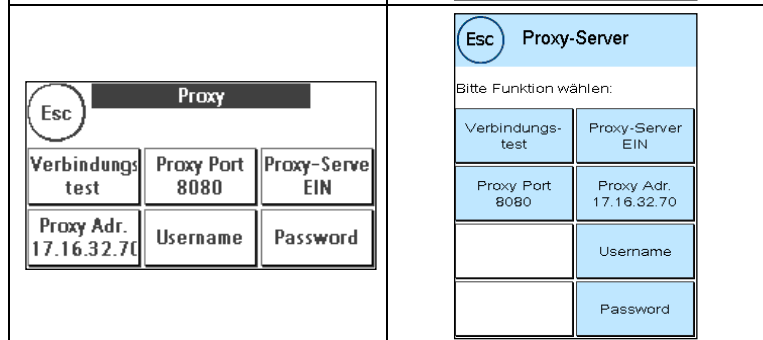
Type in the username for the proxy authentication:

- 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 "↵".



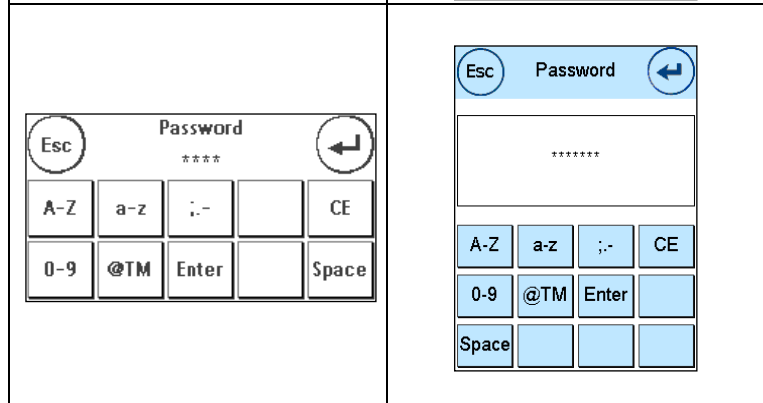
Press the button "Password" to set the proxy password.



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.

<p>Esc Proxy</p> <table border="1"> <tr> <td>Verbindungs- test</td> <td>Proxy Port 8080</td> <td>Proxy-Serve EIN</td> </tr> <tr> <td>Proxy Adr. 17.16.32.70</td> <td>Username</td> <td>Password</td> </tr> </table>	Verbindungs- test	Proxy Port 8080	Proxy-Serve EIN	Proxy Adr. 17.16.32.70	Username	Password	<p>Esc Proxy-Server</p> <p>Bitte Funktion wählen:</p> <table border="1"> <tr> <td>Verbindungs- test</td> <td>Proxy-Server EIN</td> </tr> <tr> <td>Proxy Port 8080</td> <td>Proxy Adr. 17.16.32.70</td> </tr> <tr> <td></td> <td>Username</td> </tr> <tr> <td></td> <td>Password</td> </tr> </table>	Verbindungs- test	Proxy-Server EIN	Proxy Port 8080	Proxy Adr. 17.16.32.70		Username		Password						
Verbindungs- test	Proxy Port 8080	Proxy-Serve EIN																			
Proxy Adr. 17.16.32.70	Username	Password																			
Verbindungs- test	Proxy-Server EIN																				
Proxy Port 8080	Proxy Adr. 17.16.32.70																				
	Username																				
	Password																				
<p>Esc Network →</p> <table border="1"> <tr> <td>Verbind. Test</td> <td>Address Typ STATIC</td> <td>Gateway 192.168.0.1</td> </tr> <tr> <td>IP Address 192.168.0.3</td> <td>Subnet Mas 255.255.25</td> <td>DNS-Server 192.168.1.1</td> </tr> </table> <p>Esc Network</p> <table border="1"> <tr> <td>Verbind. Test</td> <td>Proxy-Serve 17.16.32.70</td> <td>IP Config Summary</td> </tr> <tr> <td>Show Log</td> <td></td> <td>Test Interne Connectivity</td> </tr> </table>	Verbind. Test	Address Typ STATIC	Gateway 192.168.0.1	IP Address 192.168.0.3	Subnet Mas 255.255.25	DNS-Server 192.168.1.1	Verbind. Test	Proxy-Serve 17.16.32.70	IP Config Summary	Show Log		Test Interne Connectivity	<p>Esc Network →</p> <p>Bitte Funktion wählen:</p> <table border="1"> <tr> <td>Verbindungs- test</td> <td>IP Config Summary</td> </tr> <tr> <td>Address Type STATIC</td> <td>Gateway 192.168.0.1</td> </tr> <tr> <td>IP Address 192.168.2.36</td> <td>DNS-Server 192.168.1.121</td> </tr> <tr> <td>Subnet Mask 255.255.252.0</td> <td>Proxy-Server 17.16.32.70</td> </tr> </table>	Verbindungs- test	IP Config Summary	Address Type STATIC	Gateway 192.168.0.1	IP Address 192.168.2.36	DNS-Server 192.168.1.121	Subnet Mask 255.255.252.0	Proxy-Server 17.16.32.70
Verbind. Test	Address Typ STATIC	Gateway 192.168.0.1																			
IP Address 192.168.0.3	Subnet Mas 255.255.25	DNS-Server 192.168.1.1																			
Verbind. Test	Proxy-Serve 17.16.32.70	IP Config Summary																			
Show Log		Test Interne Connectivity																			
Verbindungs- test	IP Config Summary																				
Address Type STATIC	Gateway 192.168.0.1																				
IP Address 192.168.2.36	DNS-Server 192.168.1.121																				
Subnet Mask 255.255.252.0	Proxy-Server 17.16.32.70																				
<p>Esc Network →</p> <table border="1"> <tr> <td>Verbind. Test</td> <td>Address Typ DHCP</td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </table> <p>Esc Network</p> <table border="1"> <tr> <td>Verbind. Test</td> <td>Proxy-Serve 17.16.32.70</td> <td>IP Config Summary</td> </tr> <tr> <td>Show Log</td> <td></td> <td>Test Interne Connectivity</td> </tr> </table>	Verbind. Test	Address Typ DHCP					Verbind. Test	Proxy-Serve 17.16.32.70	IP Config Summary	Show Log		Test Interne Connectivity	<p>Esc Network →</p> <p>Bitte Funktion wählen:</p> <table border="1"> <tr> <td>Verbindungs- test</td> <td>IP Config Summary</td> </tr> <tr> <td>Address Type DHCP</td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td>Proxy-Server 17.16.32.70</td> </tr> </table>	Verbindungs- test	IP Config Summary	Address Type DHCP					Proxy-Server 17.16.32.70
Verbind. Test	Address Typ DHCP																				
Verbind. Test	Proxy-Serve 17.16.32.70	IP Config Summary																			
Show Log		Test Interne Connectivity																			
Verbindungs- test	IP Config Summary																				
Address Type DHCP																					
	Proxy-Server 17.16.32.70																				

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

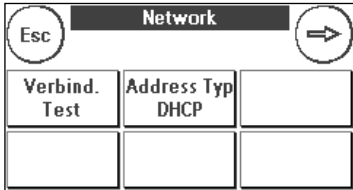
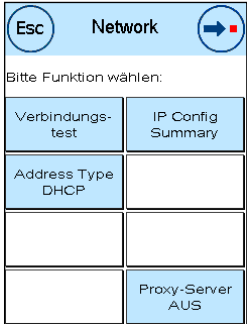
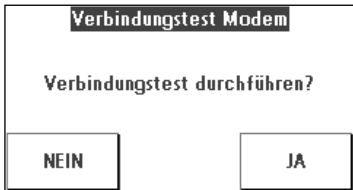
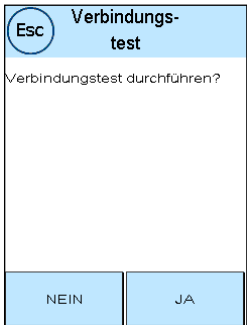
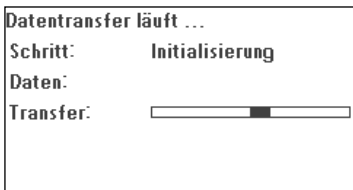
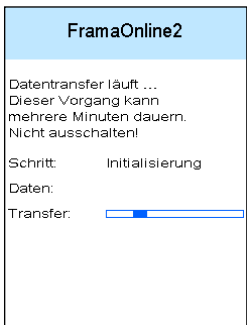
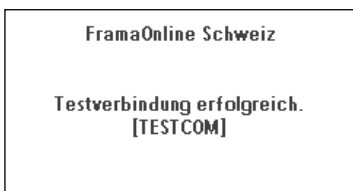
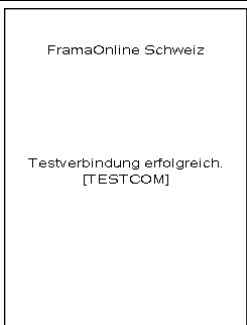
Power on the franking system, login as "Admin" and navigate to the network settings page → refer to section 8.1

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.

	Matrix F12	Matrix F22 – Matrix F82
	 <p>The screenshot shows a menu titled "Network" with an "Esc" button on the left and a right arrow on the right. Below the title are three columns: "Verbind. Test", "Address Typ DHCP", and an empty column. There are also three empty rows below these columns.</p>	 <p>The screenshot shows a menu titled "Network" with an "Esc" button on the left and a right arrow on the right. Below the title is the text "Bitte Funktion wählen:". There are two columns of buttons: "Verbindungs-test" and "IP Config Summary" in the first row; "Address Type DHCP" and an empty button in the second row; and "Proxy-Server AUS" in the third row.</p>
	 <p>The screenshot shows a dialog box titled "Verbindungstest Modem". The main text is "Verbindungstest durchführen?". At the bottom are two buttons: "NEIN" and "JA".</p>	 <p>The screenshot shows a dialog box titled "Verbindungs-test". The main text is "Verbindungstest durchführen?". At the bottom are two buttons: "NEIN" and "JA".</p>
	 <p>The screenshot shows a progress bar titled "Datentransfer läuft ...". It indicates the current step is "Initialisierung". Below this, it shows "Daten:" and "Transfer:" with a progress bar that is partially filled.</p>	 <p>The screenshot shows a progress bar titled "FramaOnline2". It indicates the current step is "Initialisierung". Below this, it shows "Daten:" and "Transfer:" with a progress bar that is partially filled.</p>
	 <p>The screenshot shows a message box titled "FramaOnline Schweiz". The main text is "Testverbindung erfolgreich. [TESTCOM]".</p>	 <p>The screenshot shows a message box titled "FramaOnline Schweiz". The main text is "Testverbindung erfolgreich. [TESTCOM]".</p>

8.9 Internet Connection Test

Description

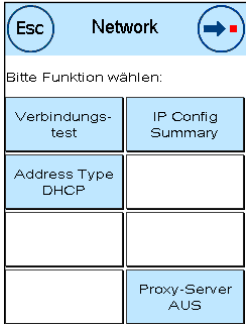
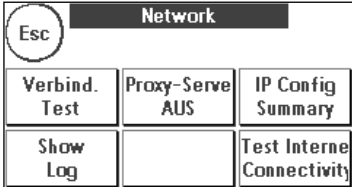

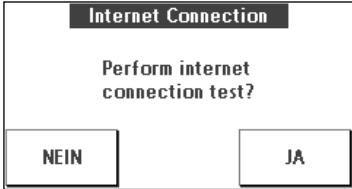
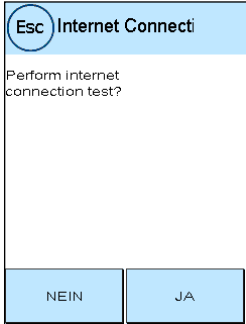
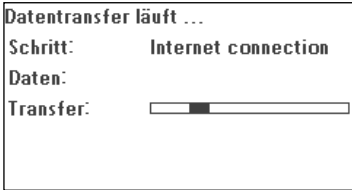
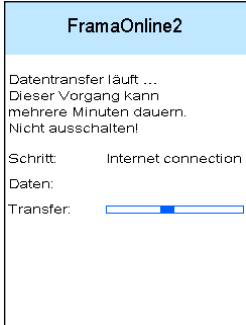
Power on the franking system, login as "Admin" and navigate to the network settings page → refer to section 8.1

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

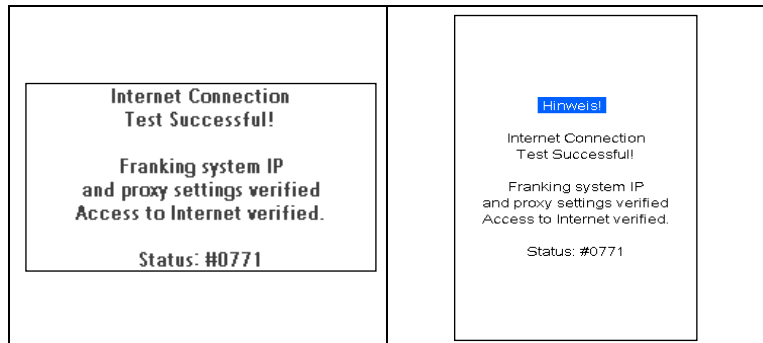
Press the button "Test Internet Connection".

Press "Yes" ...

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

	Matrix F12	Matrix F22 – Matrix F82
		 <p>Network menu with options: Verbindungs-test, IP Config Summary, Address Type DHCP, Proxy-Server AUS.</p>
	 <p>Network menu with 'Test Internet Connectivity' highlighted.</p>	 <p>Network menu with 'Test Internet Connection' and 'Show Log' highlighted.</p>
	 <p>Internet Connection dialog: Perform internet connection test? (NEIN / JA)</p>	 <p>Internet Connect dialog: Perform internet connection test? (NEIN / JA)</p>
	 <p>Datentransfer läuft ... Schritt: Internet connection</p>	 <p>FramaOnline2: Datentransfer läuft ... Schritt: Internet connection</p>

... and displays this message when it's successful.



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.

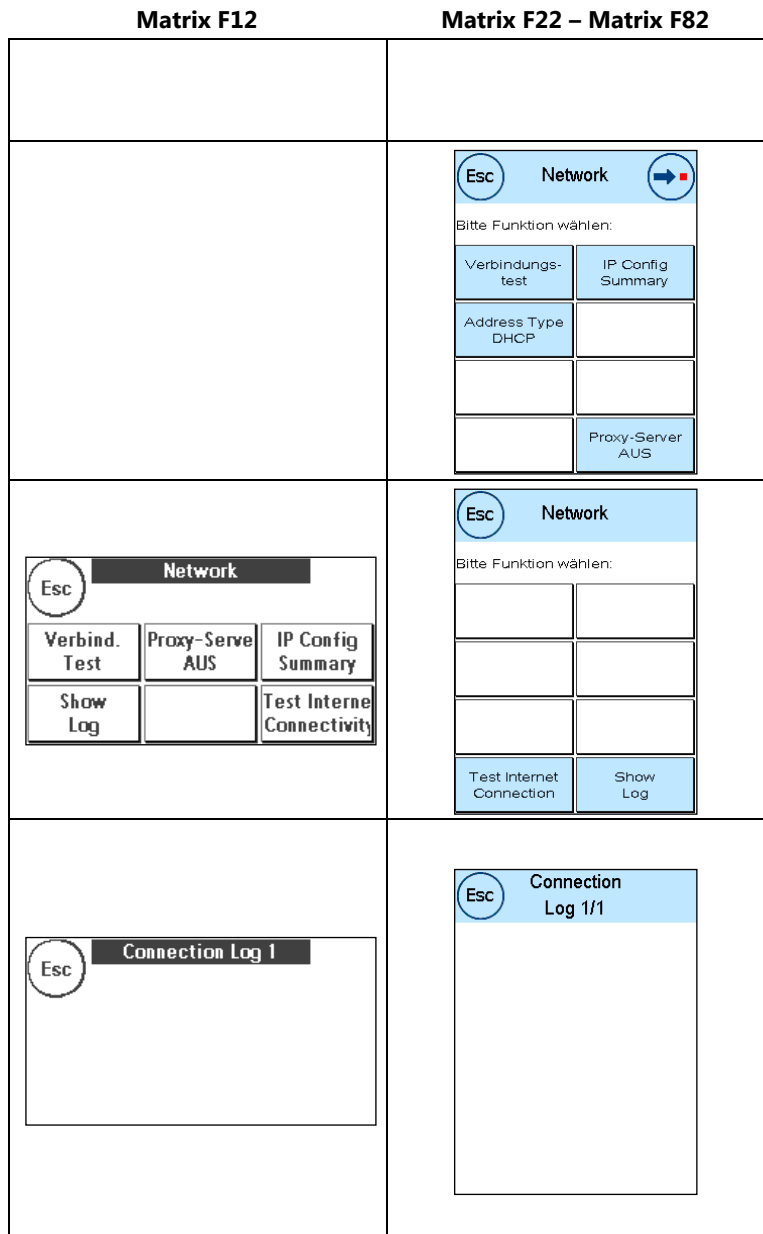
Press the button "Show Log".

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.



9 Troubleshooting



Note!

The part of the message text displayed to the customer 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	<p><i>Information!</i></p> <p><i>General Connection Failure.</i></p> <p><i>Please try again later.</i></p> <p>Please refer to the manual for further info.</p> <p><i>Status: #0755</i></p>	<p>No connection to FramaOnline2 system. The FramaOnline2 system may be temporary unavailable or the proxy configuration may be incorrect.</p>
Possible Causes	Solution	
<ul style="list-style-type: none"> The problem may be caused by temporarily connection problems. No access to the internet from the network connection you are using. The configuration of the proxy server is not correct. In case of static IP address configuration, the DNS server IP address might be wrongly configured. 	<ul style="list-style-type: none"> Try again later 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. 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. 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	<i>Information!</i>	Connection lost to FramaOnline2 system.
	<p><i>Connection Lost.</i> <i>Please try again later.</i> Please refer to the manual for further info.</p> <p><i>Status: #0757</i></p>	

Possible Causes	Solution
<ul style="list-style-type: none"> The problem may be caused by temporarily connection problems. 	<ul style="list-style-type: none"> Try again later.
<ul style="list-style-type: none"> No access to the internet from the network connection you are using. 	<ul style="list-style-type: none"> 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.
<ul style="list-style-type: none"> The franking system network configuration is not correct. 	<ul style="list-style-type: none"> 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	<i>Information!</i>	No network cable detected.

No network cable detected.

*Check network cable and
network cable connectors
and connect further.*

Please refer to the manual
for further info.

Status: #0764

Possible Causes	Solution
<ul style="list-style-type: none">• The franking system is not connected to a working network device, or• The network cable is not plugged in correctly into the green framed RJ45 labeled "LANG4" network socket, either at the franking system or the wall socket.	<ul style="list-style-type: none">• Connect the network cable correctly.
<ul style="list-style-type: none">• The network device or the network wall socket is not operational.	<ul style="list-style-type: none">• 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	<i>Information!</i>	Invalid DNS server.
	Static IP Address Settings: Wrong Parameter(s) detected. Check IP settings. Please refer to the manual for further info.	
	<i>Status: #0767</i>	
E0768	ditto	Invalid IP address.
	<i>Status: #0768</i>	
E0769	ditto	Invalid subnet mask.
	<i>Status: #0769</i>	
E076A	ditto	Invalid default gateway IP address.
	<i>Status: #076A</i>	

Possible Causes	Solution
<ul style="list-style-type: none"> One or more of the four parameters for static IP configuration is not correctly configured. 	<ul style="list-style-type: none"> 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	<i>Information!</i>	Invalid Proxy IP address.
	Proxy Server Settings: Wrong Parameter(s) detected. Check Proxy settings. Please refer to the manual for further info.	
	<i>Status: #076B</i>	
E076C	ditto	Invalid Proxy Port number
	<i>Status: #076C</i>	
E076D	ditto	Invalid Proxy Username
	<i>Status: #076D</i>	
E076E	ditto	Invalid Proxy Password
	<i>Status: #076E</i>	

Possible Causes	Solution
<ul style="list-style-type: none"> One or more of the four parameters for proxy server configuration is not correctly configured. 	<ul style="list-style-type: none"> 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	<i>Information!</i>	No DHCP server found.

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

Possible Causes	Solution
<ul style="list-style-type: none">• The problem may be caused by temporary connection problems.	<ul style="list-style-type: none">• Try again later.
<ul style="list-style-type: none">• No DHCP server available at all, the network requires static IP address configuration.	<ul style="list-style-type: none">• Use the questionnaire in section 10.1 to interrogate your IT personnel.• Section 8 shows you, how to configure network parameters.
<ul style="list-style-type: none">• DHCP server answers too late.	<ul style="list-style-type: none">• 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	<i>Information!</i>	Internet connection test successful.

Internet Connection Test Successful!

Franking system IP and proxy settings verified
Access to Internet verified.

Status: #0771

9.8 E0772

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

Possible Causes	Solution
<ul style="list-style-type: none"> The problem may be caused by temporary connection problems. 	<ul style="list-style-type: none"> Try again later.
<ul style="list-style-type: none"> The network configuration requires to use a proxy server for internet access, but none is configured yet. 	<ul style="list-style-type: none"> 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	<i>Information!</i> 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. <i>Status: #0773</i>	Internet connection test failed. Proxy server reached, but still unable to „ping“ google.com.

Possible Causes	Solution
<ul style="list-style-type: none"> The problem may be caused by temporary connection problems between the proxy server and the internet. 	<ul style="list-style-type: none"> Try again later.
<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> 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	<i>Information!</i> Internet Connection Test Failed! Proxy server configured, but no answer. Check proxy server configuration. Please refer to the manual for further info. <i>Status: #0774</i>	Internet connection test failed. Proxy server configured but no answer from proxy server.

Possible Causes	Solution
<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Try again later.
<ul style="list-style-type: none"> A proxy server is configured, but the local network does not require use of a proxy server for internet access. 	<ul style="list-style-type: none"> 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
<ul style="list-style-type: none"> One or more of the four parameters for proxy server configuration is not correctly configured. 	<ul style="list-style-type: none"> 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	<i>Information!</i>	Communication module initialisation problem.
E0751		
E0752	<i>Status: #07xx</i>	
E0762		
E0763		
E0765		
E0766		

Possible Causes	Solution
<ul style="list-style-type: none"> Hardware Failure 	<ul style="list-style-type: none"> Please contact your FramOnline2 Hotline.

9.12 E0775

Code	Screen Message	Description
E0775	- ¹	LAN module firmware update started. Information status entry telling that update of LAN module has been started. Note: This is not a failure, it is a status message.

9.13 E0776

Code	Screen Message	Description
E0776	- ¹	LAN module firmware update is not successful.

Possible Causes	Solution
<ul style="list-style-type: none"> Slow or unreliable internet connection 	<ul style="list-style-type: none"> The franking system is automatically retrying the LAN module firmware update on next calendar day or after a reboot.
<ul style="list-style-type: none"> Load on ftp server too high 	<ul style="list-style-type: none"> The franking system is automatically retrying the LAN module firmware update on next calendar day or after a reboot.
<ul style="list-style-type: none"> Ftp server down 	<ul style="list-style-type: none"> The franking system is automatically retrying the LAN module firmware update on next calendar day or after a reboot.
<ul style="list-style-type: none"> Proxy or firewall blocks completely the required ftp connection 	<ul style="list-style-type: none"> Use one of the workarounds described in section 5 of the document "Service Note: LAN module firmware update manual" to allow the franking system to access the internet via port 21. The franking system is automatically retrying the LAN module firmware update on next calendar day or after a reboot.

9.14 E0777

Code	Screen Message	Description
E0777	- ¹	LAN module firmware update completed successful. Note: This is not a failure, it is a success message.

9.15 E0778

Code	Screen Message	Description
E0778	- ¹	LAN module firmware update process timed out. When E0778 is followed by an E0777, than the update of the LAN module is successfully completed and the E0778 can be ignored. See E0776 for possible causes and solutions.

¹ E0775, E0776, E0777 and E0778 are recorded by the franking system in the status list, but there is no message shown to the franking system user.

9.16 E0779

Code	Screen Message	Description
E0779	<i>Communication module failure. If the error persists please contact Frama Technical Service.</i>	LAN module firmware update was not successful and LAN module is not usable anymore for communication purposes. Note: This message is displayed in the current active language of the franking system. Please refer to section 7 of the document "Service Note: LAN module firmware update manual" for a translation of the displayed message.
Possible Causes		Solution
<ul style="list-style-type: none"> • Hardware Failure 		<ul style="list-style-type: none"> • Please contact your FramaOnline2 Hotline.

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