

coatmaster Flex - Network Trouble Shooter



coatmaster

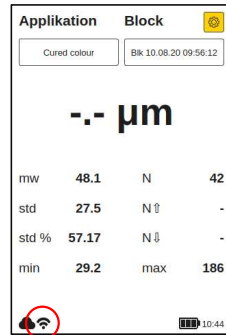
Scope of this document

Checklist to fix network problems with the coatmaster Flex.

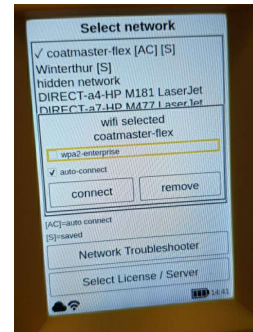
Applies for the connection into a company network with internet access for the coatmaster cloud.

Checklist Part 1

1. Is the Flex connected to the Network?



2. Is WPA2 Enterprise enabled (if necessary)



3. Check, if the network has an internet connection

e.g.
Connect to the network with a cell phone or a PC and test, if the internet can be accessed.

4. Internet speed test

e.g.
With [Speedtest.net](https://www.speedtest.net) on a device connected to the network over Wi-Fi

Checklist Part 2

5. Is the MAC-Address of the Flex on the network «white list»

The MAC-Address can be found on the CoC delivered with the Flex or with a SW Version >4.2 directly on the Flex:

System Settings / Network / Network Troubleshooter

6. Is the Port 8080 for http, or Port 443 for https open

If the encrypted communication on the Flex is enabled, Port 443 is used.

7. Does the network allow the flex to access the cloud

It must be possible to access the Flex cloud server from the network. To test this the following URL can be used:

<http://cmflex.cloud:8080/flex-server/flex/status>
OR
<https://cmflex.cloud:443/flex-server/flex/status>

Testing the Flex

Should the network problem persist it can be checked if the Flex works properly, by connecting it to another network.

e.g.
Wi-Fi-Hotspot from a cell phone with internet access.

