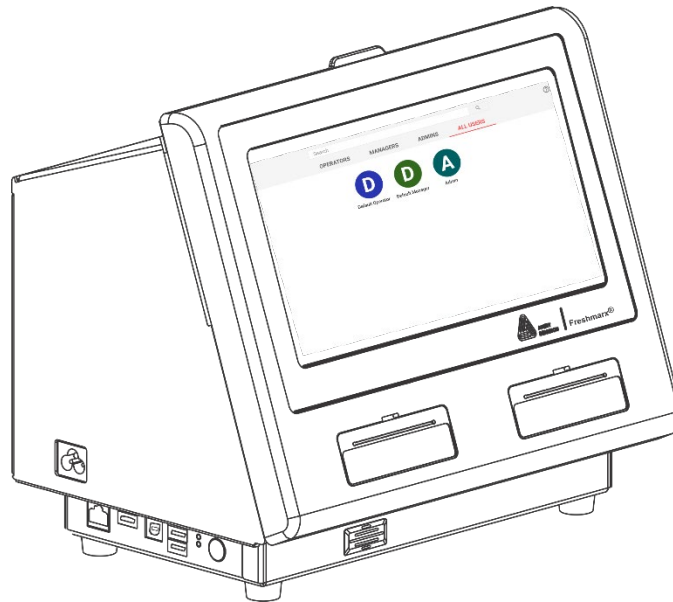# Freshmarx® Cloud Portal Setup Guide

This guide is for the Network Administrator. It covers information required to use the Avery Dennison® Freshmarx Central (9418) printer with our Cloud Portal solution.

Click the link below to jump to the information you need.

Requirements

The following settings are required when using your printer on the Freshmarx Cloud Portal.

Ports

Open the following ports:
- 443 – HTTP Secure (HTTPS)
- 5761

URLs

Whitelist all of the following URLs:
- global.azure-devices-provisioning.net on port 443
- *.azure-devices.net via port 443
- *.averydennison.com on port 443

If the wild card is not supported, Avery Dennison recommends using DNS Lookup of the URLs to obtain the current IP Address. Specific IP Addresses are subject to change at any time.
- global.azure-devices-provisioning.net
- ih-dm-prod-001-001.azure-devices.net
- portal.averydennison.com
- storage.psd.averydennison.com
- dm.psd.averydennison.com

Network Connection

The printer must be on the network to be accessible by the Cloud Portal.
To check the printer's IP Address:

1. Login to the printer as **Admin** (default password = "1234").

2. Select the **Configure** application.

You should see the IP Address in the upper right corner of the screen:

If the printer doesn't show an IP Address see the Troubleshooting section.

Troubleshooting

When logging into the Cloud Portal you might find that your device is not connected. Device Manager shows the device with a gray dot, this means the device has never made a connection to the Portal. Use the following troubleshooting to get your Freshmarx Central (9418) printer communicating with the Cloud Portal.

The printer does not have an IP address.

♦ Restart the printer. Turn the printer off then back on (red power button).

♦ Make sure your network is actively operating.

♦ For Wireless network printers: log into the printer as Admin, Select the **Configure** app , tap **Network,** then **Wi-Fi Settings**. Make sure Wi-Fi is turned **ON** and the correct wireless network is selected.
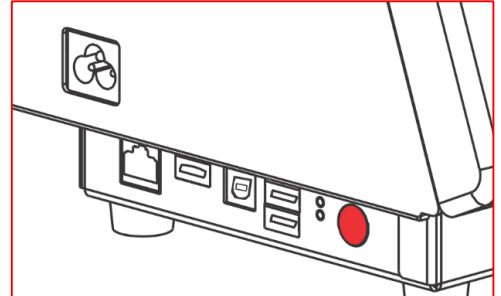
The printer's serial number does not match the one configured in the printer and/or the one on the Cloud Portal.

1. Login as Admin on the printer (default password = 1234).

2. Select the **Android** icon:

3. At the arugula screen, select   to see all apps.

4. Select **Printer Setup**

5. Select DISMISS if this message appears:
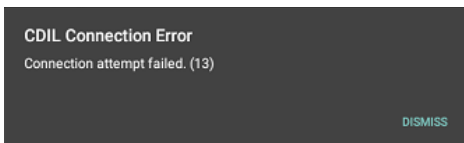
6. Select **About**.

7. Verify the serial number field.

   The serial number shown in About should match the one on your printer's serial label (located on the left side of the printer).
   Also, the serial number shown in the Cloud Portal Device Manager application should match the one shown in About and on the serial label.
   If you notice a serial number mismatch, contact Support.

To return to Freshmarx, select the Freshmarx app   (from the apps screen).
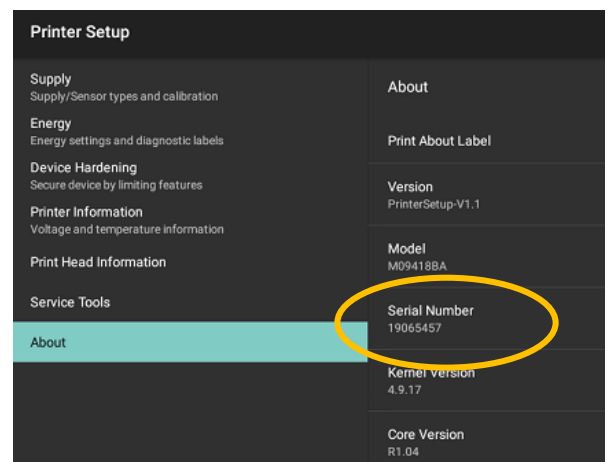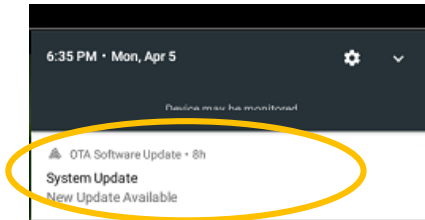
Make sure the Agent app is installed on the printer.

1. Login as **Admin** on the printer (default password = 1234).

2. Choose the **Android** icon: .

3. At the Arugula screen, select to see all apps.

4. You should see the **Agent** application.



If the Agent app is not installed:

1. Tap the **left arrow** to return to the Arugula screen.

2. From the top of the screen, swipe down. You should see a notification, select **System Update** to update the printer's firmware. The updated firmware will include the Agent app.
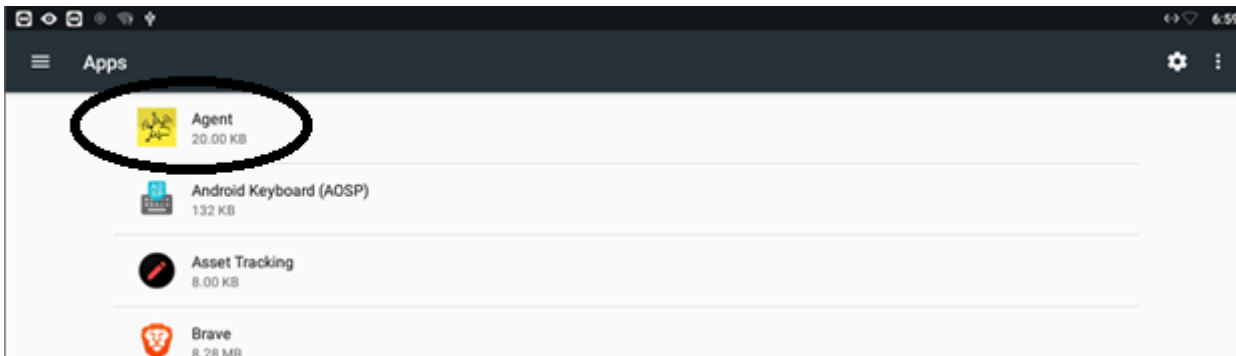

If the Agent app is not installed and you do not see a notification for a System Update, contact Service.

If the Agent app is installed:

1. Select the **Settings** app .

2. Select **Apps**.

Classification: Avery Dennison - Public
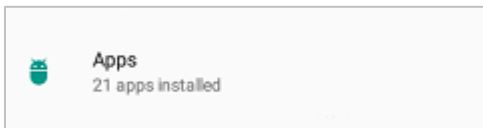
3. Select **Agent.**

4. Ensure the version is 1.0.2 or greater. If the version is not correct, follow the steps above to perform a system update.

5. If the version is correct, tap **Force Stop**, tap the **left arrow** to exit out of Settings, tap the **Agent** app icon on the apps screen to restart it (icon will grey out and ungrey after it is started). Check to see if the printer appears on the portal.
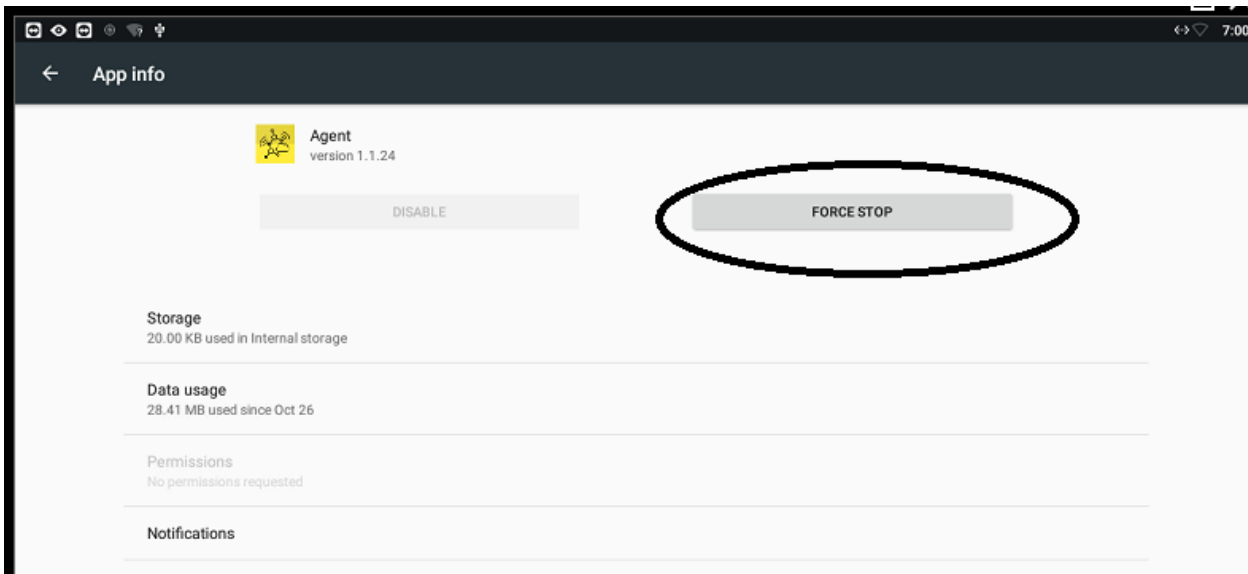
To return to Freshmarx, from the desktop select the icon.

If your Freshmarx Central (9418) still fails to communicate with the Cloud Portal, please contact Support.