

Steps to enable secure Open VPN connection to Reduxi Controller

Enable the Reduxi support team to connect to your Reduxi Controller over a secure Open VPN connection.



🔧 Reduxi Controller 🔒 Open VPN

🌐 IP 193.9.21.21 · TCP port 2002

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1 Requirements

1.1 Internet access

To allow remote access to the Reduxi Controller, first enable internet access. Follow the article [What steps are required to enable internet access to Reduxi Controller](#).

1.2 Firewall rule

Add or edit a firewall rule that allows the Open VPN connection:

PARAMETER	VALUE
IP	193.9.21.21
Protocol and port	TCP port 2002

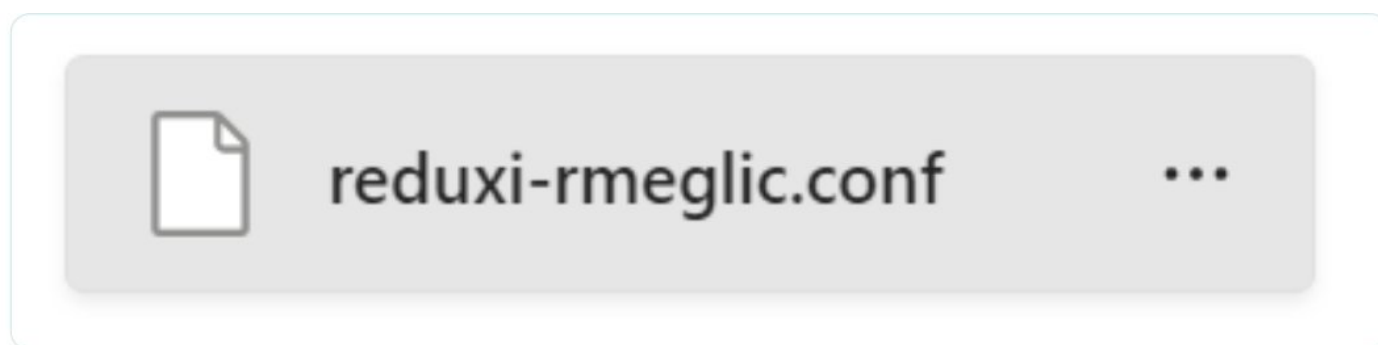
For more information about firewall rules, read [Reduxi Firewall rules](#).

2 Get the VPN configuration file

2.1 Request the configuration file

Obtain the VPN configuration file first. Some Reduxi Controllers are already installed with a VPN configuration, depending on the agreement. In this case, skip this step.

To get the VPN configuration for your Reduxi Controller, write to support@reduxi.eu.



Open VPN settings

Text description of this image

3 Enter the configuration

3.1 Paste the configuration

Open the configuration file with Notepad or any other text editor. Copy the content and paste it into the **Reduxi Open VPN Config** field.



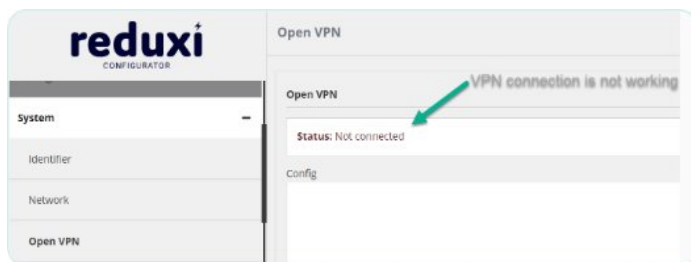
Configuration pasted into the Reduxi Open VPN Config field

Text description of this image

4 Check the VPN connection

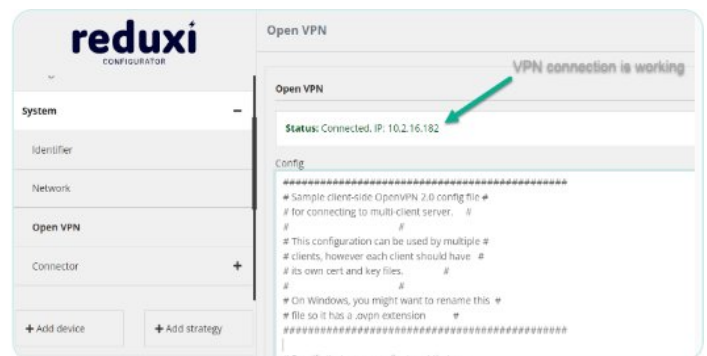
4.1 Check the status

After you paste the configuration, check whether the VPN connection works. The two screenshots show both states:



1. Connection to VPN is not working

Text description of this image



2. Connection to VPN is working

Screenshot of the Reduxi Configurator, page Open VPN. Reduxi Configurator logo at top left. Left menu:

2. Text description of this image

When the connection is set up, the Reduxi support team can connect to the Reduxi Controller over a secure VPN connection.

5 Disable the Open VPN connection

5.1 Disable the connection

To disable the Open VPN connection, do one of the following:

- Delete the content of the **Reduxi Open VPN Config** field.
- Configure the firewall rules to block the Open VPN connection.

The status of the Open VPN connection then shows **Not connected**.



Text description of this image

✓ Summary

Requirements (Point 1): Enable internet access. Allow the Open VPN connection in the firewall for IP 193.9.21.21 and TCP port 2002.

Configuration (Points 2–3): Get the VPN configuration file from support@reduxi.eu, unless it is already installed. Paste it into the Reduxi Open VPN Config field.

Check (Point 4): Check that the VPN connection works. Then Reduxi support can connect securely.

Disable (Point 5): Delete the Reduxi Open VPN Config field or block the connection in the firewall. The status shows Not connected.

→ Common issues

ISSUE	SOLUTION
VPN connection is not working	Check the firewall rule for IP 193.9.21.21 and TCP port 2002. Check that the configuration is pasted completely into the Reduxi Open VPN Config field.
No VPN configuration file	Write to support@reduxi.eu to get the VPN configuration for your Reduxi Controller.

→ Related articles

Matching guides from the Reduxi knowledge base:



What steps are required to enable internet access to Reduxi Controller

Internet access is the requirement for the VPN connection.



Device setup guides

All step-by-step guides for connecting devices to the Reduxi Controller



Strategies for the Reduxi Controller

Energy manager and other strategies explained