

Steps to enable secure service connection between Reduxi Cloud and Reduxi configurator

Connect remotely to the Reduxi Configurator through Reduxi Cloud with a secure service connection.



🔌 Reduxi Cloud · Reduxi Configurator

🔒 Secure tunnel connection

🌐 Browser or Reduxi Configurator application

📄 IN THIS ARTICLE

1. Log in to Reduxi Cloud
2. Find the controller location
3. Activate the tunnel connection
 - OEM devices
 - Activate tunnel connection
 - Go to controller
4. Use the service link
5. Log in to the Reduxi Controller
6. Summary
7. Common issues
8. Related articles

1 Log in to Reduxi Cloud

1.1 Open Reduxi Cloud

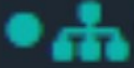
Log in to Reduxi Cloud (<https://app.redux.eu/>). Find your Reduxi Configurator and click the button for more information. This opens the configurator detail view.

2 Find the controller location

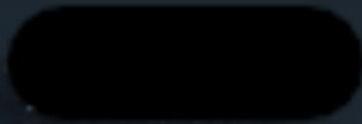
| 2.1 Open Manage location

Go to the individual Configurator in these steps:

- Log in to [Reduxi Cloud](#).
- Expand **Location**.
- Expand **Controller location**.
- Click **Manage location**.



Location



Controller location



SE1-100KTL-M1(COM1-19) - ID1



SE1-100KTL-M1(COM1-18) - ID2



SE1-100KTL-M1(COM1-17) - ID3



SE1-100KTL-M1(COM1-16) - ID4



SE1-100KTL-M1(COM1-15) - ID5

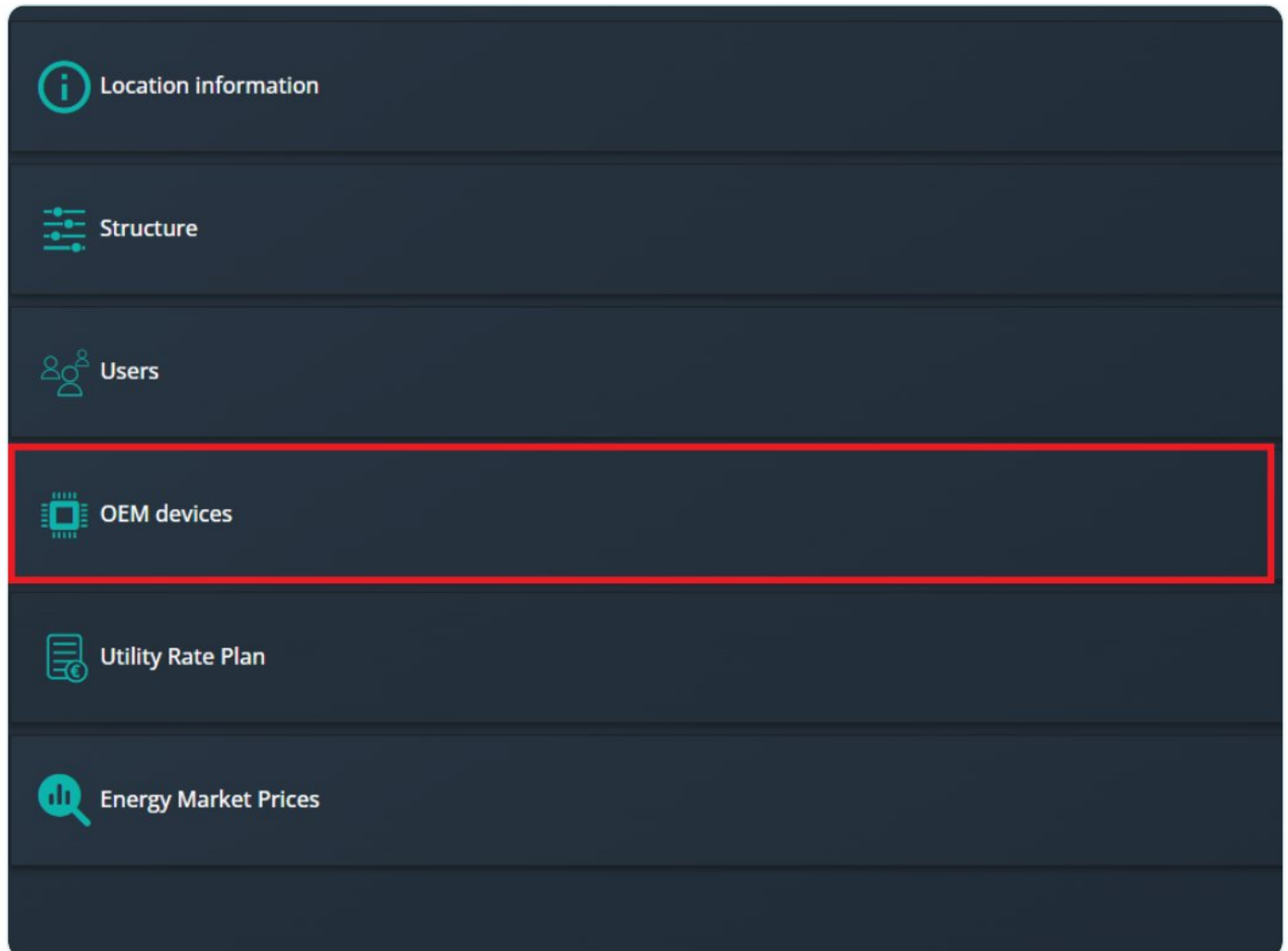


SE1-100KTL-M1(COM1-14) - ID6

3 Activate the tunnel connection

3.1 OEM devices

Click **OEM devices**.

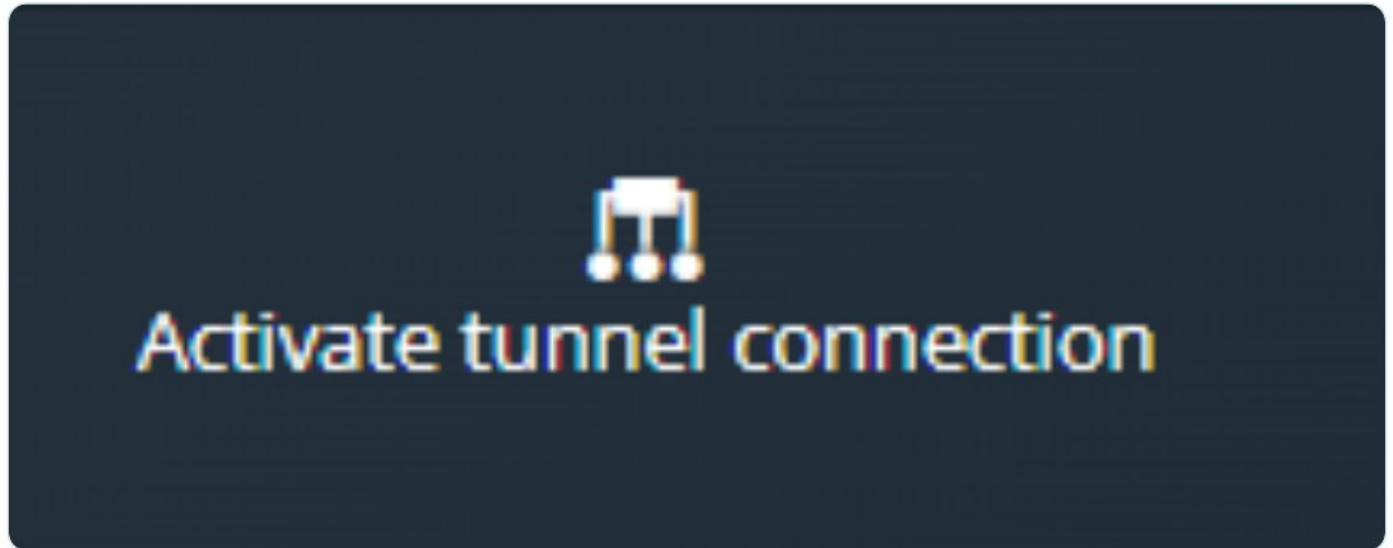


The OEM devices button

Text description of this image

3.2 Activate tunnel connection

Click **Activate tunnel connection**.



*The **Activate tunnel connection** button*

Text description of this image

| 3.3 Go to controller

Click **Go to controller**.



*The **Go to controller** button*

Text description of this image

4 Use the service link

| 4.1 Connect remotely

The service link is working. Click the button to connect remotely to the Reduxi Configurator. Use the browser or the Reduxi Configurator application.



Note

Expect slower operation than with a direct Open VPN connection to the Reduxi Configurator. This is mainly visible when loading for the first time. After that, it is faster.

5 Log in to the Reduxi Controller

5.1 Follow the login guide

Click the link below and follow the instructions:

[How to access to the controller using Reduxi Configurator? – English](#)



Summary

Reduxi Cloud (Points 1–2): Log in to Reduxi Cloud, open the configurator detail view and go to Manage location.

Tunnel (Point 3): Press OEM devices, Activate tunnel connection and Go to controller.

Connect (Point 4): Click the button to connect remotely. Operation is slower than with a direct Open VPN connection.

Log in (Point 5): Follow the linked guide to log in to the Reduxi Controller.



Common issues

ISSUE	SOLUTION
Operation is slow after the connection starts	This is expected, mainly at first loading. A direct Open VPN connection to the Reduxi Configurator is faster. After the first load, operation is faster.
Tunnel connection is not available	Open Manage location, then OEM devices, and press Activate tunnel connection again.



Related articles

Matching guides from the Reduxi knowledge base:



Steps to enable secure Open VPN connection to Reduxi Controller

The direct alternative: a secure Open VPN connection to the controller.



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