

Why data is showing on Reduxi Configurator, but not on Reduxi Cloud?

Original text as published before the redesign of this article. Wording unchanged.

Archived: 28 October 2026

Let's go step by step. First, we need to get Reduxi Controller up to date.

#1 Reduxi Configurator

1. Check the internet connection - does it work?

2. [Update Reduxi Controller using Reduxi Configurator](#)

If Reduxi Controller firmware is an older version before 25.4.2023, which does not [support automatic updates](#) over the internet, please send us a request to support@reduxi.eu so that we can update it over [VPN secure connection](#).

3. Check Reduxi Configurator homepage; does it show data?

4. Check Reduxi Configurator -> Settings -> System -> Connector -> Cloud

a) is username/password entered?

b) is Reduxi Cloud connection working?

#2 Reduxi Cloud

1. [Log in to Reduxi Cloud](#)

2. Is Reduxi Cloud showing a connection to Reduxi Controller?

Click Manage Location -> Controller -> check Last seen data

3. Update Reduxi Controller if an update is available

4. Check Reduxi Cloud homepage; does it show data?