

Remote Maintenance

The **Remote Maintenance** feature allows System Integrators to establish a tunnel to a Thinknx server over the Internet, enabling configuration and maintenance without being physically present on site.

Through the remote connection, it is possible to:

- Access the Thinknx server web interface.
- Establish a connection to the server's KNX IP interface.
- Use ETS to program and manage the installation's KNX devices remotely.

The connection is managed directly through Thinknx Configurator.

Availability

Remote Maintenance is available starting from the following versions:



- **Thinknx Server:** 1.1.10.32 or later.
- **Thinknx Configurator:** 1.4.7 or later.
- **Hardware compatibility:** Available only on servers manufactured from 2021 onwards, identified by the _20 hardware designation (e.g., Micro20, Compact20, Envision20).



KNX Secure limitation

Remote Maintenance does not currently support KNX Secure. Therefore, the remote tunnel cannot be used for programming through KNXnet/IP Secure connections.

Prerequisites

Before using Remote Maintenance, make sure that the following requirements are met:

- The Thinknx server must be updated to a compatible firmware version.
- Thinknx Configurator must be updated to the required version.
- The server must have a working Internet connection.
- A **System Integrator** account on the Thinknx Portal is required.
- The server must be associated with the System Integrator account used for the remote connection.
- The user must be logged in to Thinknx Configurator with the same System Integrator account used on the portal.
- The Remote Maintenance service must be reachable according to the network diagnostics.

To use ETS, the server's KNX IP interface must also be enabled.



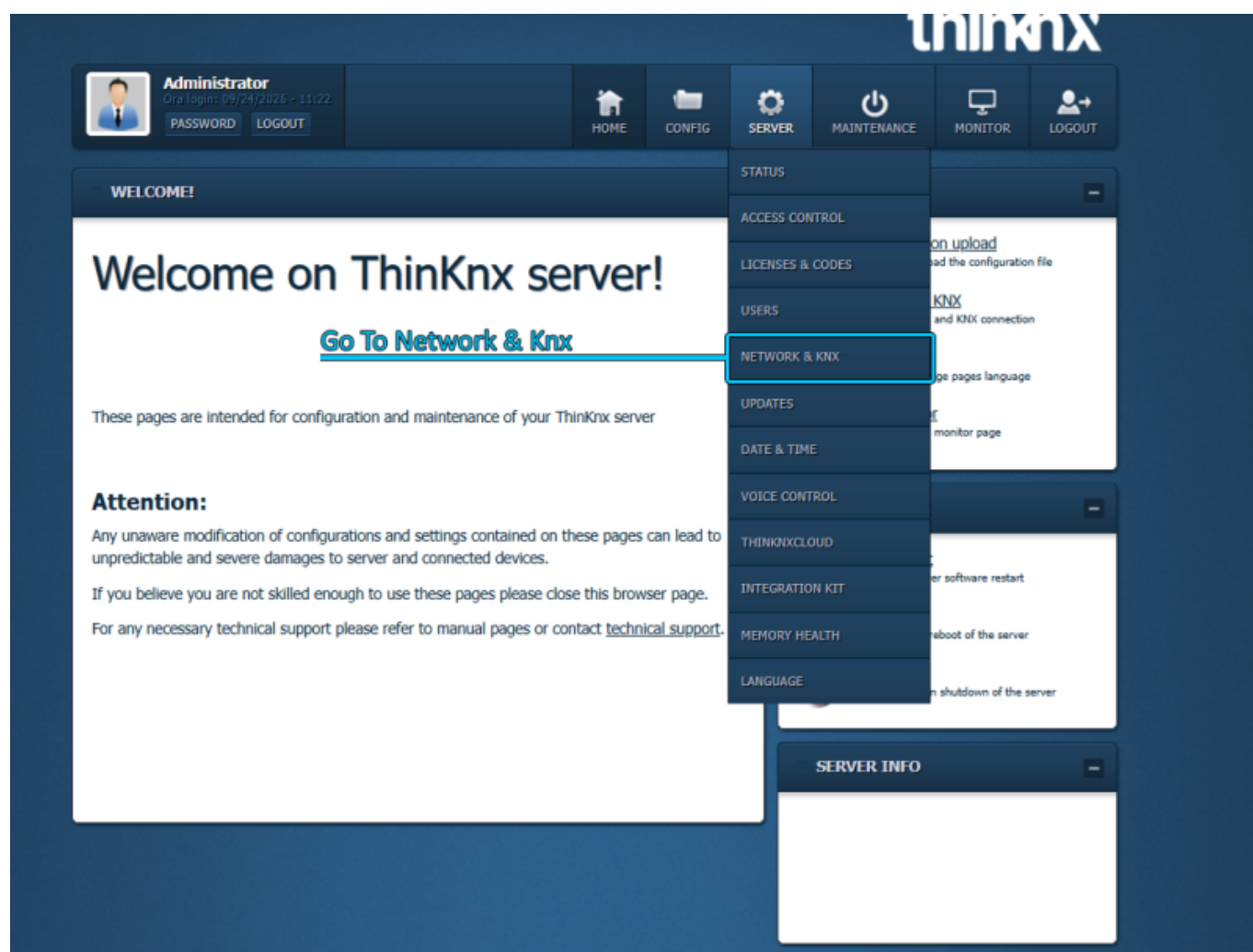
The KNX IP interface must be enabled to program KNX devices through ETS. Enabling Remote Maintenance alone does not automatically enable the KNX interface.

1. Checking connectivity

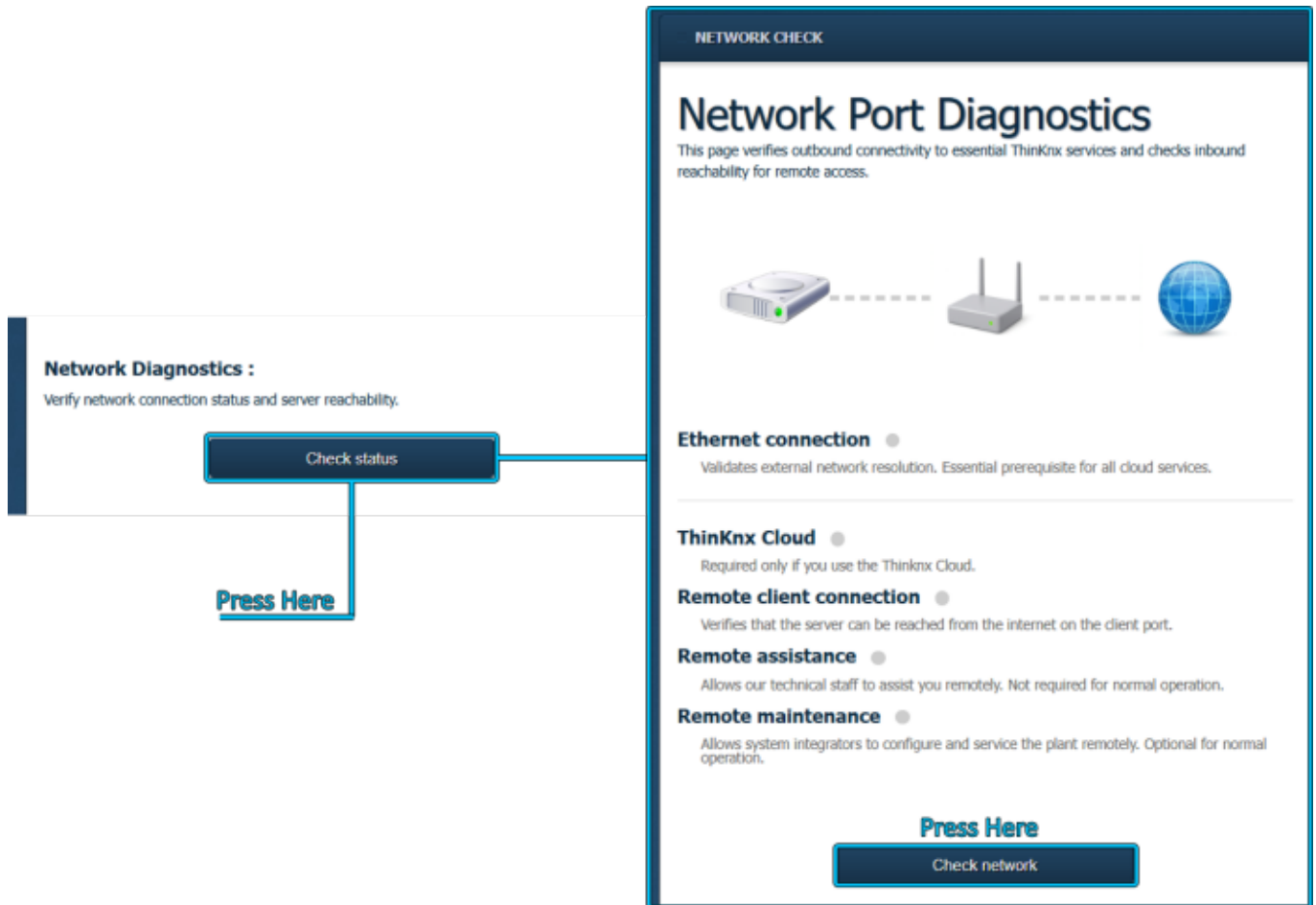
Before enabling the service, run a connectivity check on the server.

Access the Thinknx server web interface and navigate to:

Server → Network & KNX



Scroll down to **Network diagnostics** and click **Check status**.



The page for checking network connections and services will open.

Click **Check network** to start the tests.

The diagnostics check the following services:

- **Ethernet connection:** checks external network resolution, which is essential for cloud services.
- **Thinknx Cloud:** checks connectivity to Thinknx Cloud services.
- **Remote client connection:** checks whether the server can be reached from the Internet on the client port.
- **Remote assistance:** checks the availability of the service used by Thinknx technical support.
- **Remote maintenance:** checks the connectivity required for the Remote Maintenance service.
- **External DNS resolution:** checks whether the MyThinknx ID points to the server's current public IP address.

Understanding the results

At the end of the check, each service is identified by a colored indicator showing its status.

- **Green - OK:** the service is reachable and working correctly.
- **Yellow - Warning:** some connectivity issues have been detected. The diagnostics identify the ports or services that cannot be reached. These issues do not necessarily affect all server functions.
- **Red - Error:** the required connectivity is unavailable, and the affected functions cannot be

used.

Remote Maintenance check



To use Remote Maintenance, make sure that its indicator is green.

If a yellow or red indicator appears, check the diagnostic details to identify unreachable ports or services and correct the network configuration.



If the Remote Maintenance check is unsuccessful, verify the server's network configuration and the reachability of the required services before proceeding.

2. Enabling the KNX IP interface

To use Remote Maintenance to program the installation through ETS, the server's KNX IP interface must be enabled.

Access the server web interface and navigate to:

Server → Network & KNX

Locate the KNX IP interface section and make sure it is enabled.

For more information about configuring and using the KNXnet/IP interface, see the dedicated guide:

[KNXnet/IP Interface Configuration](#)



Important: KNX Secure is not supported

Remote Maintenance supports standard KNXnet/IP connections only. KNXnet/IP Secure connections are not currently supported.



Enabling the KNX IP interface is required only when using the KNX connection through ETS. Remote access to the server web interface does not require the KNX interface to be enabled.

3. Enabling Remote Maintenance

The feature must be enabled directly from the server web interface.

Navigate to:

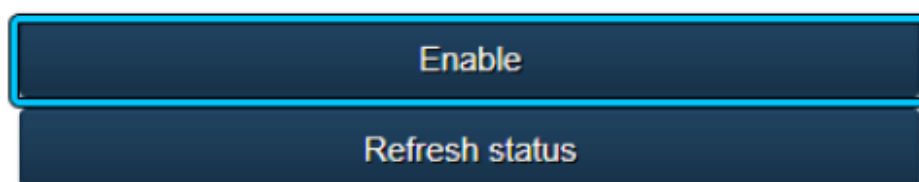
Server → ThinknxCloud

Scroll down to **Remote maintenance**.

Remote maintenance :

Enable the remote maintenance

- Status : **Disabled**
- Connection mode: ☒ Direct ☐ Extended



For any necessary technical support please refer to manual pages or contact technical support

When the service is disabled, the page allows you to select the connection mode.

Select **Direct** and click **Enable**.

Once the operation is complete, check that the status shows:

Enabled (Direct)

Remote maintenance :

Enable the remote maintenance

▪ Status **Enabled (Direct)**

Disable

Refresh status

The **Refresh status** button updates the information displayed.

To make the service unavailable on the server, click **Disable**.

4. Connecting from Thinknx Configurator

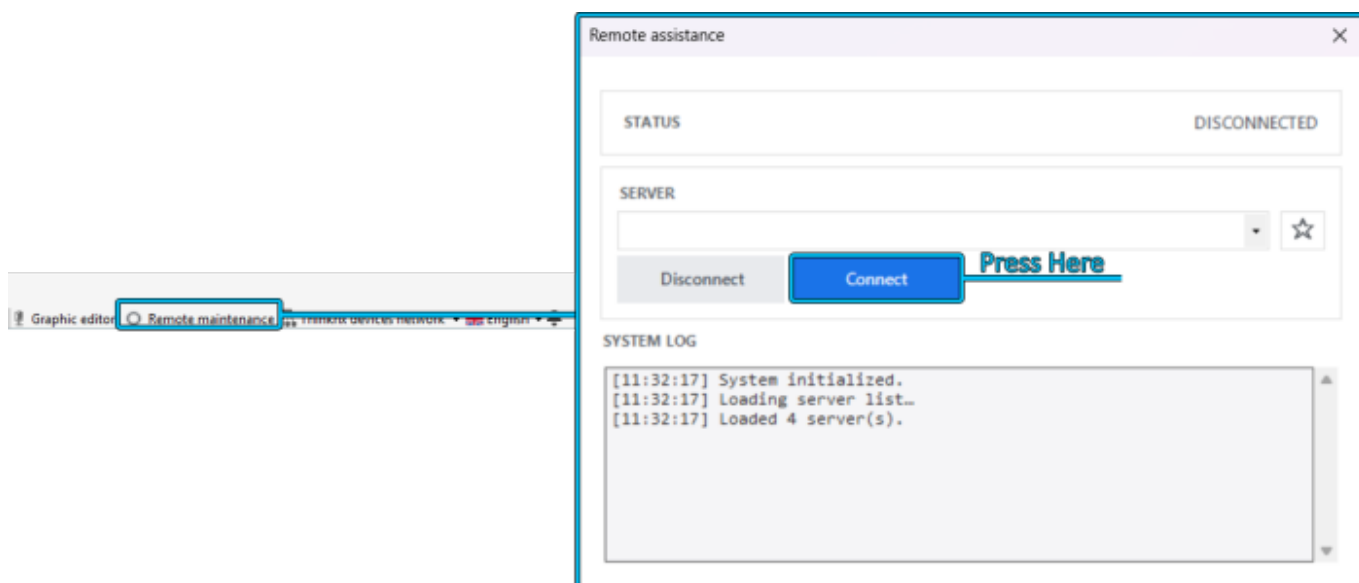
After enabling the feature on the server, open Thinknx Configurator.

Before proceeding, make sure you are logged in to Configurator using your **System Integrator** account on the Thinknx Portal.

This must be the same account with which the server you want to access is associated.

Select **Remote assistance** from the toolbar.

The remote connection management window will open.



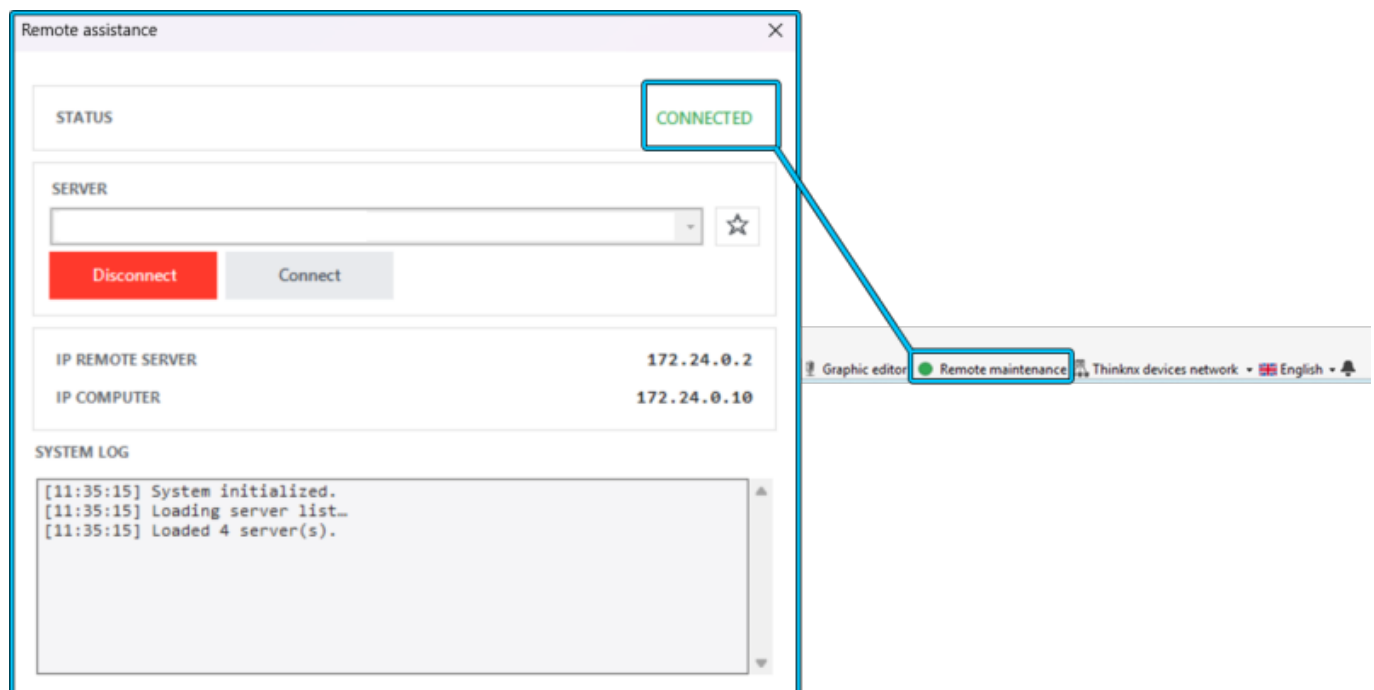
The window includes:

- **Status:** current connection status.
- **Server:** list of available servers associated with the System Integrator account.
- **Connect:** starts a connection to the selected server.
- **Disconnect:** terminates the active connection.
- **Favorites:** allows frequently used servers to be saved.
- **System Log:** displays information about connection operations and status.

Select the desired server from the list and click **Connect**.

Wait for the connection to be established.

Once connected, the status changes to **CONNECTED**, and Configurator displays the IP addresses assigned to the remote tunnel.



You can also save the server to your favorites and assign it a custom name, making it easier to identify for future connections.

Remote connection IP addresses

Once the connection has been established, Configurator displays two IP addresses:

- **IP REMOTE SERVER:** the IP address assigned to the Thinknx server within the tunnel.
- **IP COMPUTER:** the IP address assigned to the local computer within the tunnel.

In the example shown in the image:

Parameter	IP address
IP REMOTE SERVER	172.24.0.2
IP COMPUTER	172.24.0.10

Use **IP REMOTE SERVER** to access the server web interface and configure the KNX IP connection in

ETS.

IP COMPUTER identifies the local computer within the remote connection.



The IP addresses may change with each new connection.

Always use the IP REMOTE SERVER address displayed by Configurator for the current session, rather than reusing an address assigned during an earlier session.

Accessing the server web interface

With the remote tunnel active, you can access the Thinknx server web interface using a standard web browser.

Open the browser and enter the IP address shown in the **IP REMOTE SERVER** field.

Using the values from the previous example, the server address is:

172.24.0.2

The browser will access the server web interface through the remote tunnel.

Log in using the server's usual credentials.

Connection duration and renewal

Once the connection has been established, Configurator keeps the remote tunnel active through an automatic renewal mechanism.

As long as the **Remote assistance** window remains open, the connection is automatically renewed every 20 minutes, allowing maintenance operations to continue without interruption.

If the window is closed, automatic renewal stops and the remote connection is automatically terminated when the 20-minute period expires.

Keeping the connection active



Keep the Remote assistance window open during remote maintenance operations.

Closing the window does not immediately terminate the tunnel, but the connection will automatically expire after 20 minutes without renewal.

5. KNX programming through ETS

After establishing the connection from Thinknx Configurator, you can use the remote tunnel to access the server's KNX IP interface.



Before proceeding, make sure that the Thinknx server's KNX IP interface is enabled under **Server → Network & KNX**.

KNXnet/IP Secure connections are not supported by Remote Maintenance.

Automatic detection

Open ETS and load the installation's KNX project.

With the remote connection active, ETS should automatically detect the KNX interface available through the tunnel.

Select the interface to use it as the programming connection.

If the interface is not detected automatically, you can configure the connection manually.

Manual configuration

Open the ETS connection management section:

Manage Configured Connections

Follow these steps:

1. Click **Add** to create a new connection.
2. Select **IP Tunneling** as the connection type.
3. Assign an identifying name to the connection.
4. In the **Server** field, enter the IP REMOTE SERVER address displayed by Thinknx Configurator.
5. Set the KNX IP port to **3671**.
6. Confirm the configuration.

Using the IP address from the previous example, the settings are:

Parameter	Value
Name	Thinknx Remote
Server	172.24.0.2
Port	3671
IP Protocol	Auto

Select the new interface as the project's active connection.

You can now use ETS to perform KNX programming operations through the remote tunnel.



The server's IP address may change with each new Remote Maintenance session.

If a different address is assigned when a new connection is established, update the Server field in ETS using the new IP REMOTE SERVER address.

6. Disconnecting

When maintenance operations are complete, return to the **Remote assistance** window in Thinknx Configurator.

Click **Disconnect** to terminate the connection immediately.

Alternatively, if you close the Remote assistance window, the tunnel remains temporarily active until the renewal period expires.

Without the window open, the connection will automatically terminate when the 20-minute period expires.



To terminate the remote tunnel immediately, use the **Disconnect** button.

Closing the window does not guarantee immediate disconnection.

If the service no longer needs to remain available on the server, you can also disable it from the web interface:

Server → ThinknxCloud → Remote maintenance → Disable

Troubleshooting

The server is not available in Configurator

- Make sure you are logged in to Configurator with your Thinknx Portal System Integrator account.
- Make sure the server is associated with the same account used in Configurator.
- Check that Remote Maintenance is enabled.
- Check the server's Internet connection.
- Run the network diagnostics again.

The remote connection cannot be established

- Check that the Remote Maintenance service is reachable according to the diagnostics.
- Check the connection status on the server web page.
- Check the System Log in Configurator's Remote assistance window.

The server web interface cannot be reached

- Make sure the remote tunnel is active.
- Make sure you are using IP REMOTE SERVER, not IP COMPUTER.
- Check that the IP address matches the one assigned to the current session.
- Check whether the connection has expired after closing the Remote assistance window.

ETS does not detect the KNX interface

- Make sure the remote tunnel is active.
- Check that the server's KNX IP interface is enabled.
- Make sure a KNXnet/IP Secure connection has not been configured.
- Manually configure an IP Tunneling connection using the IP REMOTE SERVER address provided by Configurator.
- Check that port 3671 is configured.

ETS cannot connect after starting a new remote session

The IP address assigned to the tunnel may change with each new connection.

Check the IP REMOTE SERVER address currently displayed in Configurator and, if necessary, update the Server field of the configured ETS connection.

The remote connection is interrupted during maintenance

- Check whether the Remote assistance window in Configurator was kept open.
- The tunnel is automatically renewed every 20 minutes only while the Remote assistance window is open.
- If the window is closed, the connection automatically terminates when the 20-minute period expires.
- If the connection is lost, reopen Remote assistance and establish a new connection.
- Check the IP REMOTE SERVER address assigned to the new session and update the ETS configuration if necessary.

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