Open remote maintenance for the m-privacy GmbH

TightGate-Pro offers the possibility to establish a secure remote maintenance connection with the support of m-privacy GmbH . Only the technical support of m-privacy has access to TightGate-Pro via the access.

The remote maintenance access cannot be opened by the m-privacy GmbH . In order for the technical support of m-privacy GmbH to gain access to your TightGate-Pro, it is always necessary to enable or open the remote maintenance access from the internal network.

This is required:

- Access authorisation as administrator ** *config*** to set up the remote maintenance access.
- Access authorisation as administrator ** *maint*** to enable/open remote maintenance access

This is how the initial setup works:

- Log in as administrator ** *config*****
- Call the menu item **Services > Remote Administration.** Select the menu item **Yes**.
- Call up the menu item **Services > Maintenance and updates > Connection method**. There, the value **SSH must be selected, starting from**.
- Call the menu item **Services > Maintenance and Updates > Redirected remote port**. If no value is entered there, please set the value to **10000**. If a value is already entered, this can only be changed in consultation with the technical support of m-privacy GmbH .
- Apply the settings via the menu item **Save** and **Apply**.

This is how to open the remote maintenance access:

- Log in as administrator ** *maint*****
- Call the menu item **Remote maintenance TO**. A window opens confirming that the remote maintenance connection is open. The m-privacy GmbH now has access to your TightGate-Pro. Please remain logged in as administrator ** *maint*** , otherwise the remote maintenance connection will be closed.
- On completion of the maintenance work by the m-privacy GmbH , the remote maintenance tunnel can be closed via the menu item **Remote maintenance TO**.

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