

# Update Guide for the eNet server

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Installing updates made easy!



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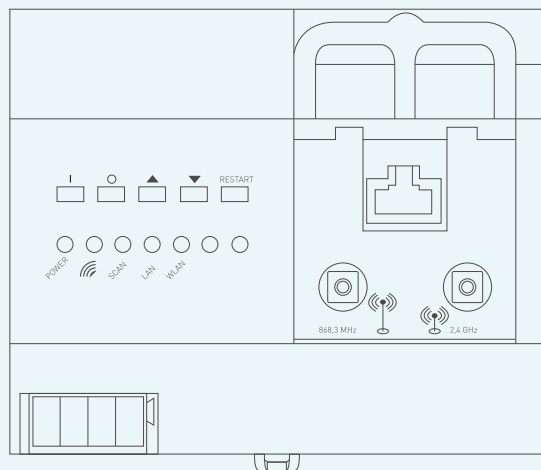


## INTRODUCTION

You can update your eNet SMART HOME system in just a few steps. We'll show you how to get to the updates and the steps to install them. The advantages of up-to-date software are obvious, all features can be used without limitation, new features can be used immediately and known errors which could impede operation are thus resolved. In case of questions, your service partner is available as always, supporting you or carrying out the update for you if you choose not to do it yourself.

### Prerequisites for an eNet server update

- eNet SMART HOME system with eNet server is installed in your home.
- The free-of-charge eNet SMART HOME app is installed on your compatible smartphone or tablet (Android or iOS).
- The eNet server is connected via LAN cable or Wi-Fi with the router, and there is a connection to the internet.
- For running the interface eNet SMART HOME connect, we recommend using one of the current web browsers such as Mozilla Firefox, Google Chrome, Microsoft Edge or Apple Safari, for instance.
- The screen resolution for running the interface eNet SMART HOME connect in the web browser should be 1366x768 pixels or higher.
- The end device for calling up the interface eNet SMART HOME connect is in the same network as the eNet server.
- A free-of-charge My eNet user account with activated, free-of-charge remote access "eNet SMART HOME remote" is set up in your eNet SMART HOME app (optionally required for server updates via the My eNet portal).



eNet server



## SECURITY INFORMATION

Updating the eNet server may result in short-term limitations in the use of the eNet system and its components and services. In the case of use of the browser-based interface eNet SMART HOME connect and during the update process, the app functions are limited as a result of the required restart of the eNet sever. The device functions of the system are not affected by this. Likewise, connected services such as the tado° connection and voice control via Amazon Alexa and Google Assistant cannot be used during the update process. All functions will be available again after the update is completed.



## LOGGING ONTO THE eNet SERVER

### Logging onto the eNet server

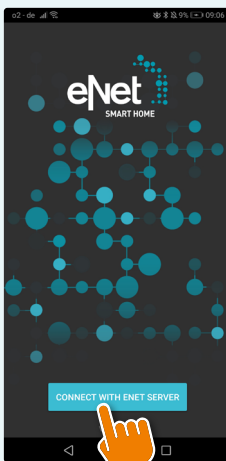
You can find the IP address of the eNet server so that you can log onto it in your eNet SMART HOME app or via the web browser. There are a total of three ways available to you for identifying the eNet server:

### Finding the eNet server in the local network

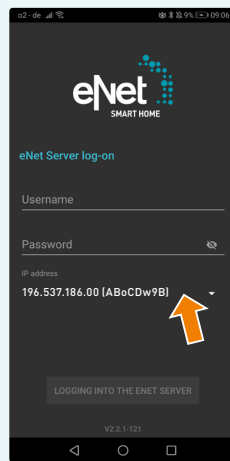
#### Case 1: You are currently not logged onto the eNet app.

Open the installed eNet SMART HOME app on your Android end device (OS version 5.0 or higher) or iOS end device (OS version 10.0 or higher).

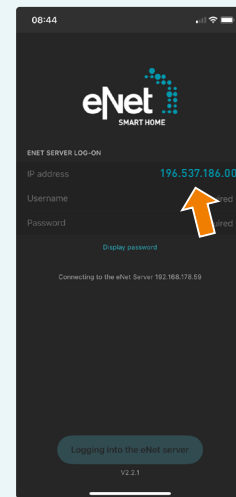
Tap “Connect with eNet server” and wait until the logon screen is displayed.



“App-Start-Screen” Android



“App-Start-Screen” iOS



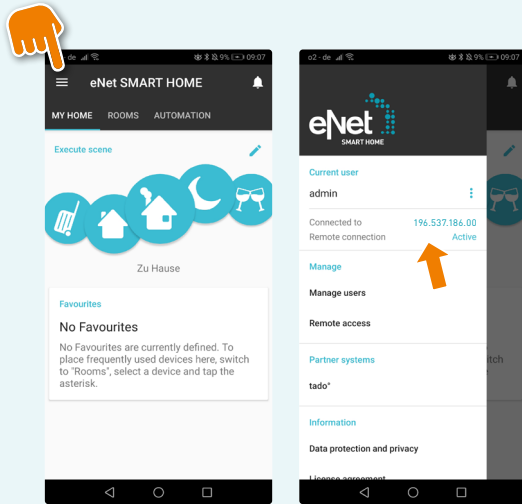
Enter the IP address displayed on your end device with the web browser open in the input field of a new tab and confirm with the Enter key to call up the address. This also works with a PC or laptop.



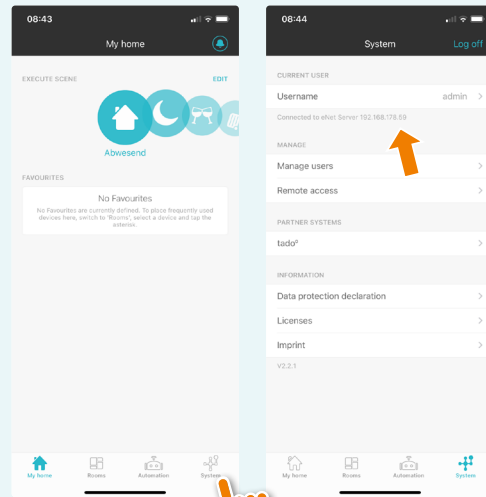
## LOGGING ONTO THE eNet SERVER

### Case 2: You are currently logged onto the eNet app.

Open the eNet SMART HOME app (if it isn't already open) and navigate from the "My home" screen to the "System" screen. The currently used IP address of the eNet server will be displayed for you there.



"My Home-Screen" "System-Screen"  
Android



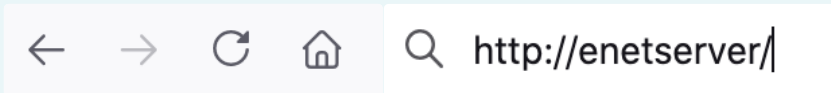
"My Home-Screen" "System-Screen"  
iOS

Enter the IP address displayed on your end device with the web browser open in the input field of a new tab and confirm with the Enter key to call up the address. This also works with a PC or laptop.

## LOGGING ONTO THE eNet SERVER

### Case 3: You are searching for the eNet server via the web browser.

If you enter “enetserver” in the input field of a new tab in your web browser (tablet/PC/laptop), a search for the server will be made in the local network and the interface eNet SMART HOME connect will be automatically called up when the server is found. Then it is not necessary to enter an IP.



**Note:**  
**Not all network routers support this function.**

**Note:**  
**If your web browser automatically starts a search engine query (e.g. Google) instead of the desired interface eNet SMART HOME connect, you should enter the following in the browser field instead of just “enetserver” – it’s best to try out both versions:**

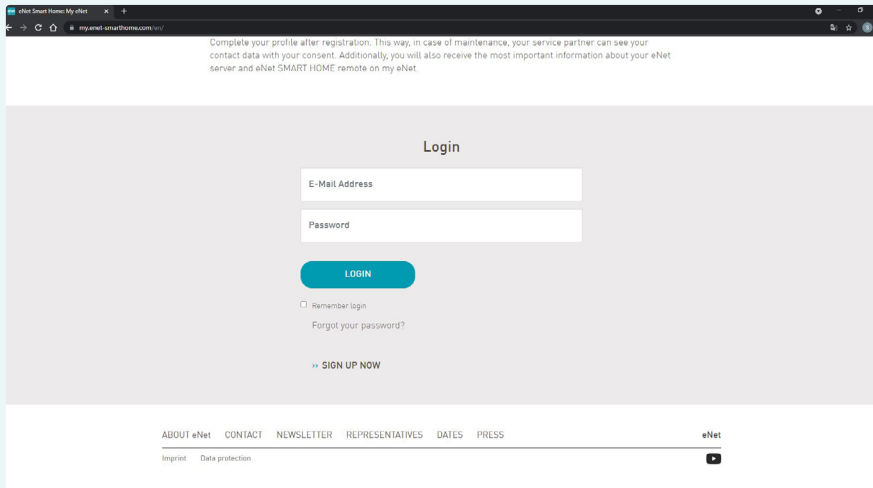
- **http://enetserver**
- **https://enetserver**



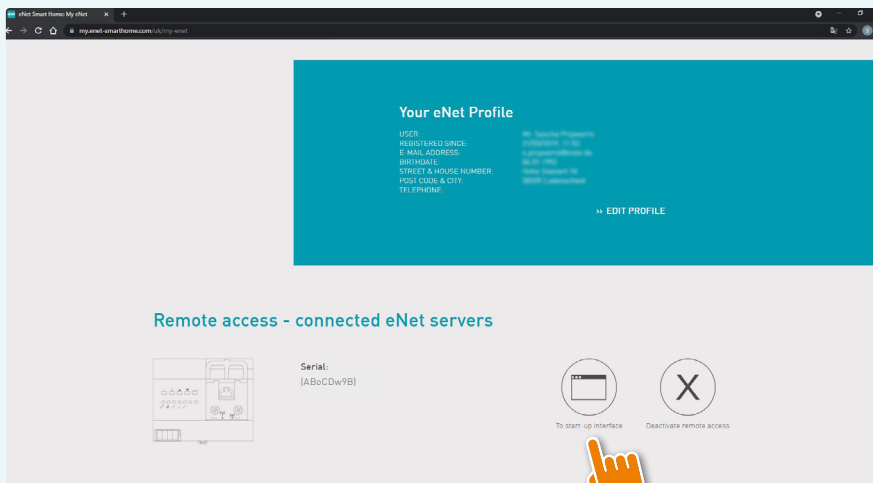
## LOGGING ONTO THE eNet SERVER

### Finding the eNet server via the My eNet portal

It is also possible to administrate and find the eNet server remotely. This requires a free-of-charge My eNet user account with activated, free-of-charge remote access “eNet SMART HOME remote” in your eNet SMART HOME app.



Log on with your My eNet user data on the website: <https://my.enet-smarthome.com/en/>, and when you get there scroll down until you see the following overview.

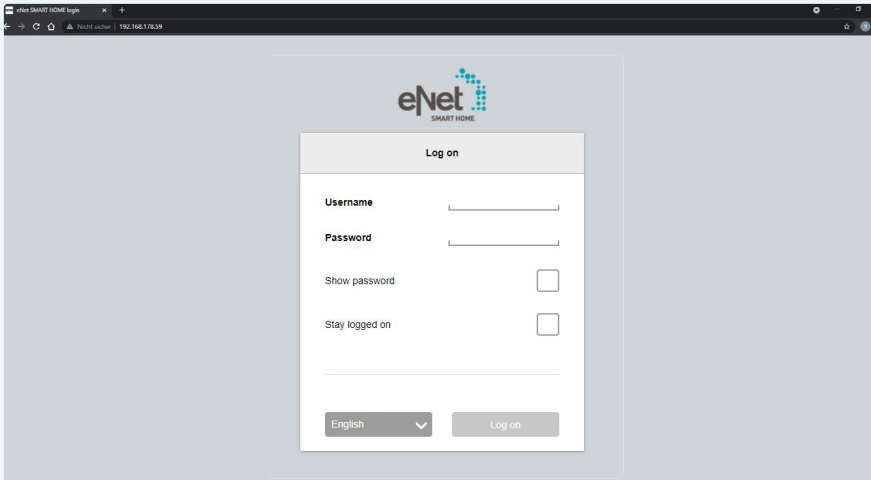






## LOGGING ONTO THE eNet SERVER

There, click the button “To start-up interface” and a connection will be established to the connected eNet server through which you can log onto the server and administrate this.

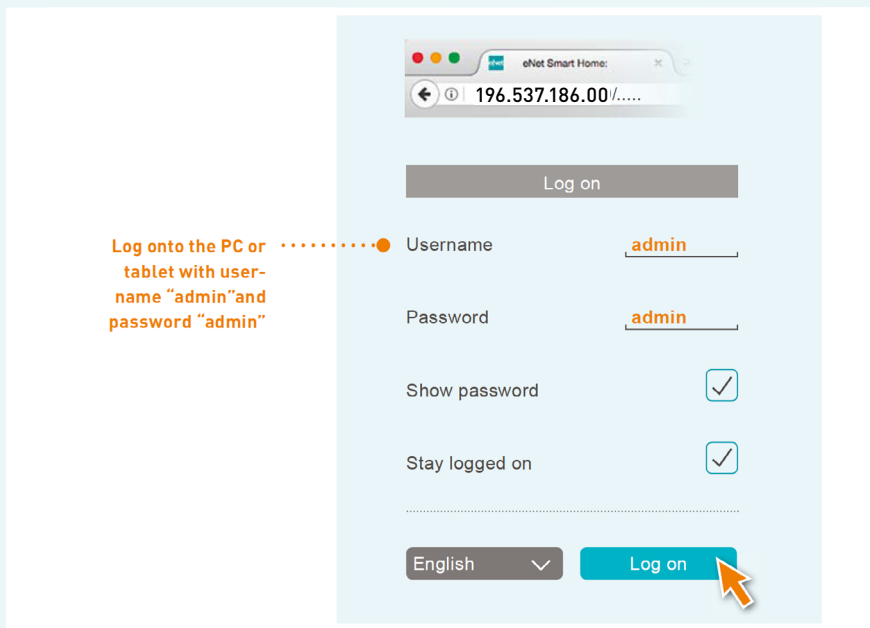




## LOGGING ONTO THE eNet SERVER

### Logging onto the eNet SMART HOME connect interface

In order to carry out the update, first log onto the server using the entry screen. For this, we need the “admin” user as well as the individually assigned password which is set during the first configuration of the project.



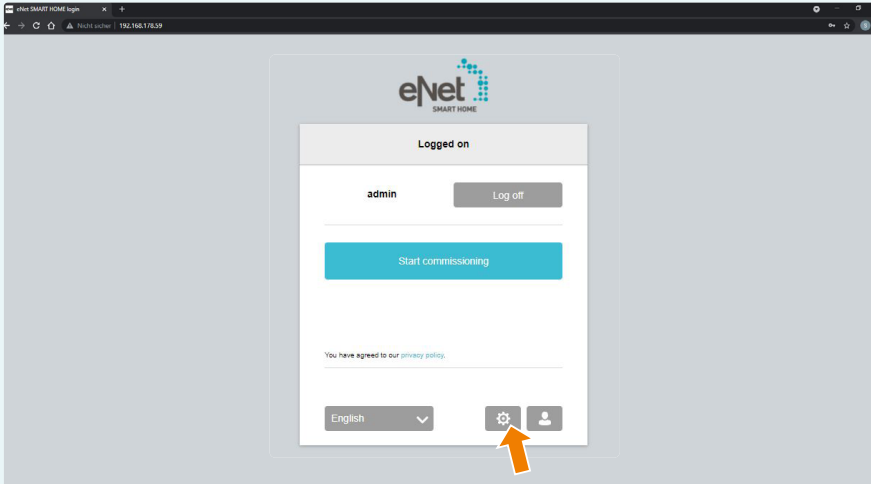
**Information for customers:**

**If you don't have this password, talk to the service partner who maintains your system. The default username for systems up to version 2.2 is “admin” and the password is also “admin”. If you've never changed the access data, this will get you into the system.**

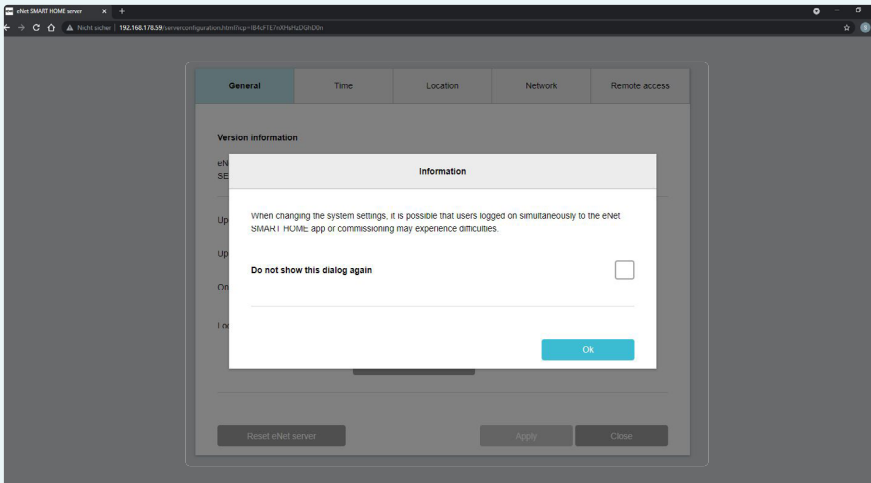


## LOGGING ONTO THE eNet SERVER

After logging on, click the “cog symbol” in order to go to the system settings.



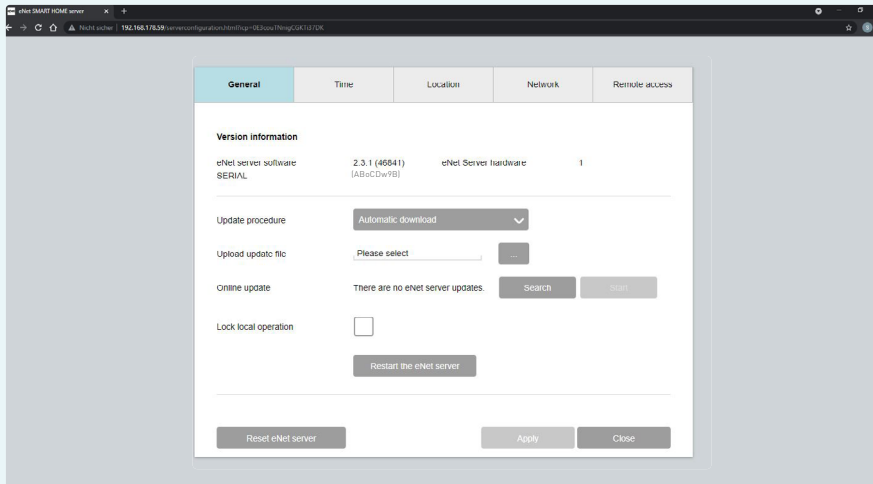
An Information window is now displayed, which you can confirm with “Ok” or “tick” the checkbox so that it you won’t see this dialog the next time you access the system settings.





## LOGGING ONTO THE eNet SERVER

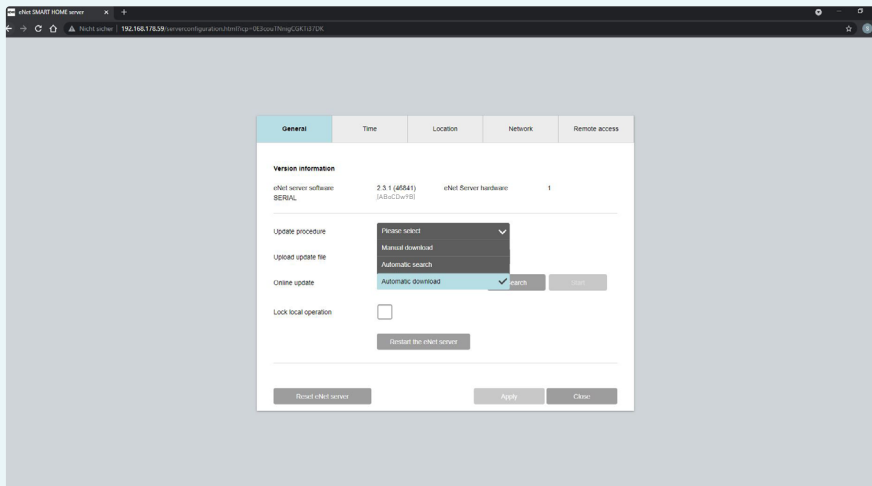
The system settings are now open and the “General” tab is displayed. On this screen, important server information is provided, and it is possible to set the update procedure, upload an update file from the local file browser, display whether an online update is available and configure further functions.





## UPDATING THE eNet SERVER REG

These update procedures are available:



- **Automatic download:**

**Editors' recommended update procedure for server updates in the local network and via the My eNet portal**

If this update procedure is selected, the eNet server automatically searches for a new update file once a day on a server online and automatically downloads this to the saved files on the local eNet server. As soon as the file is downloaded, it is possible to click the "Start" button and begin the update.

If no update file is available, then it is not possible to click the "Start" button.

Upon commissioning and available update detected, the eNet server displays a notification under the cog symbol which provides information that a newer version is available.



**Note:**

**After switching the "Update procedure" option to "Automatic search", please wait at least 24 hours or press the "Search" button so that the eNet server can find and load an update.**



## UPDATING THE eNet SERVER REG

- **Automatic search:**

If this update procedure is selected, the server automatically searches for new update files on an FTP server once a day. As soon as a new file has been found, it is possible to begin the update directly via the “Start” button. Then the update file will also be downloaded. After successful downloading, the installation process commences.

If no update is available, then it is not possible to click the “Start” button.

Upon commissioning and available update detected, the eNet server displays a notification under the cog symbol which provides information that a newer version is available.



**Note:**

**After switching the “Update procedure” option to “Automatic search”, please wait at least 24 hours or press the “Search” button so that the eNet server can find and load an update.**

- **Manual download:**

If this update procedure is set, the server will not search for an update; instead an update file is uploaded manually from a local file location on the end device used to the eNet server.

The update file is selected in the local directory by means of the “...” button, and from there it is uploaded to the eNet server.

The update process can be started via the clickable “Start” button. If at all possible, manual downloading should not be started via remote access.

- **Searching for update file online via “Search” button:**

By clicking the “Search” button, it is possible to manually request the most recent update file available for the eNet server directly at any time from an online server. If an available update file is displayed, downloading and installing can be initiated by means of the clickable “Start” button.



## UPDATING THE eNet SERVER REG

### Carrying out an eNet server update via “Automatic download”

#### Editors’ recommended update procedure for server updates in the local network and via the My eNet portal

Selecting the “Automatic download” option will regularly keep the eNet server updated to the latest version. Within 24 hours after initial definition of the setting, an update file will be searched for online automatically. If an update is available, it will be downloaded automatically. This means that if a new update is released, it will be made available on your server for installation within approximately 48 hours from the time it is released.

#### Steps:

1. Log onto your eNet server as an “admin” user (see section “Logging onto the eNet server – Logging onto the interface eNet SMART HOME connect”).
2. Go to the system settings and press the “Start” button if it is displayed that an update is available.
3. The update starts, after a short waiting period after starting the update, an information window is shown with the contents of the update. Read through the information to find out which changes were made and confirm by clicking the “Confirm” button.
4. The server is now being updated. Depending on the size of the update file, this can take approximately 5–15 minutes. During the update installation, the Power LED on the eNet server flashes.
5. The update is completed in full when the server’s Power LED remains on and the logon window is displayed again. Last of all, the restart following every server update completes the process.
6. The update is successfully completed and you can use the system components as usual.



#### Note:

After the update and restart of the eNet server, it may be that the device is assigned a new IP address by the router and the logon window does not update itself as described in step 5. If this is the case, please proceed as described on page 5 under “Logging onto the eNet server”.



## UPDATING THE eNet SERVER REG

### Carrying out an eNet server update via “Automatic search”

Selecting the “Automatic search” option will also regularly keep the eNet server updated to the latest version. Within 24 hours after initial definition of the setting, an update file will be searched for online automatically. If an update is available, this will be displayed in the system settings. This means that if a new update is released, it will be made available on your server for download and installation within approximately 48 hours from the time it is released.

#### Steps:

1. Log onto your eNet server as an “admin” user (see section “Logging onto the eNet server – Logging onto the interface eNet SMART HOME connect”).
2. Go to the system settings and press the “Start” button if it is displayed that an update is available.
3. The update is downloaded and started afterwards. After a short waiting period, an information window is shown with the contents of the update. Read through the information to find out which changes were made and confirm by clicking the “Confirm” button.
4. The server is now being updated. Depending on the size of the update file, this can take approximately 5–15 minutes. During the update installation, the Power LED on the eNet server flashes.
5. The update is completed in full when the server’s Power LED remains on and the logon window is displayed again. Last of all, the restart following every server update completes the process.
6. The update is successfully completed and you can use the system components as usual.



#### Note:

After the update and restart of the eNet server, it may be that the device is assigned a new IP address by the router and the logon window does not update itself as described in step 5. If this is the case, please proceed as described on page 5 under “Logging onto the eNet server”.





## UPDATING THE eNet SERVER REG

### Carrying out an eNet server update via “Manual download”

In order to keep the eNet server regularly updated to the latest version, you can of course also upload an update file manually. Download the update file from the website [www.enet-smarthome.com](http://www.enet-smarthome.com) to a local file directory. You can download a new version immediately after it is released, upload it to the server and install it.

#### Steps:

1. Log onto your eNet server as an “admin” user (see section “Logging onto the eNet server – Logging onto the interface eNet SMART HOME connect”).
2. Go to the system settings and press the “...” button in order to select the update file.
3. The update is uploaded from the local directory to the server and then starts. After a short waiting period, an information window is shown with the contents of the update. Read through the information to find out which changes were made and confirm by clicking the “Confirm” button.
4. The server is now being updated. Depending on the size of the update file, this can take approximately 5–15 minutes. During the update installation, the Power LED on the eNet server flashes.
5. The update is completed in full when the server’s Power LED remains on and the logon window is displayed again. Last of all, the restart following every server update completes the process.
6. The update is successfully completed and you can use the system components as usual



#### Note:

**After the update and restart of the eNet server, it may be that the device is assigned a new IP address by the router and the logon window does not update itself as described in step 5. If this is the case, please proceed as described on page 5 under “Logging onto the eNet server”.**



## UPDATING THE eNet SERVER REG

### Carrying out an eNet server update via the “Search” button

In order to keep the eNet server regularly updated to the latest version, you can also click the “Search” button in the system settings on the “General” tab. An update is searched for manually online. If an update file is available, this is displayed, and it is possible to click the “Start” button. So if a new update is released, you can immediately request it online and download and install it.

#### Steps:

1. Log onto your eNet server as an “admin” user (see section “Logging onto the eNet server – Logging onto the interface eNet SMART HOME connect”).
2. Go to the system settings and press the “Start” button if it is displayed that an update is available.
3. The update is downloaded and started afterwards. After a short waiting period, an information window is shown with the contents of the update. Read through the information to find out which changes were made and confirm by clicking the “Confirm” button.
4. The server is now being updated. Depending on the size of the update file, this can take approximately 5–15 minutes. During the update installation, the Power LED on the eNet server flashes.
5. The update is completed in full when the server’s Power LED remains on and the logon window is displayed again. Last of all, the restart following every server update completes the process.
6. The update is successfully completed and you can use the system components as usual.



#### Note:

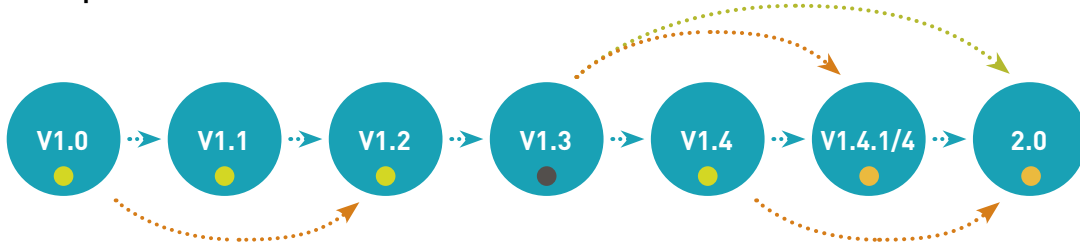
After the update and restart of the eNet server, it may be that the device is assigned a new IP address by the router and the logon window does not update itself as described in step 5. If this is the case, please proceed as described on page 5 under “Logging onto the eNet server”.

## THE eNet SMART HOME UPDATE TREE

### The eNet SMART HOME update tree

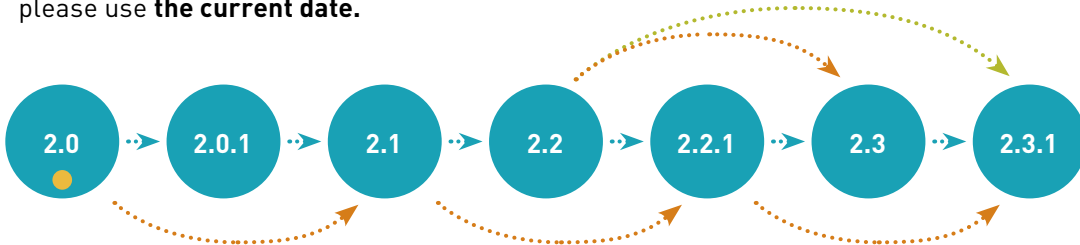
You'll find the update files and further information on the updates on the Gira and JUNG websites (updates up to V1.4.1). You'll find the update to version 2.0 under the following link:  
<https://service.enet-smarthome.com/en/support/enet-server-update-14-to-20/>

#### For updates V1.0–V2.0



#### For updates V2.0 and higher

In the case of versions 2.0.1 and higher, please use the current date.



.....➤ Updating to the next version is possible.

.....➤ It is possible to skip a version when updating.

.....➤ It is possible to skip two versions when updating.

● Enter the date\* "01.01.2016".

● For the Gira eNet server, enter the date\* "01.01.2016".  
 For the JUNG eNet server, enter the date\* "01.01.2018".

● Enter the date\* "01.01.2018".

\* It is necessary to enter and use the date in the system settings on the "Time" tab before starting the server update.

It is possible to manually download all update files for version 2.0 and higher as required using the following link: <https://service.enet-smarthome.com/en/support/update/>



## FREQUENTLY ASKED QUESTIONS

### **The update was not successful, what do I do if an error notification is displayed?**

The update procedure can be started again at any time and it is usually the case that the update installs without any errors.

Possible sources of error in the case of the “Manual download” update procedure:

#### **1. The update file used is from the wrong manufacturer.**

##### **Remedy:**

Download the update file of the eNet server for the right manufacturer and try again.

#### **2. The currently installed version of the server does not support the update file used.**

##### **Remedy:**

Download an update file that is supported as per the update tree and try again.

### **Which update is downloaded when a new version is available?**

The prerequisite for this is that the “Automatic search” or “Automatic download” update procedure is selected.

With the automatic update procedure, the most recent compatible version as per the update tree is preselected online and is installed on the eNet sever when the update is started.

**Example 1:** eNet server has installed version 2.0.

An update to 2.1 is offered and can be installed. After that, the update from 2.1 to 2.2 is offered. On the basis of 2.2, the update to V2.3.1 is offered and can be installed.

**Example 2: eNet server has installed version 2.2.1**

The update to version 2.3.1 is offered and can be installed.



## FREQUENTLY ASKED QUESTIONS

### **Why is an eNet server update from version 2.x to version 2.3.1 so important?**

With version 2.3.1, a security certificate is replaced so that all services function securely and data communication runs with encryption.

The previous certificate from V2.0 to V2.3.0 is valid for a limited time only and expires as of 1 September 2021. From this point on, without the update to version 2.3.1, synchronisation between the eNet server and the eNet SMART HOME app in the local network is no longer possible.

This is resolved by the update to version 2.3.1 and the connection of the server and app works without restrictions. The connection between the eNet server and eNet SMART HOME app via remote access, which is set up using the My eNet user account, is not affected.

### **Is it also possible to update the server to V2.3.1 without an active internet connection?**

Yes, an update to V2.3.1 is also possible without a simultaneously active internet connection. Download the update file to a local file directory and then select this in the file browser so that you can then upload it to the eNet server. Now version 2.3.1 can be installed.

### **What additional factors need to be considered for an eNet server update?**

After configuration changes in eNet SMART HOME connect and before software updates, one should export the server project and save it locally so that all current data is available at all times.

Ports 20 and 21 should be activated in your network router and checked as to whether FTP connections are permissible. The eNet server uses the so-called FTP (file transfer protocol) for the automatic update procedure, and the router settings may partially prohibit this. Firewalls may also partially block access to this remote end, and an access release must be correspondingly set up.



## FURTHER INFORMATION ABOUT SERVER UPDATES AND eNet SMART HOME

**For more information, we recommend that you visit our website [www.enet-smarthome.com/en/](http://www.enet-smarthome.com/en/).**

**You'll find general information on the eNet system and components here:**

- <https://service.enet-smarthome.com/en/support/downloads/>
- <https://www.enet-smarthome.com/en/support/downloads/>

**You'll find information on eNet server updates, update content and files here:**

- <https://service.enet-smarthome.com/en/support/update/>

**You'll find demonstration materials and tutorials here:**

- <https://service.enet-smarthome.com/en/support/tutorials/>
- <https://www.enet-smarthome.com/en/support/voice-control/>

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