

Logger3000 FAQs

1. It's been a while I never login my Logger3000 and I forgot the password.

There are three types of users: O&M user, R&D user and anonymous. Normal user only can use O&M user and the default password is **adamg1**

2. We are familiar with Logger3000 but this time we found that the new model of SUNGROW inverter (CX-model) and weather station (PC-4) are not detected. What should we do?

Installers need to record the firmware version and send an email to SUNGROW. There's a possibility that the firmware of the Logger needs to be upgraded.

After login to the Logger webpage, the firmware version can be found at Settings -> About as below:

Adam GI Lo	ogger Monitoring Management Settings F	Power grid scheduling Maintenance	🚨 O&M user (Exit)
Overview	System firmware information :		
> Time settings	Configure name	Version	Description
> Serial port settings	XmlVersion	1.0.0.0	
> Network settings	Name	Logger3000	
> Restart	SN		
> Modbus service settings	PassWord	123456789	
> IEC104 service settings	Kernel	Linux 3.2.0	
> IEC104 main protocol	FirmwareVersion	LoggerV42-B	2018 12 25
> Cloud service settings	webversion	V1402	2018/12/25
> Countries and regions			
> Upprade			
> About			
- NOUL			



3. How do we know Loggers connect to Internet?

After connecting the internet cable to ETH2 port, installers need to set the port to **DHIP to Yes**. Small icon "e" will show up at the bottom left of the page to indicate that the Logger connects to internet.

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Overview	Port	DHIP	IP	Subnet	Gateway	DNS1	DNS2	Operation
> Time settings	ETH1	No T	192.168.0.100	255.255.255.0	192.168.0.254	1.2.4.8	8.8.8.8	Nave Save
> Serial port settings	ETH2	Yes 🔻	192.168.1.100	255.255.255.0	192.168.1.1	192.168.1.1	0.0.0.0	💾 Save
> Network settings			NET2					
> Restart			ETH2	0/1 2 3 4 5 6 7 8 9 10 11 12 13 14 15	*D01, *D02, *D03, *D04, 180V 1 2 3 1 2 3 1 2 3 1 2 3	* PT1% * PT2% * Al1% * Al2% * Al3% * - GkD * - GkD * - * - * -	*AI41 *- 00 2 NC 0	0 00
> Modbus service settings			2				S COM	11 12
> IEC104 service settings			1	USB-HOST SD Debug RST	A1 51 A2 52 A3 53 A4 54			
> IEC104 main protocol						CAN	24V AG(110°277V)	L_PLC
> Cloud service settings			NET					
> Countries and regions								
> Upgrade								
> About								
6 0 4 8	🔿					20	19-10-15 10:09 Al	I rights reserved: SUNGROW

Figure 2: Internet setting to Logger

In certain cases, the small 'e' won't show up. Installers need to check with the network provider if they have set such as specific IP address to get Internet access. If only specific IP can access Internet, the installer needs to get the IP address from the network provider, set the **DHIP = No** and set specific IP address and the DNS of network to the Logger manually.

4. Internet connection was down, how do we retrieve the missing data at our iSolarCloud?

We can retrieve the data up to 7 days. Installers need to record at which period the missing data and contact SUNGROW.

5. Our Logger was outage. Can SUNGROW recover the data to iSolarCloud?

Unfortunately we cannot, during outage the inverter has no communication to Logger.

6. Inverter running normally at site but some of the inverter in our iSolarCloud shows offline.

Installers need to login to the Logger and check if all the added devices communication are normal. Go to Management -> Device operation and check the Comm. state.

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Normal communication should be green colour as shown as figure 3.

Adam GI	Logger Mo	onitoring Manag	gement Settings Maintenance				💄 O&M user 🛛 🔃
Overview	Add device	Save	* After the operation is complete, click th	e "Save" button to make th	e settings take effe	ctl	
> Search device	Device numb	er : 4					
	No.	Device SN	Device name	Device address	Device port	Comm. state	Operation
	1	A180321	SG60KTL(2-1)	1	COM2	ð	🥖 Edit 🛛 🗙 Delete
	2	A18032:	SG60KTL(2-2)	2	COM2	P	🥖 Edît 🛛 🗙 Delete
	3	A18032	SG60KTL(2-3)	3	COM2	0	🥖 Edît 🗙 Delete
	4	A180321	SG60KTL(2-4)	4	COM2	P	🖉 Edit 🛛 💢 Delete

Figure 3: Communication status of the devices to the Logger

7. We already configure Logger to connect internet and we also can see small icon 'e' but our iSolarCloud plant still shows offline.

Check either the cloud service has been enabled at Settings -> Cloud service settings:

- Tick to enable cloud service settings.
- By default the Domain (IP) is *api.isolarcloud.com*; change the Domain(IP) to api.isolarcloud.com.hk

	ogger Monitoring Manage	ement Settings Maint	enance		💄 O&M user [Exit]
Overview	Enable cloud service settings				
> Time settings	Domain(P) :	api.isolarcloud.com.hk			
> Serial port settings	Service port :	10000	(1.65525)		
> Network settings	Service port.	19999	(1-03353)		
> About	Uploading period(min) :	5	(5~15)		
> Restart	Storage cycle(min) :	5	(5~15)		
> Modbus service settings	Save	e			
> IEC104 service settings					
> Cloud service settings					
				2018-07-06 13:46	All rights reserved : SUNGROW

8. Can we access to the Logger remotely to check something?

Unfortunately we cannot. Installers can only access to the Logger locally at this stage