

## Logger3000 FAQs

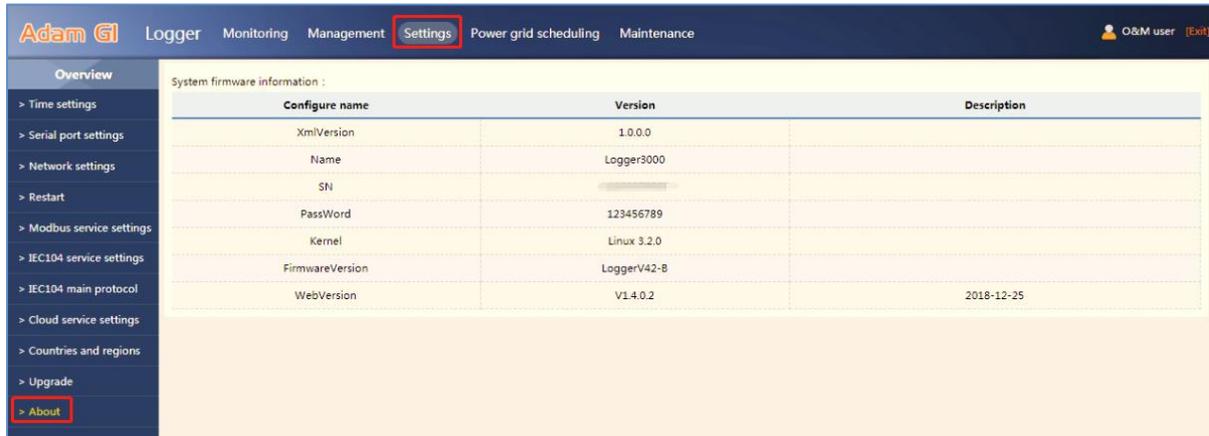
### 1. It's been a while I never login my Logger3000 and I forgot the password.

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:



The screenshot shows the 'Settings' page of the Logger3000 web interface. The 'About' option in the left sidebar is highlighted. The main content area displays 'System firmware information' in a table format.

Configure name	Version	Description
XmlVersion	1.0.0.0	
Name	Logger3000	
SN		
PassWord	123456789	
Kernel	Linux 3.2.0	
FirmwareVersion	LoggerV42-B	
WebVersion	V1.4.0.2	2018-12-25

Figure 1: Firmware version of the Logger

### 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.

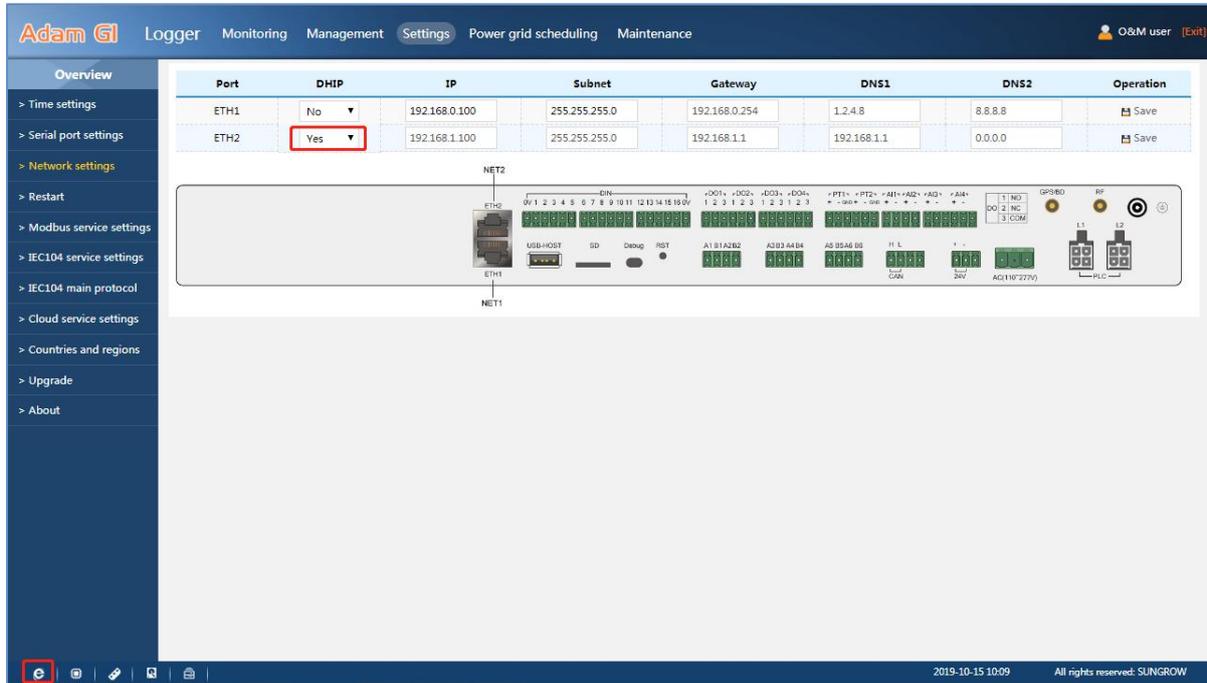


Figure 2: Internet setting to Logger

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.

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

No.	Device SN	Device name	Device address	Device port	Comm. state	Operation
1	A180321	SG60KTL(2-1)	1	COM2		
2	A180321	SG60KTL(2-2)	2	COM2		
3	A180321	SG60KTL(2-3)	3	COM2		
4	A180321	SG60KTL(2-4)	4	COM2		

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**

Enable cloud service settings

Domain(IP) :

Service port :  (1-65535)

Uploading period(min) :  (5~15)

Storage cycle(min) :  (5~15)

**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

