

SolarCloud Server Accessibility

Disclaimer

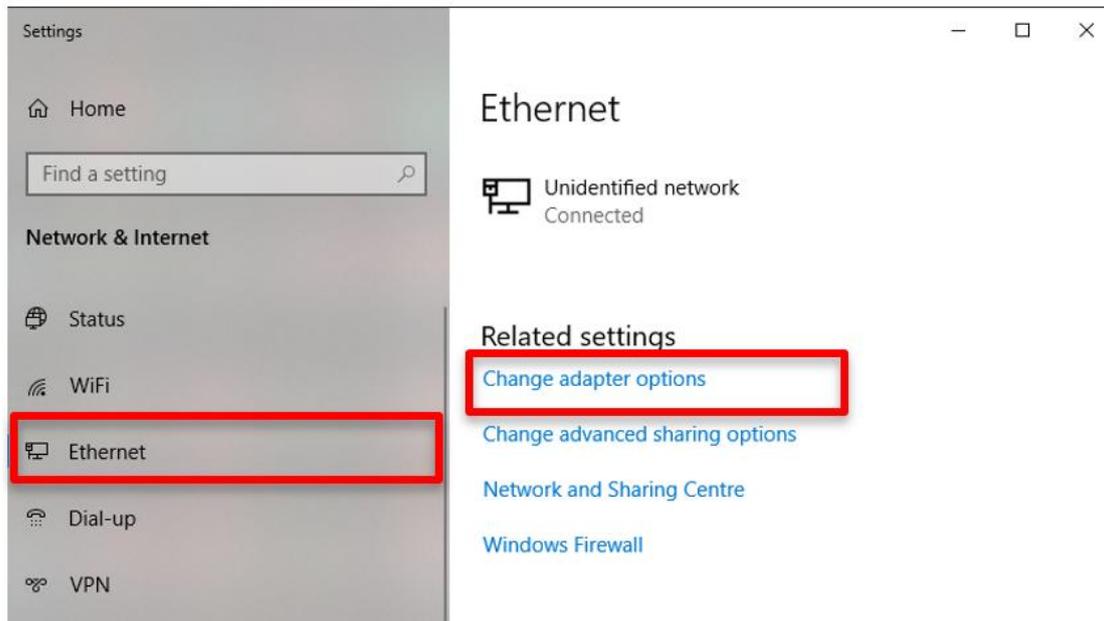
The material in this document has been prepared by Sungrow Power Supply Co., Ltd. and is intended as a guideline to assist solar installers for troubleshooting. It is not a statement or advice on any of the Electrical or Solar Industry standards or guidelines. Please observe all OH&S regulations when working on Sungrow equipment.

This document has been prepared to check iSolarCloud server accessibility if Logger1000 has correct settings but no data uploading to iSolarCloud portal.

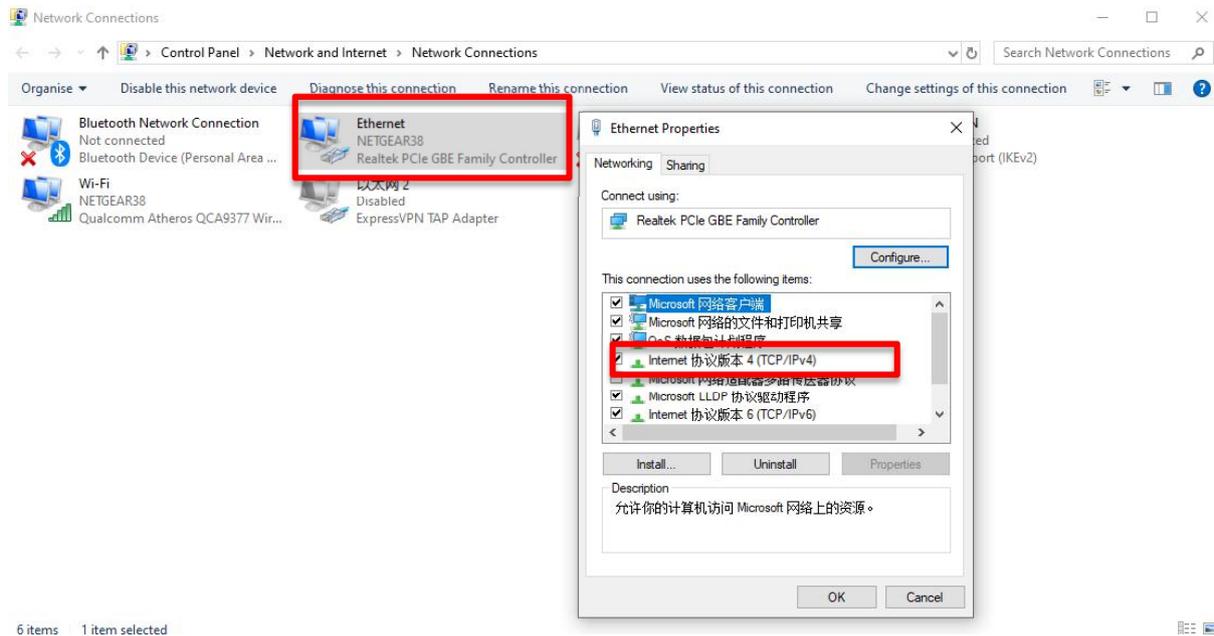
Make sure below firewall rules have been implemented in customers' routers if there are restrictions.

DEVICE SPECIFIC FIREWALL RULES		
PRODUCT	DESTINATION ADDRESS	DESTINATION PORT(S)
iot	api.isolarcloud.com.hk	HTTPS: 8792 TCP: 18889 HTTPS: 18886 TCP: 16669 TCP: 16668 TCP:12345
	iot.isolarcloud.com.hk	TCP: 19999 TCP: 16668
web	isolarcloud.com.hk	TCP: 80 TCP: 443
	portal.isolarcloud.com.hk	TCP: 80 TCP: 443
gateway	gateway.isolarcloud.com.hk	HTTP: 8770 HTTP: 8680
api	api.isolarcloud.com.hk	TCP: 80 TCP: 443
remote maintenance	connect.isolarcloud.com.hk con1.isolarcloud.com.hk con2.isolarcloud.com.hk	HTTP: 80 HTTPS: 443 TCP: 8443

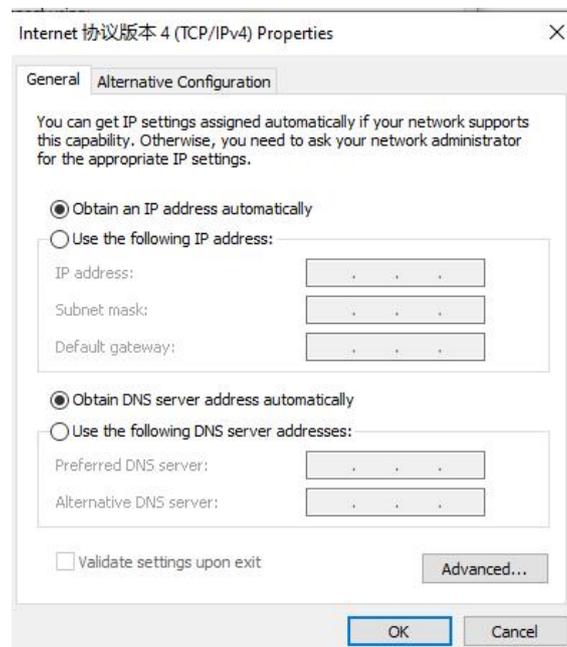
1. Connect the laptop to the local network router or termination. Right click the **Internet icon** on the right bottom corner. Select **Ethernet** ->**Change adapter options**



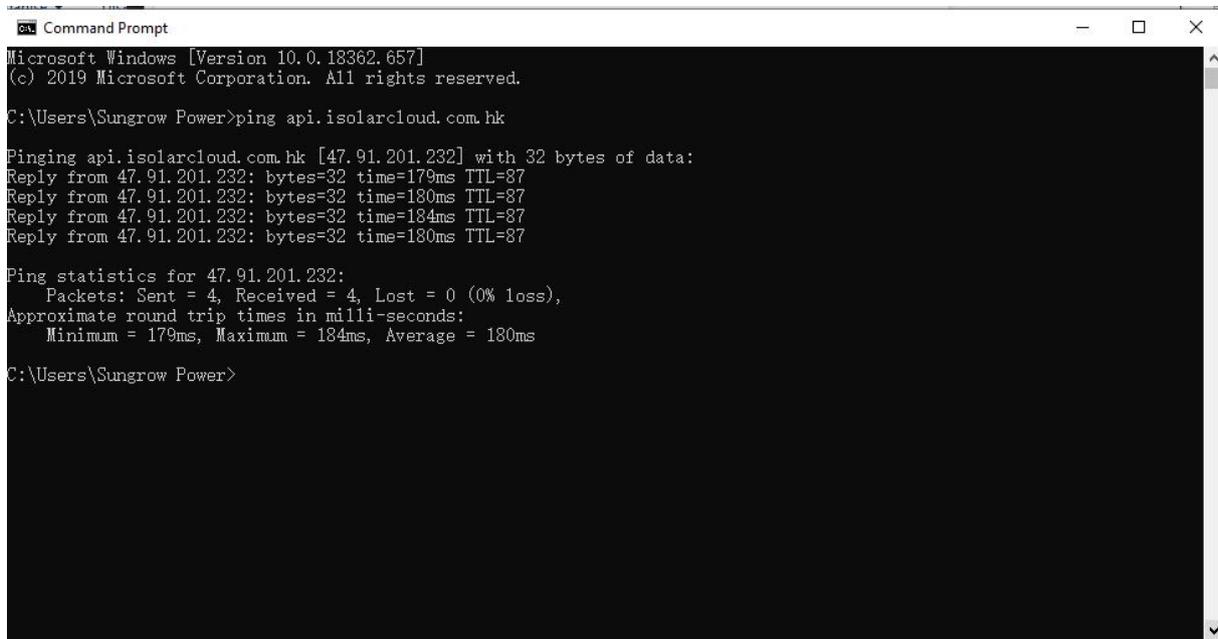
2. Select available ethernet and right click to select **Properties**, then you can find **TCP/IPv4** in the ethernet properties.



3. Double click **TCP/IPv4**, then you can find the following page, Select **Obtain an IP address automatically** and **Obtain DNS server address automatically**. Click **OK** to save the settings.



4. Search 'cmd' in the laptop search bar, it will pop up the **Command Prompt**.
5. Enter the **ping api.isolarcloud.com.hk** to check if you can get the following similar information. If it displays like the following picture, that means the internet access is normal for the iSolarCloud.



```
Command Prompt
Microsoft Windows [Version 10.0.18362.657]
(c) 2019 Microsoft Corporation. All rights reserved.

C:\Users\Sungrow Power>ping api.isolarcloud.com.hk

Pinging api.isolarcloud.com.hk [47.91.201.232] with 32 bytes of data:
Reply from 47.91.201.232: bytes=32 time=179ms TTL=87
Reply from 47.91.201.232: bytes=32 time=180ms TTL=87
Reply from 47.91.201.232: bytes=32 time=184ms TTL=87
Reply from 47.91.201.232: bytes=32 time=180ms TTL=87

Ping statistics for 47.91.201.232:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 179ms, Maximum = 184ms, Average = 180ms

C:\Users\Sungrow Power>
```

If you have any questions on this procedure, please take photos testing on site and contact or email to Sungrow Service team at <https://en.sungrowpower.com/contactUS>