## 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					
арі	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					

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## SUNGROW

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.

Retwork Connections	– 🗆 🗙
← → ✓ ↑ 😰 > Control Panel > Network and Internet > Network Connections	<ul> <li>         び         Search Network Connections</li></ul>
Organise   Disable this network device Diagnose this connection Rename this connection	View status of this connection Change settings of this connection
Bluetooth Network Connection Not connected Bluetooth Device (Personal Area Wi-Fi Qualcomm Atheros QCA9377 Wir Bluetooth Device (Personal Area Disabled ExpressVPN TAP Adapter Disabled ExpressVPN TAP Adapter	t Properties / red or (IKEv2) sharing / or (IKEv2) sing: sitek PCIe GBE Family Controller / Configure ection uses the following items: Coroadfi 网络智产端 foresoft 网络智产端 foresoft 网络智尔代书和打印机共享 / C 参加提倡学社 经程度 futemet 指 议版本 4 (TCP/IPv4) coroadfi LOP 指公器的推荐 temet 指 论版本 4 (TCP/IPv4) coroadfi PS (TCP/IPv6) / ) all Uninstall Properties ion ft3计算机(访问 Microsoft 网络上的资源。
6 items 1 item selected	

 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.

ternet	办议版本 4 (TCP/IPv4) Prop	erties			
General	Alternative Configuration				
You car this cap for the	n get IP settings assigned aut bability. Otherwise, you need appropriate IP settings.	omatic <mark>a</mark> lly if to ask your i	your n networ	etwork su rk adminis	pports trator
() ()	btain an IP address automatic	ally			
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IP address:				¥.)	
Subnet mask:		1.	- Q2		
Default gateway:					]
() ()	btain DNS server address auto	omatically			
OU	se the following DNS server ad	ldresses:			
Prefi	erred DNS server:		×.		
Alter	native DNS server:		3	i.	
V	alidate settings upon exit			Advar	nced
			OK		Cancel

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- 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.



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*