

Check iSolarCloud Server Accessibility

Disclaimer

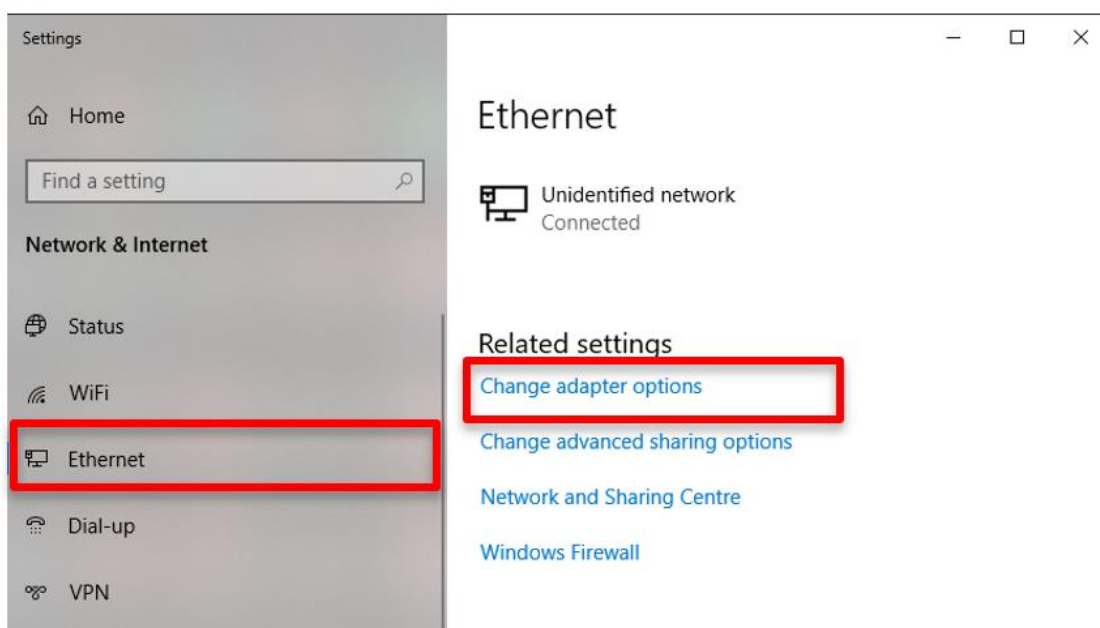
The material in this document has been prepared by Sungrow Australia Group Pty. Ltd. ABN 76 168 258 679 and is intended as a guideline to assist solar installers for troubleshooting. It is not a statement or advice on any of the Electrical or Solar Industry standards or guidelines. Please observe all 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.

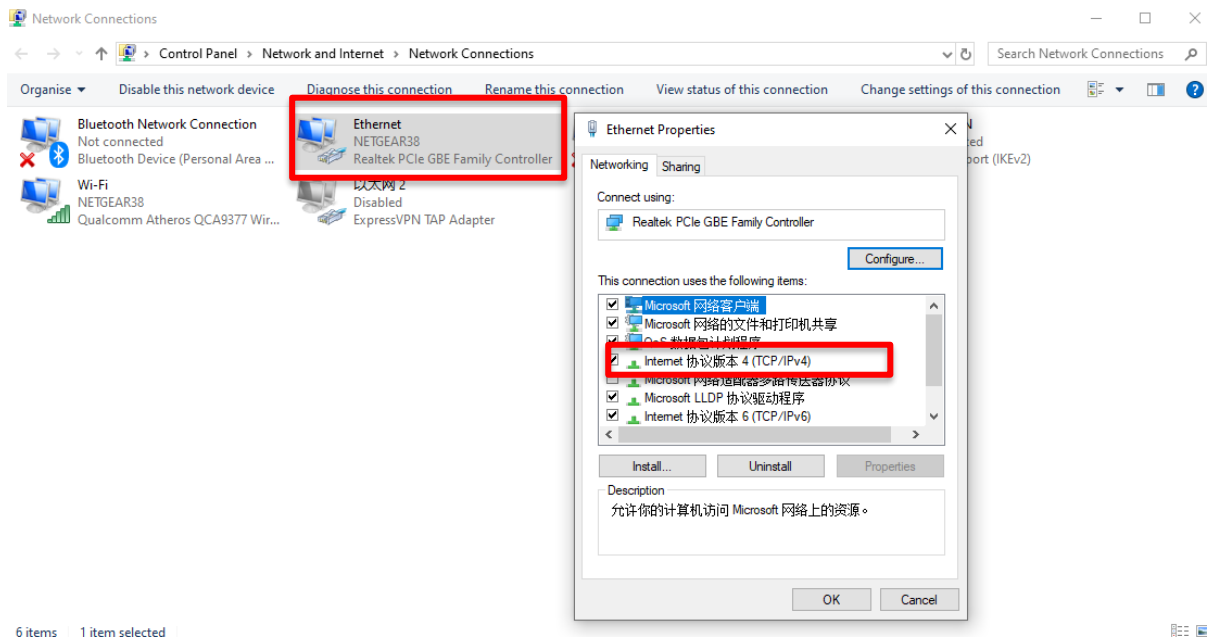
Make sure below firewall rules have been implemented in customers' routers if there are restrictions.

DEVICE SPECIFIC FIREWALL RULES		
PRODUCT	DESTINATION ADDRESS	DESTINATION PORT(S)
SUNGROW	api.isolarcloud.com.hk	TCP: 19999
SUNGROW	api.isolarcloud.com.hk	TCP: 80
SUNGROW	api.isolarcloud.com.hk	TCP: 443
SUNGROW	connect.isolarcloud.com.hk	TCP: 8443
SUNGROW	ntp.api.bz	UDP: 123

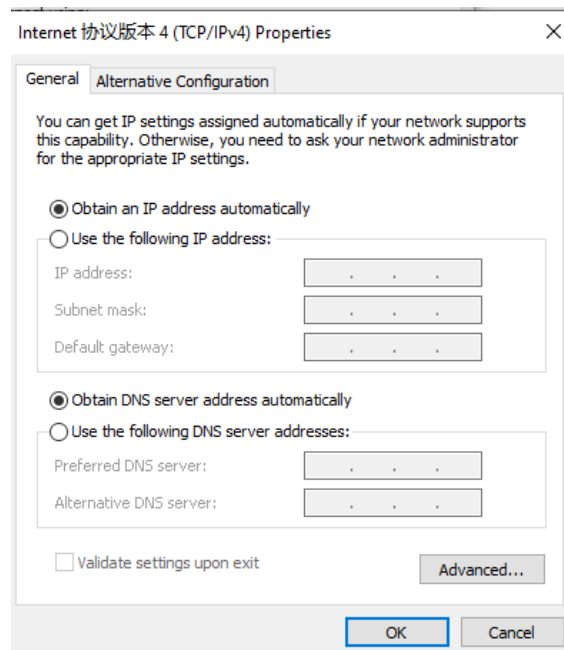
1. Connect the laptop to the local network router or termination. Right click the **Internet icon** on the right bottom corner. Select **Ethernet ->Change adapter options**



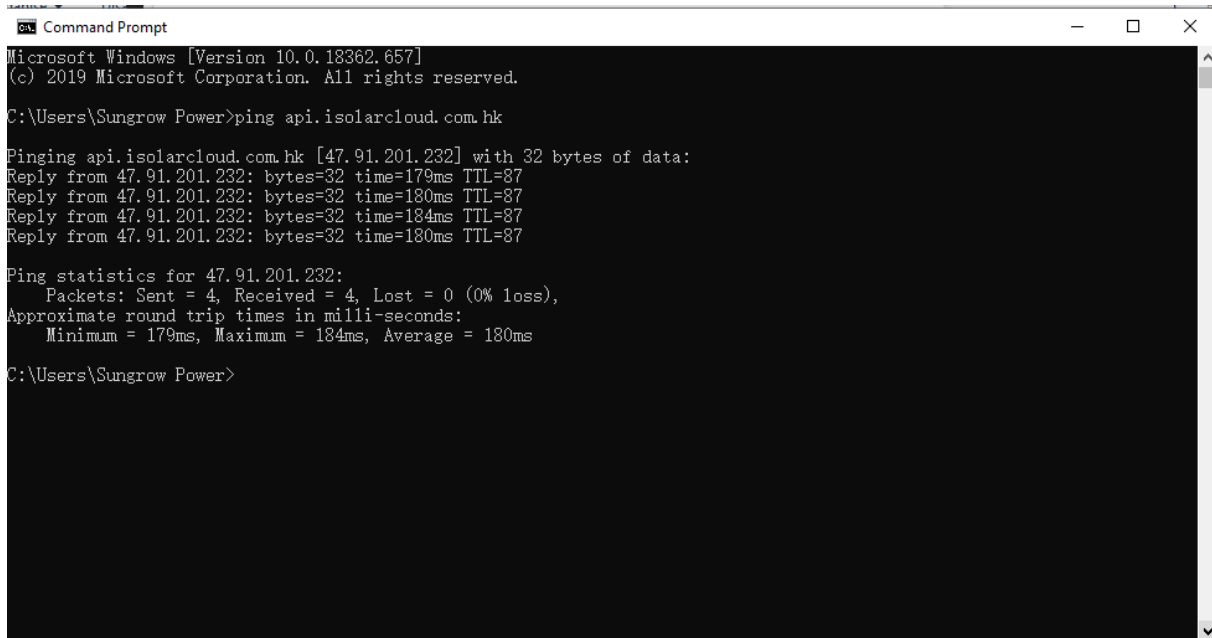
2. Select available ethernet and right click to select **Properties**, then you can find **TCP/IPv4** in the ethernet properties.



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 Sungrow Service Department on 1800 786 476 or email to service@sungrowpower.com.au.