

iSolarCloud FAQ

How to use the fault recorder

Applicable to: iSolarCloud

1. Log in to iSolarCloud Europe: <u>https://www.isolarcloud.eu/</u>

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User Manual	PénnyPolicy

2. Enter the homepage, click Fault in the left navigation bar, and enter Fault Management. In the fault list, click Fault Recorder under the operation bar to generate the fault recorder task. After the task is finished, you can view the waveform and data of fault recording, as shown in the following figure

	Plant Name Q	Active Fault History						_ R	efresh Interval 5 min 😔 📿
ن (SolarCloud	· <u> </u>	2021-07-13 ~ 2022-07-13 Alarm Name	Fault Code	Device Model V Q				Fault Record	der Task 🛛 Batch Close 📑
CBM		Alarm Type 🖌 Fault 🖌 Alarm 🗌 Prompt 💽	Advice						
Home Fault		Plant Name	Alarm Type	Fault Code	Alarm Name	Device Name	Device Model	Occurrence Time	Operation
G Report		·	Fault	106	Grounding Cable Fault	SH10RT(COM1- 001)_001_001	SH10RT	2022-07-13 13:21:03	l≥ ×
[A. Curve		·	Alarm	550 554	PV Abnormal Alarm	SG50CX(COM1- 001)_001_001	SG50CX	2022-07-13 13:09:55	$\mathbb{D} \times$
$\oplus^{\rm p}$ Advanced $\qquad \lor$			Fault	714	BMS Communication Fault	SH10RT(COM1- 001)_001_001	SH10RT	2022-07-13 13:04:57	là ×
Settings	-		Fault	10	Grid Power Outage	SG10RT(COM1- 001) 001 001	SG10RT	2022-07-13 11:16:01	B > B
 Firmware Update Smart IV Curve Diagnosis 			Alarm	554	PV Abnormal Alarm	SG110CX(COM1- 001) 001 002	SG110CX	2022-07-13 08:53:28	E ×
 Live Data Alarm Subscribe 		· —	Fault	17	Grid Voltage Imbalance	SH10RT(COM1- 001) 001 001	SH10RT	2022-07-13 08:52:56	
Remote Maintenance	-	-	Fault	4	Grid Undervoltage	SH10RT(CDM1- 001)_001_001	SH10RT	2022-07-13 08:52:46	
☆ Smart Alarm Analysis Setting		<	Fault	10	Grid Power Outage	Inverter-2	SG110CX	2022-07-13 08:52:39	₽×
Info 			Fault	10	Grid Power Outage	Inverter-7	SG110CX	2022-07-13 08:52:39	R ×
Message Center			Fault	10	Grid Power Outage	Inverter-8	SG110CX	2022-07-13 08:52:39	₿×
0.4									
	-								
Account									
Large Screen									
Background Management							Total 3105 10/page	< 1 2 3 4	311 > Go to 1
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Note: iSolarCloud fault record function only allows the access to grid-side faults and supports grid-side fault waveform and data display. Please be aware that live data is only available, if you use WiNet-S/Logger-series/EyeM4 with the latest firmware.

3. In the fault interface, you can click Fault Recorder Task in the upper right corner to view the summary information of tasks and the status of each task, as shown in the following figure.

	Plant Name Q	Active	Fault History						Refr	esh Interval 🛛 5 min 😔 🛛 🛱
ඊ iSolarCloud	·	2021	-07-13 ~ 2022-07-13 Alarm Name	Fault Code Device	Model V Q				Fault Recorder	Task Batch Close
OBM		Alarm Typ	pe 🕑 Rault 🗹 Alarm 🗌 Prompt 🖌 Advice	,						
Home Fault	·		Plant Name	Alarm Type	Fault Code	Alarm Name	Device Name	Device Model	Occurrence Time	Operation
Report				Fault	105	Grounding Cable Fault	SH10RT(COM1- 001)_001_001	SH10RT	2022-07-13 13:21:03	R ×
LA. Curve				Alarm	550 554	PV Abnormal Alarm	SG50CX(COM1- 001)_001_001	SG50CX	2022-07-13 13:09:55	R ×
an. @ [®] Advanced ↓ ↓				Fault	714	BMS Communication Fault	SH10RT(COM1- 001)_001_001	SH10RT	2022-07-13 13:04:57	
Settings							001)_001_001 SG10RT(COM1-			
Firmware Update				Fault	10	Grid Power Outage	001)_001_001 SG110CX(COM1+	SG10RT	2022-07-13 11:16:01	
 Smart IV Curve Diagnosis Live Data 				Alarm	554	PV Abnormal Alarm	001)_001_002	SG110CX	2022-07-13 08:53:28	₿×
Alarm Subscribe			-	Fault	17	Grid Voltage Imbalance	SH10RT(COM1- 001)_001_001	SH10RT	2022-07-13 08:52:56	$\mathbb{R} \times \mathbb{R}$
Remote Maintenance Smart Alarm Analysis				Fault	4	Grid Undervoltage	SH10RT(COM1- 001)_001_001	SHIORT	2022-07-13 08:52:46	$\mathbb{R} \times \mathbb{R}$
Setting				Fault	10	Grid Power Outage	inverter-2	SG110CX	2022-07-13 08:52:39	$\mathbb{R} \times$
Info 				Fault	10	Grid Power Outage	Inverter-7	SG110CX	2022-07-13 08:52:39	$\mathbb{R} \times$
Help >				Fault	10	Grid Power Outage	Inverter-8	SG110CX	2022-07-13 08:52:39	$\mathbb{R} \times$
Account										
Large Screen										
G Background Management									< 1 2 3 4	
🕞 Logout	« < 1 > »							lotal 3106 10/page ~	234	311 > Go to 1

iSol	Fault R	Plant Name	Q Active							Refresh Interval	s min	
me	Task N		Device Name Device	S/N Alarm Name								
ult	No.	Task Name	Task Status	Plant Name	Device Name	Device S/N	Alarm Name	Operating Time	Completion Time	Details		
aport arve	1	MeteringGrid Power OutageFault Recorder 2022-07-13 08:05:42	Executing		SG10RT(COM1-001)_001_001	—	Grid Power Outage	2022-07-13 14:05:42				
dvanced	2	MeteringGrid Power OutageFault Recorder 2022-07-13 07:56:13	Finish		SG10RT(COM1-001)_001_001		Grid Power Outage	2022-07-13 13:56:13	2022-07-13 14:06:13	The current task has timed out, please try again		
ttings mware Up	3	2NetzunterbrechungFehleraufzeic hnung2022-07-13 07:15/42	Finish		SH10RT(COM1-001_001_001	—	Grid Power Outage	2022-07-13 13:15:44	2022-07-13 13:19:02	View		
nart IV Cu re Data	4	réseauConsignateur de défauts2022-07-12 21:22:51	Finish	-	SG8.0RT(COM1-001)_001_001		Grid Abnormal	2022-07-13 03:22:51	2022-07-13 03:23:02	View		
arm Subsi mote Mai	5	réseauConsignateur de défauts2022-07-12 17:12:17	Finish		SG7.0RT(COM1-001)_001_001		Grid Abnormal	2022-07-12 23:12:18	2022-07-12 23:12:31	View		
nart Alam etting	6	réseauConsignateur de défauts2022-07-12 17:04:59	Finish		SG7.0RT(COM1-001)_001_001		Grid Abnormal	2022-07-12 23:04:59	2022-07-12 23:05:10	View		
lessage G	7	de défauts2022-07-12 16:25:17	Finish	-			Grid Abnormal	2022-07-12 22:25:17	2022-07-12 22:25:31	View		
нp	8	anormalFehleraufzeichnung2022- 07-12 14:54:44	Finish	-	SH8.0RT(COM1-001)_001_001		Grid Abnormal	2022-07-12 20:54:44	2022-07-12 20:56:49	View		
	9	zeichnung 2022-07-12 13:59:45	Finish		SH10RT(COM1-001_001_001		Grid Power Outage	2022-07-12 19:59:45	2022-07-12 20:01:18	View		
	10	Recorder 2022-07-12 14:41:04	Finish	-	SG20RT(COM1-001)_001_001	—	Grid Power Outage	2022-07-12 19:41:04	2022-07-12 19:51:04	The current task has timed out, please try again		
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rge Screer ickgrouni								Total 862 10/page	a ∨ < <mark>1</mark> 2 3	4 87 > Go to 1		



4. In the list of fault recorder tasks, click View to view the waveform and data information of fault recording, including the grid-side parameter waveform information and also export the fault recording data, as shown in the following figure.



	A	В	С	D	E	F	G
1	Time (ms:µs)	Grid phase voltage Ua	Grid phase voltage Ub	Grid phase voltage Uc	Grid Current la	Grid Current Ib	Grid Current Io
2	000:250	340.7	0.2	3	0.2	4.7	0.1
3	000:500	333.2	0.2	3	0.5	5.3	0.1
4	000:750	306.4	0	3	-1.2	5.9	238.1
5	001:000	286.3	0	3	-3.2	6.5	222.5
6	001:250	268.2	0	3	-3.7	7.1	207.9
7	001:500	245.4	0	3	-1.9	7.6	188.6
8	001:750	229.5	0	3	-9.7	8.1	180
9	002:000	212.5	0	3	-7.2	8.5	164.6
10	002:250	192.1	0	3	-7.9	8.9	148.6
11	002:500	169.9	0	3	-6.9	9.2	130.1
12	002:750	143.2	0	3	-9.7	9.5	109.9
13	003:000	116.9	0	3	-9.9	9.7	88.4
14	003:250	89.7	0	3	-11.4	9.8	66.8
15	003:500	64.5	0	3	-13.9	9.9	47
16	003:750	39.6	0	3	-14.2	9.9	26.2
17	004:000	16.7	0	3	-5.9	9.9	1.9
18	004:250	-10.5	0	3	0.9	9.8	24.8
19	004:500	-40.5	0	3	-6.4	9.6	45.1
20	004:750	-67	0	3	-8.7	9.4	65.5
21	005:000	-89.7	0	3	-8.7	9.1	83.8
22	005:250	-113.4	0	3	-18.9	8.8	96.5
23	005:500	-137.1	0	3	-8.4	8.4	120.8
24	005:750	-161.2	0	3	-2.9	7.9	142.3
25	006:000	-184.4	0	3	-12.4	7.4	154
26	006:250	-207.3	0	3	-6.7	6.9	174.2
27	006:500	-230.7	0	3	-9.7	6.3	189.6
28	006:750	-249.9	0	3	-5.9	5.7	205.5
29	007:000	-266.6	0	3	-6.2	5	217.5
30	007:250	-276.9	0	3	-9.2	4.3	222.9
31	007:500	-285.1	0	3	-7.2	3.6	229.8
32	007:750	-296.3	0	3	-3.4	2.9	240.1
33	008:000	-306.8	0	3	-3.9	2.1	247.3
34	008:250	-314.9	0	3	-5.2	1.4	252.5
35	008:500	-321.5	0	3	-4.2	0.6	257.5
36	008:750	-324	0	3	-6.2	-0.1	257.6
37	009:000	-325.9	0	3	-2.7	-0.9	260.2
38	009:250	-327.5	0	3	-3.2	-1.7	260.2
		Fault Recorder 4041###	20220322 🕘				



For further information, please download the user manual <u>here</u>.



iSolarCloud App

This manual is intended for professional technicians who are responsible for installation, operation, maintenance and troubleshooting of inverters, and users who need to check inverter parameters. The inverter must only be installed by professional technicians.

The professional technician is required to meet the following requirements:

- Know electronic, electrical wiring and mechanical expertise, and be familiar with electrical and mechanical schematics.
- Have received professional training related to the installation, commissioning and troubleshooting of electrical equipment.
- Be able to quickly respond to hazards or emergencies that occur during installation, commissioning and troubleshooting.
- Be familiar with local standards and relevant safety regulations of electrical systems.
- Read this manual thoroughly and understand the safety instructions related to operations.