

Data Logger FAQ

My plant is not visible on iSolarCloud – What can I do?

Applicable to: Logger1000/EyeM4

WiFi-login

Logger1000 and EyeM4 support WiFi-login. After the device is powered, check the SN code on the device and select the WiFi hotspot signal named SG-XXXX (XXXX is the device SN) to connect to WiFi.



Enter the default IP address of Logger 1000/EyeM4 in the browser address bar after the device is connected: 11.11.11.1 to open the device management interface, the initial password is pw1111.



Ethernet login

Logger 1000 also supports Ethernet login. The default IP address of Logger 1000 is 12.12.12. First, after the device is powered, use the network cable to connect it with the computer, and change the IP address of the computer to make it in the same network segment as the device, as shown in the following figure.

SUNGRO				^
			Edit IP settings	
Network	profile type		Manual ~	
	ic (Recommended)			
Your	device is not discoverable	on the network. Use this in most cases—	IPv4	place.
	device is discoverable on t	the network. Select this if you need file sh	On On	should know and trust the
peop	le and devices on the netw	vork.	IP address	
Configure	e firewall and security s	ettings	12.12.12.9	
Authentio	cation settings		Subnet mask	Edit
			255.255.255.0	
	connection s might work differently to	reduce data usage when you're connect		Off ●
Cot o dot	a limit ta bala control a	lata usana an this natural	Gateway	
Set a data	a limit to neip control c	data usage on this network	12.12.12.254 ×	
IP assigni	ment:	Automatic (DHCP)	Preferred DNS	Edit
DNS serv	er assignment:	Automatic (DHCP)		Edit
L'als annu	1 (D	1000 (1000 (141)	Preferred DNS encryption	
	d (Receive/Transmit):	1000/1000 (Mbps) fe80::a8d2:6d33:8b63:aa6d%11	Unencrypted only ~	Сору
IPv4 addr	ress:	10.20.81.17		
IPv4 DNS	servers:	10.20.81.244 (Unencrypted)	Alternative DNS	
Manufact	turer:	DisplayLink		
Descriptio		Dell Giga Ethernet		
Driver ve		9.3.3309.0	Save Cancel	
Physical a	address (MAC):	A0-29-19-CF-35-07		

Enter the default IP address of Logger 1000 in the browser address bar after the device is connected: 12.12.12.12 to open the device management interface, and the initial password is pw1111. After logging in, the main interface of Logger1000 is shown in the following figure.



Logger1000	Ξ					S0 🔥 0 💮 English	L O&M User
Overview	Shortcut Menu						
General Information Current Alarms Device Monitoring	Setup Wizard	System Maintenance					
X Device V	Data Index						Expand ~
Power Control	KWh Daily Yield KWh Total Yield		KW Real-lime Active Power KW Max. Adjustable Active Power		Pièce offline Device O Pièce online Device		
About	Inverter Real-time Values (o	ff-grid 1, On-grid 0)					
	Device Name	Device Model	Status	Daily Yield(kWh)	Active Power(kW)	Reactive Power(kvar)	
	SG50CX(COM1-001)	SG50CX	Offline	-	-	-	
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Make sure, your Datalogger is updated to the latest firmware.

Use the navigation bar to click System and open Transfer Configuration.

Logger1000	Ξ			🔕 0 🛕 0 🌐 English 🔒 O&M user
Overview 👻	ISolarCloud IEC104 MODBUS Thirt-panty Portal			
Device Monitoring	Server	Peer Port	Switch	
X Device 👻	European Server	19999		0
1 Power Control 🗸				
History Data				
🗘 System 🔺	\Leftrightarrow			
Run Information				
System Maintenance				
Remote Maintenance				
Message Export				
System Time				
Transfer Configuration				
Port Parameter 👻				
MPLC				
About				



Logger1000	Ξ			0 • •	English LO&M user
Uverview 🗸	iSolarCloud IEC104 MODBUS Third-party Portal				
Device Monitoring	Server	Peer Port	Switch		
🗙 Device 🗸	European Server	19999		0	
1 Power Control 🗸					
History Data					
O System					
Run Information					
System Maintenance					
Remote Maintenance					
Message Export					
System Time					
Transfer Configuration					
Port Parameter 👻					
MPLC					
 About 					
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Open the settings by pressing $^{igodoldsymbol{0}}$.

Choose European Server as your preferred Server and Save the settings. Plant will now be shown on the European iSolarCloud-Server.

Logger1000	≡		🔕 0 🛕 0 🚭 English 🔹 O&M user
🗱 Overview 🔫	iSolarCloud IEC104 MODBUS Third-pa		
Device Monitoring	Server	Peer Advanced Settings	×
🗙 Device 🗸 👻	European Server	1999 Server	0
1 Power Control 👻		app.isolarcloud.com	⇔
History Data		Chinese Server	
🌢 System 🔺		International Server European Server	
Run Information		Australian Server	
System Maintenance		Enable Night Silence	
Remote Maintenance		Start Time Please Enter	
Message Export		End Time	
System Time		Please Enter	
Transfer Configuration		Save	
Port Parameter 👻			
MPLC			
About			
ê 🖻 🗅			

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



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.