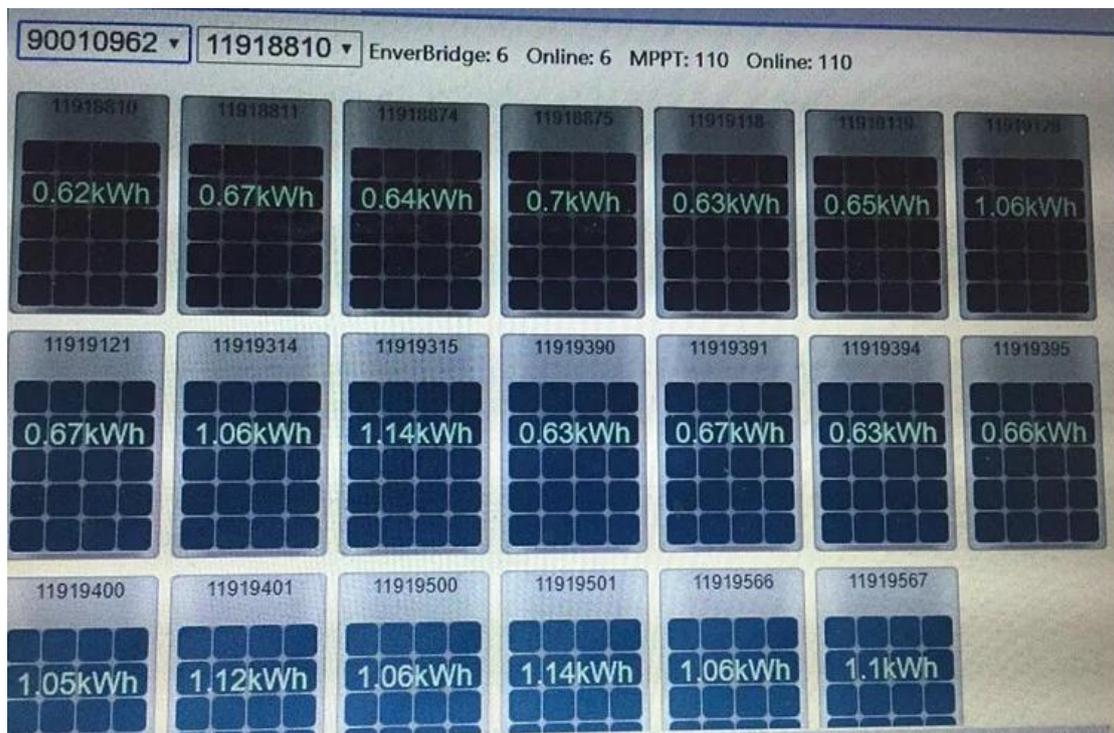# EnverPortal Abnormal Issues & Solutions

Case1:

Enverportal shows that several microinverters generate less energy than others, and stop uploading data prematurely.
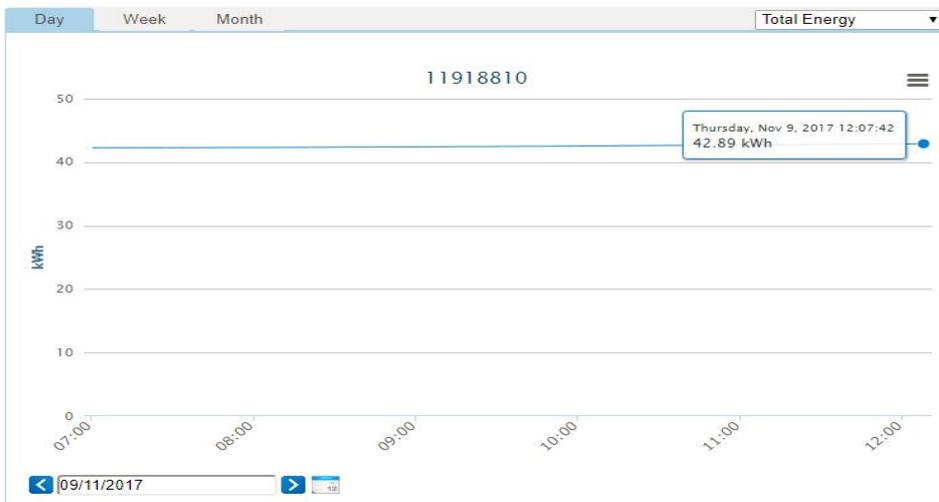

Solution:

First, any shade or grime on PV module should be removed.

If it doesn't help, please check whether these microinverters are working normally or it is a network problem.The steps are as follows:

Click into one PV panel.Select Total energy parameter.Check the last energy output value of the first day.Here in Picture 1 it shows 42.89kwh at 12:07 on the 9th. Check the initial energy output value of the next day.In Picture 2 it is 43.31kwh at 6:46 am. The results show that the microinverter was generating electricity normally on the first day, but the network communication had some problem during a certain period of time.

If the last energy output value of the first day and the initial energy output value of the next day are the same, then it means the microinverter was not generating power normally during that period.
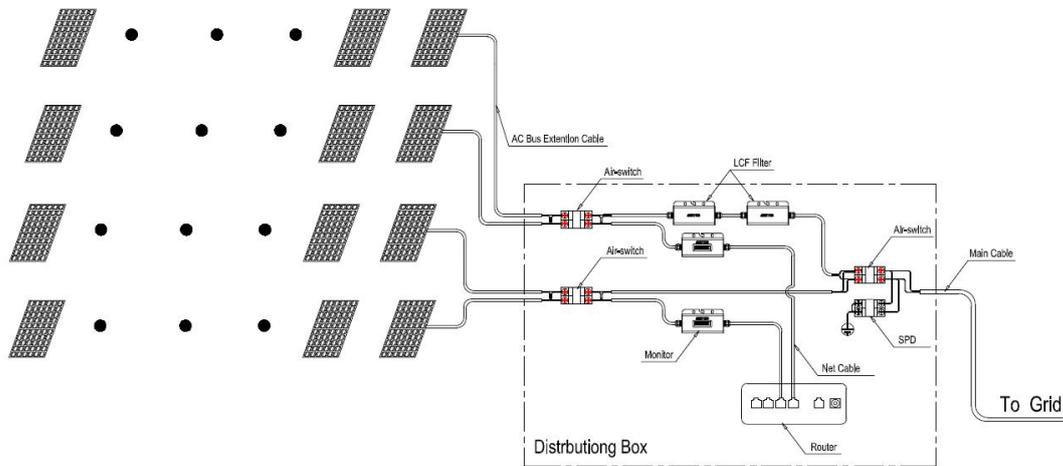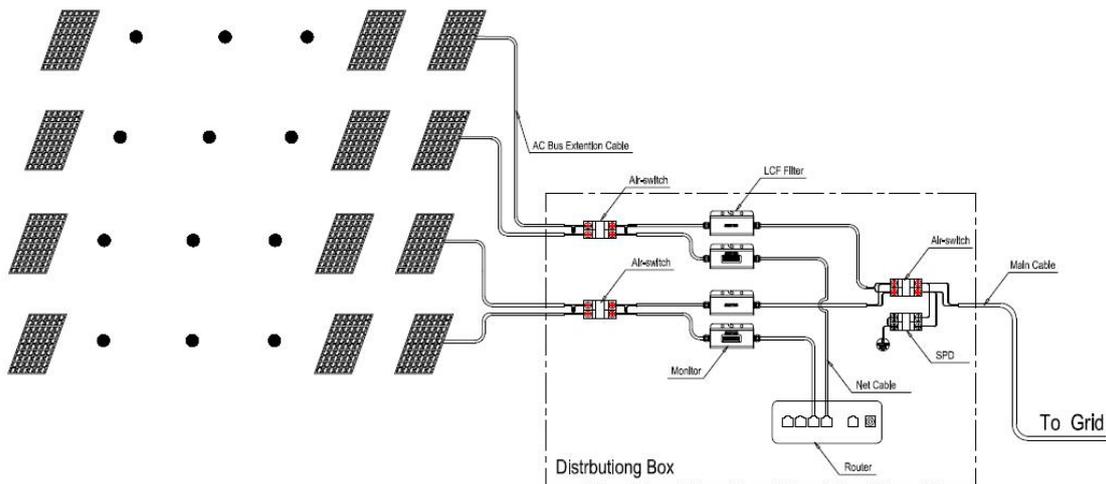

Picture 1
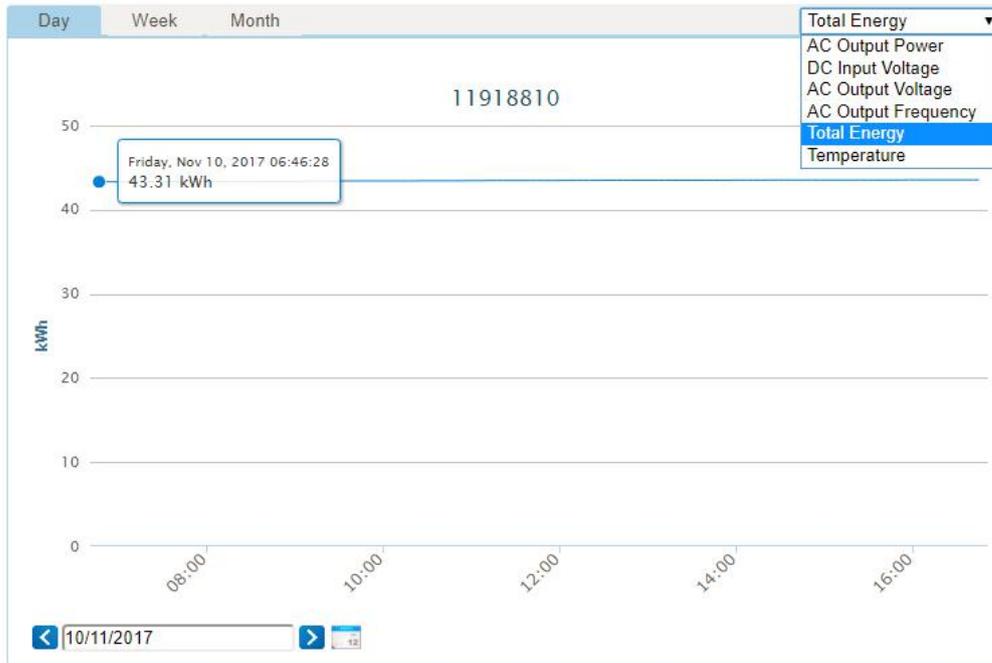
Picture 2

Case 2：

EnverPortal displays negative value in energy generation of one or more panels.Solution: This case may be caused by the incorrect wire connection in the PV power plant. The following wire connection can cause abnormal power generation:

Incorrect wire connection

Correct wire connection

The case above mainly occurs when the single-phase system has over 20 PV panels. The main reason is the signal interference between 2 EnverBridges, which causes the data uploaded by EnverBridge cannot be processed normally by the server, leading to the data abnormity displayed on EnverPortal or EnverView.The negative energy generation is one
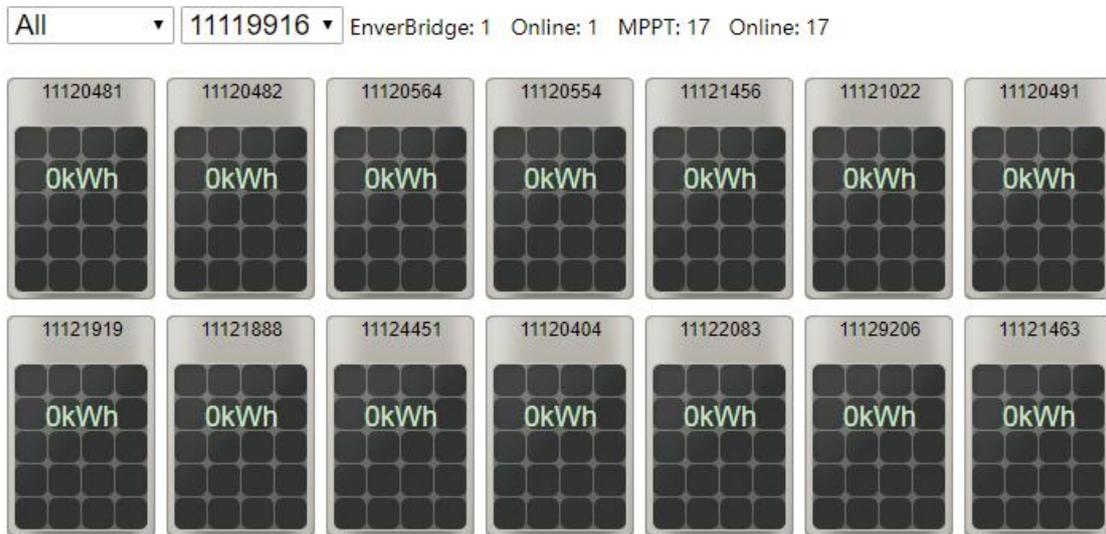
example.

Case 3:

EnverPortal or EnverView shows that one or several PV panels generate several or tens of times more electricity than normal generation.

Solution:

This case may also be caused by the incorrect wire connection in the PV power plant. The case analysis and corresponding solution is the same as in Case 2.

Case 4：

EnverPortal shows as below:

Solution: Please check if EnverBridge is correctly connected to the Internet.Refer to Appendix 1 in the next page for detailed procedures of
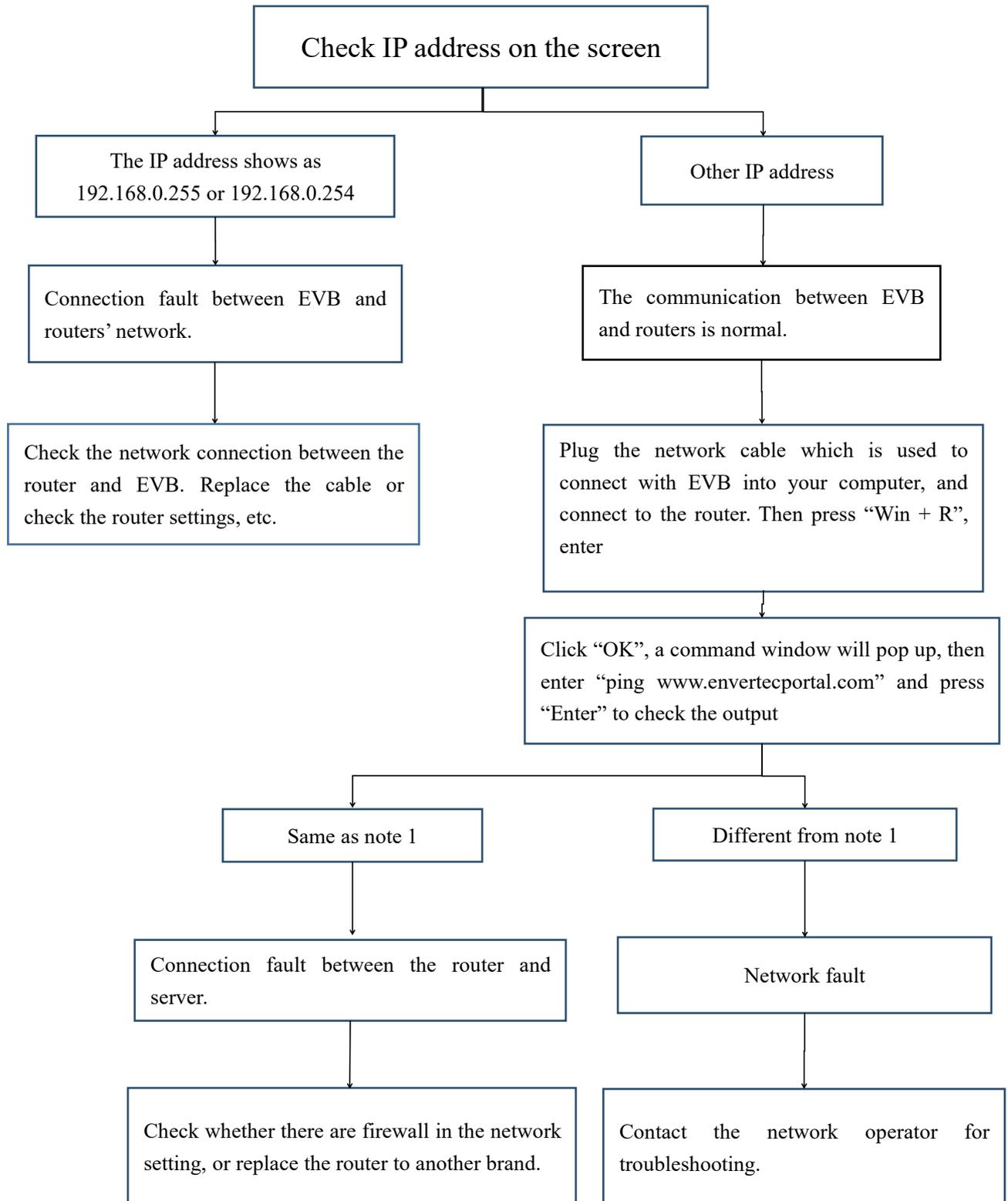
self-check.

Appendix 1

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Check IP address on the screen
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The IP address shows as 192.168.0.255 or 192.168.0.254	Other IP address
Connection fault between EVB and routers' network.	The communication between EVB and routers is normal.
Check the network connection between the router and EVB. Replace the cable or check the router settings, etc.	Plug the network cable which is used to connect with EVB into your computer, and connect to the router. Then press "Win + R", enter

Click "OK", a command window will pop up, then enter "ping www.envertecportal.com" and press "Enter" to check the output

Same as note 1	Different from note 1
Connection fault between the router and server.	Network fault
Check whether there are firewall in the network setting, or replace the router to another brand.	Contact the network operator for troubleshooting.

Note 1

Case 5:

EnverPortal shows that some PV panels consistently generate 0 KWh.
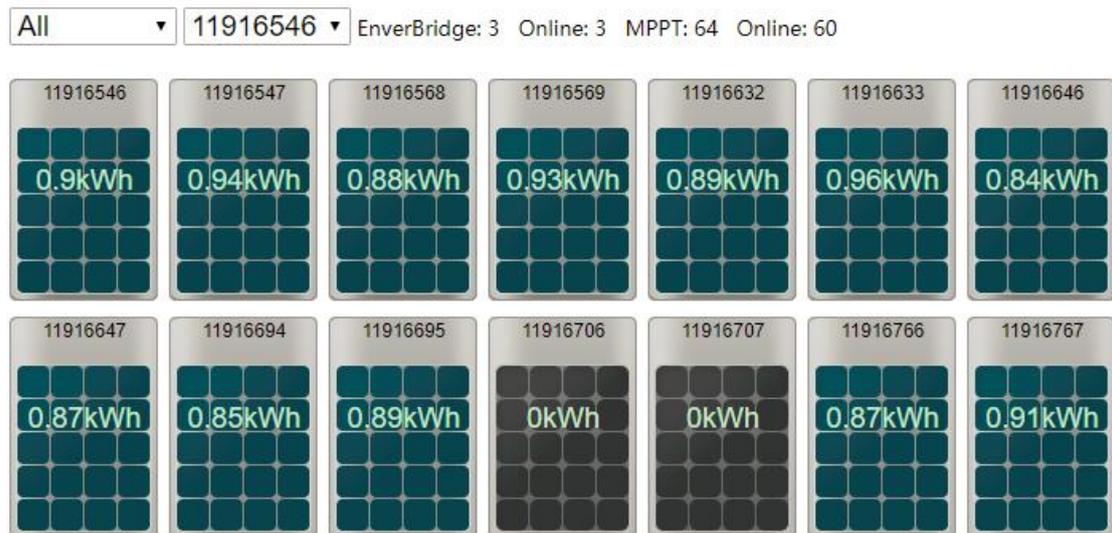
Solution:

First, if this inverter flash red light, please check whether the DC wire of PV panel is finely connected. Try disconnecting the DC wire and wait for 20 or 30 seconds. Then reconnect it.

Observe whether the green light flashes after 3 minutes. If not, please contact tech@envertec.com for more help.

If the green light is flashing,then the microinverter is working normally,please check the history report of that problematic microinverter. If the problem only occurs on that day, it could be a sporadic communication fault. If the problem has lasted for a long time, it could be the malfunction of microinverter communication module, needing to change the microinverter (the old one can generate electricity but cannot be monitored).

If the microinverter flashes red light (which is of high possibility) and the problem has lasted for a long time as seen in the history record, please contact the distributor or Enve

Case 6:

Data uploading starts latertech to make replacement.

Solution:

Please check router settings and network conditions to see whether the
router was not on before.

Case 7:   The curve displayed on EnverPortal is jagged.