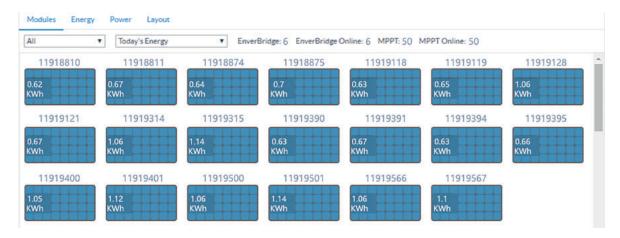# EnverPortal Abnormal Issues & Solutions

⬡ Case 1:

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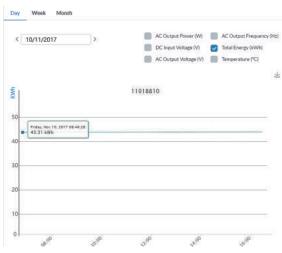

Solution:

First, any shade or dirt on the PV module should be avoided.

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

On the overview page of the monitoring system, click into one PV panel and select "Total Energy". Check the latest 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 for a certain period of time.

If the lastest 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.

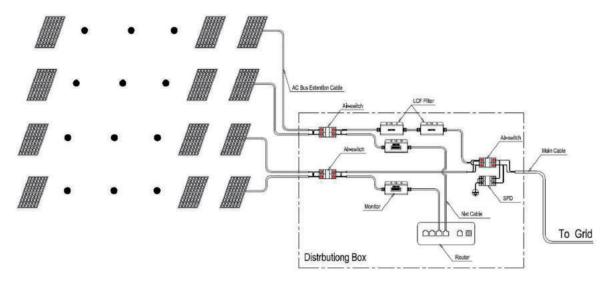*Picture 1*   *Picture 2*

⬡ Case 2：

Note:EnverBridge model is EVB201.

Abnormal value is displayed on EnverPortal in energy generation of one or more panels, such as: negative value or more electricity generation than normal.
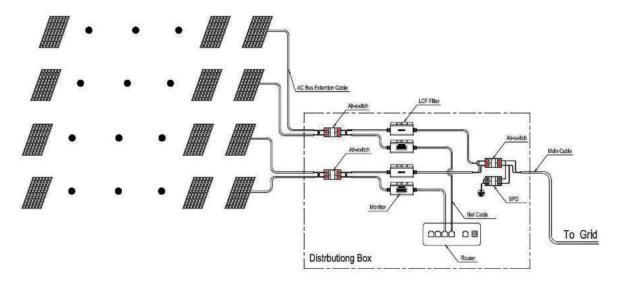
Solution:

This case may be caused by the incorrect wiring in the PV power plant. The following wiring can cause abnormal power generation:

Incorrect wiring

Correct wiring

The case above mainly occurs when the single-phase system has over 20 PV panels. The main reason is the signal crosstalk between 2 EVB201s causes the data uploaded by EVB201s cannot be processed normally by the server, leading to abnormal data on EnverPortal or EnverView.
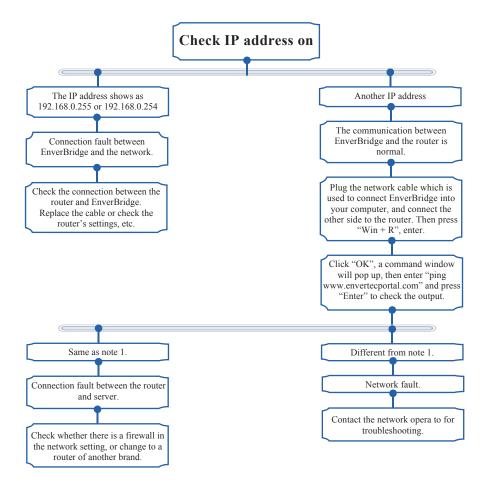
Case 3：

On EnverPortal it 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

Check IP address on

The IP address shows as 192.168.0.255 or 192.168.0.254	Another IP address
Connection fault between EnverBridge and the network.	The communication between EnverBridge and the router is normal.
Check the connection between the router and EnverBridge. Replace the cable or check the router's settings, etc.	Plug the network cable which is used to connect EnverBridge into your computer, and connect the other side 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 is a firewall in the network setting, or change to a router of another brand.	Contact the network opera to for troubleshooting.

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Note 1

🔵 Case 4:

EnverPortal shows that some PV panels consistently generate 0 kWh.

Solution:

First, if this microinverter's LED light flashes red, please check whether the DC cables of the PV panel are finely connected. Try disconnecting the DC cables and wait for 10 seconds. Then reconnect them. Observe whether the green light flashes after 3 minutes. If not, please contact your installer or tech@envertec.com for more help.

If the green light is flashing and the microinverter is working normally, then please check the history report of that problematic microinverter. If this problem only occurs on that day, it could be due to an occasional communication fault. If the problem has lasted for a long time, the microinverter could have a malfunctional communication module though it is still generating power. Then please contact with your installer to get a replacement. ,

If the microinverter's LED light flashes red (which is of high possibility) and the problem has lasted for a long time as seen in the history record, please contact your installer or tech@envertec.com.