solaredge

Seeing Is Saving

Know Your Energy

Gain full visibility of your solar production and energy consumption with SolarEdge. Access powerful insights to see how you can maximise self-consumption and lower your electricity bill.

See the Difference?

With an energy meter built-in to your SolarEdge inverter, you can use the mySolarEdge monitoring app to view your home energy production and consumption levels. The meter also facilitates system upgrades to other solar-related products such as home storage batteries and home automation connections.
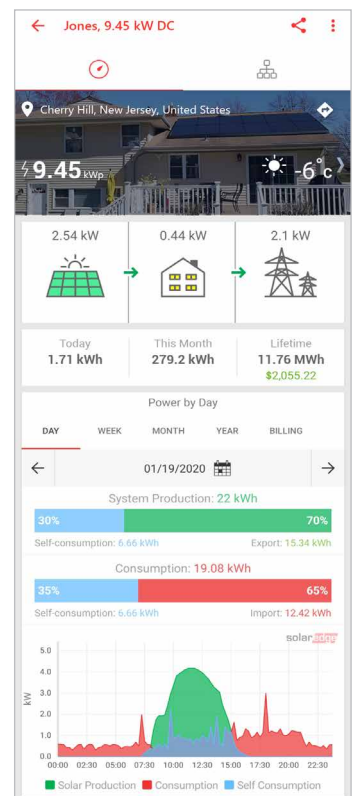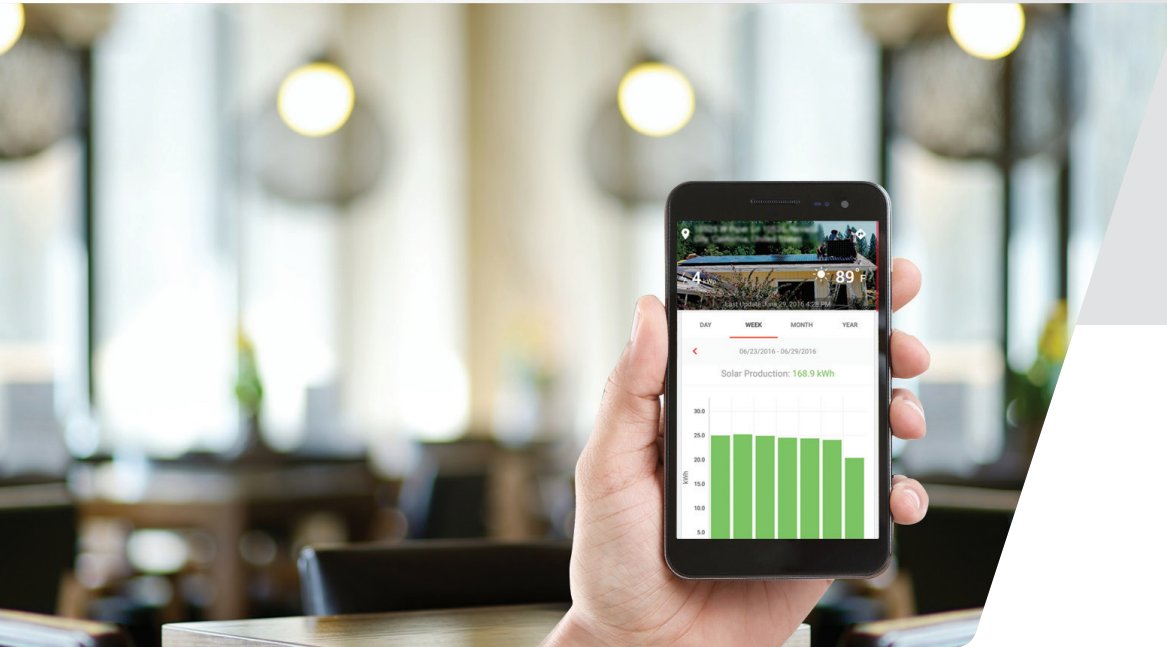
Graph legend:

- **Solar production:** Energy produced by the solar system
- **Consumption:** Energy imported from the grid
- **Self-consumption:** Energy consumed from solar

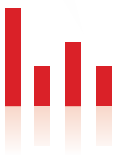### Without Consumption Monitoring

With Consumption Monitoring
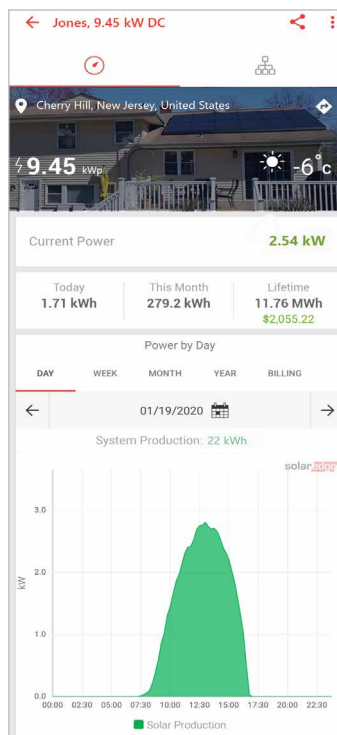
solaredge.com   solaredge

solar**edge**

Know that your PV system is producing to its maximum potential.
View historic and real-time energy production of your SolarEdge optimized system on the go with your smart phone.

Easy to use charts show your PV performance.
Compare today's production to past measurements.

Want to know how your PV system stacks up against your friends?
You can share real-time system performance details with your friends across many social platforms: email, messaging apps, Facebook and on Twitter.

Real-time and forecasted weather data.
Evaluate your system's performance by understanding what environmental conditions affect energy production.

See and share your system's performance on the go: real-time insight to home energy production and usage.

Gain visibility into your system performance in real-time with this intuitive, user-friendly app. Share your system performance at the push of a button.

Don't have a solar system yet? You can explore and learn about features by using the demo account.

Download the app for free on iPhone or Android by visiting the AppStore or Google Play.

Download on the App Store

GET IT ON Google Play

Getting Started with the SolarEdge Monitoring App

After your inverter connects to the internet, SolarEdge automatically begins tracking and reporting your site's performance. Your installer will need to create the physical layout in the SolarEdge portal for you to view. **Confirm with your installer regarding completion date of your homeowner account.**

* Before you can register you need to ensure that SolarEdge email isn't getting stuck in your SPAM folder. Add DoNotReply@solaredge.com to your contacts and watch for a registration email with the subject line: *Registration to SolarEdge Monitoring Portal*.

To begin using:

1. A link to register will be sent to you in email. *Note: if you click the link and nothing happens, simply copy and paste the same URL into your web browser address bar.

2. Register your site with SolarEdge:
    - You will need to enter your name, phone number, language, create a password and select units (*Imperial* for Fahrenheit and *Metric* for Celsius)
    - Check the box agreeing to SolarEdge's terms and conditions and select if you want news, updates or technical notifications from SolarEdge
    - Click Confirm, log-in and view your energy performance

3. To get updated information on your smart phone, download the free monitoring app:
    - Visit Google Play or the App Store to download the "SolarEdge Monitoring" app.
    - Login using the same email address and password that you created during registration. The app will remember your login information; allowing you to see your system's performance at any time.

4. You can begin sharing your system's performance on your favorite social network or by email or text.
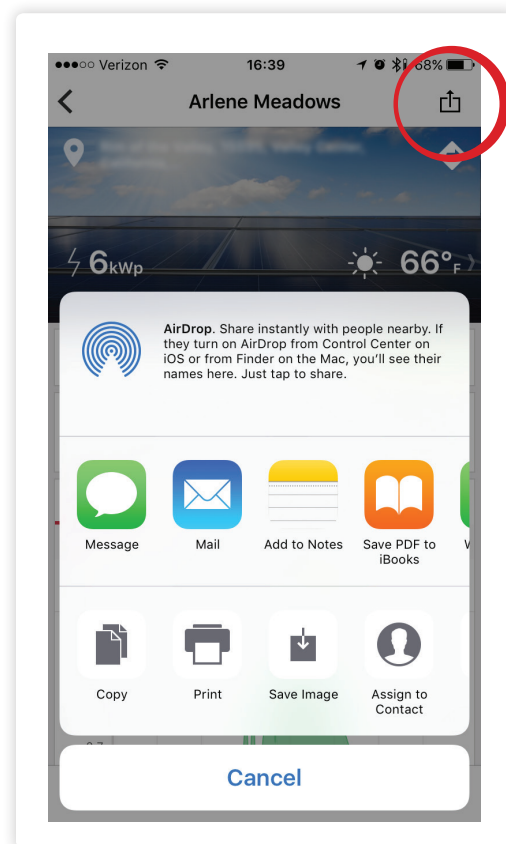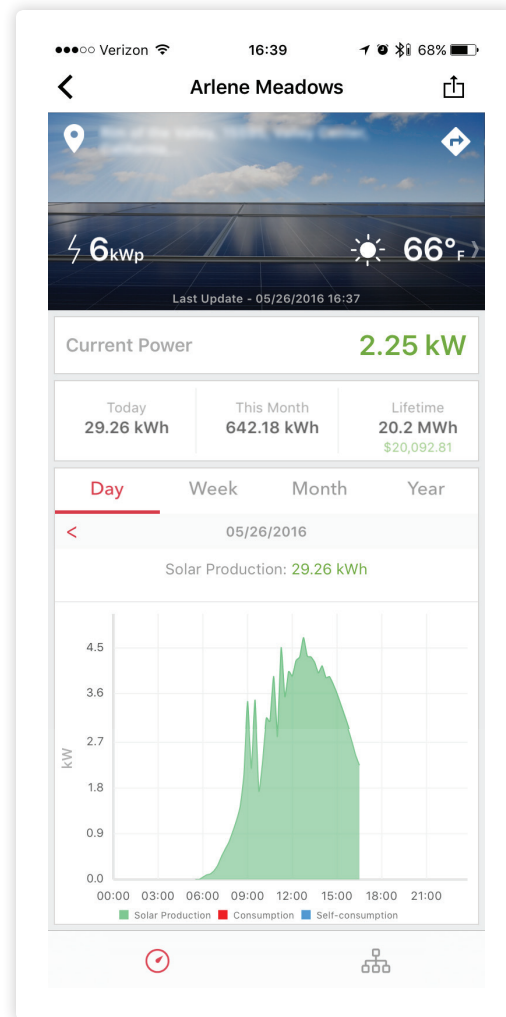
Click on the icon to share

solar**edge**

solar**edge**

mySolarEdge

## Mobile app for system owners

On-the-go control with mySolarEdge

/ Track and control your energy use and production in real-time

/ Remotely control home appliances and SolarEdge EV charging

/ Monitor your system's performance with mobile-optimised features
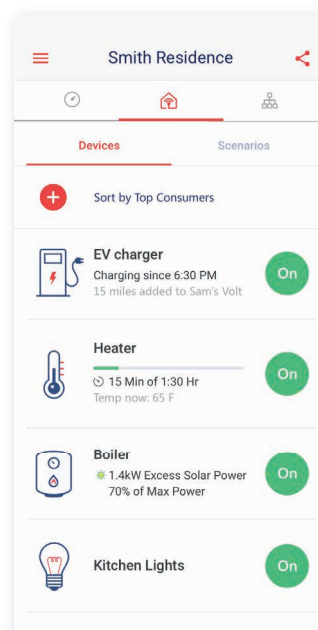
Download the mySolarEdge app today
Free for all SolarEdge customers!

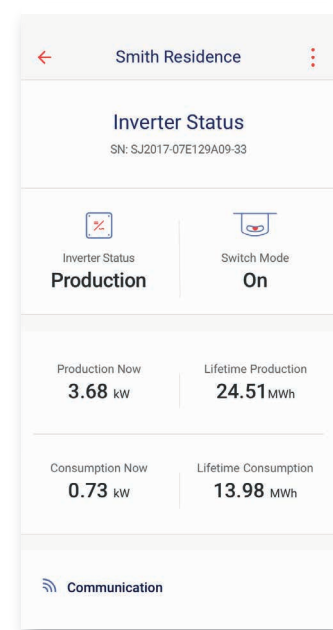Get it on Google Play

Available on the App Store

/ Connect to your SolarEdge system anytime, anywhere
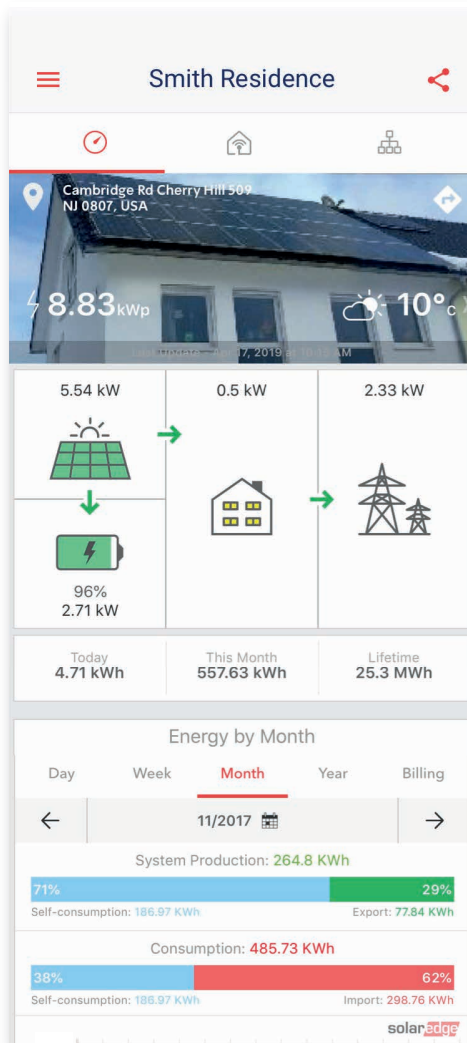
Track and manage your energy use and production in real time

Control your smart home devices and EV charging remotely

Monitor your system's health and set up communication settings

/ Getting started with mySolarEdge

1. Download mySolarEdge for free on iPhone or Android

2. Log in

> / **Existing SolarEdge monitoring users?** Log in to the app using your existing SolarEdge monitoring username and password

> / **Don't have a SolarEdge monitoring account yet?** Please contact your installer to set up your account

Application Note – Alerts in the Monitoring Platform

Version History

- Version 1.3, July 2021 – added information for email notifications
- Version 1.2, December 2020 – added information for notification settings
- Version 1.1, August 2020 – added alerts categories
- Version 1.0, June 2020 – first version

Table of Contents

Overview – The Alert System

The alerts system in the monitoring platform helps installers achieve operational excellence, by enabling them to quickly resolve issues across their PV fleet. This intuitive system helps to easily and reliably diagnose and troubleshoot issues and saves significant time by supporting bulk actions on multiple sites instead of performing them one-by-one on individual sites.

The alerts system consists of:

1. Configuration Engine

   - **Create profiles**. Alert profiles contain sets of pre-configured rules that are enabled by the user, and can be applied to multiple sites at once.
   - **Define notifications**. Determine which stakeholders will be notified for each rule in the profile – including account users, system owners and external users.
   - **Assign sites to profile**. A profile can be assigned to multiple sites with similar characteristics, for example, service agreements, type of site (e.g. residential or commercial), or geographical region.

2. PV Fleet Management

   - **Spot issues**. Receive daily notifications of new alerts by e-mail, and view alerts for sites in your account via the monitoring platform.
   - **Prioritize by impact**. For each alert raised, an **impact** indicator is automatically calculated. The indicator helps prioritize alerts for handling, and receives color coded values for easy identification of critical issues. Alerts with a higher impact value will potentially cause greater energy loss than alerts with a lower impact value.

     The impact calculation takes into consideration various parameters, such as the duration of the issue, the number of affected modules, and the risk of the problem becoming a permanent issue (for instance, an incorrect firmware version or a low battery energy level). A sample Alert Type and Impact pair appear in the figure below. The impact indicator is visible across the monitoring platform in every page on which alerts appear, including account-level alerts and site-level alerts.

Figure 1: Alert Type and Impact

   - **Resolve issues**. Follow detailed steps for easy on-site or remote troubleshooting.

Alert Profiles

An alert profile consists of a set of rules that can be applied to sites with similar characteristics, for example: residential, commercial, VIP sites or sites in a specific region. Users can select rules from a pre-defined list to enable them for a profile.

Once a profile is configured, it can be assigned to any of the sites in the account, eliminating the need to define a set of alerts for each and every site.

> **NOTE**
>
> A pre-configured SolarEdge profile is automatically assigned to all existing sites in the account, while new sites can be assigned to any profile created by the user. The SolarEdge profile *cannot* be modified.

Creating and Configuring Profiles

→ **To create a profile:**

1. Select your user name at the top of the page and click **My account**.

2. Click **Alerts** ➜ **Alert Profiles**.

   A list of existing profiles appears, as shown in the figure below. Initially, a pre-configured SolarEdge profile which is automatically created by SolarEdge will be applied to existing sites in your account.
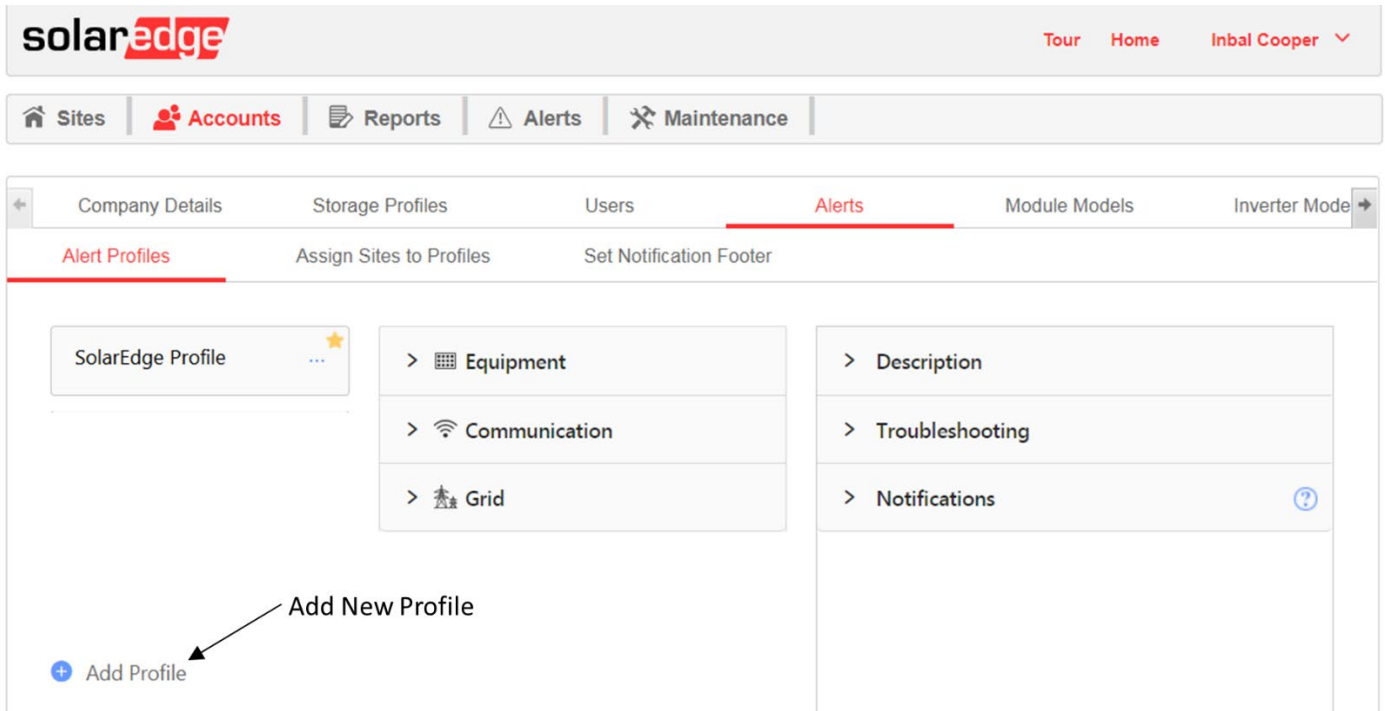

Figure 2: Adding a New Profile

3. Select **Add Profile**, and enter a profile name. The new profile is added to the list of profiles on the left side of the page.
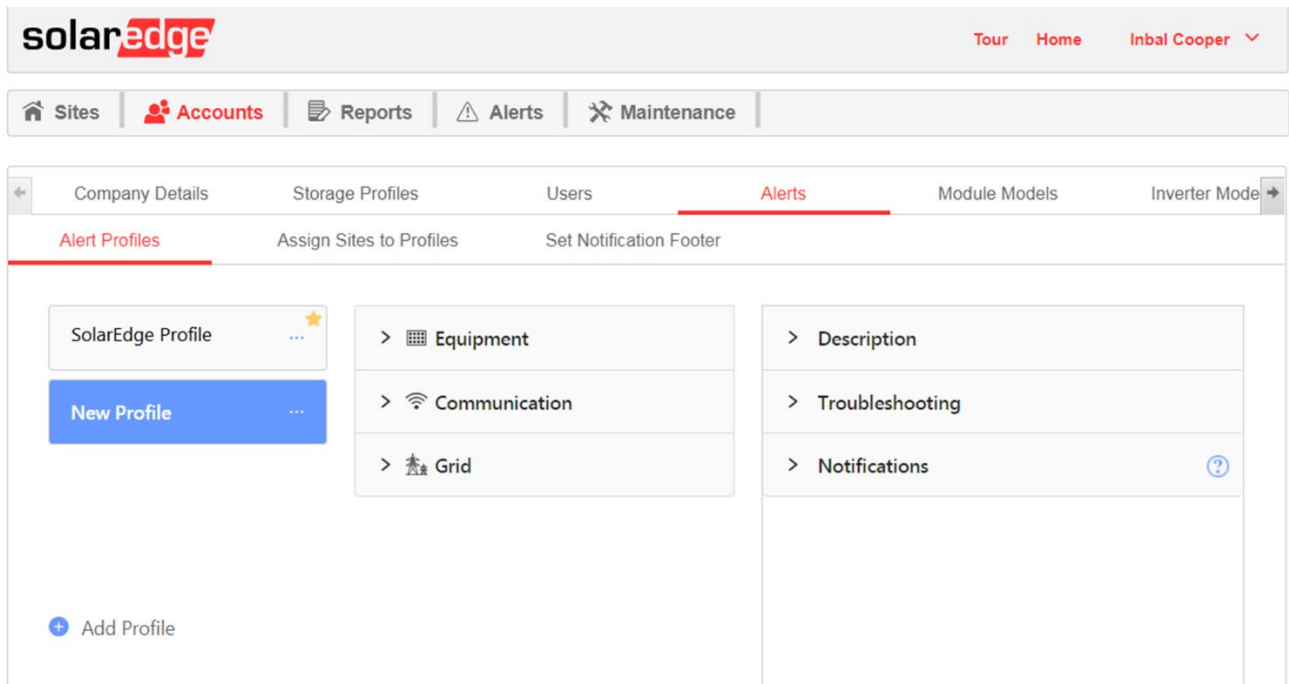
Figure 3: New Profile Added

4. The middle column includes the pre-defined rules categories. Click any of the categories to see the rules available in the category and enable relevant rules using the toggle control.

5. For each rule selected the following can be shown:

▰ **Description**. A description of the rule.

▰ **Troubleshooting**. Troubleshooting guidelines.

▰ **Notifications**. Select which stakeholders will be notified for each rule in the profile. Read more in the Define Email Notifications section.

Figure 4: Configuring the Profile

Set a Default Profile

It is possible to define one of the profiles as the default profile, which will be automatically assigned to all new sites. Hover over a profile and mark the star icon to make a profile the default.
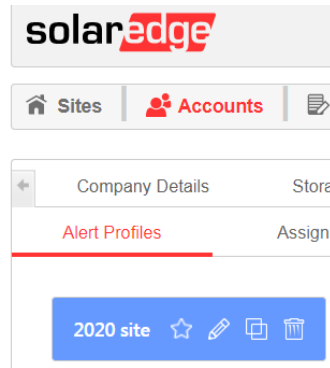
Figure 5: Profile Operations

The default profile will be shown on the profiles list with a colored star next to it.

Figure 6: Default Profile

Additional Profile Operations

Hover over a profile name to display operation options (see the figure below).

Figure 7: Profile Operations

Define Email Notifications

Email notifications automatically notify relevant stakeholders regarding all new alerts. For each rule in the profile, select which stakeholders will receive a notification email.

The notifications email

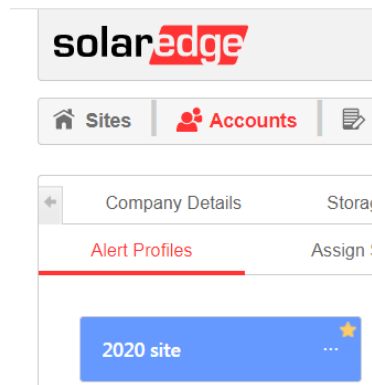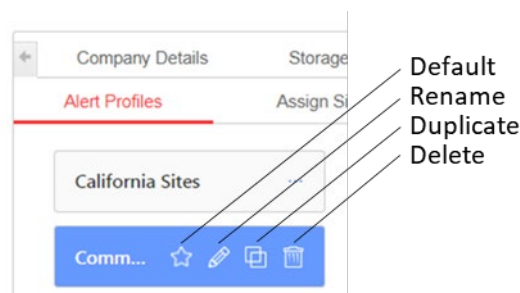1. The notification email will be sent to the defined recipients at the end of the day, only in the event that new alerts were triggered OR existing alerts were closed, during that specific day.
2. If there was no change from the previous day, no email will be sent in order to avoid repetitive emails.
3. The notification email will contain an Excel file with all the currently open alerts as well as any alerts closed during the day, in the sites configured for notifications emails.
4. At this stage, configuring the notifications' frequency is not supported.

> **NOTE**
> For accounts with sites located in multiple time zones, the notification email will be sent for each group of sites, according to their relevant time zone..

To set email notification recipients:

1. Click **user name** ➔ **My account** ➔ **Alerts** ➔ **Alert Profiles**.

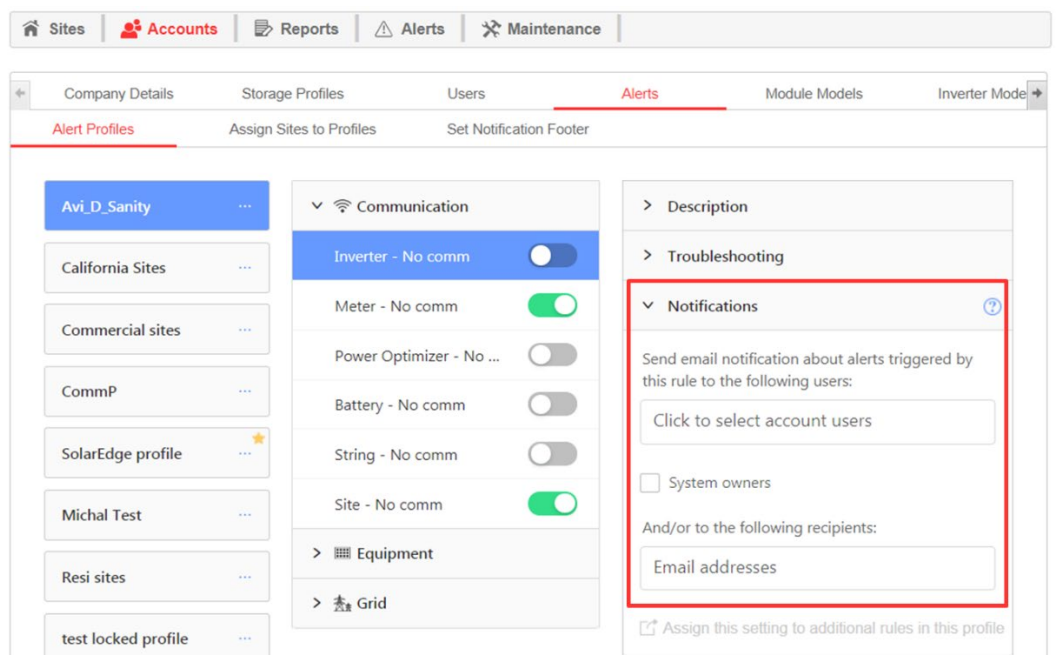2. Select an alert profile and a rule. Click **Notifications** on the right-most column.

Figure 8: Setting Email Notifications

3. Set email notification to optional recipients:

- ◢ **Account users**. Select from a dropdown list showing all users in your account.

- ◢ **System owners**. Check the dedicated box so that the system owner will receive a notification email for the alert in their system.
  - The notification setting will apply only for sites assigned to the specific profile.
  - The system owner will be notified only for alerts where the checkbox was marked.
  - To receive the email notification, the system owner must have permission to receive to alert notifications. This permission is granted per user in each site under the **Admin** tab (shown in the figure below) by checking **Expose to alerts notifications**

    This checkbox is automatically checked for owners of existing sites. When adding new system owners, you will need to check the box when creating their user.

Application Note – Alerts in the Monitoring Platform

Figure 9: Expose system owners to alert notifications

- **Additional recipients**. Type an email address to notify other relevant stakeholders.

4. Click **Assign to other rules in this profile** to copy the notification settings to other rules in the profile.

Assign Profiles to Sites

To determine which alerts will be triggered for each of your sites, quickly assign an alerts profile to one or multiple sites.

→ **To assign an alert profile to a site:**

1. Select your user name at the top of the page and click **My account**

2. Click **Alerts** ➜ **Assign Sites to Profiles**.

3. A list of sites appears, as shown in the figure below.
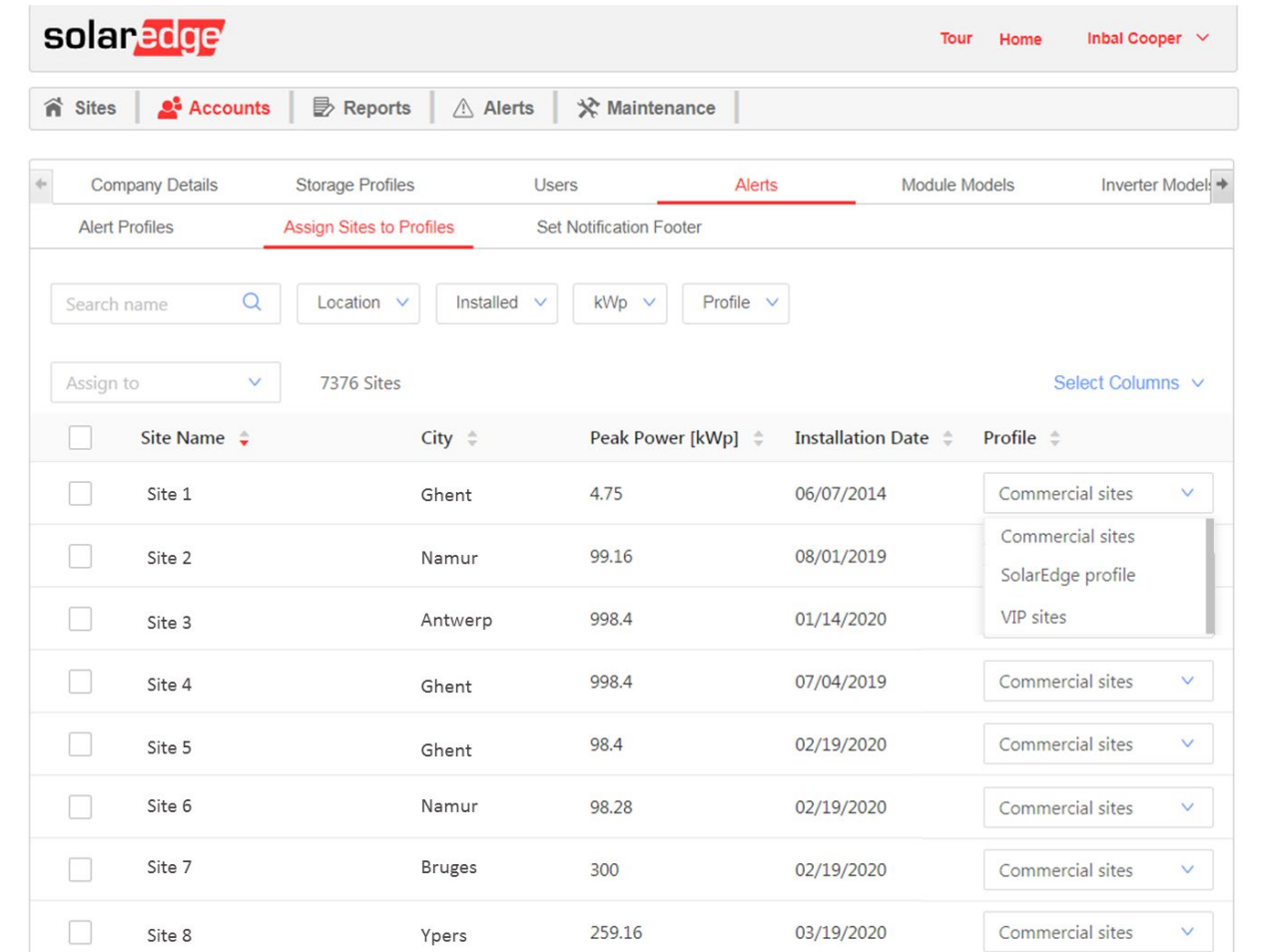
Figure 10: Assigning Sites to Profiles

4. For the relevant site, select a **Profile** from the drop-down list box (see Figure 10 above). To modify the profile for multiple sites, mark the relevant check boxes, and select the profile from the **Assign To** drop-down list box, as shown in the figure below.

Figure 11: Modifying the Profile in Multiple Sites

5. Use filtering options to view alerts according to your needs. You can filter by site location, installation date, keep, and current profile. Clear all applied filters by clicking the **Clear Filters** button.

Figure 12: Clear Filters

6. Select which columns to view in the site list by clicking **Select Columns** as shown in the figure below.
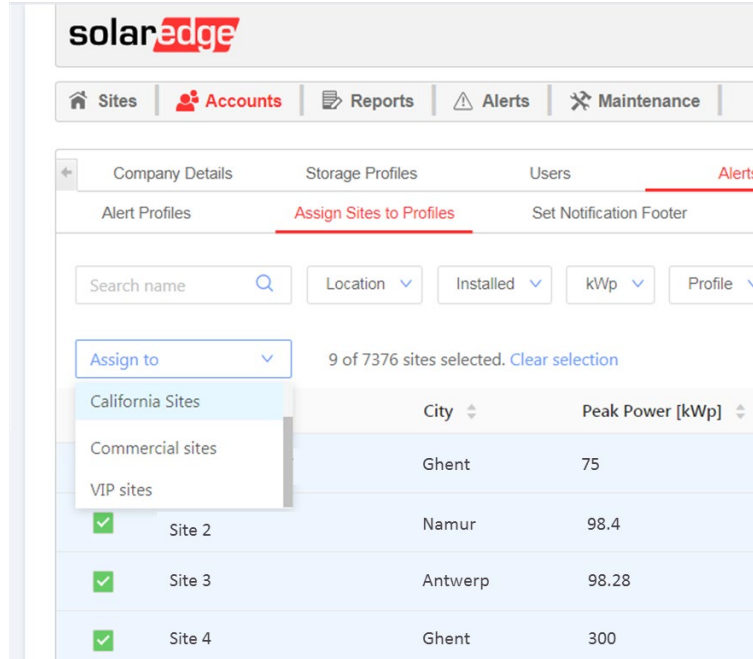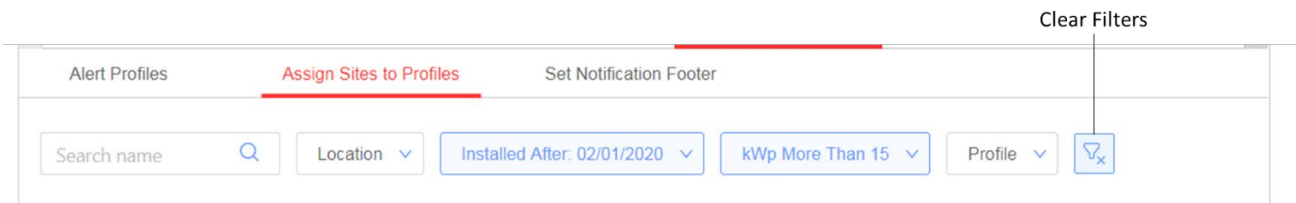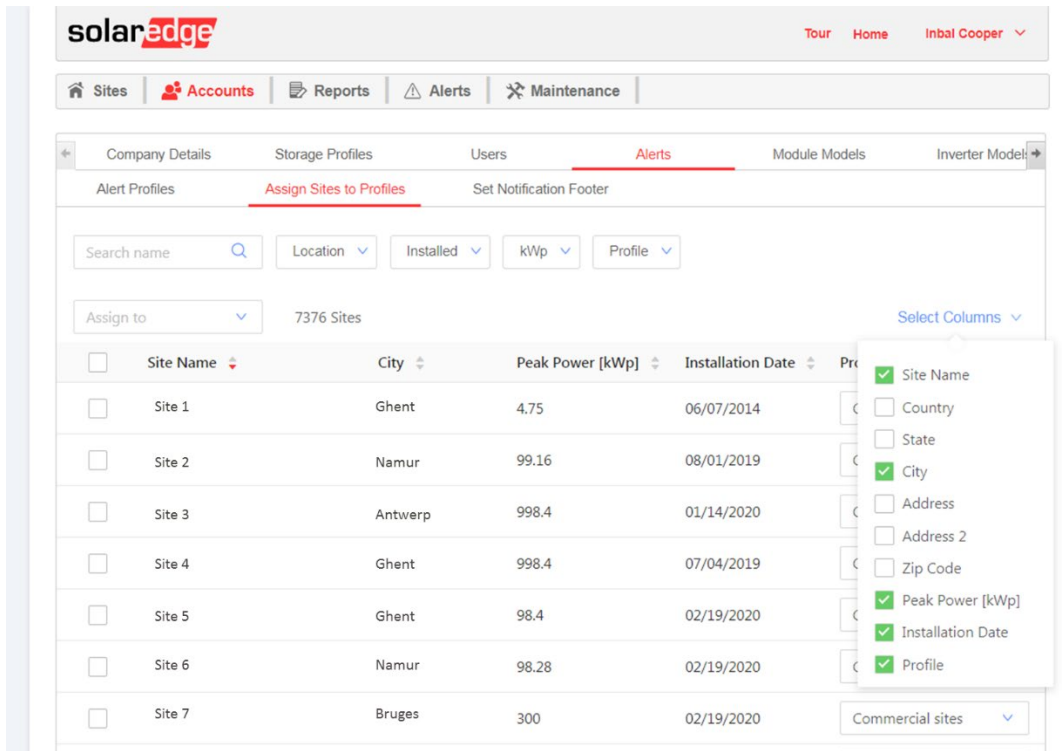

Figure 13: Select Columns to View in Sites List

7. To sort the list, click the **up or down arrows** next to the relevant column header.

Figure 14: Sorting Option in Sites List

Customize Notifications Email Footer

The footer of the daily alerts notification email can be modified to include a generic message. The message, which will be displayed at the bottom of each email, is customizable and can include alert handling guidelines, hyperlinks, contact information, a company logo, etc.

To customize the alerts notifications email footer, select **My accounts ➔ Alerts ➔ Notifications Email** to display the page depicted in the figure below.

Figure 15: Alert Notification Email Message

NOTE

Access to the actions described in the Alert Profiles chapter is enabled only to users in the account with the roles of account manager or account admin.

Alerts Categories

The alerts system includes the following categories and alert types:

- Communication faults for:
    - Power optimizer
    - String
    - Inverter
    - Meter
    - Battery
    - Site

- Equipment
    - Inverter's production issue
    - Battery CB trip
    - Battery below minimum SOE

- Grid
    - Grid fault

Viewing Alerts

Alerts can be viewed on two levels:

- Account level – includes all alerts raised in all sites of the account.

- Site level – includes all alerts raised in a specific site.

Account Level Alerts

→ **To view the account-level alerts page**

1. From the monitoring platform, click **Home.**

2. Click the **Alerts** tab to display the alerts page, shown in the figure below. By default, only open alerts are shown on and are sorted according to the alert's **Impact** value.

Figure 16: Account Alerts Page

Handling Alerts

Click the three dots on the right side of the Alerts list to access alert handling options:

- **More Information.** Open a popup window with additional information about the alert, a description of the rule and troubleshooting guidelines.
  - o Follow the suggested guidelines to resolve the issue.
  - o If the issue is resolved, the alert will close automatically.

Application Note – Alerts in the Monitoring Platform
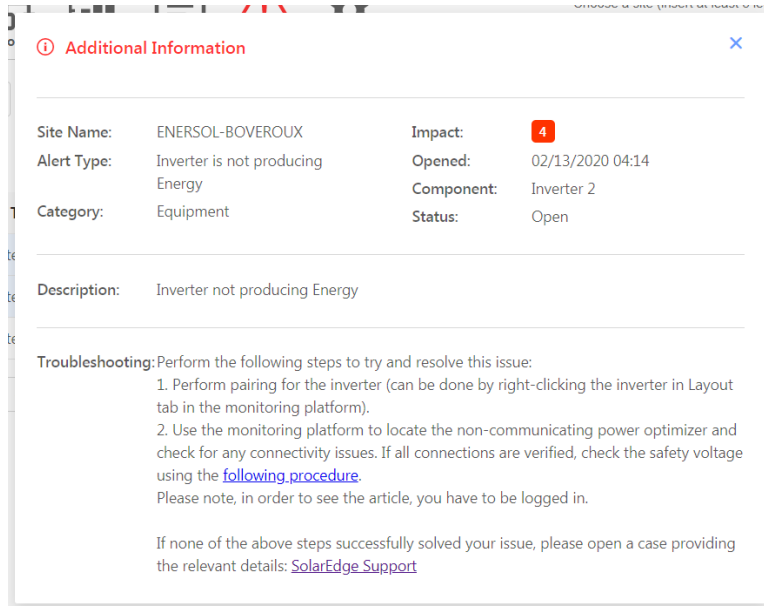
Figure 17: Alert's Additional Information

◤ **View in Layout.** Redirect to the **Layout** tab and highlights the component the alert was triggered for.

◤ **View in Charts.** Redirect to the **Charts** tab where users can further investigate the alert.

◤ **Mute Alert.** Do not show the selected alerts. If you wish to mute an alert temporarily, select a date on which to resume displaying the alert.
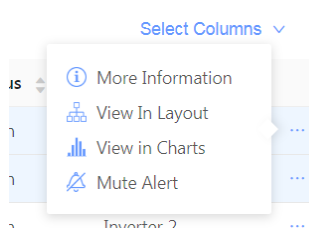
Figure 18: Alerts Handling Options

The Alerts List

The alerts list provides details on all the alerts that were raised in your sites. The following information is available in the list:

Field	Description
Site Name	The name of the installation
City	Then name of the city in which the site is located
Address	The street address of the site
Alert Type	A description of the alert type
Impact	The severity level of the alert type. The impact is rated by: • Number (1 is least severe) • Color More information on the Impact field, see the section: The impact Measurement
Opened	The date and time of the raising of the alert
Status	The current alert status. One of the following states is assigned to the alert: • Open • Open muted

	• Closed • Closed muted

The following optional fields are displayed on the list:

Field	Description
Country	The country in which the site is located
State	The state/province in which the site is located
Address 2	A second street address line
Zip Code	The postal code associated with the installation site
Peak Power	The peak power production of the site
Installation Date	The date of installation of the site
Component	Installation elements, such as inverter, strings, optimizers, battery, meter, etc.
Category	Whether the alert is equipment-related or communications-related

To change the displayed fields, click **Select Columns**, and check the boxes associated with the fields you wish to display.

Figure 19: Selecting Fields to Display

To sort the list, click the up or down arrows next to the relevant field column header.

Filters

Use filters to focus on the records relevant to the issue you wish to solve, by displaying only those records that match the filter criteria. A zoom-in on the filters is shown in the figure below.

Clear Filters
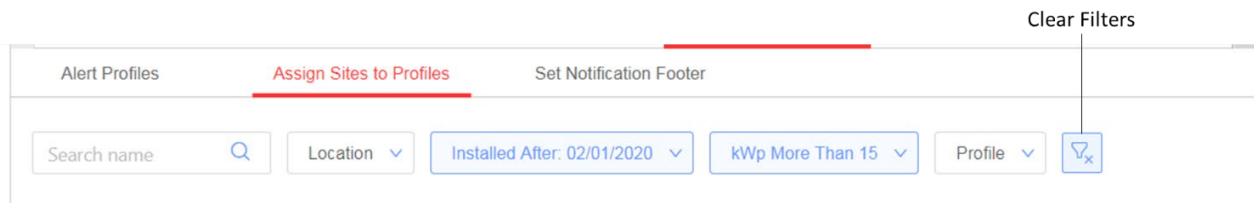
Figure 20: Alert Filters

One or more filters can be applied at the same time. A list of the filters appears in the table below:

Filter	Description
Search name	A textual filter. Match the filter fields using a text string
Location	Allows you to search for records using a location field: Country, State, City, Zip Code
Installed	Sites installed before/after a specified date, or between two dates
kWp	By peak power production capability. For sites whose peak power production capability that is greater/less than a specified level, or between two levels
Alert Type	According to the alert type
Category	Choose whether to display alerts that are equipment-related or communications-related, or both
Impact	Choose one or more impact levels, from 1 to 10
Opened	Alerts raised installed before/after a specified date, or between two dates
Status	Choose one or more states among the following: • Open • Open (muted) • Closed • Closed (muted)

To cancel the filters and display all alert records, select the **Clear Filters** button.

Actions

The Actions button allows you to "mute", that is, hide selected alerts from list.
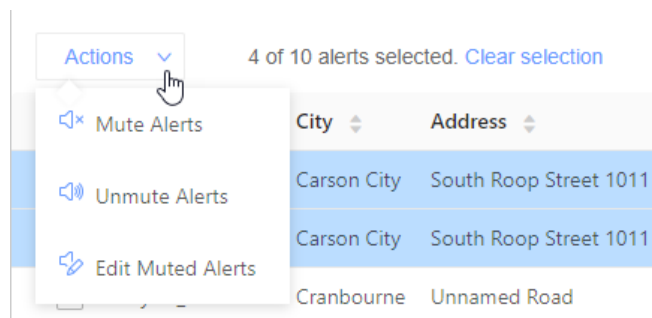
Figure 21: Actions Menu

To use the Actions menu, check one or more boxes on the left side of the page, and select **Actions.** Then choose one of the below actions:

Action	Description
Mute Alerts	Do not show alerts of the selected type(s) and component(s). If you wish to mute an alert temporarily, select a date on which to resume displaying the alert
Unmute Alerts	Show alerts which were previously muted

| Edit Muted Alerts | Change the unmute date for a selected type and component |

Site Level Alerts

→ **To view the site-level alerts page:**

1. Select a site.

2. Click on the **Alerts** tab to display the alerts page, shown in the figure below. By default, only open alerts are shown, and are sorted in order of the alert's Impact.

Figure 22: Site Alerts Page

The Alerts List

The alerts list provides details on all alerts that were raised in your account sites. The following information is available in the list:

Field	Description
Alert Type	A description of the alert
Impact	The severity level of the alert type. The impact is rated by: • Number (1 is least severe) • Color (Red – high severity, Orange – medium severity, Yellow – low severity) More information on the Impact field, see the section: The Impact Measurement
Opened	The date and time of the raising of the alert
Status	The current alert status. One of the following states is assigned to the alert: • Open • Open muted • Closed • Closed muted
Component	The component in the site that triggered the alert

The following optional fields are displayed on the list:

Field	Description
Category	Whether the alert is equipment-related or communications-related.

To change the displayed fields, click **Select Columns**, and check the boxes associated with the fields you wish to display.
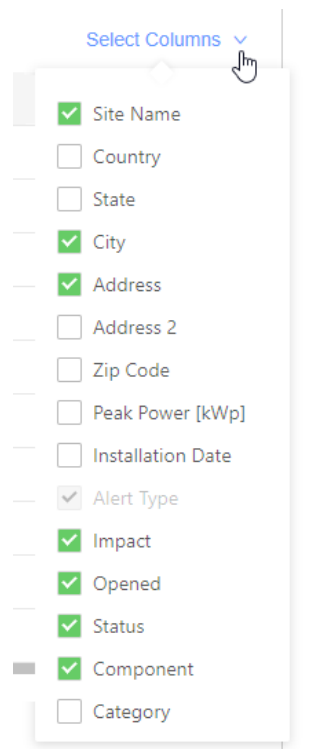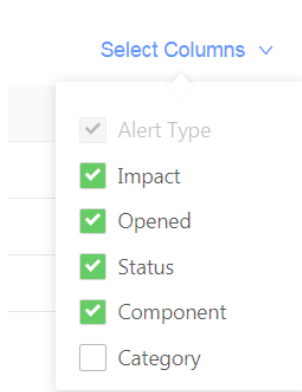

Figure 23: Selecting Fields to Display

To sort the list, click the up or down arrows next to the relevant field column header.

Filters

Use filters to zero in on the records relevant to the issue you wish to solve, by displaying only those records that match the filter criteria. A zoom-in on the filters is shown in the figure below.
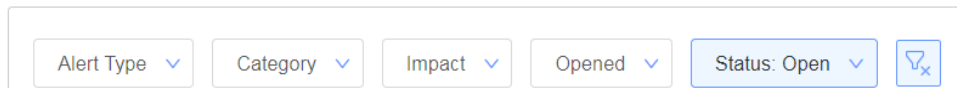
Figure 24: Alert Filters

One or more filters can be applied at the same time. A list of the filters appears in the table below:

Filter	Description
Alert Type	According to the alert type.
Category	Choose whether to display alerts that are equipment-related or communications-related, or both.
Impact	Choose one or more impact levels, from 1 to 10.
Opened	Alerts raised installed before/after a specified date, or between two dates.
Status	Choose one or more states among the following: • Open • Open muted • Closed • Closed muted

To cancel the filters and display all alert records, select the **Clear Filters** button.

To see the actions available for each alert, refer to the Actions section under Account-level Alerts.

Handling Alerts

Refer to the Handling Alerts section under Account-level Alerts.

solar edge

Application Note – Site Administration in the Monitoring Portal

Introduction

This document describes how to use the Admin section of the SolarEdge monitoring portal for site administration.

The Admin window in the monitoring portal includes four tabs, by which you can manage the following site parameters:

Tab	Actions
Site Details	Edit site parameters such as location, feed-in tariff, display options, API, etc.
Revenue	Configure the revenue calculation for a site. Refer to http://www.solaredge.com/files/pdfs/monitoring-portal-revenue-calculation.pdf
Logical Layout	Add or replace system components
Physical Layout	Create and edit the PV system physical layout
Owners	Manage and add site owners
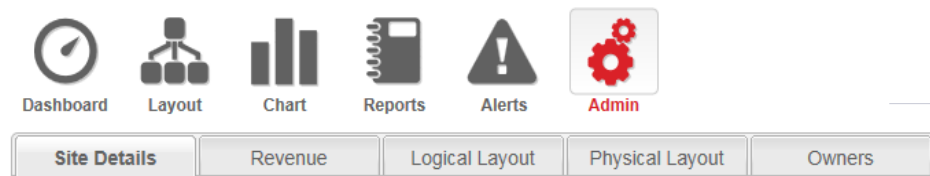
Figure 1: The Admin tabs

> **NOTE**
>
> The Admin window is accessible only if you have account manager user permissions.

Logging-in to the Monitoring Portal

1. Access the portal login page at monitoring.solaredge.com (or in any page of the SolarEdge website, click **Monitoring Portal Login**).

2. Enter your user name (e-mail) and password (as appears in the confirmation email) and click **Login**.
   The first time you log in, there are no sites in the site list. Once sites are created, upon logging in, if only one site is assigned to your account, the site's Dashboard is displayed and you can go to the Admin section. If more than one site is assigned, the list of your SolarEdge sites is displayed. Select the site you want to administer and go to the Admin section.

3. If required, you can search for the site by site name, site address (street, city, and country), account name serial number, or notes (of either the inverter or the power optimizer).

4. Click the **Admin** icon. The Admin window is displayed, showing the Site Details tab (see Figure 2).

Site Details

The Site Details tab lists all the site parameters that can be entered when registering a site. You can change or add information at any time. If the site does not have a valid location or is not marked on the map, you must fill in a location on the map before making any other edits.

→ **To edit site details:**

1. Select the **Site Details** tab, and edit the required parameters. Refer to the table below for available parameters.

1. 2. Upon editing completion, click **Save**.

Parameter	Description	Comments
Site Details		
guid	Globally Unique Identifier: A read-only field identifying the site	
Site name	The site name	Must be unique
Peak Power	Specifies the installed peak power of the site, in kWp	Sum of all rated Module STC power
Installation Date	The installation date	Installation Date must be after 1/1/2010, and no later than three months from current date.
Monitored devices	The system type by its components: Optimizers & Inverters, Safety & Monitoring Interface, or Monitoring Combiner Boxes.	This is a read-only field. The data here will match what was defined in the site registration process.
Associated to account	The account to which this site belongs	
Notes	General information of interest about the site	Free text
Site Image	If you upload a site image it will appear in the Site List and in the Dashboard: Click the icon to open a file selection window, and select the applicable image file.	The total size of all uploaded files in the Site Details form should not exceed 4MB.
Installer Logo	If you upload a logo, it will appear on the top right-hand side of the dashboard. Click the icon to open a file selection window, and select the applicable image file.	The image is manipulated to fit in a placeholder sized 300x100 pixels. The total size of all uploaded files in the Site Details form should not exceed 4MB.
Site Location		
Map	Enter the site address or coordinates (latitude, longitude) and press Enter.	A red symbol appears on the map, indicating the site location: . You can drag it and re-set the location to the correct address.
Address 1 and 2	The site address(es)	
City	The city in which the system is installed	
Zip code	The zip code in which the system is installed	
State/Region	The state/province in which the system is installed	
Country	The country in which the system is installed	
Public Details		
Public check-box	By selecting this option, you allow external users to view your system's dashboard data.	
Public name	Choose a Public name, which will be your site's name in the public portal/page.	Useful for privacy considerations
Display	Select if to show the dashboard only or the dashboard and layout.	
Public Address	This field is filled automatically and will link directly to the public site's Dashboard.	This field can be copied and used as a link.
Kiosk Display		
Kiosk	By selecting this option, you and the system owner can share the site's PV performance with visitors through a public display.	Refer to the Setting Up a Public Display of the SolarEdge

Parameter	Description	Comments
	The web browser refreshes every 5 minutes and shows the site's power production, energy production and environmental benefits, the installer logo and the site image.	Monitoring Site Dashboard application note.
API Access		
API Access	The SolarEdge Application Programming Interface (API) allows other software applications to access its monitoring system database for data analysis purposes, fleet management, displaying system data in other applications, etc. Selecting the "I have read…." check-box automatically adds an API Key in this field.	Refer to the SolarEdge Monitoring Server API Guide

Figure 2: Admin window – Site Details tab

Logical Layout

The Logical Layout tab in the Admin window displays the list of components in the site. This tab allows adding new inverters or Control & Communication Gateways (CCG), and updating replaced components (inverters, power optimizers, CCGs and SMIs) in the monitoring portal.
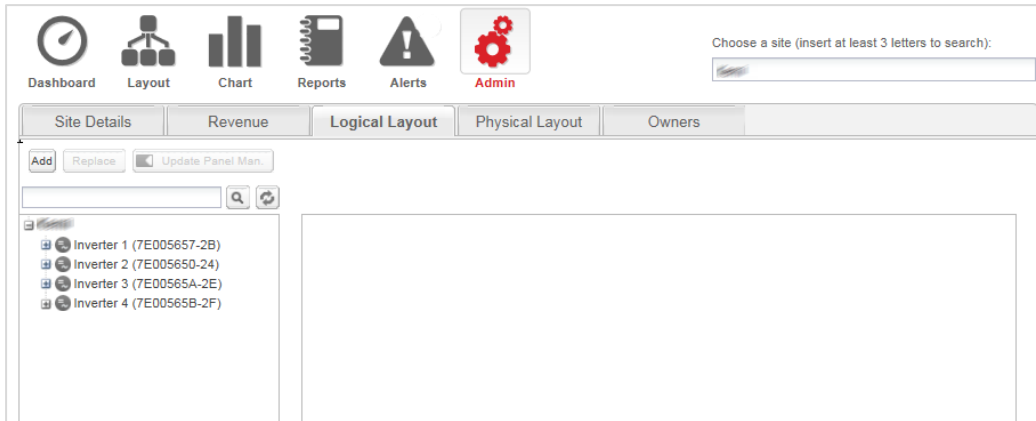
Figure 3: Admin window – Logical Layout tab

Power Optimizers

Power optimizers are added to the logical layout automatically when the inverter starts to communicate with the monitoring server. When a power optimizer is paired to an inverter, the server identifies that it belongs to an inverter in the site, and adds it to the logical layout.

Inverters and CCGs

You can add, search for, and replace inverters/CCGs in the list of site components. The displayed windows are different for sites with SolarEdge inverters and sites with non-SolarEdge inverters (with Safety and Monitoring Interface –SMI).

→ **To add an inverter or gateway to a site with SolarEdge inverters:**

1. Select the **Logical Layout** tab.

2. Click **Add** and select **Inverters** or **Gateways** or both. A form is displayed.

Figure 4: Logical Layout – adding a new inverter

3. Specify the serial number for the inverter/Gateway (CCG): Enter the last 10 digits of the device serial number, in the format: XXXXXXXX XX.
   For example: if the product serial number is SF0112A-07F123456-1B, insert: 7F123456 1B. The serial number is printed on the device label. The system checks the validity of the value you enter here.
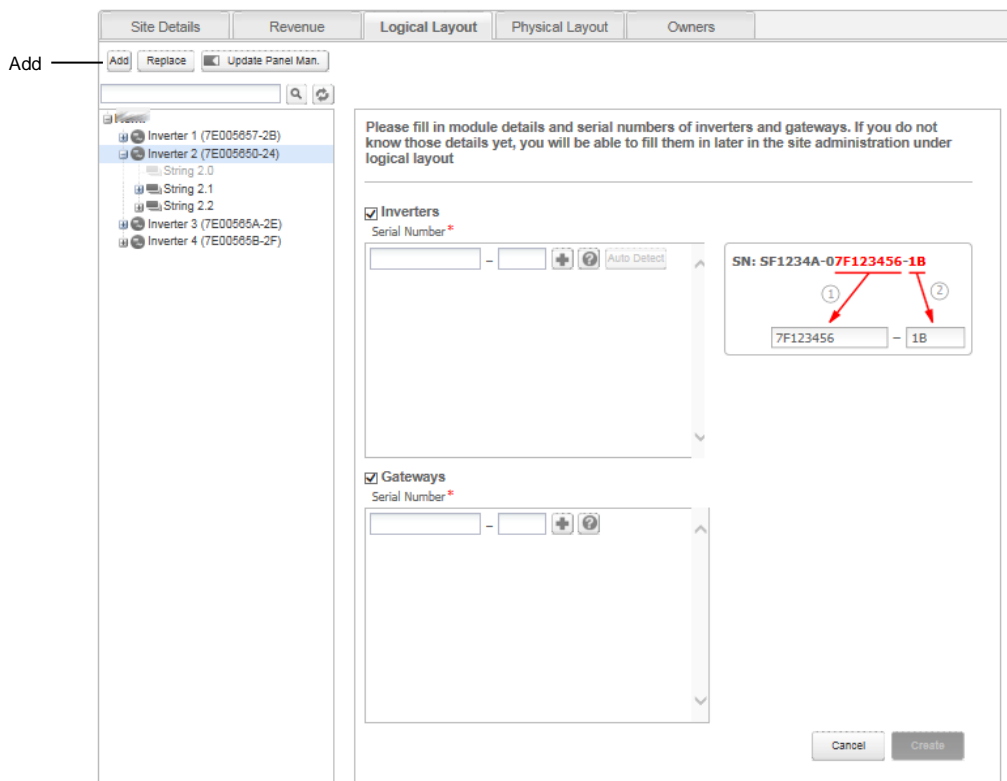
4. Click **Create**. The new inverter/CCG appears in the left pane.

5. You can edit the inverter/CCG's details. To do so, simply click the inverter/CCG in the list on the left pane and edit it.

→ **To add an inverter or gateway to a site with non-SolarEdge inverters (with SMI):**

1. Select the **Logical Layout** tab.

2. Click **New** and select either **New Inverter** or **New Gateway**. An adding form is displayed. The following shows adding an inverter.
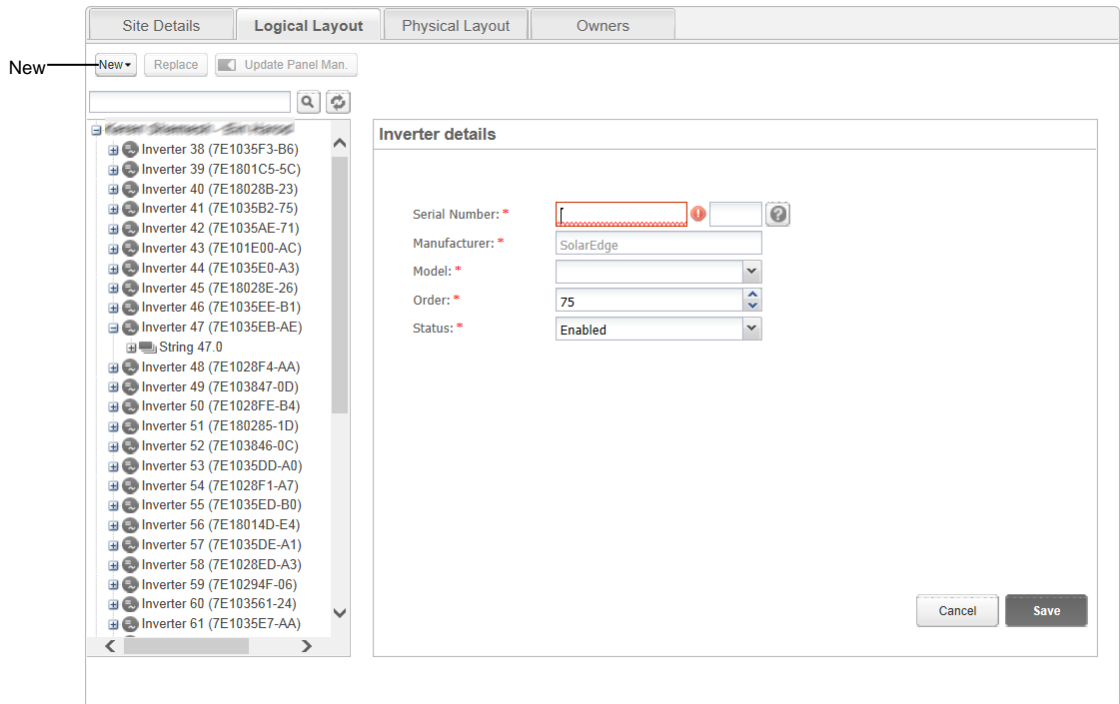

Figure 5: Logical Layout – adding a new inverter

3. Specify the following information for the inverter/CCG. All fields are mandatory:

   • **Serial Number**: The last 10 digits of the device serial number, in the format: XXXXXXXX XX.
     For example: if the product serial number is SF0112A-07F123456-1B, insert: 7F123456 1B. The serial number is printed on the device label. The system checks the validity of the value you enter here.
   • **Manufacturer**: The manufacturer of the device. The default is SolarEdge.
   • **Model** (only for inverters): Select the model name of the inverter, for example: SE7K.
   • **Order**: Ordinal number of the inverter/CCG within the installation. This value sets the order by which inverters are numbered.
   • **Status**: The status of the inverter/CCG, which can be Enabled or Disabled. Only enabled components appear in the system layout view (when clicking the Layout icon [Layout]). By default, the status is Enabled.

   NOTE

   Enabled inverters are shown in black and disabled inverters are shown in gray.

   You can edit a disabled inverter in order to enable it. To do so, simply click a disabled inverter in the list and edit it.

4. Upon editing completion, click **Save**. The inverter that you created appears in the left pane.

→ To search for a component:

A search box is available at the top of the device list, which enables filtering the list.

1. Enter an inverter/CCG name or a serial number in the box.

2. Click the **Search** icon to perform a search. The devices that contain the search criterion are displayed in the list.

Figure 6: Logical Layout – Search

3. Click the **Refresh** icon to reset the search filter.

→ To replace a site component in the layout:

Use this option if you have replaced an inverter, power optimizer, CCG or SMI.

> **NOTE**
>
> If a component is not replaced here, the monitoring system assumes that the previous component still exists and will refer to it as a miscommunicating component.

1. Select the **Logical Layout** tab.

2. From the list of system components on the left pane, select the component that was replaced (expand or collapse the list as necessary). The component details are displayed in the main pane.
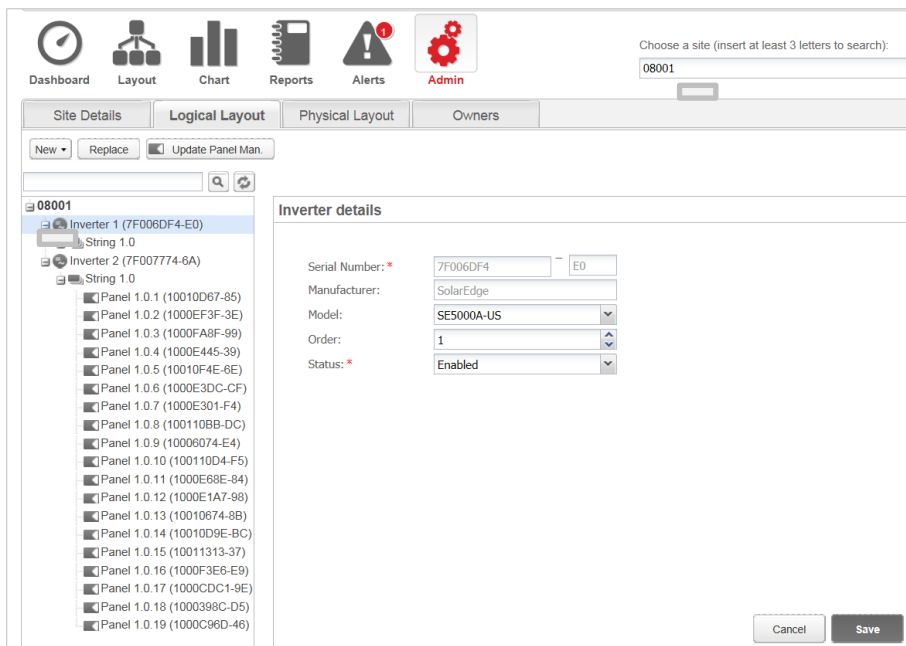

Figure 7: The Logical Layout tab in Admin

3. Click **Replace**. The component details are now divided into two sections: **Current** <component> and **New** <component>.
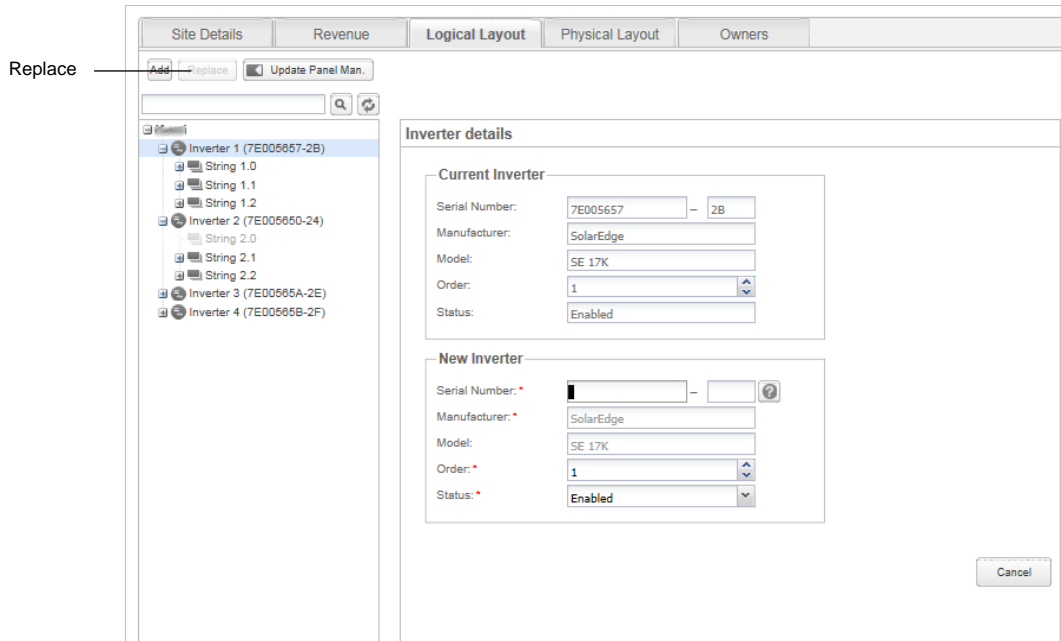

Replace

Figure 8: Replacing a system component

4. Enter the details of the new component. Keep the same (default) Order number and Status as that of the replaced component.

5. Verify that modules are defined in the site. If modules were replaced, update the module manufacturer.

6. Click **Save**. The new component appears in the component list and receives the same Order number in the list, if the Order number was kept (for example "Inverter 1"). The replaced component is disabled and is grayed out.
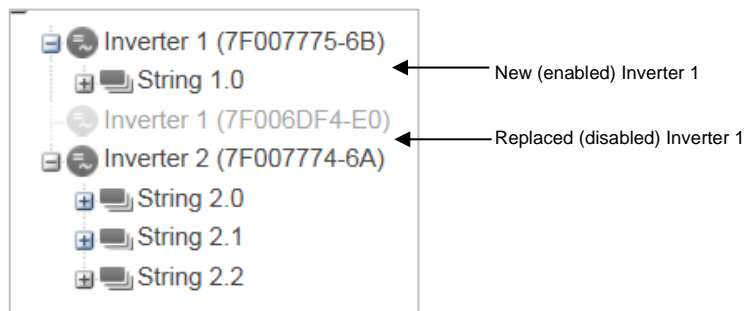

New (enabled) Inverter 1

Replaced (disabled) Inverter 1

Figure 9: Example of system component list with a replaced inverter

> **NOTE**
> If there is a physical layout for this site – after updating the component in the Logical Layout tab the new component will automatically appear in the location of the replaced component.

Physical Layout

The physical layout of the PV system gives a bird's eye view of the actual placement of each component in the site (inverters, modules, etc.). Mapping the physical location of each component in the site is not mandatory, however makes site diagnostics easier and more informative.

The physical layout editor enables creating and editing the physical layout. When the physical layout is complete, you can publish it to the portal, save it as an image and print it.

→ **To create and edit a system physical layout:**

1. Record the system components' locations and serial numbers in the site, using one of the following:

   ▪ Use the Site Mapper application for mobile devices- after completing the mapping using the application, it will generate an XML file with the physical mapping. If you haven't uploaded the Mapper XML file during site registration, you can upload it in the Site Mapper file field.

▰ Use the Physical Layout template - fill out the template using the detachable 2D barcode stickers on each power optimizer. Click here to see an example. Once the form is complete, scan it and upload it. If you haven't uploaded the scanned template during site registration, you can upload it in the System physical layout template field.

2. Create the physical layout: Select the **Physical Layout** tab and click **Create new layout** to start a new layout, or edit/delete a saved or published layout by clicking the corresponding buttons. For information on creating a physical layout, watch these short videos demonstrating how to use the physical layout editor:

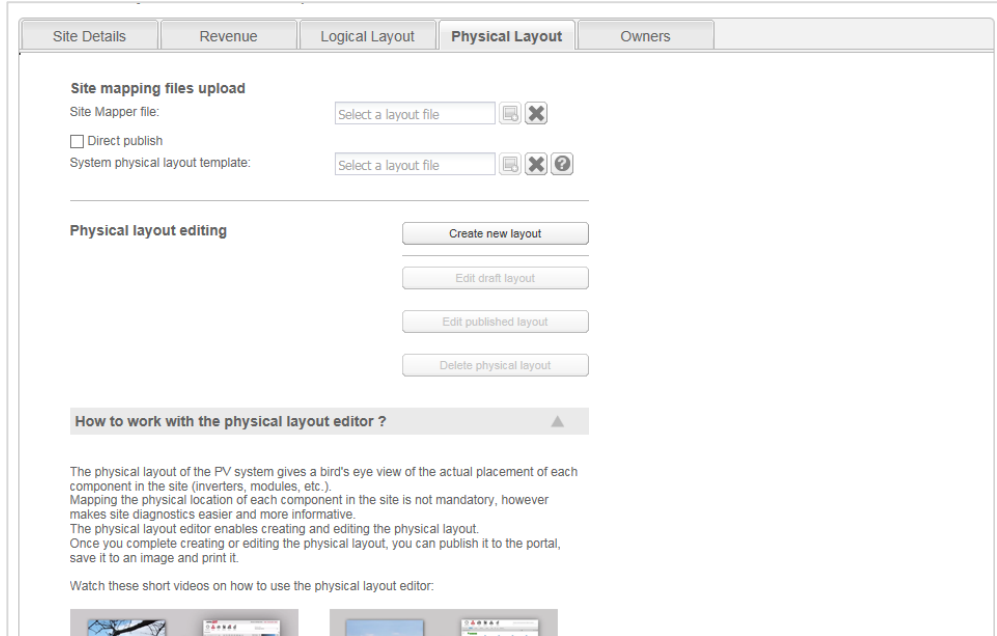- Residential sites
- Commercial sites

Figure 10: Admin window – Physical Layout tab

Owners

You can define and edit the system owners and their level of access to the monitored site using the Owners tab.

→ **To add/edit an owner:**

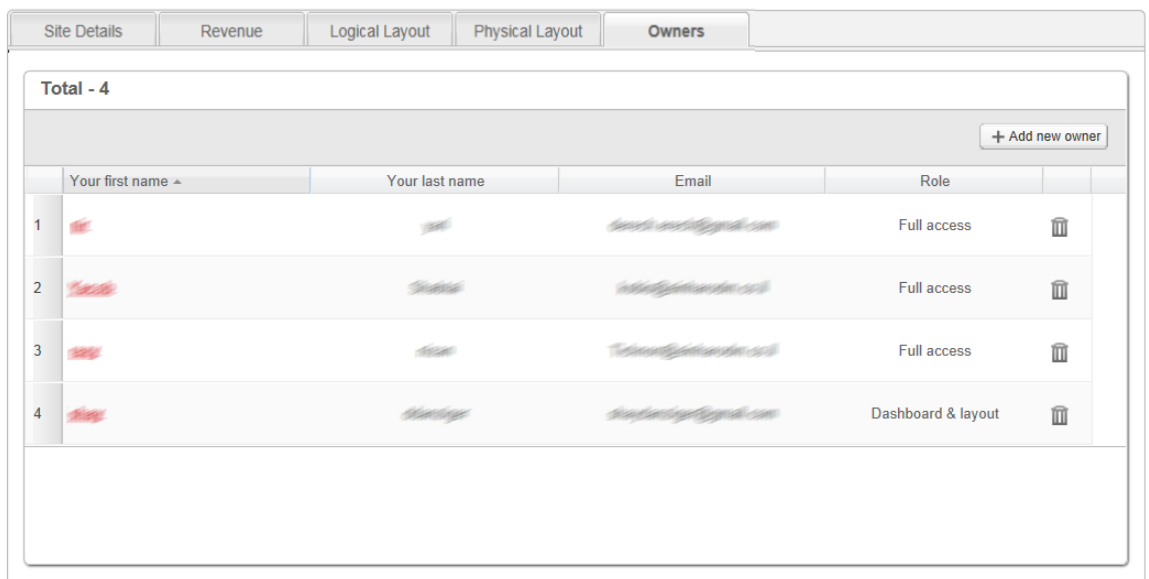1. Select the **Owners** tab.

Figure 11: Admin window – Owners tab

2. Click **Add new owner** or select an owner that you want to edit. The following form is displayed:
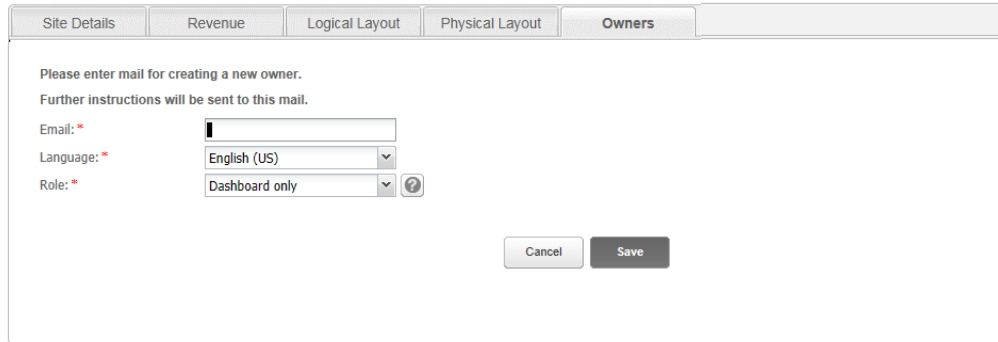

Figure 12: Owners – Add new owner

3. Enter the owner's e-mail address.

4. Select the monitoring portal display language for the new owner.

5. Select the new owner's role:

- The **Dashboard** role allows the system owner to access to the Dashboard tab only.
- The **Dashboard & Layout** role allows the system owner to access the Dashboard and Layout tabs.
- The **Full access** role allows the system owner to access the Dashboard, Layout, Chart, Reports and Alerts tabs.

6. Upon completion, click **Save**. An email will be sent instructing the owner(s) how to access and register to the SolarEdge monitoring portal.

→ **To delete an owner:**

To delete existing system owners from the owners list, click the 🗑 icon next to the relevant owner in the owners list (see Figure 11).

> **NOTE**
> You cannot modify an owner's email address, therefore in case editing is required, create a new address and remove the old one.

Application Note – Monitoring Portal User Settings

Introduction

This application note describes how to set your monitoring portal preferences. You can set various parameters, such as the language and currency display, and change your login password.

User Settings

The toolbar at the top right of the monitoring portal main window provides the following options:

- ◣ **Home**: returns to the site list. If you have only one registered site, returns to the site's dashboard.

- ◣ Clicking your **user name** displays the following dropdown list:
  - • **User Settings:** enables setting use preferences, as described below.
  - • **My Account**: enables managing your account, as described in the "Application Note - Creating and Managing a Monitoring Portal Account"
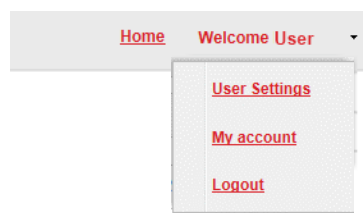 - • **Logout**: exit the system

Figure 1: User Dropdown List

→ **To set user preferences:**

1. 1. Click the dropdown arrow next to your username and select **User Settings**. The User Settings window is displayed.

Figure 2: User Settings Window

2. Set the following:

- ◣ In the User Settings pane:
  - • Language: Select the language in which the monitoring portal will display. When you change the language, the localized data changes automatically, including number, currency and date formats.
  - • Number Format, Currency Format and Date Format are read-only fields and are set automatically according to the selected language.
  - • First Name
  - • Last Name
  - • Phone number
  - • System Units: Metric or Imperial

- ◣ In the Change Password pane– Click the dropdown arrow to display the settings, and modify if necessary.

3. Click **Save**.

Application Note – Remote Inverter Firmware Upgrade Using the Monitoring Platform

Version History

- Version 1.0 (October 2020) – Initial release

Introduction

SolarEdge's monitoring platform allows you to perform remote firmware update for inverters in your PV site. This capability saves significant time since a site visit is not required for a simple firmware upgrade. Upgrading the inverter firmware version can bring new value to the PV site with new capabilities and features that are being released as well as help solve existing issues.

To learn what's included in the latest inverter firmware version, visit the release notes page:

- SetApp enabled inverters
- Inverters with display

> **NOTE**
> To perform remote firmware upgrade for inverters with a CDMA or GSM cellular connection, or an RS485 communication between Leader and Follower inverters, please contact SolarEdge support.

Perform Remote Inverter Firmware Upgrade

Inverter firmware upgrade is performed per site and should be done for each inverter in that site.

→ **To access remote firmware upgrade**

1. Log in to the monitoring platform (https://monitoring.solaredge.com) using your user name and password.

2. Click on a site to access its dashboard.

3. Click the **Admin** icon.

4. Select Remote **Settings ➜ Firmware Update.**

> **NOTE**
> Access to Remote Settings tab is available only account admin or account manager users.

5. For each inverter in the site, the following information is presented:

   a. Firmware version table with the current version installed on the inverter and the latest version available.

   b. Last inverter update time.

   c. Firmware update history table displaying all past inverter updates from the monitoring platform.

6. To read the release notes and learn what's new in the latest firmware version click the ⓘ icon.
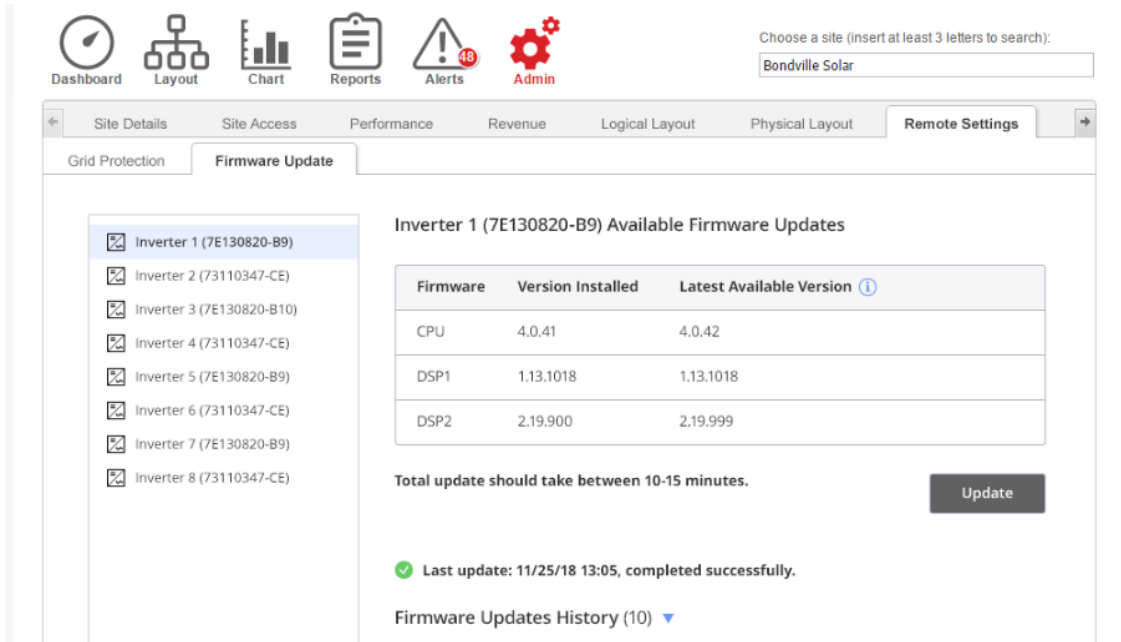
Figure 1: Firmware Update Tab

7. To start the upgrade process for each inverter, click **Update**. You can only upgrade one inverter at a time. The process may take a few hours. In case the inverter firmware currently installed is the latest one, the Update button will be disabled.

8. During the firmware upgrade process, a progress bar as well as a status indication will be presented.

Figure 2: Firmware Update Status and Progress

→ Firmware upgrade results

1. In case the firmware update was successful:

    a. The last update information as well as the firmware updates history table will be updated.

    b. A success notification email will be sent to the user who initiated the update process.

2. If the firmware upgrade failed, an error message will appear below the available Firmware Updates table. It is recommended to retry.