



FRONIUS DATAMANAGER CARD 2.0 TROUBLESHOOTING GUIDE

Useful tips & tricks when setting up monitoring using
Fronius Datamanager card/box 2.0

Quick Guide

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Gender-specific wording refers equally to female and male form.



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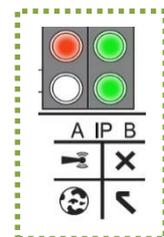
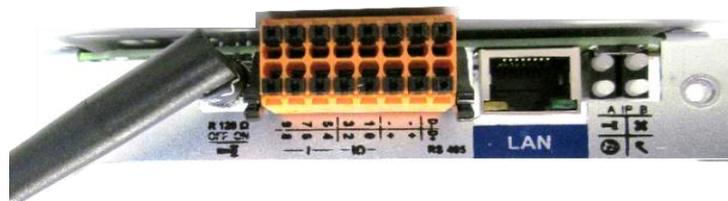
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1.0 GENERAL INFORMATION:

This quick guide provides some tips and tricks when setting up system monitoring on a Fronius Datamanager Card 2.0

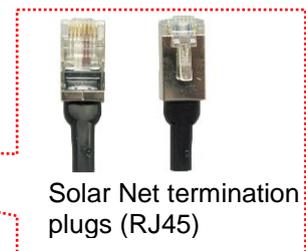
Some useful information when trying to setup the monitoring on a Fronius inverter.

- / IP address to access the Fronius Datamanager Card via **Wi-Fi access point** - The DIP switch has to be on position **B (default position): 192.168.250.181**
- / IP address to access the Fronius Datamanager Card via **LAN connection** - The DIP switch has to be on position **A: 169.254.0.180 (Wi-Fi access point Read only)**
- / **When using a Wi-Fi network as an internet source to the Fronius Datamanager, always connect your smart device to the Wi-Fi network before setting up the monitoring and make sure you are able to access internet by visiting a webpage. For example: www.fronius.com**



LED states on Fronius Datamanager Card

✘ - **Cross** LED indicates the Solar Net ring status. If it's **RED**, check if the two RJ45 plugs are connected to the Solar Net IN & OUT terminals, or, in a rare case it could be a RECERBO (display) board issue.



✓ - **Tick** LED indicates the status of the hardware/software on the Fronius Datamanager card. **GREEN** indicates the status is OK. **RED** indicates that software update has failed or a possible hardware issue with the Datamanager Card.

🌐 - **Globe** LED indicates if the Datamanager Card is connected to an internet source and sending data to the Fronius Solar.web server. **GREEN** indicates a valid connection to the Solar.web server. If it's **RED**, it indicates that Datamanager Card is not successfully connected to a valid internet source or they may be a firewall restriction on the connected network or proxy server.

📶 - **Wi-Fi connection** LED indicates the status of the Wi-Fi Access Point (AP). If the LED is "blinking" **GREEN** this indicates that the Wi-Fi AP is active. **Solid GREEN** indicates a valid Wi-Fi connection between the router/modem and the Datamanager Card.

All LED's blinking randomly indicates the Datamanager Card is starting up or booting up.

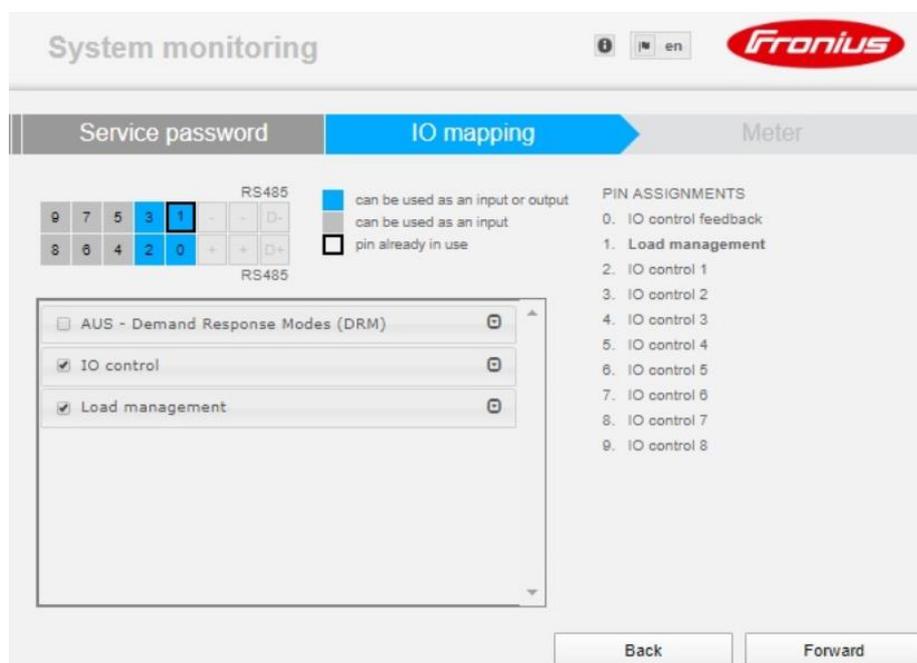
2.0 WIZARD GETTING STUCK

If you come across the following scenarios when using your smart phone or tablet to setup monitoring on a Fronius Datamanager Card, follow the instructions on section [2.1.0](#) and [2.1.1](#)

- / When the **TECHNICIAN WIZARD** is chosen, the wizard gets stuck in the IO mapping settings
- / When the **SOLAR.WEB WIZARD** is chosen, the connect button becomes unresponsive in the network setup page

2.1.0 Wizard stuck in the IO mapping settings

If the wizard gets stuck in the **IO mapping settings** when the **TECHNICIAN WIZARD** is chosen, (this means going backwards or forward from this page may not be possible), please follow the steps below:



If you are stuck on the **IO mapping settings** you can reset the wizard and run the setup wizard from the start. Please follow the steps below in order to reset the Datamanager Card wizard:

- / Activate the Wi-Fi access point on the inverter
- / Connect your smart device to the Wi-Fi access point - **Fronius_240.xxxx** network
- / Open a web browser and copy - paste the following link (please don't click on the link) **Wizard reset link:** <http://192.168.250.181/admincgi-bin/configRevert.cgi?scope=all>

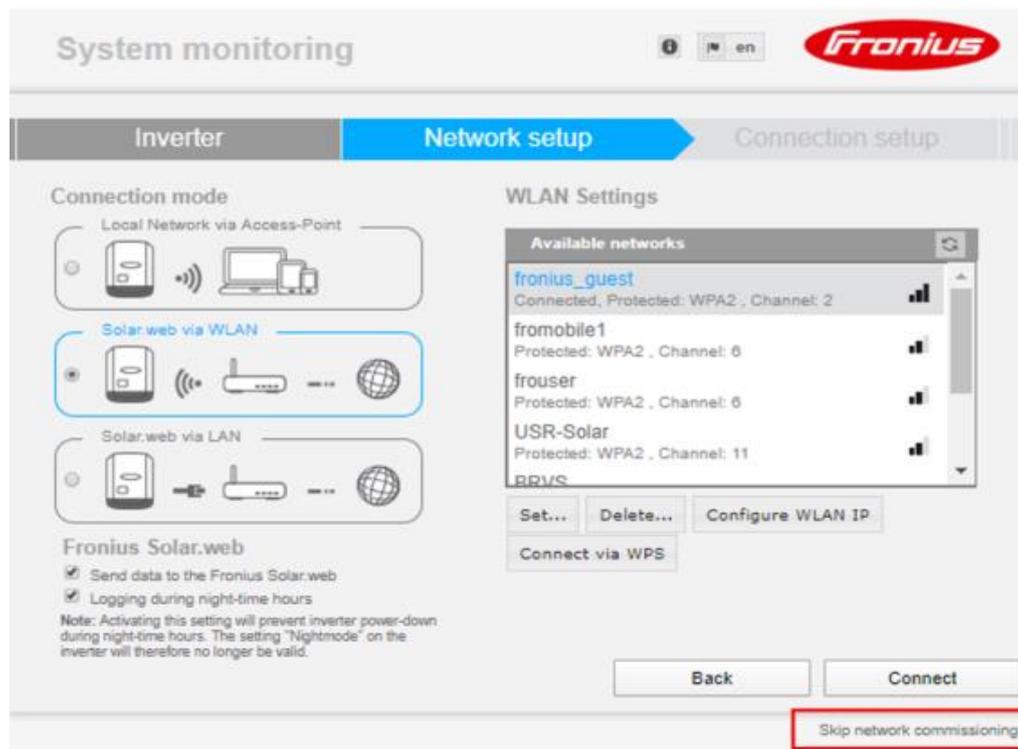
Once the wizard is reset, make sure your smart device is connected to the Wi-Fi access point and enter the default IP address of the Datamanager Card - **192.168.250.181** - on your web browser and complete the monitoring setup by choosing **SOLAR.WEB WIZARD**. This applies even when you have a Fronius Smart Meter to be activated.

Once the monitoring setup is complete, the Wi-Fi access point stops automatically. In the event that a Fronius Smart Meter has to be setup, connect your smart device to the Wi-Fi access point and then go to the homepage of the Datamanager Card using the IP address **192.168.250.181** and then click on **SETTINGS** and go to **METER**.

2.1.1 Connect button – Unresponsive in the network setup page

If the connect button becomes unresponsive in the network setup page of the **SOLAR.WEB WIZARD**, please follow the steps below.

Please select '**Skip network commissioning**' (bottom rightand corner of the network setup page). Once this is selected, it will skip the network setup page and redirect you to the password settings page where you will have to create an admin password and complete the wizard.



Once the monitoring setup is complete, the Wi-Fi access point stops automatically. To enter the network settings please connect your smart device to the Wi-Fi access point and go to the homepage of the Datamanager Card using the IP address **192.168.250.181**. Then click on **SETTINGS** and go to **NETWORK**. You can now configure the network settings – WLAN or LAN under the Network settings tab.

Please note: Click on the **TICK** to save the changes that you've made.

3.0 System offline on Fronius Solar.web after network setup

If the system remains offline on Fronius Solar.web after completing the monitoring setup, please check if there is a hostname assigned under the **dynamic IP settings**. If the hostname is blank, please set a hostname. The hostname shouldn't have any spaces or special characters in it.

Please refer to the screenshot below on how to set a hostname under the network settings.

1. Activate the Wi-Fi access point and connect your smart device to it
2. Open a web browser and goto **192.168.250.181 → SETTINGS → NETWORK**

If the system still remains offline (on Fronius Solar.web) after assigning a hostname, please check the firewall settings on the router as this may block some of the ports required by the Datamanager card to communicate to the Solar.web server. Please make sure the firewall settings allows UDP data/traffic.

Alternatively you can check if **“SEND REAL TIME DATA TO FRONIUS SOLAR.WEB”** is **enabled**. Goto **192.168.250.181 → SETTINGS → FRONIUS SOLAR.WEB**

Please note: If the system is offline on Fronius Solar.web that doesn't mean that the Fronius inverter is not generating any power. The inverter may still be generating power and this can be verified on the inverter's display (under the **NOW** menu)

4.0 CGI – Failure

If you get the following error message “**CGI - Failure – The server is sending no response or is not accessible**” when setting up the monitoring on the Fronius Datamanager Card as mentioned in the screenshot below, the browser “Cache” needs to be cleared. Please follow the steps below to fix it:



For Apple iOS devices:

1. Go to SETTINGS on your apple device
2. Scroll down to Safari and click on it
3. Scroll down and choose “Clear History and Website data” and then select “Clear History and data”

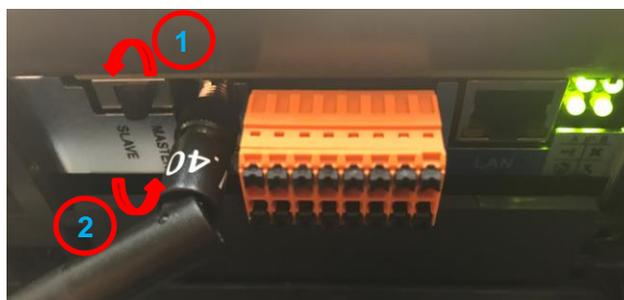
For Android devices and other operating systems:

1. Go to SETTINGS of the web browser (Google Chrome or default browser)
2. Go to History and clear all the browsing data

Once the browsing data/history is cleared, try to run the wizard again and the issue will have been fixed.

5.0 Unable to connect to the Wi-Fi access point

If you are unable to connect your smart device to the Wi-Fi access point on a Fronius inverter by entering the default password **12345678**, and you get a notification on your smart device saying “**Incorrect Wi-Fi password**”, please restart the inverter or do a Master–Slave reset on the Fronius Datamanager Card by flicking the switch from **Master to Slave (1)**. Wait for few seconds and put it back to **Master (2)**, and then try to connect your smart device to the Wi-Fi access point.

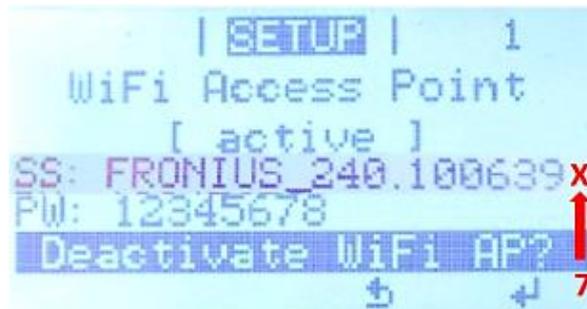


Please note: When Master–Slave reset is done, it may take up to one minute for the Wi-Fi access point to be available.

6.0 Datalogger ID not available and display software cuts last digit

Up until Q1, 2020 the Datalogger ID on a Fronius inverter had only up to 6 digits after the decimal point – **240.123456** but due to the increase in inverter sales, the Datalogger ID had to be extended to 7 digits – **240.1234567**.

With the extended number, the RECERBO display cuts away the last digit in the Wi-Fi Access Point menu. It's a common practice to determine the Datalogger ID by going into the Wi-Fi access point in the display (SETUP) menu.

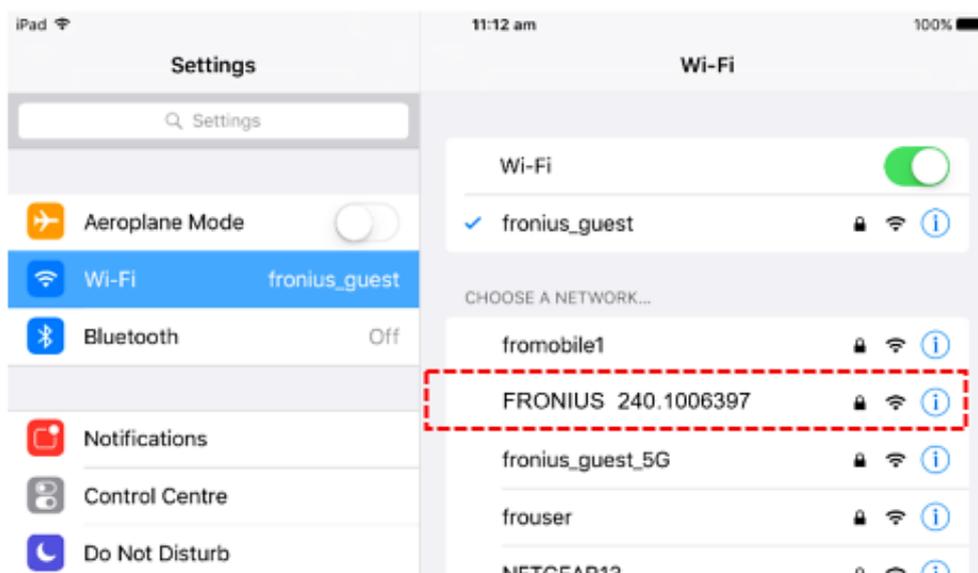


When you try to enter an incorrect Datalogger ID to a PV system on Fronius Solar.web, you might get an error message "**Datalogger ID not available**". Therefore, please consider this fact especially in cases where you are about to change configurations due to suspected "incorrect" Datalogger ID. This issue is fixed when the inverter software can be updated to fro31180.upd or greater.

TIP: This issue predominantly occurs in Datalogger ID's starting **240.10xxxxx**

Solution to find the correct Datalogger ID:

1. Activate the Wi-Fi access point on your Fronius inverter.
2. Go to the Wi-Fi settings on your smart device and look for the Wi-Fi network list. The correct Datalogger ID will now be displayed on the Wi-Fi settings of your smart device.



7.0 Tips & Tricks

- / **When using a Wi-Fi network as an internet source to the Fronius Datamanager, always connect your smart device to the Wi-Fi network before setting up the monitoring and make sure you are able to access internet by visiting a webpage. For example: www.fronius.com. By doing this, you can ensure that the Wi-Fi network's password is correct and the internet is working.**
- / It's a good practice to carry a windows laptop with a LAN port so you can try setting up the monitoring on the laptop if you experience any issues while using an iOS or Android device.
- / In the event of complex monitoring setup cases, Fronius Tech Support can also support via a TeamViewer session where we can view/control your screen. Please note: A laptop is required to run a TeamViewer session.
- / During the monitoring setup, you may receive the following notification on your smart device and the device may require you to use mobile data. When this notification appears, please choose **keep trying Wi-Fi**. Alternatively you can turn **OFF** the mobile data or set your device to Airplane mode.



END OF DOCUMENT

Fronius Australia Technical Support
Email: PV-Support-Australia@fronius.com

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