

Export the logs file from SUN2000 inverter and Smartlogger1000&2000



Huawei Technologies Co. Ltd.

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1. Export logs file with Smartphone

Supported models: SUN2000 33-A/36/42/55/60/100 KTL, US model 25/30/45/33/36/40 KTL and Smartlogger2000.

Use data cable or Bluetooth module to connect smartphone to SUN2000 inverter (for Smart Logger2000, the Bluetooth module already integrated in the equipment). Login on SUN2000APP as Advanced User (password: **00000a**) and follow the below steps:

From the main page select **Device log** \rightarrow **Inverter log** \rightarrow choose select all and time range select latest month->Download file

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Function	Menu 🗮	K Device	logs	K Log Download	
Alarm		Phone Log	Inverter Log	Select All Time range Latest month Major alarms alarmg1_major.emap]
Running Info.	Settings			 Minor alarms alarmg1_minor.emap Warning alarms alarmg1_warn.emap 	
Energy Yield	Maintenance			Active Alarms alarmg1_actv.emap Energy yield per hour perfmg1_hour.emap Energy vield of current day	
Inverter Update	logs About			Monthly Energy Yield	

The log file exported via smartphone is a package that the name included serial number and export time of that inverter, please copy the correct log file and send to Huawei service team.

You can find the logs in: application-my file-internal storage-inverterappsun2000app_download-sun2000 and you can save in your laptop and send on email to service team to: eu_inverter_support@huawei.com

2. Export logs file through Smartlogger WebUI

Support model: all of SUN2000 products and Smartloggers1000&2000

Login as advanced user on Smartlogger1000&2000 and follow the steps:

Choose **Maintenance** menu→**Device** log→select the inverter

 $(Smartlogger1000\&2000) \rightarrow Export \log \rightarrow after the progress reach 100\% select Log archiving.$

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_ iispir e	Over View	Monitorin	Query Settings	Maintenance	1 Select ma	aintenance		<u> </u>
🔿 Firmware Upgrade	Device Log							
Product Information	Select	No. De	vice	SN		Devices Status	Progress	Execution State
Security Settings		1 Lo	gger(Local)	21023100	QHT10G1000011	•		
System Maint.	V	2 33	CL(COM2-2)	2101072	0010 8001283	•		
Device Log	3 Selec	t the inv	verter				<u></u>	
Onsite Test Choose device log Device Mgmt.							Progress 0-1	00%
Connect Device								
Device List								
Export Param.	2							
Alarm Reset								
Collect Perf. Data								
Adjust total energy yield								
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4 click	export log	100%	click log archivi	ng				
	Export Log S	top Export	Log archiving					>
di Time 2017-10-02 15:28					34			NI rights reserved.

3. Export logs file with USB stick

3.1 SUN2000 8-28KTL and Smartlogger1000

Plug in USB stick in USB port of inverter or Smartlogger1000 USB port.

Log in LCD screen with advanced user, go to Maintenance \rightarrow USB Expansion \rightarrow Data Export.

When finished it will show 100%. Then press Enter and unplug the USB stick.

LCD	LCD
Maintenance->USB Expansion Firnware Upgrade Config Import Config Export Data Export	Maintenance->USB Expansion Data Export 100%

3.2 SUN2000-33KTL-A/-105KTL and Smartlogger2000

Use SUN2000 APP to generate the script file, copy the script file in an empty USB stick formatted in the format FAT32. Please see below how to generate the script file.



From the main page choose **Tool kit** \rightarrow **Local maint. Script** \rightarrow Inverter maint. Script(Smartlogger maint. Script) \rightarrow **Export data** \rightarrow enter the default password and ok \rightarrow save the file

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		<	Tool Kit		<		
Always Available for Highest	Scan SN	Local maint script	File Manager	Scan SN	Local maint script	File Manager	
A		<i>i</i> About		-	Select a T Maintenan Inverter M applies to SmartLogg	arget Local nce Script aint Script(Also PID) ger Maint Script	0
Bluetooth connection $~ \checkmark$							
Advanced User 🗸 🗸	Log In						
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A mand Settings	In	Invert	er Command S	ettin	Inverte	er Command Se	ttin
step 1	() ()	step 1		() ()	step 1		() ()
Select		Export Data		~	Export Data		
Import Configuration Export Configuration		Enter the	e user name and p	bassword.			
Export Data			Advanced User	~		Confirm	
Upgrade		0000	Qa a password.		File sav path:in sun200 comma	ved. Save verterapp/ 00app_download/ and/sun2000/	
		0000@afirm password			sun_lm	it_mgr_cmd.emap	er
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Connect USB stick to the USB port of inverter and waiting the LED blinking green slowly (on for 1s and then off for 1s), it will steady green after export finished.



4. Export the logs file through NetEco

Supported models: all of SUN2000 products and Smartloggers1000&2000.

Log in with Operator/Installer user and follow the steps below:

- 1. Login as Installer and choose Maintenance
- 2. Device Maintenance
- 3. Device Log
- 4. Select the inverter (Smartlogger)
- 5. From the Operation tab click obtain
- 6. After the progress will reach 100% select the file from the Log File tab and the logs file will be automatically saved in your computer.

Ne	tEco	Overview	Monitor	Historical Data	Maintenance	System		English(English) 🔻 🛛 📥 N			
Maintenance > Device Maintenance					Device Maintenance 2 mart I-V Curve Diagnosis Device License Management						
Device Log	3Optimizer Log	Inverter Patrol	Device Manag	ement							
Obtain	Device Name:		PV Plant	Q Query	Reset						
	Device Name ⁺	Communi	cations Device	PV Plant	SN		Obtained On	Progress	Execution Status	Log File	Operation
	37CLIFTONST				2101073796HVHE	3000819					0
	SUN20002KTL		-		210107380010HC	000897	2018-06-16 14:43:39	21%	Execution failed(The startup of file u	r	0
V	SUN2000L_37	4			210107380110HB	8000421	2018-06-16 15:48:55	63%	Execution failed (The stander of file u	logs_20181128	<u> </u>
	SUN2000_233	-	-		210107380410HB	3000177		100%			A
	SUN2000_522				2101073796HVHE	3001508				0	402
	SUN2000_554		-		2101073796HVHA	A000284					0
	SUN2000_720				210107380110HC	000798					
	SUN2000_769		-		2101073803HVHE	3000054					9
	SUN2000I		÷		2101073804HVHA	A000095					0