

Export the logs file from SUN2000 inverter and Smartlogger1000&2000



Huawei Technologies Co. Ltd.

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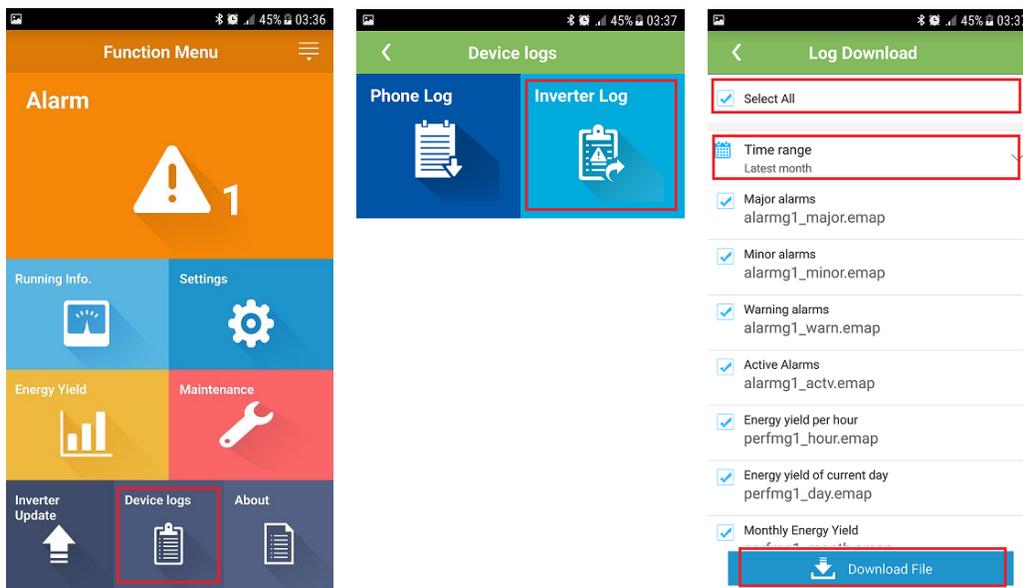
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1. Export logs file with Smartphone

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**→**Inverter log**→choose select all and time range select latest month->Download file



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.

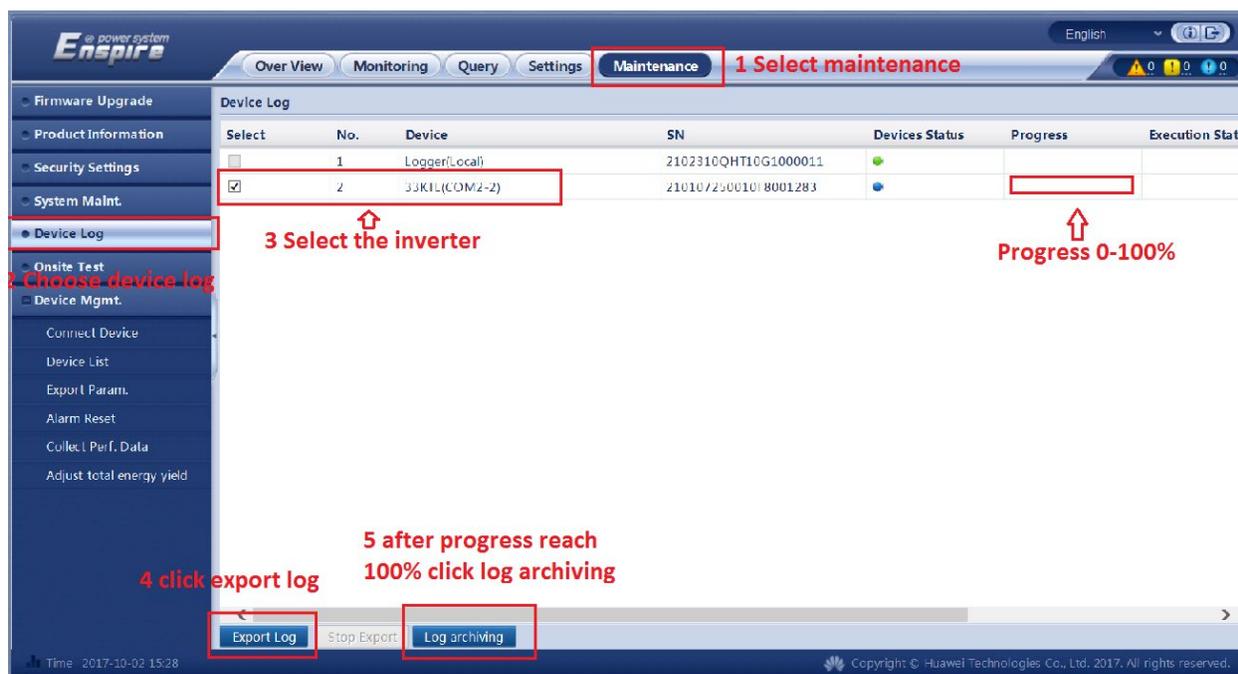
You can find the logs in: application-my file-internal storage-inverterapp-sun2000app_download-sun2000 and you can save in your laptop and send on email to service team to: eu_inverter_support@huawei.com

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)→**Export log**→after the progress reach 100% select **Log archiving**.



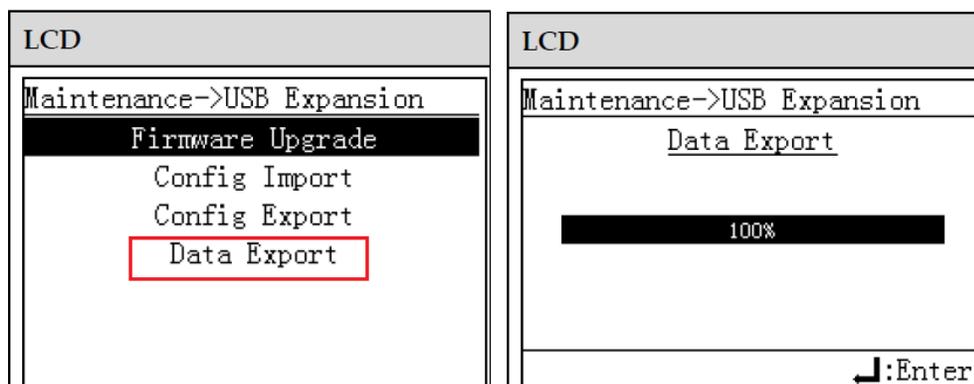
3. Export logs file with USB stick

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 → USB Expansion → Data Export**.

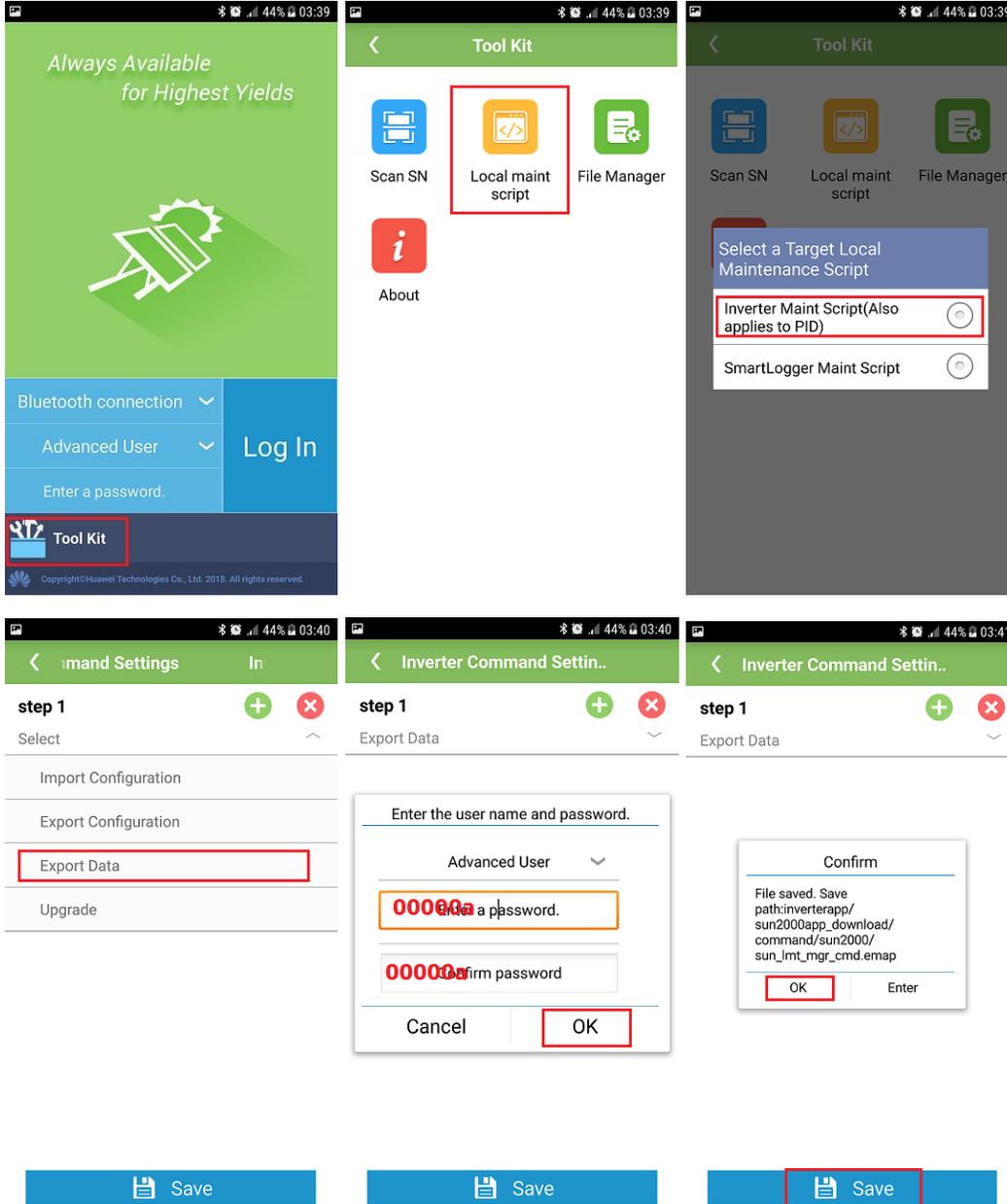
When finished it will show 100%. Then press Enter and unplug the USB stick.



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**→**Local maint. Script**→**Inverter maint. Script (Smartlogger maint. Script)**→**Export data**→enter the default password and ok→save the file



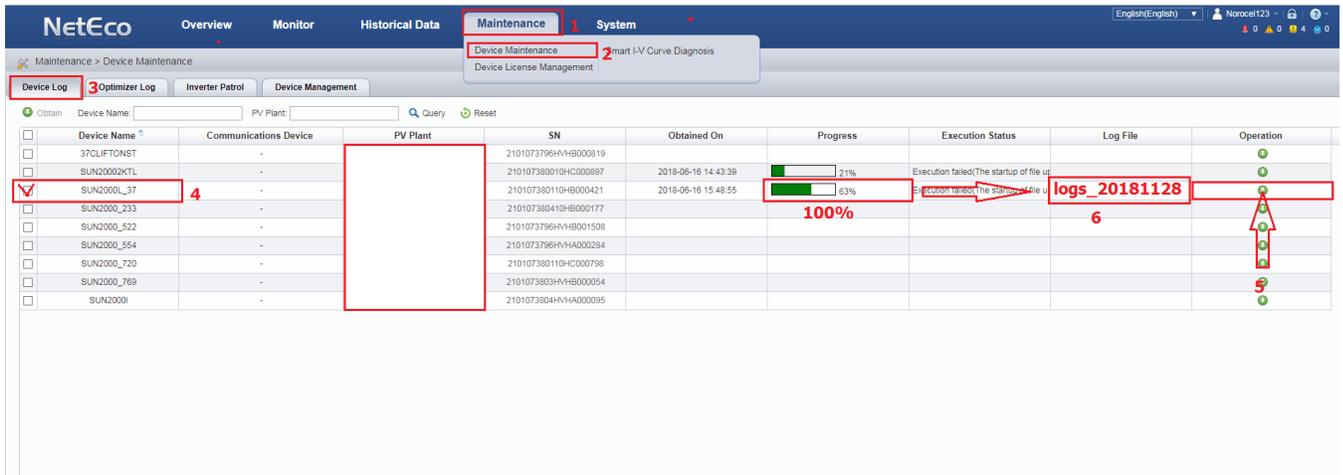
Connect USB stick to the USB port of inverter and waiting the LED blinking green slowly (on for 1s and then off for 1s), it will steady green after export finished.

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.



The screenshot shows the NetEco web interface. The navigation path is Maintenance > Device Maintenance > Device Log. A table lists several inverters. The row for 'SUN2000L_37' is selected, and its progress is 100%. The Log File column shows 'logs_20181128'. The Operation column shows a green circle with a checkmark.

Device Name	Communications Device	PV Plant	SN	Obtained On	Progress	Execution Status	Log File	Operation
37CLIFTONST	-		2101073796HV-HB000619					
SUN20002KTL	-		210107380010H-C000897	2018-06-16 14:43:39	21%	Execution failed(The startup of file up		
<input checked="" type="checkbox"/> SUN2000L_37	-		210107380110H-B000421	2018-06-16 15:48:55	63%	Execution failed(The startup of file up	logs_20181128	
SUN2000_233	-		210107380410H-B000177		100%		6	
SUN2000_522	-		2101073796HV-HB001508					
SUN2000_554	-		2101073796HV-HA000284					
SUN2000_720	-		210107380110H-C000798					
SUN2000_769	-		2101073803HV-HB000054					
SUN2000	-		2101073804HV-HA000095					