

## Weergave Teamviewer-sessie met JohnShen van Growatt in China

Hi Rien,  
Hi Jack  
AH44370535  
Did you plug it to the inverter?  
YEs

What is the light on the datalogger?

Soory, I was downstars  
Nou I am up  
There is a red error light  
The screen say Error 111

Can you login AH module again?  
With tis computer or a other tablet

Is it possible to connect your PC to router with a lan cable? Then you can connect AH module and keep the session.

I hope so  
Because now I am down again  
Maybey I dont see the AH network

The screendumps I made yesterday:

I am now in it with my tablet

Did you see the blue light blinking at key button of your AH module?

Yes he is blinking slow

Strange, i see it is offline in server.

what is sever connect status in the webpage?

??

I dont know wat you mean

I mean here.

I understand

But what can I do?

still show disconnect on your tablet?

yes

I refreshed

It is still zo

so

we can login your router to check if AH is there.

ok

can you see the ip addres in your tablet?

It is auto config

Will I set it on a fixed IP?

not now, can you open the screenshot of this page?

It is the same, but now it is 20 and not 19

ok

ritghthe mac is: A

Cyo:CF:

23:YOU got it, great!

Last is 8B

right.89

Was it offline since you changed router name or password?

???

I Didd on't think

I give you solution to error 111 first.

Can you read this:

I sent it to your email

Received

I have to disconnect the wifi-module?

And do I need software for it?

Yes, use modbus and 232 to usb cable, as stated in email.

Ok

I have a cable (I think) somewhere good.

Can I download modbus?

In the email, there is a download link

ok

But why is there an error 111?

N-PE more than 50V.

But how is that possible?

Do you have a multi meter?

Yes

You can measure it, some special ground N-PE more than 110V.

First it was not grounded but now it is

Is it because of the Tigo optimizers??

I don't hear it has to do with optimizer before, most times, N-PE more than 110V.

You can do some measurement and follow the document later.

Do I have to measure between -pole of DC and ground?

-pole of DC? is Neutral line?

Between which pole do I have to measure?

Between

between blue wire(N) to yellow wire(PE)

Ok in 230V circuit?

Yes, are you an electrician?

0,015V

I was a teacher electric

good, did you measure it? 15V?

No 0 volt

and a very little bit

Are you in Holland or China?

I am in China.

Then it is a false alarm, you can just use modbus to get rid of it.

ok, I will do that

I will let you know later how it is

ok, turn off AC switch when you do it.

YFOers ofcourse!!!

For AH module disconnected problem, that will need more time to dig.

But there is one way to find out, use another mobile phone to give a personal hotspot.

with simple ssid and password, like ssid name: test, password: 123456

Then you go to AH webpage, connect it to this network,

if can connect(with server) then something is wrong in the router.

We can look at that later.

I will try

ok, then good luck, have a nice weekend, we will talk soon.

Ok you have helped me very, very fine!!

Thanx

Have a nice day and good weekend!

thank you, bye bye!

bey, bey