



Publisher
Solare Datensysteme GmbH
Fuhrmannstr. 9
72351 Geislingen-Binsdorf
Germany

International support
Tel.:+49 7428 9418 -640
Fax:+49 7428 9418 -280

e-mail: support@solar-log.com

Italy
Technical support: +39 0471 631032
e-mail: italy-support@solar-log.com

France
Technical support: +33 97 7909708
e-mail: france-support@solar-log.com

Switzerland
Technical support: +41 565 355346
e-mail: switzerland-fl-support@solar-log.com

Netherland
Technical support: +31 85 888 1110
e-mail: benelux-support@solar-log.com

Belgium
Technical support: +32 553 03670
e-mail: benelux-support@solar-log.com

United States
Technical support: +1 203 702 7189
e-mail: usa-support@solar-log.com

Australia & New Zealand
Technical support:
+61 03 9697 1938 (Melbourne)
+61 07 3436 2500 (Brisbane)
+61 08 9457 4341 (Perth)
e-mail: australia-support@solar-log.com

1 Checklist for WiFi

- Activate WiFi
- Perform search for wireless networks
- Select and check network name (SSID)
- Select and check the encryption mode
- Enter and check the password
- Enable DHCP in the Solar-Log™ or enter and check the IP address / Gateway for the Solar-Log™
- Enter the optional extra DNS server
- Select WiFi from the [Internet | Access](#) menu
- Select the portal
- Register for the portal
- Perform a test transmission

2 Fault messages WiFi

Fault messages WiFi

Fault code	Message	Possible cause/remedy
10	Initialization error	
11	Incorrect WiFi configuration	Please check if all of the required parameters were configured.
12	Error while initializing the wireless LAN module	Potential hardware failure. Contact technical support.
20	Error while connecting	The signal is too weak. Other network signals are interfering with the connection.
21	No access point found	The access point is turned off or not available. The SSID was entered incorrectly.
30	Authentication failure	The network key entered is incorrect. The encryption type entered is wrong.
99	Unknown error	An unexpected error occurred. If this error continues to occur, contact our technical support.

3 Fault Messages Export

Fault messages export (FTP)

Error code	Message	Possible cause or remedy
101	The server address could not be resolved.	The access type was not configured. An alternative DNS server is required. The wrong server was entered. The network connection was disconnected and could not be reestablished.
102	Cannot open socket.	Possible causes: Unknown. If this error continues to occur, contact our technical support.
103	Cannot connect to the socket	Possible causes: The connection is blocked by a firewall or a router. The wrong server was entered. The server is offline.
104	"No response from the server."	There is a fault on the FTP server.
105	Wrong response from the server.	The FTP server used is not supported or not configured properly.
106	User / password incorrect.	The user name or password for FTP access was entered incorrectly.
107	Wrong directory.	An incorrect directory was set for the transfer.
108	Unable to send the backup file	The connection was closed. The speed was too limited. Not enough disk space is available
109	Too many users	Too many users are logged in with this account.
110	Log in error	Unspecified Error.
111	Error with the remote file names	This is an internal error. Contact support.
112	Error when setting the representation type.	The FTP server used is not supported or not configured properly. Use another FTP server or check the configuration
113	Error when setting the passive mode.	The FTP server used is not supported or not configured properly. Use another FTP server or check the configuration. The connection is being blocked by a firewall => make the necessary firewall configurations to allow the connection. There is a problem with the Internet connection => check if there is a problem with the settings or with the connection in general.
114	Socket could not be opened.	This is an internal error => create a diagnosis report from the Diagnosis Report and send it to support.
115	IP address could not be changed.	This is an internal error => Contact support.
116	Socket could not be connected.	The connection is being blocked by a firewall => make the necessary firewall configurations to allow the connection. Server overloaded => try again later.
117	Unknown error.	
118	STOR failed.	There is a fault on the FTP server. => try again later. => Restart the server. => Check free space on the server.
119	File could not be opened.	This is an internal error => Contact support.

120	Time exceeded, no answer.	Server overloaded => try again later. The connection is being blocked by a firewall => make the necessary firewall configurations to allow the connection.
121	Time exceeded, transmission error.	Server overloaded. => try again later. There is a problem with the Internet connection => check if there is a problem with the settings or with the connection in general.
122	No answer.	
123	Transmission failed.	An FTP server error occurred. => try again later. => Restart the server. => Check free space on the server.
124	Incorrect number of bytes transferred.	Server overloaded => try again later. There is a problem with the Internet connection. => check if there is a problem with the settings or with the connection in general.
131 - 144	Connection error	This can occasionally happen with GPRS connections. Try it again. The network cable has a loose connection. There are problems with your Internet connection.
150	Error when renaming the remote file.	Multiple access attempts => terminate other connections to the FTP server.
160	The proxy NTML domain is not in the user name.	The user name with NTML authentication has to have the format domain\user.
161	Proxy NTLM authentication failed.	There is a problem with the NTLM authentication. Check the proxy user and password.
162	No proxy NTLM challenge received.	The proxy server did not send a challenge. Check the proxy settings.
163	Proxy could not reserve the buffer.	Internal error Create a diagnosis report and contact support.
164	Proxy basic authentication failed.	There is a problem with the authentication. Check the proxy user and password.
165	Proxy no authentication header.	The proxy server did not request a supported authentication set to switch to basic or NTLM.
166	Proxy unexpected server reply.	Check the proxy settings.
199	Last transmission attempt failed but no known error.	This is an internal error => contact support.
200	Error when creating files	Incorrect serial number. Error during firmware update.
222	HTTP transfer to the same server	The HTTP and FTP transfer have been configured with the same server. Please enter only the transfer type that was configured for the portal.

Solare Datensysteme GmbH
Fuhrmannstraße 9
72351 Geislingen-Binsdorf
Germany
Fon: +49(0) 7428-9418-200
Fax: +49(0) 7428-9418-280
info@solar-log.com
www.solar-log.com
www.solarlog-WEB.com
Hotline: +49(0) 7428-9418-660

The copyright of these instructions remains with the manufacturer. No part of these instructions may be reproduced in any form or processed, duplicated or distributed using electronic systems without the written consent of Solare Datensysteme GmbH.
Subject to change without notice!
Non-compliance resulting in contradiction of the above-mentioned specifications shall result in obligation to provide compensation for damages.
All brands and trademarks contained in this manual are the sole property of the respective manufacturer, which we respect and recognize herewith.