

AusNet Commissioning Error Messages

Quick Reference Guide

All devices must be registered, and connectivity and capability tested via the portal as part of the post-installation process.

If you require:

- **Non-urgent** support, email us on solar.connections@ausnetservices.com.au
- **Urgent** support, call the AusNet Installer Support Desk on **1300 360 795**

Registration Error Messages (Applicable for out-of-band devices only)

After you enter the LFDI for the out-of-band device, click  to register the device:

- If **registration fails**, one of the following messages may display
- If **registration is successful**, the process continues to connectivity and capability testing.

Message	Action
Connectivity Check Failure – Basic Connectivity The end device failed basic checks for connectivity. Please assess and consider the following: <ul style="list-style-type: none">• Check installation internet connectivity• For out-of-band registrations check the LFDI is entered correctly• For in-band registrations refer to the device manufacturer's instructions• Refer to the device manufacturer's installation instructions or contact the manufacturer.	Need support? Please contact us: E solar.connections@ausnetservices.com.au P 1300 360 795
Registration Failure – Other An unknown error occurred during device registration.	Need support? Please contact us: E solar.connections@ausnetservices.com.au P 1300 360 795

Commissioning Error Messages (Applicable for both in-band and out-of-band devices)

Click  to return the most current result for the connectivity and capability testing. If commissioning testing:

- **Fails**, one of the following messages may display
- **Is successful**, the testing process is complete.

Message	Action
<p>Connectivity Check Failure – Measurement Reasonability</p> <p>The end device failed a measurement data reasonability check. Please assess and consider the following:</p> <ul style="list-style-type: none"> • Ensure system is correctly installed • Check the export meter or export limiting device is installed correctly • If an external gateway is used ensure it is communicating with the inverter • Refer to the device manufacturer's installation instructions or contact the manufacturer. 	<p>Need support? Please contact us: E solar.connections@ausnetservices.com.au P 1300 360 795</p>
<p>Capability Testing Underway</p> <p>Basic connectivity was established. Please note that full commissioning of the end devices involves a series of capability tests. These tests are underway.</p>	<p>This is not an error message.</p> <ul style="list-style-type: none"> • It is intended to confirm testing is not yet complete • An email confirmation of the result will be sent to you within one week. <p>Need support? Please contact us: E solar.connections@ausnetservices.com.au P 1300 360 795</p>
<p>Capability Test Failure – No Telemetry Received</p> <p>Basic connectivity was established but we have yet to receive any telemetry from the system to start the test.</p> <ul style="list-style-type: none"> • Check installation internet connectivity • Refer to the device manufacturer's installation instructions or contact the manufacturer if the issue persists. 	<ul style="list-style-type: none"> • Check the internet connectivity, as WiFi may be unstable; ethernet is preferred • Contact the device manufacturer if the issue persists <p>Need support? Please contact us: E solar.connections@ausnetservices.com.au P 1300 360 795</p>

Commissioning Error Messages (cont.)

Message

Action

Capability Test Failure – Excess Export (Hardware Fallback Export Limit)

Basic connectivity was established but we detected **exports** greater than fallback settings.

- Check inverter settings
- Ensure system or export limiting device is correctly installed
- If an external gateway is used ensure it is communicating with the inverter
- Refer to the device manufacturer's installation instructions or contact the manufacturer.

- Ensure the inverter is capable of generating $\geq 1\text{kW}$ and some load is present, i.e. $\geq 0.5\text{kW}$.
- Check inverter settings. Fallback settings should be set to 1kW or as specified in the connection agreement.
- Ensure system or export limiting device is installed correctly.
- If an external gateway is used ensure it is communicating with the inverter.
- Refer to device manufacturer's installation instructions or contact the manufacturer for support.

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Capability Test Failure – Insufficient Telemetry Received

Basic connectivity was established but we couldn't complete these tests as we haven't received sufficient telemetry.

- Check installation internet connectivity
- Refer to the device manufacturer's installation instructions or contact the manufacturer if the issue persists.

- Check the internet connectivity, as WiFi may be unstable; ethernet is preferred
- Contact the device manufacturer if the issue persists

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Capability Test Failure – Excess Export (Default Export Limit)

Basic connectivity was established but we assessed that the export detected was greater than the default export limit issued.

- Refer to the device manufacturer's installation instructions or contact the manufacturer.

- Ensure the inverter is capable of generating $\geq 1\text{kW}$ and some load is present, i.e. $\geq 0.5\text{kW}$.
- Ensure system or export limiting device is correctly installed
- If an external gateway is used ensure it is communicating with the inverter
- Refer to device manufacturer's installation instructions or contact the manufacturer for support.

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Commissioning Error Messages (cont.)

Message	Action
<p>Capability Test Failure – No Response Received for Export Limit Control Basic connectivity was established but we couldn't detect any control response to the issued export limit. Please contact the relevant device manufacturer.</p>	<p>As per message.</p>
<p>Capability Test Failure – Excess Export (Export Limit) Basic connectivity was established but we assessed that the export detected was greater than the export limit issued.</p> <ul style="list-style-type: none"> Refer to device manufacturer's installation instructions or contact the manufacturer. 	<ul style="list-style-type: none"> Ensure the inverter is capable of generating $\geq 1\text{kW}$ and some load is present, i.e. $\geq 0.5\text{kW}$. Ensure system or export limiting device is correctly installed If an external gateway is used ensure it is communicating with the inverter Refer to device manufacturer's installation instructions or contact the manufacturer for support. <p>Need support? Please contact us: E solar.connections@ausnetservices.com.au P 1300 360 795</p>
<p>Capability Test Failure – Timeout AusNet allow up to a week to complete necessary inverter control tests. In this instance, due to factors beyond AusNet's control the tests haven't been completed within the allowed timeframe.</p>	<p>Need support? Please contact us: E solar.connections@ausnetservices.com.au P 1300 360 795</p>

All Testing Successfully Completed Confirmation Message (Applicable for both in-band and out-of-band devices)

Once the device passes commissioning, and connectivity and capability testing, the following message displays.

Message	Action
<p>Commissioning successful All necessary inverter control tests have been executed. The inverter has responded as expected. You may now complete the Post-Installation form.</p>	<p>Continue with the post-installation process on the portal.</p>