# Installation and Access — FENECON Online Monitoring

## 1. Download for mobile devices

### 1.1. Heckert Solar app for Android/iOS

The Heckert Solar app is available to download free of charge for smartphones and tablets.

Open the camera app of your device and scan the corresponding QR code:

| Android | Apple iOS |
| --- | --- |
| | |

Table 1. QR codes to download the Heckert Solar app

You will be redirected to the respective download page.

Alternatively, the app can also be downloaded from the respective app store.

- Google Play Store for Android
- App Store for Apple
    1. Search for Heckert Solar.
    2. Tap on "Install".

After successful installation, you can access the Monitoring using your login details.



The Heckert Solar BETA App for Android smartphones gives you the opportunity to test and evaluate new app features before the official release.

Click here to download:

- Go to the link: Google Play Store and search for "Beta App FENECON," then install it.

# 2. Access via web browser

## 2.1. Via Heckert Solar portal

In addition to our app for Android and iOS, you can also access Heckert Solar Online Monitoring via your browser:

Go to FENECON Website and click on the yellow "EMS-Login" button in the upper right corner to log in with your login data. You will then be redirected to the monitoring.

Alternatively, you can also use this link to log in directly.

Create a shortcut to the login page on your desktop for faster access. This is also possible on mobile devices.

## 2.2. Offline/local access

Monitoring can also be used purely locally ("offline operation"). This form of access is useful, for example, in the event of an internet failure if the Heckert Solar portal cannot be reached.

### 2.2.1. Instructions — Local access

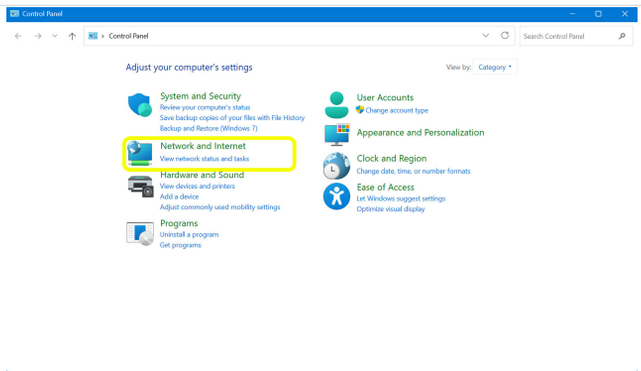
To do this, enter the IP address of the EMS in the browser. By default, the EMS automatically obtains an IP address via DHCP. You can view this via the user interface of your router.

The prerequisite for using local monitoring is that the respective device (e. g. notebook, PC, smartphone) and your EMS share the same network.

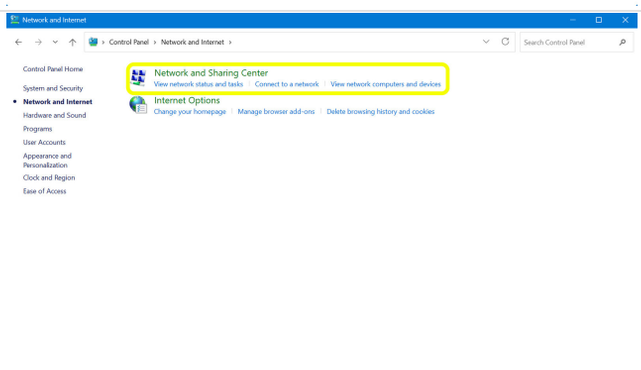
1. First, compound the laptop with the LAN port of the EMS box.



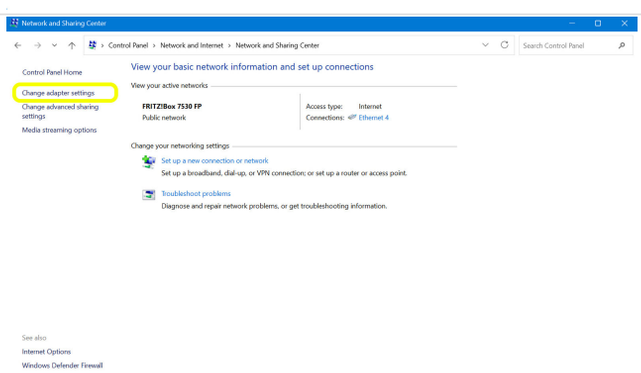
2. Under Windows: Open the **Control Panel** and then select **Network and Internet**.



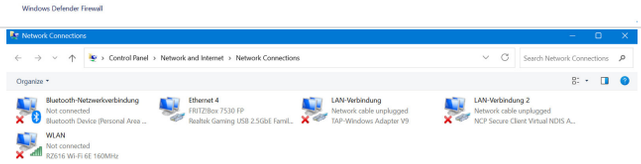

3. Then click on **Network and Sharing Center**.




4. Click on **Change adapter settings** in the side menu.




5. Right-click on the corresponding icon to open the properties of this LAN compound and select **IPv4**.
   The following window opens:



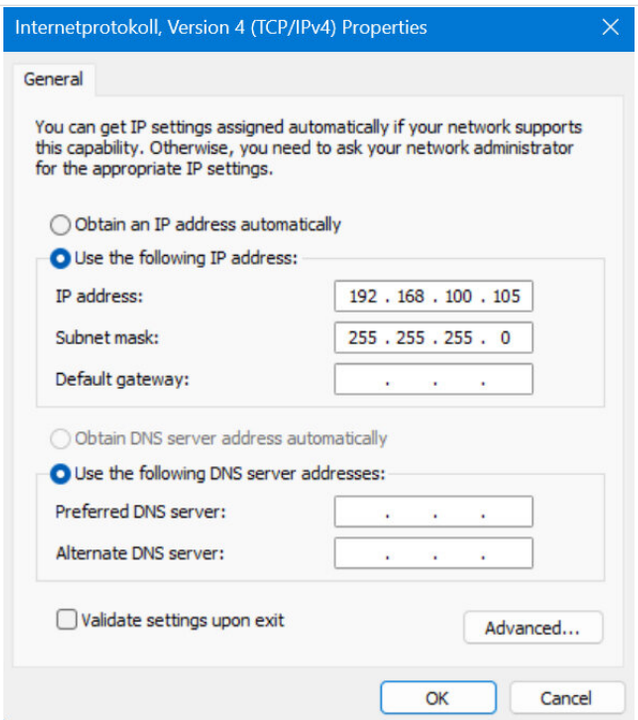
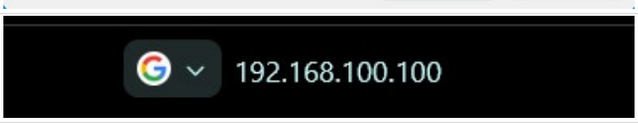
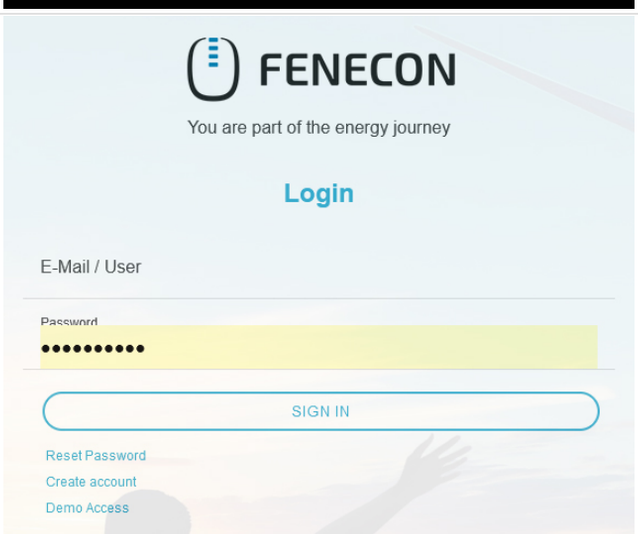
| | |
|---|---|
| 6. At this point, place the laptop in the same number range as the EMS. |  |
| 7. Now open any browser and enter the IP address of the EMS in the address line. |  |
| 8. The following login window should open after the entry.<br><br>The password for guest access (**guest**) is stored by default. To be able to use the rights as system owner as via portal access, use **owner** as password. After entering the password, you can access local monitoring by clicking on the *Login* button. |  |
| 9. The local Heckert Solar Monitoring opens and you can use it to view your system data. | |

Table 2. Instructions — Local access via laptop

## 2.2.2. Firewall and target addresses

The following services are active on the EMS and require an internet connection to the respective target addresses:

| Service | Destination Address(es) | Destination Port |
|---|---|---|
| DNS | (IP address of the DHCP-assigned DNS server) | 53 (DNS) |

| Service | Destination Address(es) | Destination Port |
|---|---|---|
| Online Monitoring | 144.76.42.217 (fenecon.de)<br>162.55.102.78 (www1.fenecon.de) | 443 (HTTPS) |
| Time Synchronization | 144.76.42.217 (fenecon.de) | 123 (NTP) |
| Operating System Package Updates | 144.76.42.217 (deb.fenecon.de) | 80 (HTTP) |
| Remote Maintenance | 168.119.5.99 (remote-service.fenecon.de) | 2222 |
| Heckert Solar Service | 185.145.190.0/24 | |

Table 3. Firewall and target addresses



If you have problems with any of these steps, please check the port release of the router or contact service@fenecon.de.

## 3. Access

After logging in — if several EMS are assigned to the account — you will see a list of EMS. If there are more than five EMS, a search bar also appears so that you can find the desired EMS more quickly. Clicking on the respective EMS calls up the monitoring of the system.

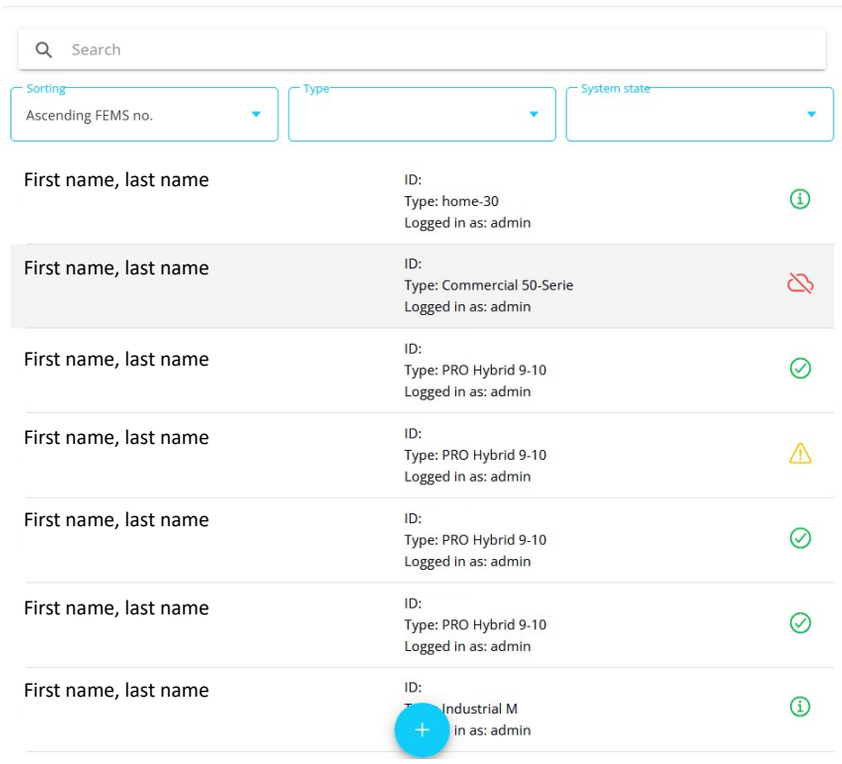



Image 1. EMS listing with multiple assigned EMS numbers

If only an EMS is assigned to the account, this forwards directly to Monitoring:

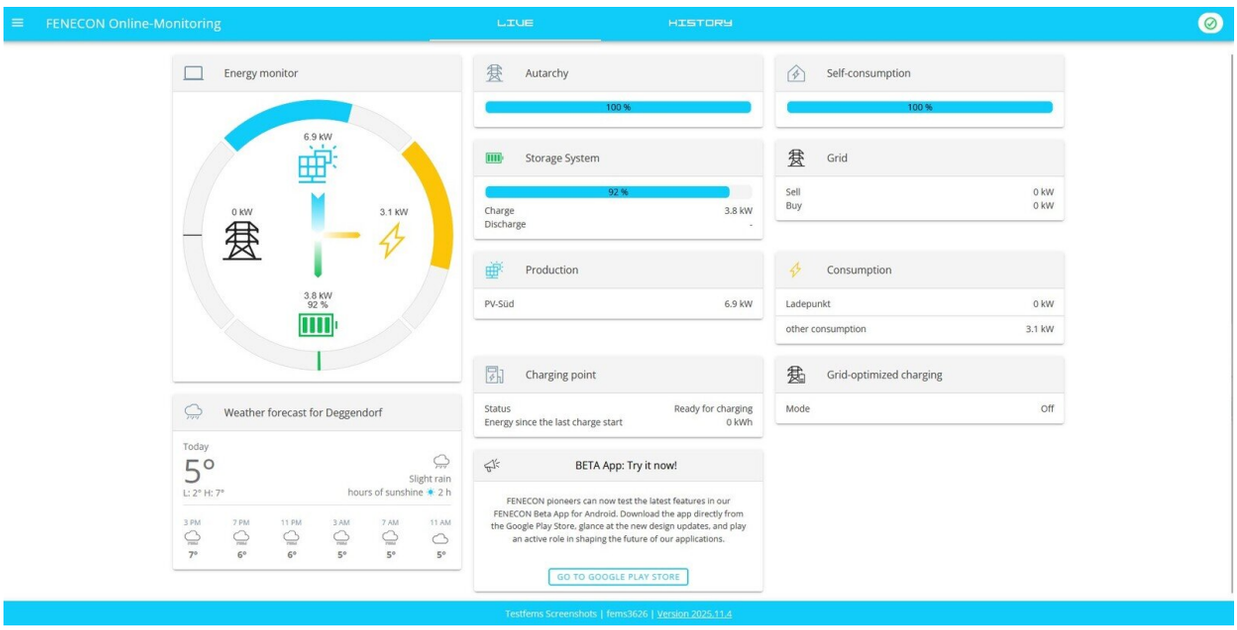



Image 2. Forwarding with only one EMS assigned — Directly to Monitoring

# 4. General widgets

EMS monitoring uses Widgets.

In EMS, widgets have two different forms:

**Flat widget**

only displays the relevant and simple values/information.




Image 3. Example — Flat widget

**Advanced Widget**

shows an extended view with detailed values/information and allows configuration options if necessary.

Tapping/clicking on the flat widget takes you to the Advanced Widget.

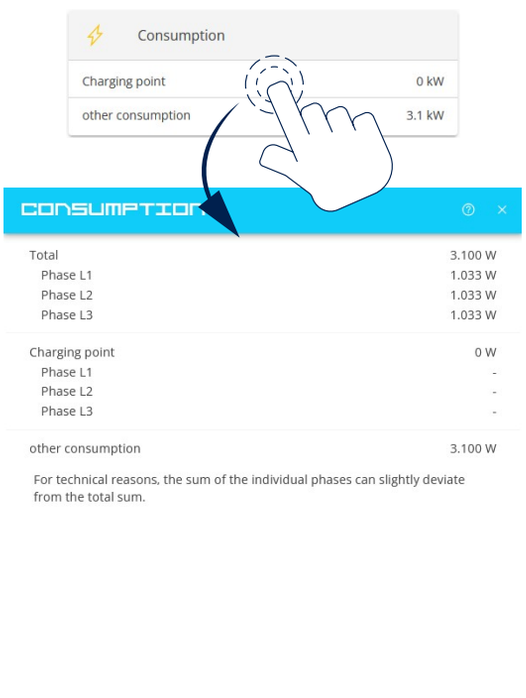



Image 4. Example — Tap the flat widget to go to the advanced widget

Further information on all standard widgets can be found on the page Introduction — Standard widgets and history.

## 5. Change or reset password

To change the password, or if the password has been forgotten, it can be reset using the "Reset password" function.

Start at portal.fenecon.de

1. Click on *Reset password*.




Image 5. Resetting the password

2. You will be redirected to the following page:




Image 6. Reset password — Enter e-mail

3. Enter your account e-mail address here and click on *Confirm*.
4. You will receive a link to reset your password by e-mail.
    a. If you have not received an e-mail, please also check your SPAM folder.
5. Click on the link in the e-mail to assign a new password.

You can then log back in to FENECON Online Monitoring with the new password.

# 6. FAQ & Troubleshooting

## Offline-Daten & Datenkorrektur

### What happens to my data as long as EMS is offline?

When the FENECON Energy Management System (EMS) is offline, the generated data is saved locally on the electrical energy storage system. Once the "Online" status has been restored, this data can be forwarded to Online Monitoring within a short period of time. The duration of the forwarding depends primarily on the amount of data and requires a constant internet connection. We would like to point out that data with a corresponding priority will be forwarded, which includes the data that can be seen in the usual Online Monitoring.

### My EMS is online again, but the data I sent seems to be incorrect. How does the data correction work?

Slight errors may occur when data is forwarded. The reason for this may be that data from external devices has already been forwarded to our system incompletely. Correcting data involves a great deal of effort, as Heckert Solar has no information about potentially incorrect data transmission, on which calculations are based and the extent of the impact cannot be precisely determined. Furthermore, with regard to data transmission and processing, we would like to point out that no calibrated meters have been installed on Heckert Solar devices to date and that even small deviations can occur in split-core current transformer measurements. Therefore, this measured data does not fulfill any control or billing requirements. Therefore, the data on which the individual values of the forwarding are based can neither be identified as incorrect nor corrected accordingly. For this reason, Heckert Solar assumes no responsibility at this point with regard to the processing of a data correction in the forwarding.