

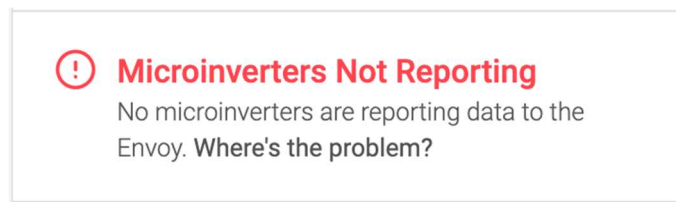
# How do I fix a 'Microinverter(s) not reporting' system status?

**If your panels are not reporting or appear black in the Enlighten app, follow the same troubleshooting steps.**

**If you see one of the below messages in your Enlighten phone app, it means some or all of the microinverters in your system are not reporting to the Envoy:**



or



The Microinverters Not Reporting system status typically arises when the Envoy is too far from the load center or because of interferences in the power lines between the microinverters and the Envoy. It can usually be addressed by yourself and should not require a maintenance visit. You can try the following to restore reporting between your microinverters and the Envoy:

## **For Envoys that use a power cord:**

- If you had moved the Envoy from its original location, return the Envoy to the original place.
- If the Envoy is plugged in an outlet that is too far from the electrical panel (site load center), move it to an outlet as close to the electrical panel as possible.
- Ensure that the Envoy is plugged directly into an outlet and not into a surge protector, extension cord, or power strip.

## **For any Envoy, regardless of power source:**

If your Envoy is already plugged into a dedicated circuit as close to the electrical panel as possible, check for electrical interferences to solve your problem. Make sure that no other devices are plugged into the same outlet as the Envoy. If any of the following devices use the same circuit as the Envoy, move them to another circuit.

1. Power strips and surge protectors
2. UPS (uninterruptible power supply) or battery backup units

3. Touch lamps
4. Battery chargers or AC adapters like those used for cell phone and laptop chargers, especially for older devices
5. Heavy rotating motors in devices like fans, refrigerators, freezers, or water pumps
6. Workshop equipment like a drill press, table saw, wood router, or planer.
7. Electronic pest deterrents
8. Finally, any older or failing compact fluorescent light (CFL) installed in your home may cause interference. Remove the CFL, then check to see if reporting is restored.

Very rarely are microinverters not reporting system status caused due to a faulty microinverter. But if the system status has not reset to normal within 15 minutes of performing these tasks, please contact your installer to help you with your troubleshooting.

If your microinverters are still not reporting, please contact your solar installer for assistance. You can get your installer contact details from within the Enlighten app by following the instructions in the article '[How to find my installer/maintainer contact details?](#)'.

# How do I troubleshoot 'Microinverters Not Reporting' system status?

Get the steps on how to diagnose system status messages

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The **Microinverters Not Reporting** (🔌) arises when the Envoy is too far away from the load center or if there is interference on the power lines.

- If the Envoy was moved from its original location, it may be plugged into an outlet that is too far from the electrical panel (site load center). Return the Envoy to the original location or to an outlet as close to the electrical panel as possible.
- Make sure that the Envoy is plugged directly into an outlet and not into a surge protector, extension cord or power strip. Ideally, the outlet should not be a GFCI (ground fault circuit interrupt) type.
- Make sure that no other devices are plugged into the same outlet as the Envoy.
- If the Envoy uses a dedicated circuit as close as possible to the electrical panel, there may be another device interfering with power line communications. If any of these devices use the same circuit as the Envoy, move the device to another circuit and see if this resolves the issue:
  - Power strips and surge protectors
    - UPS (uninterruptible power supply) or battery backup units
    - Touch lamps
    - Battery chargers or AC adapters like those used for cell phone and laptop chargers, especially for older devices
    - Heavy rotating motors in devices like fans, refrigerators, freezers, or water pumps
    - Workshop equipment like a drill press, table saw, wood router, or planer
    - Electronic pest deterrents
  - Any older or failing compact fluorescent light (CFL) installed in your home may cause interference. Remove the CFL, then check to see if reporting is restored.
  - Alternatively, you can install a dedicated outlet and/or breaker at the sub panel where the solar feeds to solve this issue.

For Power Line Filtering for line noise interference, please click [here](#).

For more information, please click [here](#).