

Application Note – Troubleshooting Undetected CAN Bus of Follower Devices of SolarEdge TerraMax™ Inverter

Version History

- Version 1.1, April 2024 - Product name change to SolarEdge TerraMax Inverter
- Version 1.0, September 2023 - Release

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Introduction

When multiple SolarEdge devices are connected in a leader-follower configuration using the CAN Bus communication option, a list of the follower devices is displayed in SetApp upon follower-detect completion.

If the leader does not show the correct number of followers, you can use the following functions to identify missing followers and troubleshoot connectivity problems. The functions are described in the following sections:

- **Follower List.** Analyze the Follower List on the CAN Bus leader device to check for missing followers.
- **Long Follower Detect.** Perform a Long Follower Detect to have the leader device scan for a longer period of time and try to detect more followers.

Follower List

→ **To show the Follower List on the leader device:**

1. Connect with SetApp to the leader inverter and select **Commissioning** → **Site Communication** → **CAN** → **Protocol** → **SolarEdge LeaderBus** → **Follower Detect**.
1. After follower detection, if Followers were detected, an additional menu item is displayed in the CAN menu: **Followers**. If the number of detected followers does not match the number of followers connected to the leader, use the follower list to check for missing followers, and check their CAN Bus wiring.
2. Tap the **Follower List** arrow. A list showing the serial numbers of the detected followers is displayed.
 - **ID:** the device serial number
 - **Last Communication:** the date and time (dd:mm:yy 24h) at which the device last communicated with the leader device. If this device is detected for the first time after the leader wakes up, **N/A** appears in this field.

During detection, the number of detected followers and a process bar are displayed on the screen. You can tap the Back arrow to return to the CAN screen, which will display the status **Follower Detect: In progress**.

Long Follower Detect

If the number of detected followers does not match the number of followers connected to the leader, the long follower detection function may detect more follower devices.

→ To perform a Long Follower Detect:

1. From the main menu, select **Site Communication** → **CAN** → **Followers** → **Long detect followers**. The leader attempts to detect followers for 60 minutes, or until stopped by tapping the **Stop** button. During this time all 3 LEDs of the detected followers will blink on and off, for easy identification of undetected followers.



NOTE

To terminate the Follower Detect or Follower Long Detect processes, tap the Stop button at any time.

Support Contact Information

If you are having technical problems concerning SolarEdge products, please contact us:



<https://www.solaredge.com/service/support>

Before contacting SolarEdge, make sure to have the following information at hand:

- The model and serial number of the product in question.
- The error indicated on the LEDs, the SetApp mobile application, the LCD screen, or on the monitoring platform, if there is such an indication.
- System configuration information, including the type and number of modules connected and the number and length of strings.
- The method of communications with the SolarEdge server, if the site is connected.
- The product's software version as it appears in the ID status screen.