lunar energy

Alerts and Statuses in Gridshare

Contents

Summary 3
Alerts 4
Statuses 5
Using Alerts and Statuses in Gridshare 7
Version History 10

Summary

Understanding system behaviour, changes, or issues before they impact performance is critical to providing Lunar customers the best experience possible.

That’s why Alerts and Statuses are available for Lunar systems in Gridshare. This feature alerts users to sites and devices that require intervention, and allows users to track changes in statuses over time to aid troubleshooting.

We will continue to release more alerts and statuses functionality going forward.

Alerts

Alerts are real-time notifications informing users that an event has occurred that warrants investigation. Some alerts are triggered by a change in status, while others have bespoke criteria. Alerts are attributed to a device or site. Certain alerts will repeat periodically until the criteria cease to be met.

The following alerts are currently available for Lunar systems in Gridshare:

Alerts	Level	Description / Guidance
Network connection lost	Warning	The system has been without an internet connection for more than 24 hours. Users should check system connectivity statuses to identify which methods are available. Wifi can be reestablished by the customer in the Lunar app using the network connection feature.
Network connection lost	Critical	The system has been without an internet connection for more than 1 week. Users should check system connectivity statuses to identify which methods are available. Wifi can be reestablished by the customer in the Lunar app using the network connection feature.
Job report not uploaded	Warning	A site has been commissioned without the installer submitting the job report. The report must be submitted from the installer app to complete commissioning in Gridshare.
System without PTO	Warning	A system commissioned more than 3 months ago is yet to receive PTO. If PTO has been granted for the system, add the PTO date via the interconnection settings page in Gridshare.
Site missing tariff	Warning	A site has no tariff configured. This is required for Lunar AI to operate. Configure the customer's tariff via the site metadata section.
Still in Outage Prep	Warning	The system has been in Outage Prep mode for more than 7 days. Return the system to a normal operational mode via control settings if Outage Prep is no longer required.

Alerts are displayed throughout Gridshare:

- **Dashboard alerts widget** - Gives a summary of alerts in your fleet triggered in the last 24 hours
- **Alerts centre** - Gives users the ability to assess alerts in the fleet over configurable time ranges and navigate to sites and devices with alerts.
- **Site alerts widget** - Gives a summary of alerts at a site triggered in the last 24 hours
- **Site alerts centre** - Gives users the ability to assess alerts at a site over configurable time ranges.

Statuses

Statuses offer information about a site or device that changes over time. They allow users to understand system behavior and support troubleshooting efforts. Statuses are viewable on both the device and site telemetry pages.

The following statuses are currently available for Lunar systems in Gridshare:

Status	Device	Description
Grid Status	Bridge/MSAC	Shows if the system is currently connected to the grid, or is running off-grid.
Connectivity	Inverter	Shows if the system is connected to the cloud (Gridshare).
Wifi	Inverter	Shows if the system is connected via wifi.
Ethernet	Inverter	Shows if the system is connected via ethernet.
Cellular	Inverter	Shows if the system is connected via cellular.
Outage Watch	Inverter	Shows if the system has the Outage Watch setting turned on, meaning it will charge on weather alert. Also shows if Outage Watch has been triggered, moving a system into Outage Prep. See Outage Watch application note for details.

Statuses can be seen on site and device level telemetry pages, which show a timeline of statuses alongside telemetry. Users can adjust the time range using the date picker at the top of the page. Hovering over the status plot provides details on the specific statuses that were active at that point in time.

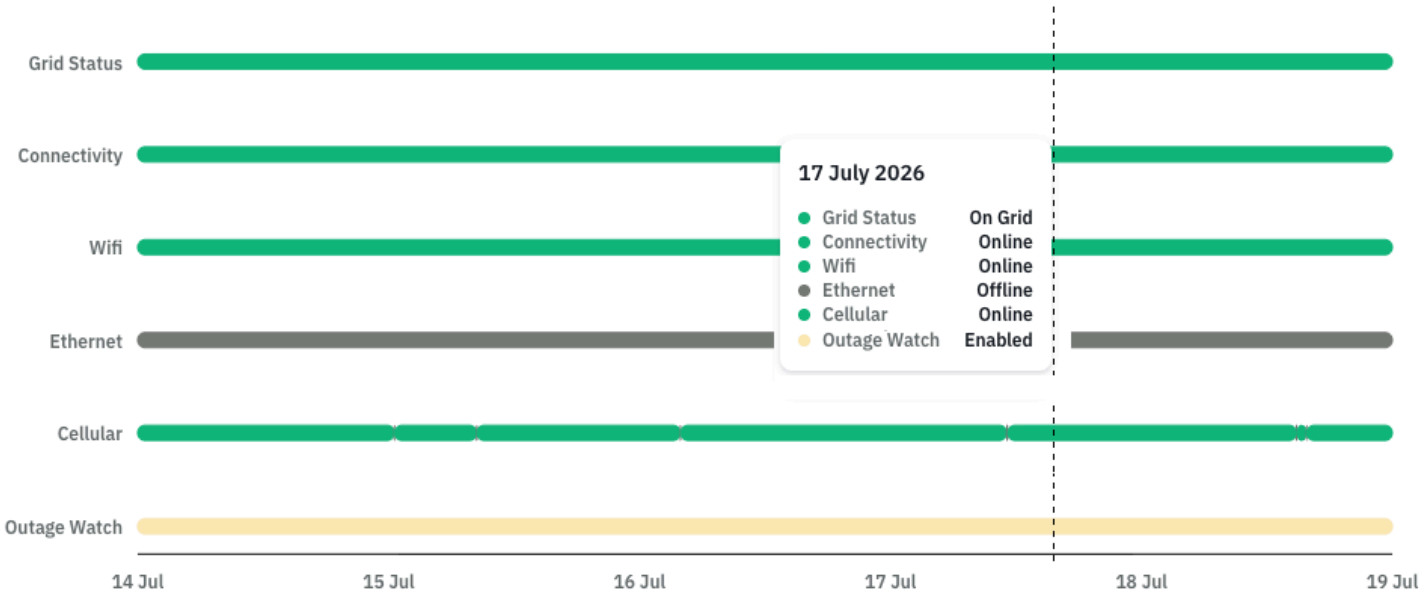
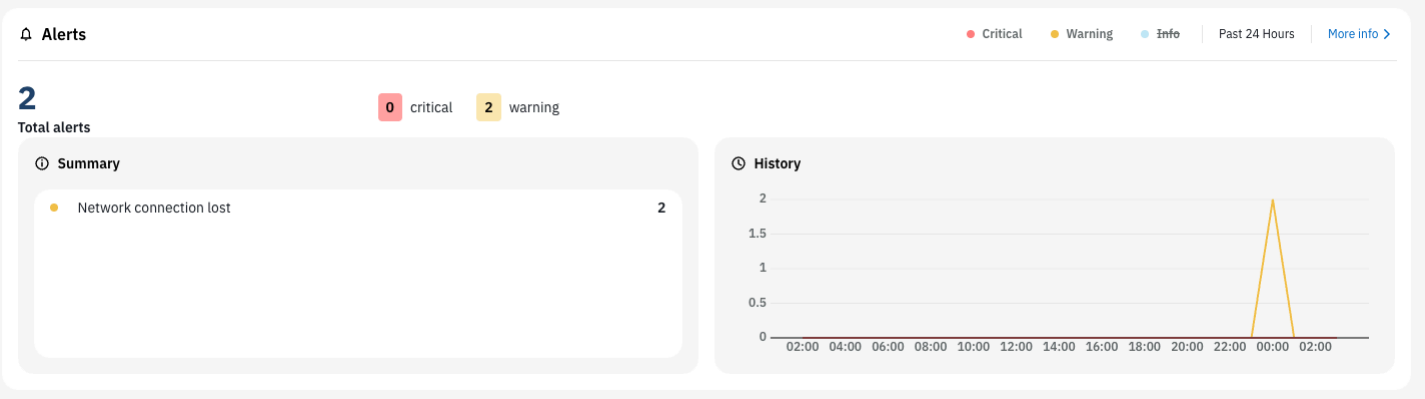


Figure 1. Status section of site telemetry

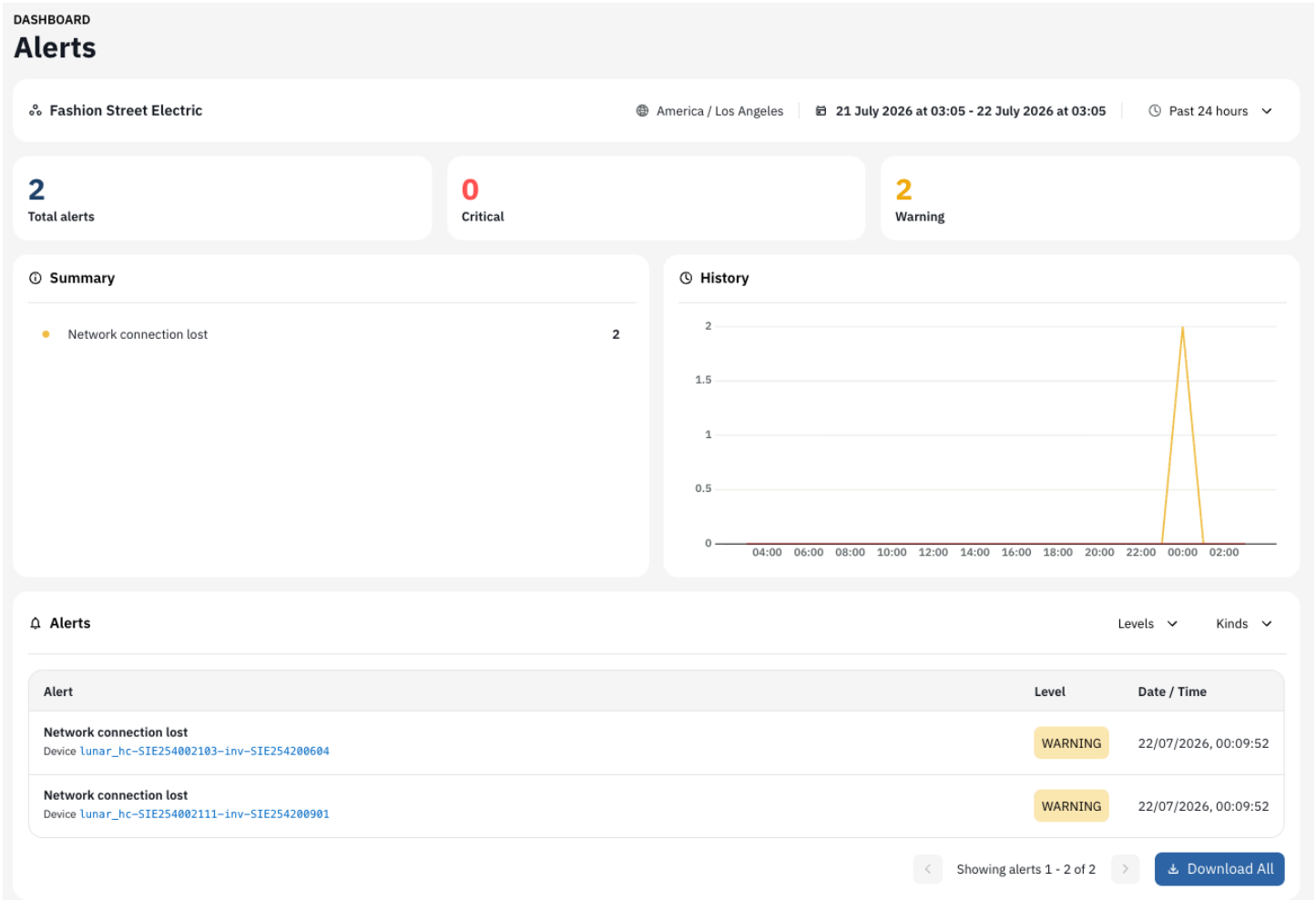
Using Alerts and Statuses in Gridshare

Here’s how to use alerts and statuses to troubleshoot a site:

1. View “Network connection lost” alerts on the dashboard

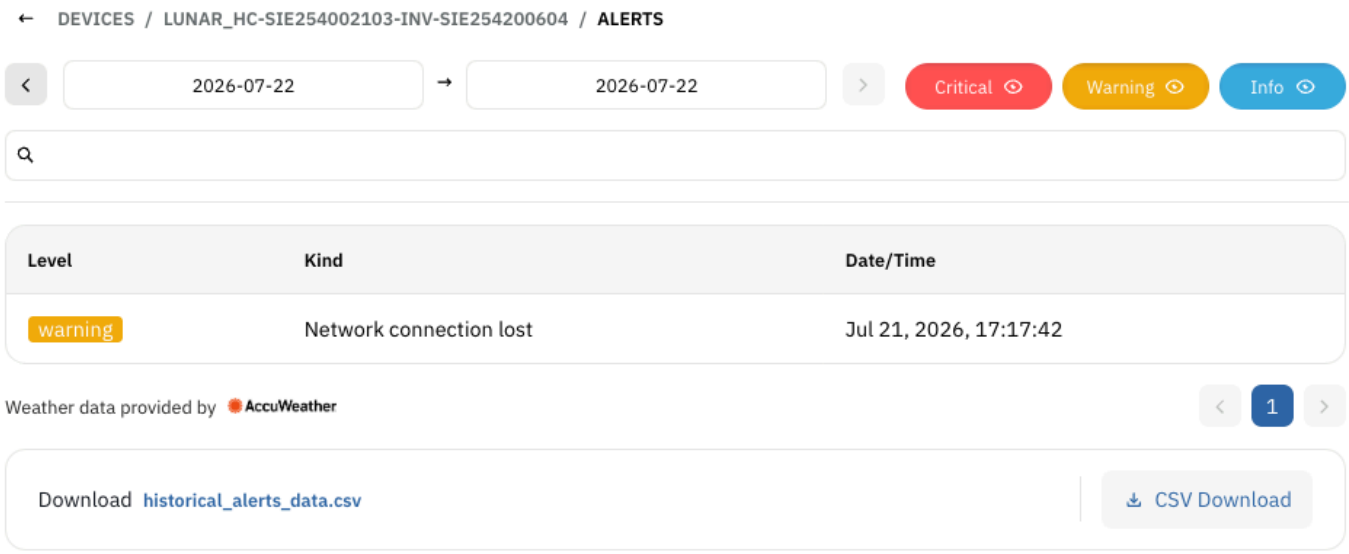


2. Click **More info** to go to Alerts Centre



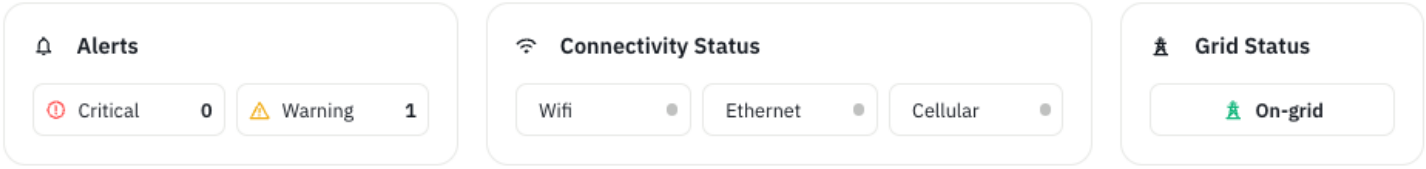
3. Click **device** to go to device

   At this stage users are able to see if there are other recent alerts on the device, in the device alerts section.

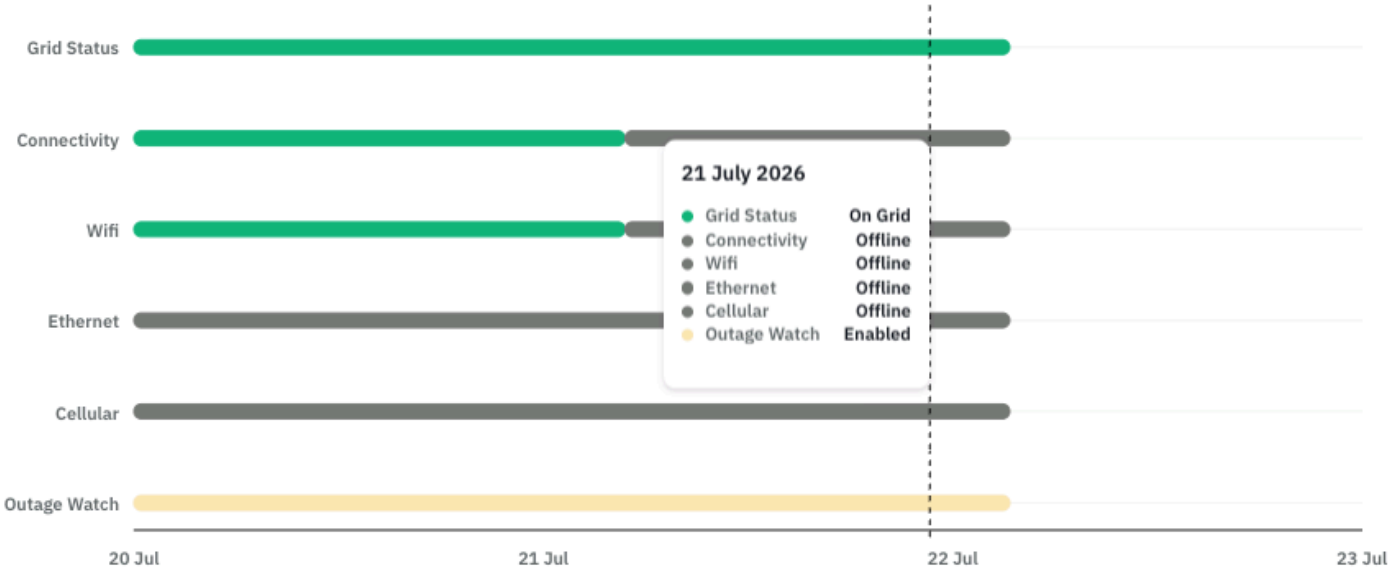


4. Go to **site,** via the banner at the top of the device page, to get an overview of system behaviour

   The site alerts and connectivity status widgets show that no connection is present



5. Click **Telemetry** to view an overview of site statuses



The graph above shows that the previously active Wifi connection has been lost.

The user should contact the customer to remotely reestablish the network connection.

Version History

Revision	Description of Change	Effective Date
1	Initial Release	2026-08-11