



OEM troubleshooting guide

Aug 2026



OEM error codes- troubleshooting guide

Device Registration Issues	#	Portal Error	Backend data	Possible steps to resolve (OEM)
	1	The LFDI entered is incorrect.	LFDI not unique, not following the template, LFDI less than 40characters, etc.	check if the LFDI is binded to the right connection point
	2	According to our records the LFDI already exists.	The device registration has failed due to an LFDI conflict. Either the full 40-digit LFDI already exists in the Jemena utility server, or the first nine digits of the LFDI are duplicated, preventing successful device registration.	The OEM should review the device records and validate that the configured LFDI is correct and unique. The OEM must ensure that the device has not already been registered in the Jemena utility server via any registration method (in-band or Out of band). If an LFDI conflict is identified, the OEM should provide the installer with the correct LFDI and guidance on completing the registration process.
	3	Registration has failed due to communication and/or connection issue with Utility Server.	The device is not publishing telemetry data to the Jemena utility server. As a result, no telemetry information is available for monitoring or test validation.	The OEM should investigate the device on its server and confirm that it has been correctly commissioned and registered. The OEM should verify that all required telemetry information is being populated and transmitted correctly, including DER Capability and Settings, DER Status, and all relevant Meter Data parameters. Any issues relating to device operation, firmware, configuration, or communications should be identified and resolved, with clear remediation guidance provided to the installer.
	4	Registration has failed. The configuration on the inverter did not match the information provided in the approval application for this connection.	DER settings for this device are incorrectly populated in the Jemena utility server. Specifically, the SetMaxW value exceeds rtgMaxW or is populated as 0, which is invalid.	The OEM should validate the SetMaxW setting on the device and confirm that the value is being correctly communicated and populated in the utility server. The configured value must be consistent with the site's approved export capacity. Where physical device issues are contributing to the discrepancy, the OEM should provide the installer with the necessary remediation steps.

In band error codes example

Error code	API call	Description	Cause
400	PST EDEV	Invalid LFDI format or pattern	The LFDI provided in the request does not match the required format and validation rules.
403	PST EDEV	Duplicate SFDI already registered under another LFDI	The SFDI provided is not unique and has already been registered against another existing LFDI
400	PST EDEV	SFDI validation failure due to mismatch	The SFDI provided in the request does not match the expected value for the associated device.
500	PUT CP	Attempt to update an NMI on existing LFDI	The system detected that the LFDI is already registered and linked to another NMI
403	PUT CP	Unauthorised or unavailable NMI	The NMI provided is not available or has not been authorised within the Jemena environment.

In band error codes example

Error code	API call	Description	Cause
Functional changes: Citadel 6.5.4 Upgrade on 10/07/2026			
504	PST EDEV	LFDI not matching SFDI	In Band requests will get a 504 response (POST to edev) for a LFDI not matching (its calculated) SFDI.
401	PST EDEV	LFDI shorter than expected	LFDIs shorter than 29 characters
403	PST EDEV	Existing SFDI in the system	For the same SFDI as existing device in our system, the response will be 403 Forbidden.

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Test 1 – Confirm connectivity and initial settings	#	Portal Error	Backend data	Possible steps to resolve (OEM)
	1	There was an error communicating with the Utility Server or intermittent issues	The device is not publishing telemetry data to the Jemena utility server. As a result, no telemetry information is available for monitoring or test validation.	The OEM should investigate the device on its server and confirm that it has been correctly commissioned and registered. The OEM should verify that all required telemetry information is being populated and transmitted correctly, including DER Capability and Settings, DER Status, and all relevant Meter Data parameters. Any issues relating to device operation, firmware, configuration, or communications should be identified and resolved, with clear remediation guidance provided to the installer.
	2	The inverter does not update required telemetry data. Timestamp, Ptm , No telemetry data provided	Jemena is unable to verify several parameter values in the meter data received on the utility server. Consequently, testing activities are blocked until this issue is resolved.	The OEM should validate the MUP calls associated with this device on their server and ensure that all mandatory telemetry data fields and parameters are correctly populated and transmitted
	3	No telemetry data is provided. SiteRealPower and DERRealPower are required.	The device is not transmitting meter data to the utility server. As a result, mandatory telemetry parameters such as Site Export, DER Generation, and Voltage are unavailable.	The OEM should confirm that the device is properly registered on their server and validate that the MUP calls are correctly configured. The mRID associated with the MUP calls must match the device. If necessary, a new MUP call should be created using the correct mRID for the device.
	4	Connection Status is off or There is an error with the Connection Status.	The device connection status on the Jemena utility server is currently showing as Offline based on the last update received.	The OEM should investigate the device status on their server and validate that the device is connected and consistently publishing the correct status to the Jemena utility server. Where necessary, the OEM should guide the installer on the corrective actions required to resolve any physical device issues.

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Test 1 – Confirm connectivity and initial settings	#	Portal Error	Backend data	Possible steps to resolve (OEM)
	5	The inverter is not set to Operational Mode or Operational Mode is not present.	The device status on the Jemena utility server is currently reported as Not Operational or Unavailable based on the most recent update received.	The OEM should investigate the device status on their server and validate that the device is connected and consistently publishing the correct status to the Jemena utility server. Where necessary, the OEM should guide the installer on the corrective actions required to resolve any physical device issues.
	6	Nameplate rating data for the Inverter is inconsistent.	DER settings for this device are incorrectly populated in the Jemena utility server. Specifically, the SetMaxW value exceeds rtgMaxW or is populated as 0, which is invalid.	The OEM should validate the SetMaxW setting on the device and confirm that the value is being correctly communicated and populated in the utility server. The configured value must be consistent with the site's approved export capacity. Where physical device issues are contributing to the discrepancy, the OEM should provide the installer with the necessary remediation steps.
	7	The device does not update DER capability & Settings.	The device has not successfully communicated the updated DER capabilities and settings after the Change. Therefore, the new configuration values have not been updated in the Jemena environment. This scenario could be valid for the recommissioning process of an existing registered device when recommissioning is required due to system modifications, changes in device or site capacity, equipment replacement, or other operational reasons.	The OEM should inspect the device records in its management system and confirm that the installer has correctly implemented the required configuration changes. Following verification, the OEM should push an updated DER capability (DERCap) and settings configuration for the device.

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Test 2 - Confirm default export limit (500W)	#	Portal Error	Backend data	Possible steps to resolve (OEM)
	1	Site does not comply to the default export limit	Meter data is not being published to the utility server at the configured DER Information Post Rate (60 seconds) during testing time, resulting in delayed or missing updates.	The OEM should investigate the device within its server environment, ensure that the device firmware is updated to the latest version, and verify that meter data is being consistently published to the Jemena server at the configured Meter Data Post Rate of 60 seconds throughout the test period.
	2	Inverter generation is less than the pre-condition for capability testing.	The meter data published to the Jemena utility server indicates that the DER generation output is either lower than the minimum generation level required for testing (350W) or consistently reported as zero.	The OEM should review the DERGeneration parameter in its device management system and confirm that the device is correctly reporting generation data. Any issues affecting the accuracy of the reported value should be investigated and resolved. Where physical device faults are involved, the OEM should provide the installer with clear remediation guidance.

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Test 3 - Confirm adherence to active control limit

#	Portal Error	Backend data	Possible steps to resolve (OEM)
1	Site does not comply to the active export limit.	The Jemena utility server is not receiving active control acknowledgements from the device. The expected control status updates (Received, Started, and Expired) are not being reported, preventing successful validation of the control test.	The OEM should investigate the device behaviour within its management platform and verify that the device is polling and reporting data in accordance with the configured FSA Poll Rate and DER Information Post Rate during the Active Control Test. In addition, the OEM should confirm that the device is correctly receiving, acknowledging, and executing control instructions sent by the Jemena server.
2	Site export is greater than the set point control sent and does not comply	During the OpModExpLimW active export control test, the meter data published to the Jemena utility server shows that the device did not follow the commanded export limit. As a result, the Site Export value remained higher than the control setpoint.	The OEM should perform a detailed investigation of the device on its server, ensuring that the Site Export value is being measured and reported correctly. The OEM should also verify that the device properly responds to active control commands and operates within the required control limits throughout the test. Where discrepancies are caused by physical device, firmware, configuration, or communication issues, the OEM should provide the installer with clear remediation steps to resolve the issue and achieve successful compliance.
3	Site does not comply to the active generation limit.	The Jemena utility server is not receiving active control acknowledgements from the device. The expected control status updates (Received, Started, and Expired) are not being reported, preventing successful validation of the control test.	The OEM should investigate the device behaviour within its management platform and verify that the device is polling and reporting data in accordance with the configured FSA Poll Rate and DER Information Post Rate during the Active Control Test. In addition, the OEM should confirm that the device is correctly receiving, acknowledging, and executing control instructions sent by the Jemena server.
4	Site load is too small to confirm compliance.	Jemena is unable to validate the presence of the minimum required connected load at the site during the OpModGenLimW = 0W active generation control test. During this test, the Site Export value is expected to remain positive. To improve test accuracy and support the validation of correct CT installation and wiring, installers are required to ensure that at least 150 W of load is connected to the site for the duration of the generation control test.	The OEM should perform a detailed assessment of the device and validate that the reported Site Export and DER Generation values accurately reflect site conditions. Any issues relating to device operation, configuration, firmware, or communications should be resolved, with remediation guidance provided to the installer. If no abnormalities are identified, the installer should be advised to connect and maintain a minimum load of 150 W during the test period (mostly for installers to resolve)

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Test 3 - Confirm adherence to active control limit	#	Portal Error	Backend data	Possible steps to resolve (OEM)
	5	Inverter generation does not follow the set point control and does not comply.	The meter data published to the Jemena utility server during the OpModGenLimW test indicates that the device did not correctly implement the active generation control. The DER Generation value either exceeded the commanded limit or was populated with an invalid negative value.	The OEM should perform a detailed investigation of the device on its server, ensuring that the DER generation value is being measured and reported correctly and there is no battery connected to the site. The OEM should also verify that the device properly responds to active control commands and operates within the required control limits throughout the test. Where discrepancies are caused by physical device, firmware, configuration, or communication issues, the OEM should provide the installer with clear remediation steps to resolve the issue and achieve successful compliance.

Thank You



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