

## API Troubleshooting

### Introduction

Welcome to Solis Inverters API troubleshooting support. Our API access is designed to enhance your experience, and we understand that issues may arise. If you encounter any difficulties, follow the instructions below to address and resolve the problem. If the issue persists, kindly provide us with all the necessary information to facilitate a thorough troubleshooting process.

Thank you for choosing Solis Inverters.



### Troubleshooting

Error Code	Error Message	Step 1	Step 2
1	Data error / Communication error	Please contact the Solis customer support and provide complete request package including request header\request body\request frequency.	
429	Too Many Requests	Interface call frequency is limited to the same IP, interface twice per second, please confirm the call frequency.	Please contact the Solis customer support and provide complete request package including request header\request body\request frequency.

403	Forbidden	Please contact the Solis customer support and provide complete request package including request header\request body\request frequency.	
404	not found	Please check if the request url path is correct.	Please contact the Solis customer support and provide complete request package including request header\request body\request frequency.
In case of any other error messages, please contact the Solis Support. Provide the exact error message and complete request package including request header \request body \Request frequency.			

## Clarification

### Request Header:

This typically includes metadata about the request, such as the content type, authorization details, and other relevant information.

### Request Body:

The request body contains the actual data or parameters being sent with the request. It could be in JSON, XML, or another format depending on the communication protocol (e.g., HTTP).

### Request Frequency:

This refers to how often the customer is making this request.



## Connect with Solis

