

# Troubleshooting error when connecting to SolaX or FoxESS devices

As we are currently in beta stage, you will receive an error when trying to connect to a SolaX or FoxESS system.

This is normal, as we need to manually unblock the linking, between the cloud and Smug.

For us to unblock this, we need the following additional information:

**Inverter serial number (for FoxESS) or Dongle ID (for SolaX):**

**Solar system size (kW):**

**Battery model (e.g. EP11, TP58):**

**Number of batteries:**

Please email this to [hello@smug.energy](mailto:hello@smug.energy)

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