

QUICK REFERENCE GUIDE**AVAILABLE SUPPORT CHANNELS AND COMMON ERROR CODES**Overview

This guide summarises the available support channels for Installers, and the common issues and error codes they may encounter during portal registration, capability testing, export/generation limit testing and installation.

Support Channels

Applicants and Installers have access to different support channels depending on the nature of their query.

Support Channel	When to Contact
Digital Adoption Platform (DAP)	The Digital Adoption Platform (DAP) should be the first layer of support for any query. It contains useful guidance, information and videos that will assist to resolve query.
Quick Reference Guides (QRG)	Quick Reference Guides (QRG) are the second point of help for any queries. They contain resolutions and information on the most common issues installers may come across.
Service NSW	User support, account and portal-related queries. Primary contact for NSW CER Installer Portal processes and user journeys.
DNSPs (Distribution Network Service Providers)	Network, connection application, and capability testing enquiries.
DCCEEW	Portal ownership and oversight issues, escalations, complex/multi-stakeholder issues, platform-related matters, and formal complaints.
OEM (Original Equipment Manufacturer)	Device registration, configuration, and hardware or manufacturer-specific technical issues.

Common Error Codes & Issues

Registration & Account Creation

Issue	What May Happen	How to Resolve
MFA (Multi-Factor Authentication)	User is unable to verify their account.	Confirm the user is using the correct MFA method selected during registration (recommended: Salesforce or Microsoft Authenticator app). If the user skipped this step during registration, they will be prompted to finish MFA setup at first login.
Licence Errors	User cannot validate their licence number when creating their account.	Confirm the licence is active, current, and classified as "Electrician" (for installers). Confirm the licence is not already linked to another account — the same licence cannot be used for two accounts. Licence holders from other states can create a portal account, but the system cannot verify their licence, so they cannot be allocated installations. If licence status issues persist (NSW), direct the user to contact Trades NSW, as the licence may be expired, suspended, or cancelled.
ABN & Application ID Issues <i>(Applicants only)</i>	User cannot validate their ABN and Application ID when creating their account.	ABN and Application ID must match exactly with the applicant's DNSP application. The Application ID is provided by the DNSP. Guide the applicant to double-check for typos or incorrect entries. Refer the user to the user guide for a detailed step-by-step process.
Email Address Issues	User cannot use their nominated email address to register or log into their account.	Check whether the email address is already in use or associated with another portal account. Suggest the user register with a different email address.

Capability Testing & Submission

Scenario	What May Happen	How to Resolve
Capability Testing Delays	User has not completed setup steps.	<p>Before starting the capability test, confirm the user has:</p> <ul style="list-style-type: none"> • Approved inverter and meter installed correctly • Firmware up to date and set to Region A (AS4777.2:2020) • Device connected to the internet • LFDI generated and linked to the correct NMI <p>Refer the user to the user guide for the step-by-step process.</p>
Incomplete Capability Test	Test not completed due to a connection timeout.	<p>If the test times out, the user can restart it the next day. Before restarting, confirm:</p> <ul style="list-style-type: none"> • Stable internet connection • Firmware is up to date • Export limit is set correctly • Site can export at least 2000 W <p><i>Note: once a capability test starts, it cannot be paused, cancelled, or run alongside another test.</i></p>
Unsure if Capability Test is Required	User may have missed reading the notification on the installation application.	<p>Direct the user to check the installation notification, which shows whether the capability test or EBM is enabled or exempted.</p> <p>The notification appears at the top of the installation application.</p> <p>Follow the on-screen prompt if testing is required.</p>

Export Limit Test Failure Scenarios

Content below marked TBC is pending confirmation and will be updated once available.

Scenario	Likely Cause	How to Resolve	Escalation Point
Insufficient export for test to proceed (Site Real Power reading > -500 W)	Insufficient export observed for the test to proceed. Meter reading should be between -1700 W and -500 W.	Installer should ensure there is enough energy export available through combination of high solar exposure and low on-site energy consumption	<i>TBC — to be confirmed</i>
Default export limit not adhered to (Site Real Power reading < -1700 W)	Site is not adhering to the default 1500 W export limit.	<i>TBC — to be confirmed</i>	<i>TBC — to be confirmed</i>
CT polarity reversed (Site Real Power reading > 200 W)	Site is not exporting. Export value expected between -1700 W and -500 W.	<i>TBC — to be confirmed</i>	<i>TBC — to be confirmed</i>
Zero export limit not adhered to (Site Real Power reading < -200 W)	Site is not adhering to the export limit of 0 W.	<i>TBC — to be confirmed</i>	<i>TBC — to be confirmed</i>
Site goes to net import after zero export limit sent (Site Real Power reading > 200 W)	Site net import observed after control with a 0 W export limit was issued.	<i>TBC — to be confirmed</i>	<i>TBC — to be confirmed</i>

Generation Limit Test Failure Scenarios

Content below marked TBC is pending confirmation and will be updated once available.

Scenario	Likely Cause	How to Resolve	Escalation Point
Site is exporting (Site Real Power reading < -200 W)	Site must NOT be exporting for the generation limit test to proceed.	<i>TBC — to be confirmed</i>	<i>TBC — to be confirmed</i>
Insufficient generation for test to proceed (Inverter Real Power reading > 1000 W)	Insufficient generation observed for the test to proceed.	<i>TBC — to be confirmed</i>	<i>TBC — to be confirmed</i>
Active generation limit not adhered to (Inverter Real Power reading > 500 W)	Site is not adhering to the generation limit of 0 W.	<i>TBC — to be confirmed</i>	<i>TBC — to be confirmed</i>
Site starts exporting after 30 kW generation limit issued (notched gen limit) (Site Real Power reading < -200 W)	Site has started exporting after control with a 30 kW generation limit was issued.	<i>TBC — to be confirmed</i>	<i>TBC — to be confirmed</i>
CT polarity reversed (Final Site Real Power reading - Initial Site Real Power reading < 0)	Site is not generating. Value expected > 0 W.	<i>TBC — to be confirmed</i>	<i>TBC — to be confirmed</i>

Other Practical Issues

Scenario	How to Resolve
Internet Dropout Issue <i>User has lost connection during installation.</i>	Ask the user to restore their internet connection. Ask the user to reconnect via the OEM app. Triage: connect the user to the correct OEM helpdesk if needed.
Unable to Complete Testing <i>Test timed out due to poor connectivity or conditions.</i>	Installer can restart testing later, from the beginning. Confirm stable internet, updated firmware, and sufficient export capacity before restarting. <i>Note: the user should not pause or restart mid-test.</i>
Download Receipt or Records for Completed Installations	There is currently no download records/certificates option within the CER Portal itself. The installer can still access records via: <ul style="list-style-type: none"> • The installation details page on the NSW CER Installer Portal, or • The AEMO website — installers receive an email to access/download the certificate.
Device Registration Test Fails	Check whether the installer ran the test before registering the inverter on the OEM app — this is a common cause of failure.

Portal Support Contact

CER Installer Portal support: 13 77 88
 — Monday to Friday, 7am–7pm.

DNISP Support Contact

For connectivity or DNISP-network issues, contact your Distribution Network Service Provider (DNISP).

OEM Support Contact

For device registration related issues, contact your Original Equipment Manufacturer (OEM).