Why does the DNS affect the connection to Fusionsolar portal?
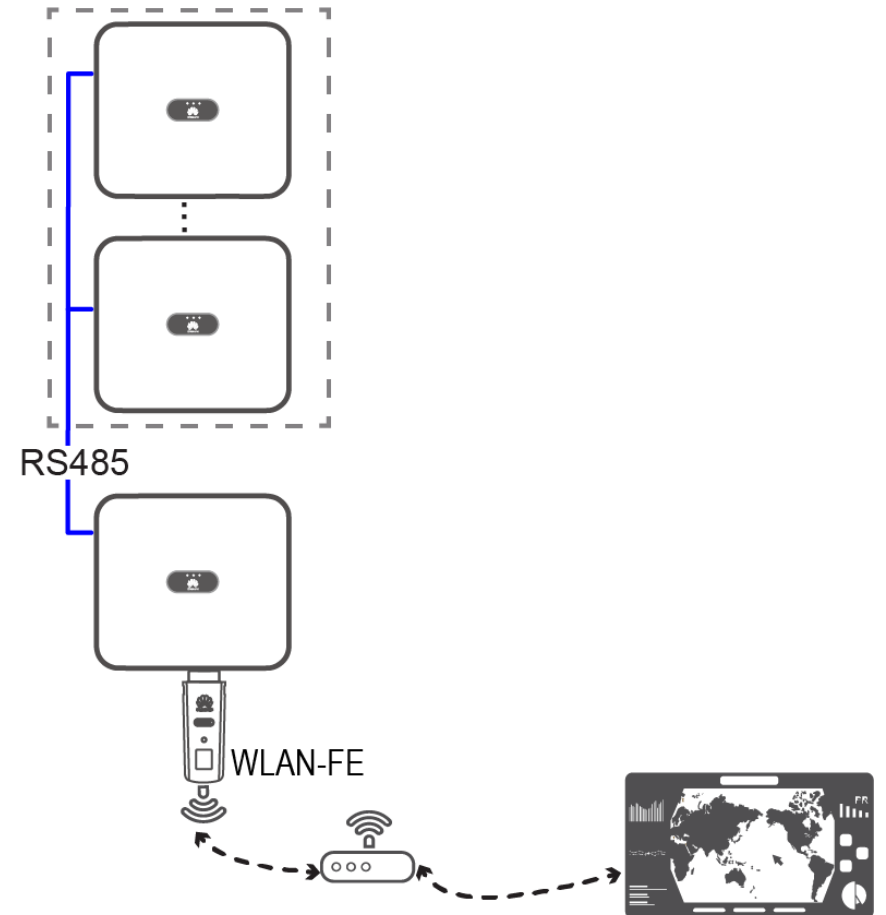
- [How the Domain Name System (DNS) Works](#)

- All Huawei domain names (intl.fusionsolar.huawei.com, sg5.fusionsolar.huawei.com) need to be resolved

- Why is DNS sometimes disordered? Too many options for us
    - Default DNS or third-party DNS
    - Free DNS or paid DNS
    - Public DNS or private DNS


RS485

WLAN-FE

DNS options for HUAWEI Fusionsolar solution

- Default DNS vs. third-party DNS
  - When you have internet service, your internet service provider (ISP) has a default DNS which your network uses to connect to the web. ISPs can collect data on customers and their internet activity.
  - A third-party DNS can do the same, though it becomes more difficult to attribute the connection to specific individuals or households.
- Free DNS vs. paid DNS
  - Beyond the obvious financial difference between a free and paid DNS, free options typically have fewer features.
  - A paid DNS will have more advanced security and performance functionality, as well as better customer support and more customization options.
  - Generally speaking, a free DNS will work for most purposes.
- Public DNS vs. private DNS
  - A public DNS is available to the general population and it typically comes from your internet service provider or a dedicated DNS provider.
  - A private DNS is typically used by companies to give employees easier access to internal-only websites/IP addresses.
  - Typically, you're on a public DNS at home and either a private or public one at work.

Manual setting DNS server

- When FusionSolar portal cannot be accessed using a domain name
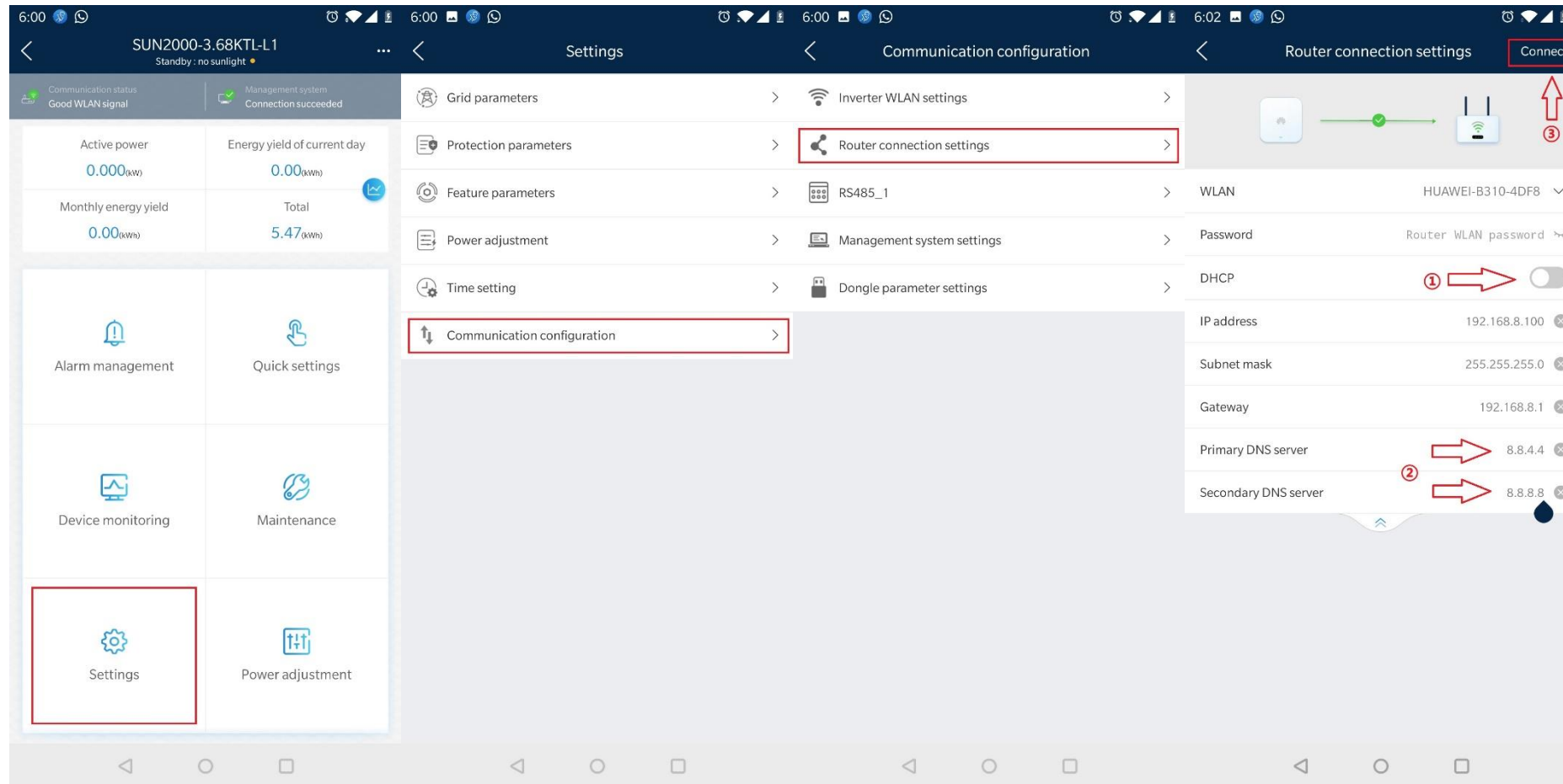
①. Disable "DHCP"
②. Modifying DNS server (e.g. Google public DNS server)
③. Click "Connect" button to reconnect the route.

Use the "PingTools" APP to test the network

1. Download PingTools from Google Play.
2. Connects to the customer's Wi-Fi network.
3. Open the PingTools and use the "Ping" function to check the availability of network functions.
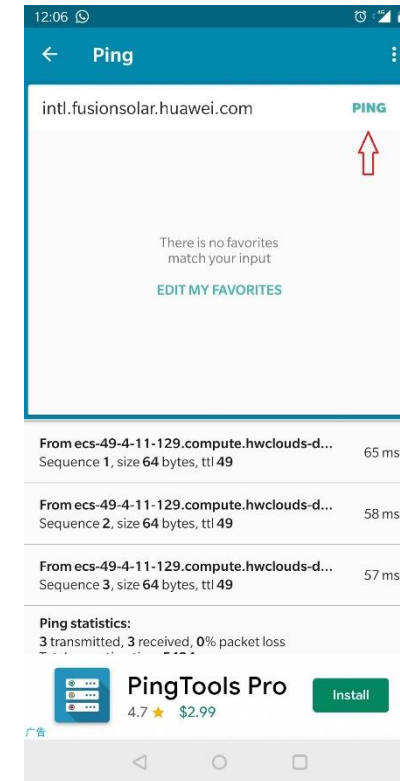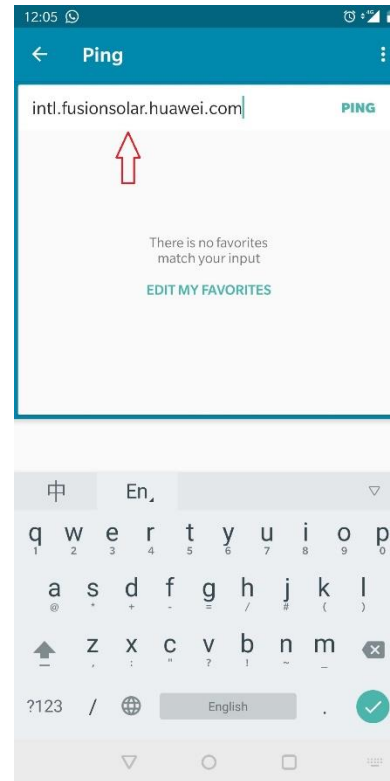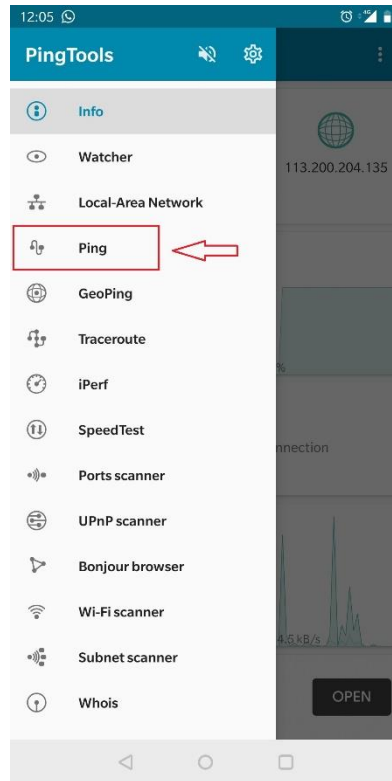
Use the "PingTools" APP to test the network

1. Download PingTools from Google Play.
2. Connects to the customer's Wi-Fi network.
3. Open PingTools and use the "Traceroute" function to check whether the domain name can be resolved successfully.